



# Kenosha County Department of Human Services

2006 Annual Report





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Allan K. Kehl, County Executive  
Dennis Schultz, Director

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Kenosha County Job Center/ Human Services Building  
8600 Sheridan Road, Kenosha, WI 53143



# From the Director

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It is my pleasure to present to you the Kenosha County Department of Human Services 2006 annual report. The following are just a few of the highlights and challenges we experienced last year.

Family Care. The County Board approved Family Care in November, 2006. The program began February 1, 2007 and is on track to not only transfer 50% of those eligible for Family Care in 2007 but to increase the Family Care caseload by over 200 from the current waiting list. We anticipate full conversion and removal from all waiting lists by December 31, 2008.

St. Catherine's Commons (an elderly housing complex): As I am sure you all remember by the headlines in the Kenosha News and in the multiple presentations the Department made before various committees and boards, the St. Catherine's Commons fire challenged not only the City but certainly the Department of Human Services, specifically the Division of Aging. We are not only proud of our response from the Division of Aging personnel, but also from our contracted provider, Kenosha Human Development Services, the Red Cross, the Kenosha Fire Department, and the St. Catherine's Commons administrative team.



Increase in Residential Treatment: The anticipated overrun in placement of children in residential treatment was primarily caused by two factors: (1) During the last 18 months, the Department had significant increases in referrals of developmentally disabled children resulting in additional and more long-term placements. For example, of the 10 adolescents we have in residential treatment as of 12/31/06, five of them are developmentally disabled. (2) There was an increase in the number of teenage suicides in Kenosha County in 2005 and 2006. The Department was very diligent in its assessment of risk of self harm to all who were referred by the community, schools, and Court, and in several cases erred on the side of caution with residential placements for evaluation purposes only.

Child Support: We were notified in July, 2006 that due to federal budget cuts, we could anticipate the loss of 12 - 15 full-time employees in our Child Support unit. The good news is that the proposed State of Wisconsin bi-annual budget will include several millions of dollars to offset the losses caused by the federal reduction. The bad news is we don't know exactly how that will affect Kenosha -- the amount we will receive, the number of staff we can maintain, and when this funding will commence, either in the first year or the second year of the bi-annual budget. We are skeptical that the federal government will move quickly and change any of its recommendations as to funding or lack of funding, so we will keep you posted on this. This important issue will continue to be discussed in 2007 for the 2008 budget.

All in all, 2006 was a very productive year for the Dept. of Human Services. I would like to thank the over 400 people who come to work in this Job Center/Human Services Building every day, all of our County Board Supervisors, the volunteers who serve on committees that support us, and especially Administration, who are right next to us when things get difficult and always provide a helping hand.

Dennis R. Schultz  
Director



# Department of Human Services

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## **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	Y2006 Expenditures*
Office of the Director	\$795,873
Aging	\$11,955,126
Brookside Care Center	\$12,022,753
Central Services	\$110,334
Children & Family Services	\$21,148,580
Disability Services	\$20,808,429
Division of Health	\$4,425,567
Medical Examiner	\$504,832
Veterans Services	\$250,448
Workforce Development	\$14,147,094
<b>TOTAL</b>	<b>\$86,169,036</b>

\* Unaudited as of 3/20/07



# Office of the Director

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## 2006 HIGHLIGHTS

### Fiscal Management

As of March, 2007, DHS 2006 unaudited expenditures totaled \$86,169,036. In 2006, the adopted budget accounted for 46% of the total Kenosha County budget. In contrast, the Department's levy request was only 26% of the total County levy.

Of the total Department budget of \$86M, county levy is only 14.8% or \$12.7M. The remaining revenue of \$73.1M is received from Federal, State and various Grant allocations. 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 taxpayer. Because of the restrictions of the tax levy limit, any future non-levy revenue sources the department is considering will be used to offset the rising costs of continuing client services. It is the overriding goal of the Kenosha County Department of Human Services 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.



Laurie Staves,  
Director, Fiscal Services



Dianne Niesen,  
Contract Monitor

### Contract Monitoring

Contract monitoring includes the development and management of Department contracting processes and systems for all program division within KCDHS. 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 2006, 11 direct client services contracted within the Division of Workforce Development and the Division of Aging Services were announced through the RFP process, resulting in 20 proposals submitted and a change in providers for 2 of the 11 service contracts.

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 2006, KCDHS contracted with 219 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 2006, Central Services staff worked with the Division of Workforce Development on the re-design of the General Reception area and creation of the Customer Self-Help room. Renovation of that area included the creation of a customer service window and placement of customer service representatives to assist participants, visitors, and guests.



Michelle Eisenhauer,  
Central Services Manager

## Job Center Management

This office administers the programs related to the Workforce Investment Act (WIA) including special targeted programs that address issues in connecting people to employment. The Dislocated Worker program provides services to companies that are closing or laying off employees and to the employees that are being laid off. Job Center staff conduct Dislocated Worker program and community services orientations for employees affected by layoffs so that they are aware of the options and support available in the community. Twenty-eight (28) Dislocated Worker orientation sessions were conducted at 8 employers with an estimated 3,492 employees affected by dislocations and layoffs in 2006.

WIA services are also administered for Adults who need additional assistance in finding training and employment as well as low-income youth who need assistance in completing or returning to school. Special services are provided through a Mobility Manager for development of transportation options and a Disability Navigator for guiding people with disabilities to services that are available to meet their training and employment needs. Both of these special services are collaborative efforts with the Kenosha Achievement Center.



**John Milisauskas,**  
Job Center Manager

Kenosha County collaborates with Racine and Walworth counties for workforce development planning. The three (3) counties comprise the Southeast Workforce Development Area. In addition, the Southeast Workforce Development Area is involved with the development of regional initiatives with the areas representing Waukesha, Ozaukee, Washington and Milwaukee Counties. During 2006, Kenosha County became involved with the Milwaukee 7 and the Regional Workforce Alliance. The Milwaukee 7 initiative was formed to create a regional, cooperative economic development platform for the seven counties of southeastern Wisconsin: Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Waukesha, and Washington. Its mission is to attract, retain and grow diverse businesses and talent. The Regional Workforce Alliance serves the same 7 counties for developing regional workforce development strategies and complements the work of the Milwaukee 7.

## Special Projects & Connections

Representing the agency as a whole or multiple service divisions, the Office of the Director undertakes numerous projects and maintains a wide range of community and professional connections. The Assistant to the Director plays a leadership role in many of these activities. Several noteworthy project activities in 2006 included:

- Development of fiscal documentation and reporting tools and procedures for Shalom Center to use to capture federal matching funds that will help support ongoing operation of an INNS single site homeless shelter;
- A study of human services spending in 11 comparably sized urban counties in Wisconsin, which ranked Kenosha County #1 in effectively balancing between the two goals of maximizing the total human services made available to citizens in need vs. minimizing local levy spending.
- Designing and initiating a personnel planning project to determine the staffing needs and position requirements for a new consolidated Division of Aging & Disability Services to be created in 2008 (based on program and revenue reductions from the state privatizing Family Care in SE Wisconsin).
- A public education campaign on Family Care targeted for families and guardians of disabled and mentally ill adults who will be transitioned into the program in 2007 and 2008.
- Active assistance to UW-Parkside in re-defining and organizing their Center for Community Partnerships, a critical component of which supports capacity development in Kenosha area nonprofit agencies that are the primary service delivery mechanism for our department.



**James Kennedy,**  
Assistant to the Director





Brian Crehan

Ed Jakes

Brad Reichert

## Information and Computer Systems Development and Support

RHB Technology Solutions, Inc.

In 2006, The Department of Human Services (DHS) contracted with RHB Technology Solutions, Inc., for information systems design, development and support. The 30+ active applications, which serve staff and management in all of the DHS divisions, have been designed and maintained as part of the initiative to broaden and improve automation enjoyed by the department, clients and collaborating service providers.

During 2006, information management efforts continued to focus on: (1) Extending the use of applications within DHS in order to enhance the sharing of information and improve efficiency. (2) Improving the collaboration between DHS and service providers by broadening the access to information required to service clients. (3) Using the Internet to reach out to clients as well as others in the community.

Labor-intensive business processes were streamlined as the PSN Case Management System and the Personal Care Management System were enhanced to eliminate steps that would otherwise require additional and in some cases, duplicate data entry. In both applications, submission for MA Billing reimbursement has become an automated process.

In 2006, over 100 companies requested close to 3400 resumes online from the Kenosha County Online Employer Resume Matrix ([www.resumematrix.com](http://www.resumematrix.com)). Automated employer searching and online posting of resumes by prospective job seekers are scheduled for 2007.

## Planning and Evaluation

NJM Management Services, Inc.

### Grants Development

Planning & Evaluation staff continue to provide coordination and technical support for federal and state funding applications. Twelve applications for new initiatives were submitted in 2006. Seven applications were funded for a total of nearly \$4.3 million dollars, which includes \$3.9 million from the U.S. Department of Housing and Urban Development Lead Hazard Control Program. Seven successful reapplications were submitted for a total of \$821,366.



Jennifer Madore

Pamela Smith

Jeff Weiss

### Grants Oversight

Ongoing program oversight services were provided to the following state-funded initiatives: Juvenile Accountability Incentive Block Grant, Youth Gang Diversion, Brighter Futures Initiative, Girls Circle Program, and the Disproportionate Minority Contact grant. Evaluation services were also provided for the Alcohol and Other Drug Abuse Pilot Program, Single Coordinated Service Plan Project and Drug-Free Communities Support Program, a federally funded 5-year grant.

### Outcome-Based Evaluation

The Department of Human Services continues to refine the outcome-based reporting system for its service providers. Planning & Evaluation staff work closely with the Department's Contract Monitor to implement this process across Divisions.

# Division of Aging Services

## 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.

## 2006 HIGHLIGHTS

2006 proved that perseverance pays off. After 10 years of trying to get Family Care in Kenosha County, expansion of the program was finally approved by the governor and legislature, with implementation beginning in 2007. For over 400 consumers this is the beginning of the end to wait lists for community-based long term care.

Our Aging and Disability Resource Center received a record number of contacts in 2006, and the Adult Protective Services staff began to feel the increased workload impact of new state protective service and guardianship laws.

Kenosha again demonstrated a high level of cooperation among service agencies, evidenced by those who rallied to assist the Red Cross in aid to victims of the St. Catherine's Commons fire. I am proud of the Aging and Disability Services network staff who helped in this effort.

In anticipation of the transition from the Medicaid Waiver programs to Family Care in 2007, a planning process has begun to merge the divisions of Aging and of Disability Services in 2008. We expect this consolidation to result in improved customer service and greater administrative efficiencies.

## DIVISION DESCRIPTION

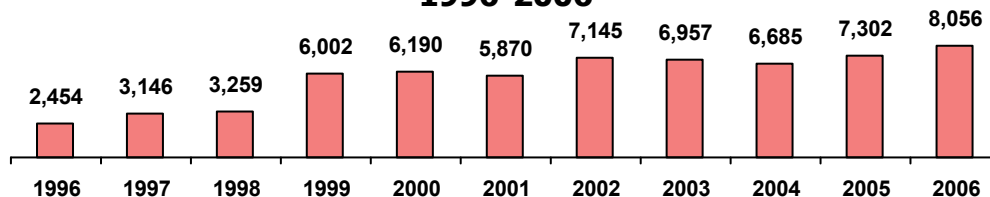
The Aging and Disability Resource Center of Kenosha County is a one-stop shop for information, assistance, and services, and an entry point for older adults and persons with disabilities seeking



"There are never enough dollars to meet all the needs of our vulnerable citizens, but through the tremendous contribution of Kenosha County's volunteers, the cooperation of its agencies, and the dedication of its workers, and the support of policy makers, our community has stretched its service capacity to extraordinary lengths. It is exciting to be part of a caring community"

**LaVerne Jaros, Director**

**Number of Information and Assistance Contacts  
1996-2006**





## **Short-Term Services**

Four small programs allow for one-time purchases or short-term services for persons with physical disabilities, dementia, seniors at risk of abuse and respite for family caregivers. Together these programs helped:

71 persons with disabilities (SNAP)  
14 persons with dementia (AFCSP)  
49 persons at risk (DSG)  
121 caregivers (NFCSP)

## **Case Management**

Case management services for elderly persons and persons with physical disabilities were provided by staff employed by Community Care, Inc. under contract with the Division of Aging. A total of 422 individuals were served in 2006.

## **Community-Based Long Term Care Services**

Hope for over 400 people waiting for services was in sight as Division staff spent much of 2006 planning for conversion to Family Care. The state initiative promises to serve all eligible Kenosha County applicants by 2009.

## **Benefit Assistance**

Benefit Specialists offer help with insurance, Medicare and other benefit issues both to older adults (by Kenosha Area Family & Aging Services staff) and to persons with physical disabilities (by Kenosha Achievement Center staff.) A positive monetary impact of \$160,066 was garnered on behalf of 275 seniors served. Five hundred sixty people attended presentations given by the program with Medicare D the prominent concern. Information-only contacts numbered 1,516. Disability Benefit Specialists helped 495 younger adults with disabilities.

## **Adult Protective Services**

There were 330 referrals to Adult Protective Services in 2006. Of these, 130, or 39 percent were referred for self-neglect. Reports of abuse by a perpetrator, including situations involving physical abuse, financial abuse and neglect numbered 64. The number of guardianships was 56. Welfare checks were completed on 41 vulnerable adults. Goodwill administers this program.

## **Medicaid**

Division of Workforce development staff, located at the Aging & Disability Resource Center, maintain a caseload of 1,300 people receiving Medicaid while in nursing homes, state centers for developmentally disabled, and in community-based waiver programs.

## **Daybreak**

Daybreak, a respite program for family members of persons with dementia, provided group activities at the Westosha Community Center in Bristol and at the Wesley United Methodist Church in Kenosha. At the end of 2006, KAFASI obtained a grant to expand Daybreak to Twin Lakes in 2007.

## **Congregate Nutrition**

The Senior Dining program served 40,584 meals to 660 seniors in 2006 at six sites throughout Kenosha County. KAFASI administers the program and KAC provides the meals.

## **Home Delivered Meals**

Volunteers deliver a hot lunch and cold supper to people who are homebound and unable to prepare meals. A total of 37,482 meals were delivered in 2006 through funding from the Division of Aging. This activity represents over 30 percent of KAFASI's Meals on Wheels program.

## **Guardianship Assistance**

This program, administered by Kenosha Human Development Service, 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) is located at the Aging & Disability Resource Center. Education efforts targeted family caregivers. New information for caregivers in a magazine format proved very popular. Booths at community fairs helped to inform the public about Aging services. The Older American's Month luncheon recognized outstanding seniors and persons who serve them. Quarterly meetings provided opportunities for information sharing among aging service professionals.

## **Chore Service**

The Kenosha County Sheriff's Work Crew washed windows, trimmed bushes and did minor painting and other chores for 54 older people. Fifteen people received help with snow removal.

## **Westosha Community Center**

The Westosha Community Center provides activities for older adults and serves as host to the Daybreak program and as a meal site for Senior Dining.

Readers contributed \$3,922 toward mailing costs.

### **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 gave 17,510 Care-A-Van rides to approximately 600 older people and people with disabilities.

KAFASI operates the Volunteer Escort program where 92 volunteers gave 4,359 rides to 322 people in 2006.

### **Ethnic Elders**

The program encourages the involvement of African American elders in education, recreation, and volunteer activities and coordinated monthly meetings of the Ethnic Elders Group.

### **Friendly Visitor**

KAFASI also administers the Friendly Visitor program which matched 82 older people with volunteers who provided 2,480 hours of companionship and assistance. Program volunteers helped ten people with grocery shopping.

### **The Chronicle**

The Kenosha News prints the Division of Aging's monthly newspaper, The Chronicle. Volunteers from the Westosha Community Center label and bundle the 12,000 papers each month for bulk mailing rates.

### **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 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**

In partnership with Community Care and Southport Rehab, the Division of Aging is implementing three grants to expand Falls Prevention activities state-wide and evaluate the efficacy of self-management techniques for persons with chronic conditions. Kenosha staff have become a training resource for other communities wanting to implement these programs.

### **Loan Closet**

The KAFASI/Easter Seals Loan Closet on site again experienced utilization increases across the board: 469 pieces of medical equipment were loaned to 310 people. The number of items donated in 2006 jumped by over 150% to 850!

## **Letters of Appreciation**

"My doctor said I had to get an air purifier because of my emphysema, poor lung function, and severe allergies, but I had no way to afford one and insurance wouldn't cover it. I was going to go without and continue to struggle. Also, I didn't think it would make much difference because my condition is so serious. But, soon after turning it on, my entire head began to tingle and then clear. All the pressure I was so used to is nearly gone. The air now has a smell of freshness like you notice when you go outside. I have not smelled that indoors since I was a child. I know this sounds ridiculous, but it is true. I am so grateful; I had no idea it would make such a big difference! I am just so grateful that I wanted you to know what a help you are and to say thank you!!"

Edna

"I can't tell you enough how grateful we are to have help from the work crew. We are disabled and having the crew gets things done that we could never do ourselves."

Jane



# 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.

## 2006 HIGHLIGHTS

“Brookside is proud to be participating in the DHFS Abuse Prevention pilot program. All new employees are required to have an FBI fingerprint background check. The statistics will be analyzed and then a determination will be made whether the program will continue permanently beyond 2007.

Some of our employees had the opportunity to participate in an experiential abuse prevention training as part of this pilot program.

## 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.

## SERVICES

Brookside provides 24-hour registered nurse care, pain management, restorative care, respiratory care, wound care, intravenous therapy, post-surgical care, and hospice care is available.

During 2006, there were 113 admissions to Brookside Care Center. There were 74 deaths and 40 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.

The daily cost per patient for 2006 was \$202, an increase of 4% over 2005. Staff salaries and benefits account for 77% of the costs or \$160.86 per day. Here are some more facts about Brookside residents:

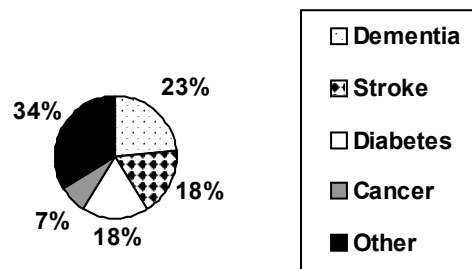
- 7% of residents have court-appointed guardians
- Less than 1% of residents are under age 64
- 13% of residents are 95 years old or older



Our caring, compassionate employees receive great satisfaction and take great pride in knowing they can make a difference in the lives of our residents by just doing the little things that really matter.”

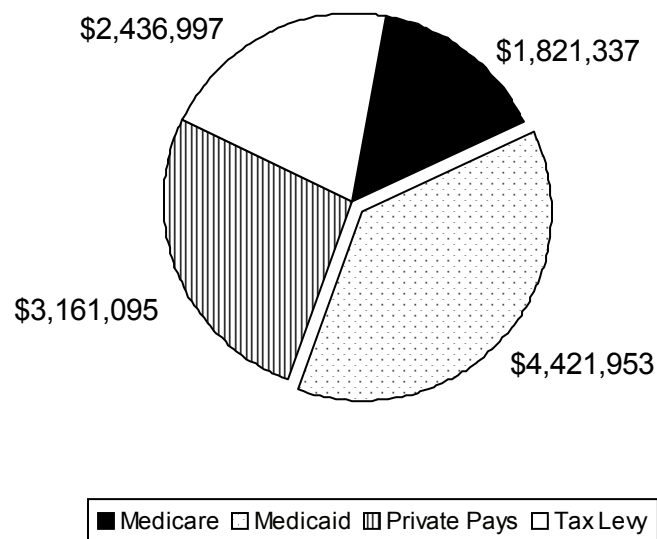
**Sandra Hardt, Director**

## Residents with Selected Diagnoses



2006 Total Cost per Patient per Day			
Expense Category	Dollars	Percent	
Staff	\$ 160.86	79.6%	
Contractual Services	\$ 9.26	4.6%	
Equipment Depreciation	\$ 6.11	3.0%	
Supplies	\$ 11.71	5.8%	
Interest	\$ 3.84	1.9%	
Utilities	\$ 5.21	2.6%	
Other	\$ 5.01	2.5%	
<b>Total</b>	<b>\$ 202.00</b>	<b>100.0%</b>	

**Brookside Care Center 2006 Revenue Sources**



# Volunteers

What can you say; the Moyes do it all. Pat, Bob, Mark, and their daughter, Kim (not pictured). This wonderful family is dedicated to Brookside in so many ways.



For years, they served popcorn on Tuesday and cookies on Friday.



But that's not all. You can see the Moyes flipping burgers at our annual picnic.



And Bob loves to judge during our annual pie contest.

"The Moyer family has dedicated themselves to the quality of life here at Brookside.

We can't thank them enough."



# 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.

## 2006 Highlights

In May the DCFS was proud to implement the internationally acclaimed Family Group Conferencing Program. This evidence-based program started in New Zealand and has spread throughout the world. The model promotes the use of family members and other external resources available to families as essential pieces in case planning where there are Child Welfare issues. At the family planning session, the DCFS presents the reason why the family is involved with the system and community-based providers list the services that would be available to assist. The family and its support network are then left alone to develop a plan that addresses the needs presented. The goal is to develop a plan where children will be safe and the family will increase their positive capacities.

In September, the DCFS along with Kenosha County Juvenile Intake released the 2005 Juvenile Justice Report. This report was a statistical reflection of how youth complied with conditions of their Deferred Prosecution Agreements and Court Ordered supervision. The report tracked both Juvenile Delinquents and Truancy cases and measured such things as restitution paid, community service work performed, and school attendance. To summarize a couple of the findings, 82% of youth did not recidivate, 83% of the cases were misdemeanors, 5,964 hours of community service work was performed and \$24,141 of restitution was paid. The Juvenile Justice Report will now be issued on an annual basis allowing us to measure the impact we are having on these populations.

In the Fall, the DCFS received a grant for the Office of Justice Assistance to provide an promising practice model program known as the Girls Circle. This program is a ten week structured support group specifically designed for delinquent females. It aims to counteract social and interpersonal forces that impede girls' growth and development. The specific risk areas addressed include: Community, School, Family, Peer, and Individual factors. A major component of programming to address both Peer and Individual risk factors includes dealing with ATOD issues related to these factors.

The DCFS is dedicated to continuing to research and implement programs that benefit the families of our County. We offer high quality community based services and are aggressively seek out funding streams to allow for the expansion of services. We have a long established collaborative network that continues to benefit all we serve.

## 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



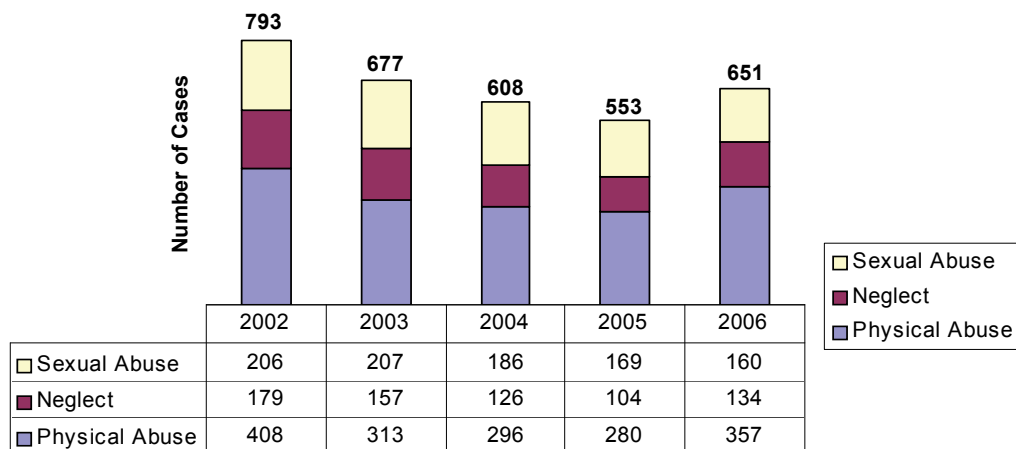
"The Division of Children and Family Services and its partners continue to provide quality services to families in need. This strong collaborative process allows for the effective assessment of needs and delivery of services, all of which promote safe living environments for children in our county. We continue to reinforce our commitment to utilizing a strength-based approach in working with families in our county."

**John Jansen, Director**

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



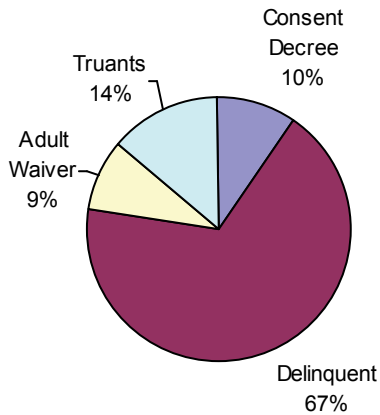
### Child Abuse and Neglect Reports (per 1,000 children)

	1999	2000	2001	2002	2003	2004	2005
Kenosha County	20.9	19.6	23.3	20.2	20.6	17.8	18.1
State of Wisconsin	28.9	27.8	29.4	30.7	28.9	30.0	30.1

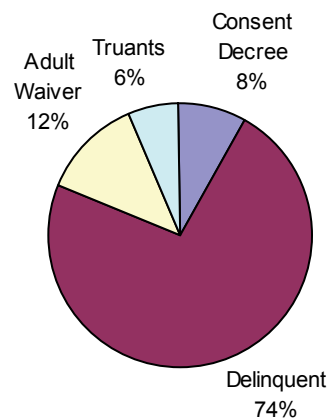
Source: Wisconsin Division of Health and Family Services

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=446  
Juvenile Court Services - 2005**



**Distribution of Referrals n=478  
Juvenile Court Services - 2006**



- In 2006, truancy referrals dropped by 50% (62 in 2005 to 31).
- Waiver referrals have increased by 34% in the last five years (44 to 59) including a 48% increase in 2006 (40 in 2005 to 59).
- The number of Consent Decrees had decreased by 25% in the last 5 years (53 to 40).
- Overall, the total number of referrals has increased by 16% in the last five years (413 to 478).

## 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.

# 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 persons 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.

## Division Description

The Kenosha County Department of Human Services' Division of Disability Services (KCDDS) 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. It accomplishes this through the administration of nearly 100 service contracts, mostly with local agencies.

The Division was established in 1972 pursuant to Wisconsin Statute 51.42/.437 and operates under the leadership of County Executive Allan Kehl, the Kenosha County Board of Supervisors, and the Human Services Board's Disability Services Committee. From 1972 to 1986, KCDDS was known as the Comprehensive Board, or "Comp Board." From '86 through 1995 the Department of Community Programs was our formal name. In 1996, Kenosha County created a Department of Human Services and the Division of Disability Services was assigned the traditional 51.42/437 role within the new Department. Aging, Health, Children & Family Services, Workforce Development, Veterans, and Brookside Care Center comprise our sister Human Services Divisions.



"Planning for the promise of Family Care took center stage in 2006. The prospect of Family Care will allow the transfer of adults with developmental disabilities, presently served in the cash-crunched county system, to a managed care environment that historically has received greater resources. Instead of watching our waiting list grow year after year, the Family Care option will eliminate our wait list for persons with developmental disabilities by the end of 2008."

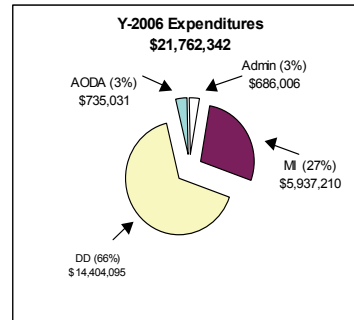
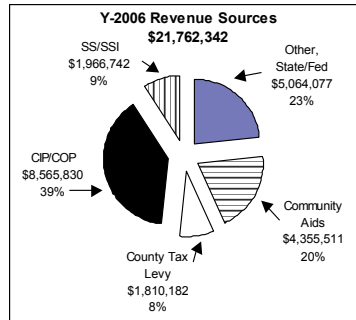
**Ron Frederick, Director**

## Programs

The array of programs administered by the Division constitute a "safety net" for Kenosha's citizens who do not have the wherewithal 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**.

A broad range of services was supported by \$21,762,342 in Federal-State 83%, County (8%) and client funds (9%) generated in 2006. The charts below depict the origins of our revenues and how they were spent by disability.

## Division of Disability Services 2006 Revenues & Expenses



4,067 persons were supported with the above funds according to our Human Services Reporting System (HSRS). 61% (2,483) were male and 39% (1,584) were female. 84% were adult and 16% were under age 18. Clients by primary disability were categorized as follows: AODA = 26% (1,046); DD = 20% (827); MI = 49% (1,1995); and a 5% group of 199 persons had multiple disabilities. Though persons with DD accounted for only 20% of those served, they generated 66% of expenditures. That's due to the severity of their needs which often require long term, high cost, residential care. A much larger portion of persons with AODA & MI respond to shorter term, less expensive, out patient care.

### Highlights

- Funding Dilemmas, Service Demands, & The Promise of Family Care:** State & Federal funding remained essentially flat. The Basic County Allocation (BCA) of Community Aids didn't budge by even so much as one buck. No increases in the Community Integration Program (CIP) rates were experienced either. In fact, the Federal Financial Participation (FFP) for all Medicaid Programs actually decreased from 58.15% in '05 to 57.65% in '06. The budget's pressure points remained inpatient admissions, both locally and at the State Mental Health Institutes, and residential and day service costs associated mostly with persons with developmental disabilities. A deficit was avoided only through the infusion of \$587,012 additional County Tax Levy dollars ('05 = \$1,223,168; '06 = \$1,810,182), and, higher than anticipated reimbursement from Wisconsin Medicaid Cost Reporting (WIMCR) which allows the County to capture additional Federal funds based on its Medicaid activity.

Given the bleak funding climate described above and the inevitable waiting lists it generated, is it any wonder that Family Care was so avidly embraced? Unlike the stagnation in CIP & Community Aids, the five Family Care Pilot counties have received annual adjustments to their capitated rates since their inception in 2000. That's why we worked so hard with Milwaukee based Community Care Inc. to assure a smooth transition of all eligible adults with DD from our current county system to the new, regionalized, managed care system. To do otherwise would have been a dereliction of duty. Persons from both our active rolls and those on the wait list will be enrolled starting February, '07. By the end of '07, all active clients should be transferred. By '08's end, our existing wait list should be eliminated. Note: 54 DD folk from Wait List were enrolled in Family Care as of 3/12/07. We're off to a good start!

- Consolidation of the Division of Disability Services (DDS) with the Division of Aging (DOA):** A concerted planning effort was undertaken to merge the two Divisions most directly effected by Family Care. DDS will be transferring \$10.8 million worth of adult, DD services to Community Care Inc. in '07. That's 49% of our \$21.8 2006 budget. Obviously, a decrease in business of that magnitude will require dramatic downsizing. Kenosha County will still retain direct responsibility for services to persons with mental illness, alcohol-drug problems and children's programs like Early Age/Birth to 3, Family Support, Autism & long term support waivers. In the wake of such losses, it makes good sense to integrate with Aging which is also loosing a substantial portion of its elderly & physically disabled direct service business to Family Care.



- *Inpatient admissions @ All-Saints-St Luke's-Racine:* County funds supported 190 persons who generated 246 admissions at St. Luke's in 2006. Those 246 admissions represent 891 days of care for an average length of stay per admission of 3.6 days. The total cost of hospital care was \$511,000. The 246 admissions were generated by 190 individuals. Multiple admission activity is depicted in the following chart.

2006 DDS Purchased Admissions at St. Luke's-Racine

<u>Total # of Admissions:</u> 246		<u>Unduplicated # of People:</u> 190
<u># of Admits Per Person:</u>	<u># Admissions</u>	<u># &amp; % People</u>
144 people had 1 admit	144	144 = 76%
37 people had 2 admits	74	37 = 19%
8 people had 3 admits	24	8 = 4%
1 person had 4 admits	4	1 = 1%

The number of admissions to St. Luke's was actually down slightly in 2006 from the previous year. This was due primarily to a lack of Psychiatric Intensive Care (PIC) beds. This resulted in a number of Chapter 51 referrals to St. Luke's being refused admission and diverted "elsewhere." The most usual elsewhere hospitals were the State Mental Health Institutes at Mendota & Winnebago or Rogers Memorial Hospital in West Allis. Beyond the increased time & distance demands on law enforcement, persons refused admission at St. Luke's and diverted elsewhere, pose a direct financial consequence, especially if they are Medicaid (Title-19) covered. Specialty psychiatric hospitals which include the three elsewhere facilities are known as "Institutions for Mental Disease (IMD)." Medicaid does not cover adults 21-64 in IMDs; therefore, the bill is directed to Kenosha County. In 2006, the Division experienced 61 admissions generating 393 days of care for a tab of \$289,089. By year's end St. Luke's had made efforts to reconfigure its psychiatric unit and add more PIC beds. Hopefully, this phenomenon will not repeat itself in 2007, at least not at the \$289,000 level.

- *State Mental Health Institutes (Mendota & Winnebago) utilization:* Activity at the State Institutes was over projections by 227 days, representing .6 beds. This is due in large part to the IMD phenomenon described above. Seventy-seven County funded adults utilized 3.6 beds at the Institutes in '06. In 2005, 49 persons were served at the Institutes.
- *Residential:* Demand pressures for residential services persisted in 2006 due to clients manifesting more severe conditions. An increasing number of involuntarily committed individuals under Chapter 55 in need of further 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 people with DD from Intermediate Care Facilities-Mentally Retarded (ICF-MR) and other Nursing Homes have increased the pressure for placement. A State Community Links Grant was awarded in early 2006 to hire a case manager specifically to address this increased pressure. The result was the relocation of 16 individuals from State Centers and other ICF-MR's during the year.
- *Day Program Services:* Day services are to disabled individuals what jobs are to non-disabled people. Day Services 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% funding increase was rescinded in mid-year, and further reductions were planned for 2006. Those proposed cutbacks consisted of eliminating day programming for persons in residential service and reducing day programming for persons living in their own homes. Understandably, parents, guardians and providers were vehemently opposed. In an effort to respond to community concerns, the Human Services Board established a work group chaired by Richard Willoughby that was comprised of parents, providers and Disability Services staff. The Committee's report, issued in June, recommended that the 2006 level of day programming continue at current levels so that consumers' lives would not be dramatically disrupted. County Executive Allan Kehl and the County Board of Supervisors responded sympathetically to this recommendation. Additional County funds in the amount of \$125,000 were allocated and services were continued without further reductions.

- *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 12/31/06 is as follows:

Category	Number of People
CIP 1A for people from State DD Centers	35
CIP 1 B from other institutions	191
Brain Injury	7
Total	233

Of the 233 slots utilized, half, almost 106 were “local match” which means the County had to pay the 43% portion of this Federal-State program. Add the fact that 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, and it’s fairly easy to appreciate why the cost of supporting persons with DD in residential settings has been increasingly born by Wisconsin counties.

- *Psychiatric Medications*: The Medication Management Program administered at the CIC served 391 persons. That’s down from 570 in ’05. The Rx contract at Walgreens was down from \$329,000 in ’05 to \$297,000 in ’06. That’s due to more tightly controlling access and vigorous participation in Patient Assistance Programs (PAP) that most major drug companies offer. Over \$166,000 worth of mental health medications were obtained from PAPs in ’06. Were it not for this involvement, these costs would have been borne by the County.
- *Community Support Program (CSP)*: Bell Therapy successfully concluded its fourth year providing Community Support Program services to Kenosha clients with severe and persistent mental illness. During ’06 Bell maintained full State certification, generated Medicaid revenues of \$655,442 and achieved staff-client ratios of 1:10 for the third year in a row.
- *Mental Health Consumer Activity* via Bridges Community Center, Inc. The DDS has long been committed to empowering consumers and families to be responsible for input and decisions about the resources necessary to enhance their treatment and recovery. This commitment was reflected in our dedication to operationalizing core principles of Mental Health and Substance Abuse Redesign, especially consumer involvement and the principles/practices of Recovery. Though State Redesign funding was discontinued in ’06, many of these activities continued and actually strengthened. Consumer input sparked the development of Recovery Teams that amplify the voice of the consumer. The Teams’ focus had quite a wide range. Major components are 1. natural supports that complement the treatment process, 2. modifications in participant orientation, 3. access to emergency psychiatric appointments, 4. peer support specialists who aid recovering individuals, 5. more options for consumers in crisis (KARE Center in lieu of more costly inpatient care), 6. consumer survey teams, 7. residential relocation of primarily institutionalized residents into less restrictive care settings, 8. development of supported apartments, and 9, further evolution of the Consumer Affairs Coordinator position at Bridges Community Center.
- *Comprehensive Community Services (CCS)*: In its second full year of operation, CCS served 44 people with severe and persistent mental illness and collected \$140,000 in Medicaid reimbursement. CCS’ Service Array includes assessment, service planning & facilitation, skill development for community living and employment, recovery promotion, and residential rehabilitative support. Program goals are to reduce frequency and duration of psychiatric hospitalizations, alleviate severity of mental illness symptoms, and enhance community living skills & quality of life by empowering individuals to become more assertive through their recovery oriented service plan. CCS essentially “retools” our pre-existing traditional case management system as it integrates key components of Mental Health Redesign. CCS is intended to serve individuals who “need more” than traditional psychotherapy but “less than” the more intensive CSP model.

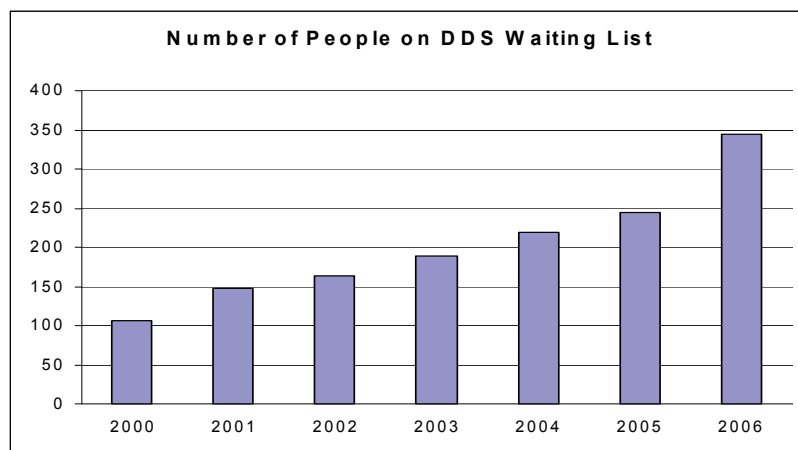
- Other achievements of CCS included two successful grant applications: one for quality improvement activities (\$58,998) for staff development through motivational interviewing and front end analysis; and two, enhancements to our information system (\$50,250) which will better track consumer driven outcomes and document Best Practices. The "voice" of consumers is very critical to the CCS process. This voice was amplified through the well attended CCS Coordination and Quality Steering Committees that have responsibility for developing our CCS Quality Improvement (QI) Annual Plan, updating our CCS Policy & Procedures, assessing program strength/weakness, and preparing for our next recertification in 2007.
- *Children's Disability Programs*

The Children's Long-Term Support (CLTS) Waiver Program, more commonly known as the Autism Waiver, has grown from an original group of 43 children grandfathered into waiver slots by the State in 2004, to a total of 55 children in 53 families during the 3<sup>rd</sup> year of County participation. In addition to the 47 children in Autism slots, 8 children through DCFS are enrolled in local match slots. There are also 18 children eligible and on the State's Wait List.

The Birth to Three Program is an entitlement program for infants and toddlers with disabilities or significant delays. The focus of the program is to provide the parents and children with assistance, special services and supports needed to address their specific conditions. In 2006, 331 infants and toddlers were served, with a monthly average of 171 children enrolled. Of the 157 children who were closed by year's end, about a third or 51 children were identified as no longer in need of services, meaning they had reached age appropriate milestones. 72 were referred to their home school district's Early Childhood programs.

The Family Support Program (FSP) provides assistance to families with children age birth through 21 who have severe disabilities, to receive support for goods and services that help them maintain their child in the family home. It is intended as a funding of last resort. A maximum of \$3,000 is available per child, although the average annual grant is around \$1,300. A total of 109 families were served in 2006.

- *Wait List:* 344 persons were on our Waiting List for services @ 06's end. ('01=148; '02=164; '03=189; '04=219 and 244 in '05).



## **From Crisis to Recovery – Becky’s Story**

In the spring of 2005, Adult Crisis began receiving contacts on behalf of Becky (not her real name), a woman in her mid forties, apparently suffering from a serious mental illness. The contacts were from a brother and the Kenosha Police Department (KPD). Both expressed concern about her escalating state of crisis.

The root of Becky’s crisis appeared to be a severe and persistent mental illness that had gone untreated through her adult life. Her parents, with whom she had always lived, were very positive and stabilizing influences. However, her father had died a few years earlier and her mother became seriously ill and was placed in a nursing home where she died. This left Becky at home alone fending for herself. The brother and the KPD urged continuing contact by Adult Crisis. Though a number of contacts were made, Becky could not be persuaded to accept treatment voluntarily.

By the summer of 2006 Becky’s illness became so aggravated that an involuntary commitment under Chapter 51 was initiated. She was hospitalized for 18 days, stabilized on medication, and subsequently discharged to the KARE (Kenosha Adult Residential Emergency) Center.

An extended stay at the KARE Center enabled Becky to further stabilize her illness and, with the help of the Community Intervention Center’s benefit specialist, obtain SSI social security benefits and Title XIX Medicaid health insurance.

While at the KARE Center, she was also referred to the Community Support Program (CSP), an intensive case management program for persons with major mental illnesses. CSP helped her to find her own apartment.

Becky continues on her path of stabilization and recovery. She visits CSP five days a week for her medication and checks in with her case manager regularly. Her church involvement has resumed and she’s developed a supportive social network. She avidly maintains a physical fitness regimen and has renewed her interest in baking. She hopes to pursue part time employment in the future. No longer do the crises, chaos and civil commitment that characterized much of her recent life dominate her. Becky has emerged, with the help of friends, family and mental health professionals, more in control of her own life, and, that’s what recovery from mental illness is all about.

# 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.

## 2006 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. A second printing in both Spanish and English has distributed 7,500 copies into 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.

## 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 366 car seat checks/installations were provided in 2006.

### 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 129 individuals were screened in 2006.

### Health Education

The health educator and nursing staff have developed community resource materials on various topics such as communicable diseases, safety issues and healthy lifestyles. The publications have been disseminated through "parent talk lunches" to 993 attendees, 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 2,128 home visits were conducted in 2006.



"Our Health Division continues to provide the best possible service to all of our county residents because of our highly dedicated and professional staff."

**Frank Matteo, Director**



### **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 originally formed three subcommittees to address the most prevalent injuries in our community: Falls Prevention, Suicide Prevention and Motor Vehicle related injury and death. Due to the elevated suicide rate in Kenosha County, this has become the focus of the coalition to identify local suicide prevention efforts.

### **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 2006 was 3,649.

### **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 504 individuals were assessed in 2006.

### **School Nursing**

Public health nurses provide school nursing services, staff training, and health education services to the Kenosha Unified School District, 7 schools in western Kenosha County (Westosha School District), and the Head Start Program.

### **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. A total of 232 clients were served in 2006.

### **Clinic Services**

Activity	Units
Communicable Disease Investigations	633
Drug Urine Analysis	3,478
HIV Antibody Testing	565
Immunizations	4,382
Influenza Vaccinations	1,039
Lead Poisoning Screenings	819
Pregnancy Tests	450
Sexually Transmitted Disease Screenings	726
TB Skin Tests	2,248
Walk-ins; Nurse of the day	11,402
Child Health Exams	133





## 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	1,152
Inspections (Routine/Follow-up)	1,980
Consultations	549
Consumer Complaint Investigations	150

## 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	61
Inspections (Routine/Follow-up)	96
Consultations/Complaint Investigations	40

## Recreational Sanitation

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

Activity	Units
Facilities Licensed	84
Inspections (Routine/Follow-up)	128
Consultations/Complaint Investigations	41

## 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 2006, there were 2,005 complaint investigations and 1,759 follow-ups/clean-ups.

## 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	106
Bite Consultations/Follow-ups	120
Animal Nuisance Complaints/Consultation	40
Kennel/Pet Shop Inspections/Consultation	50

## 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 62 investigations, follow-ups and consultations in 2006.

## 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. In 2006, 273 scales were tested and there were 22 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	1
Air Quality Investigations	60
Radiation Samples Collected	41
Human Health Hazard Complaints	58

## 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.

## Laboratory

Activity	Units
Water Samples Taken	458
Well Consultations	20
Well Surveys/Inspections	40

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 942 samples were tested in 2006.

## Analytical Testing

Conducts chemical analysis of public and private water supplies to determine the presence and concentration of

nitrate and fluoride. Analyzes paint and pottery chips for the presence of lead. A total of 456 samples were tested in 2006.

## 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 6,110 samples were tested in 2006.

## 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 1,220 samples were tested in 2006.

## 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 completed 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 was 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.

A total of 128 housing units within the city of Kenosha were certified lead-safe.

# 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.



**Dr. Mary K. Mainland,  
Medical Examiner**

## 2006 HIGHLIGHTS

There were 1,353 deaths in Kenosha County in 2006. The majority of these deaths, 58%, were reportable deaths, i.e. the circumstances of the death met the reporting criteria outlined in WI SS 979.

Autopsies were performed on 153 (20%) 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	779
Autopsies Performed	153
External Only Examinations	47
Cremation Permits Issued	471
Death Certificates Issued	205

The Medical Examiner's office began offering out-of-county autopsy services in 2005, performing 38 autopsies in 2006 for Ozaukee, Winnebago, and Manitowoc Counties. Educational and community outreach included appearances at schools ranging from elementary through college level. In addition, training was provided for state coroners and medical examiners at statewide and regional conferences, local law enforcement, and local nursing homes. Dr. Mary Mainland, Medical Examiner, a board-certified forensic pathologist, currently serves on the Child Fatality Review Team, Healthy People Kenosha County 2010, the Traffic Safety Commission, and is a member of the County's Injury Prevention Coalition and the Suicide Prevention Group.

# 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.

## 2006 HIGHLIGHTS

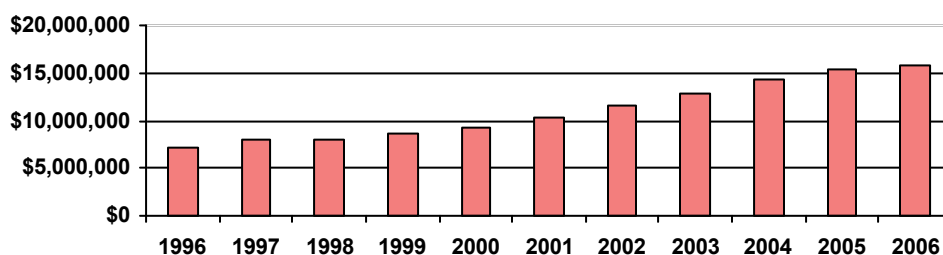
- United States Department of Veterans Affairs guaranteed 109 home loans to county veterans at a total amount of \$21,000,000.00
- The USDVA paid disabled county veterans and/or surviving spouses \$15,800,000 in disability compensation or pension.
- Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,520,000.00 in 2006.
- Families of 395 deceased veterans in 2006 were helped to obtain burial benefits, government head stones and casket flags.
- In total 1,540 forms and documents were processed with various components of the US Department of Veterans Affairs.
- 78 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$80,000.



"The Kenosha County Division of Veterans Services assisted approximately 1,500 veterans, dependents and survivors of deceased veterans with state and federal benefits claims in 2006. The benefits ranged from funds for transportation to VA doctors appointments for needy veterans to obtaining disability compensation for returning Iraq War veterans for Post Traumatic Stress Disorder. Our office makes the process easier, quicker, and more convenient for those who served our nation in the Armed Forces."

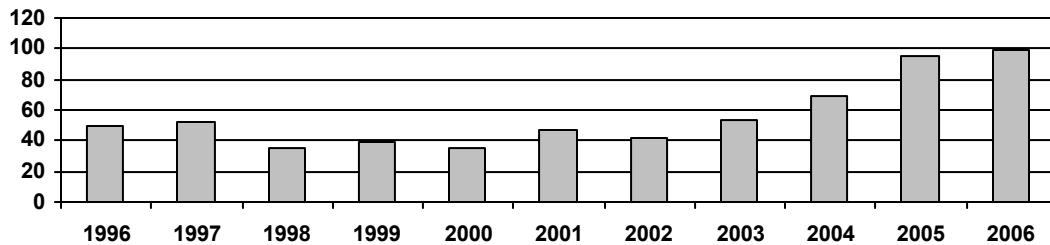
**Thomas R. Lois, Director**

## USDVA disability compensation/pension





## New claims for disability compensation/pension



- Veterans or survivors filed 99 new claims for disability compensation or pension.
- 8 veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$10,250.
- 12 Personal Loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$231,000.

**Total KCDVS expenditures for 2006 were \$257,400.**

## 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 Personal Loan for debt 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 two grant programs for the education of Wisconsin veterans:

1. Vet-Ed Grant
2. 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.

# 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 Share, 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.

## 2006 HIGHLIGHTS

After making some necessary program decisions, and having to lower payment caseloads for W-2, we ended the year 2006 with a small budget surplus. We also reached our performance goals for Child Support programs, collecting millions of dollars for families and children in the Kenosha community.

The number of employed people in Kenosha County in 2006 was 80,111 (up from the 2005 number of 78,648). The average number of unemployed persons per month in 2006 was 4,472 (compared to 4,672 in 2005). The unemployment rate decreased from 5.6% in 2005 to 5.3% in 2006. The labor force has grown more than 9% since 1996. The highest employing industries are Education and Health, while the highest paying industry is Manufacturing. In 2006, 44% of the labor force commuted out of the County for work (29% going to Illinois).

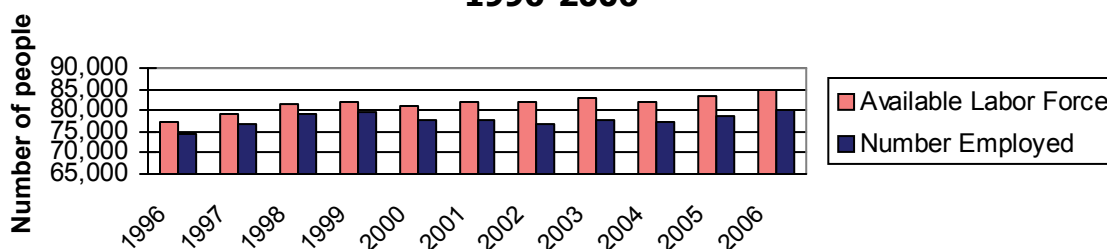
Fewer people are accessing financial assistance programs, but there are more working poor people relying on services such as Food Share, Medical Assistance and Child Care subsidies. Unduplicated caseloads soared to an all-time high of 11,940 families by December, 2006. These families, representing more than 20 percent of the Kenosha County overall population, benefit from DWD programs each and every day. The services that are provided by the DWD staff contribute to the social development and economic growth of the Kenosha community.



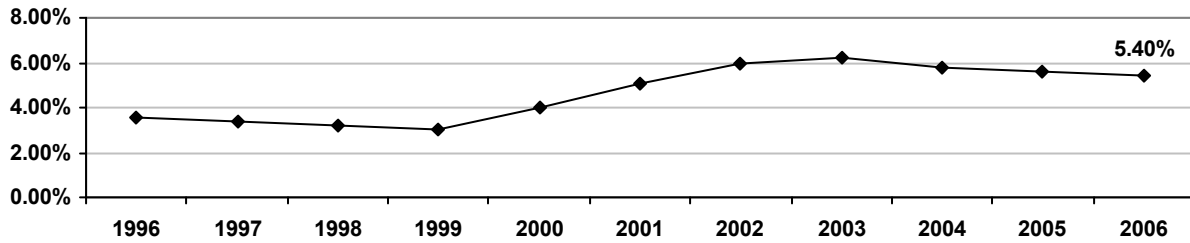
"Workforce Development provides programs that offer a safety net for low income families, working poor, unemployed, elderly and disabled persons. Without the assistance of services such as Child Care, Child Support, W-2, WIA, FoodShare, and Medical Assistance many people in Kenosha would be unable to support their families or to live on their own. DWD services are vital to the social well-being of our community and also benefit the local economy in many ways."

**Adlene Greene,**  
**Director**

## Kenosha Employment Picture 1996-2006



## Kenosha Unemployment Rate 1996-2006



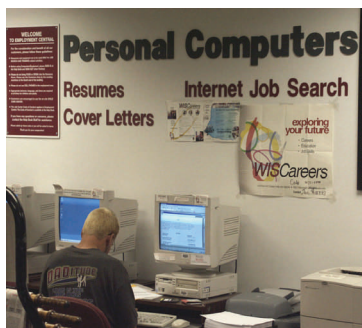
### PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of programs and services from two primary locations, the Kenosha County Job Center and the western Kenosha County Center. In 2006, the Job Center network consisted of more than 16 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:

**General Reception:** DWD/DCFS 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 specific Public Assistance programs, Child Support, Dislocated Worker programs, DCFS programs, Housing, and other services. They are also informed of various programs available through other divisions within 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 2006 a total of 64,310 individuals received services through DWD/DCFS General Reception. The Reception area is closely associated with the Answering Message (A/M) Center. The A/M Center is responsible for the operations of the DWD/DCFS telephone answering system and messaging services. In 2006, the A/M Center received 172,115 calls (an average of 14,343 each month).



**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 15,000 employers have listed more than 172,000 job openings on Jobnet. More than 165,000 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, and 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. A total of 2,042 unique individuals were provided 4,662 career assessments in 2006.

**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 2,042 individuals were provided 4,661 services in 2006.

**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. These programs 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 job placement locations in the Midwest. The Wisconsin Division of Vocational Rehabilitation (DVR) provides training support for eligible consumers.

### Training and Education Statistics

- 221 workshops attended by 933 job seekers
- 1,209 job seekers participating in job clubs
- 251 individuals served through being part of the Living Free workshops (Kenosha County Detention Center)
- 352 students using the Computer Skills Lab for 4,520 hours of instruction
- 375 students using the Adult Learning Lab for 8,500 hours of instruction with 47 receiving a GED or HSED
- 217 enrolled for WIA Adult and Dislocated Worker services from July through December 2006 with 23 finding employment
- 119 enrolled for services through TAA from September through December 2006 with 5 placed into employment
- 70 students received HSED/GED through Gateway Technical College instruction



**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, for parents who 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 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 2006, A Child's Place served over 500 families. There were 9,365 child care visits for 971 children.

A Child's Place continues to focus on family literacy through community and parent participation reading events such as 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 Prevention Services, also provided health and literacy information to 974 (duplicated) parents at a monthly "Parent Talk Luncheon."

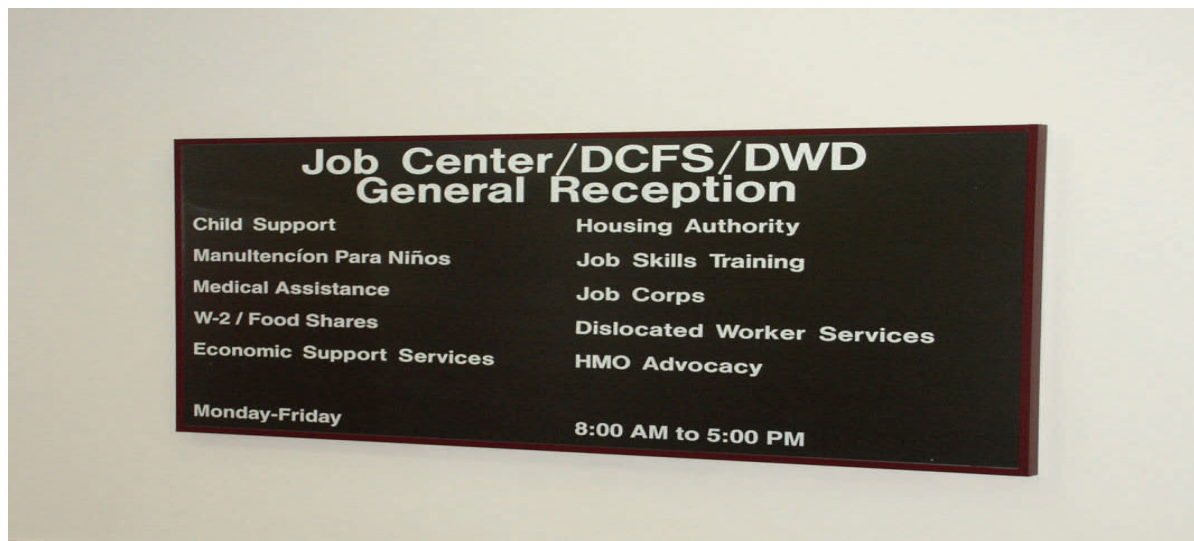
This year, A Child's Place celebrated its ten years of service with an anniversary cake, "Magical Moments" Program and DVD presentation.

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 2006 included:



- Recruitment services, including on-site recruitment at the Kenosha County Job Center (63 events), job fairs (4 hosted with 147 employers and 2,537 job seekers attending), marketing job postings, and development of recruitment strategies.
- Internet-based resources for recruitment to Wisconsin's JobNet (listing an average of 6,612 job openings for 2006) and America's Job Bank/Talent Bank.
- Arranging customized training.
- Publications and forums, including Resume Matrix. A total of 3,088 resumes were requested by 315 employers. There were six employer newsletters, marketing portfolios, and employer forums including three Lakeview Corporate Park HR Roundtables.
- A total of 623 one-on-one contacts to area employers.
- "Hob 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. 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 2006, 814 individuals attended the Hot Jobs Workshop.





### **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 western 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, disabled, 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, 2006 and December 31, 2006 the Economic Support Program served more than 20% of Kenosha County's total population through a variety of services and programs. Unduplicated caseloads soared to an all time high of 11,940 cases by December, 2006.

### **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 2006. 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 First Program. This program was established to help non-custodial parents find employment so they can pay child support. In 2006 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 non-invasive manner by swabbing the inner facial cheek. Approximately 750 participants were genetically tested in 2006.

## Wisconsin/Illinois Child Support Border Project

Because Kenosha County is bordered by Illinois, many of the Kenosha County Child Support Agency participants moved to Wisconsin from Illinois. Many also had cases with Illinois Child Support Agencies. Kenosha's Child Support Agency recognized the need for more effective and efficient communication with Illinois and pursued an active role in the Illinois/Wisconsin Border Project.

Kenosha piqued the interest of many Illinois people working in child support-related fields. The Kenosha County CSA hosted a series of meetings at the Job Center that included representatives from the Illinois State's Attorney Offices, many Illinois counties (including Cook County), as well as state staff headquartered in Springfield, Illinois.

Kenosha moved ahead to become the Wisconsin leader in the project during 2006 and because of their leadership, was given permission by the State of Illinois to access the Illinois Child Support Computer System. This access has resulted in better information sharing for the child support cases located in Illinois. This has also led to an increase in the amount of child support being paid to the children of Kenosha from non-custodial parents living in Illinois, resulting in a better standard of living for them.

## Medicaid Transportation

Medicaid Transportation is available to Kenosha County residents who require transportation assistance in order to access Medicaid (Title 19) covered services. In 2006, Kenosha County DWD contracted with 6 transport vendors to provide this service. Individuals who provided their own transportation or obtained rides from family or friends were reimbursed at \$.24 per mile. The total vendor and individual rider cost in 2006 was \$1,733,850, a 14% increase over the 2005 amount.

## Interpreter Services

The Kenosha County Job Center provided 17,079 instances of foreign language and sign interpretation to individuals who accessed services at the KCJC in 2006. Spanish interpretation accounted for 99.7% (17,028), non-Spanish interpretation for .2% (35), and sign interpretation for .1% (16) of the 17,079 total. The number of interpreter assistance instances increased 225% from 2005 to 2006 (7,589 to 17,079).

## 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, 2005 through September 30, 2006. The tables contain key information for FFY 2006.

<b>Total Households Applied</b>	5,422	<b>Kind of Assistance</b>			
<b>Total Households Eligible</b>	4,581		<b>Heating</b>	<b>Crisis</b>	<b>Furnace</b>
<b>Percent eligible/applied</b>	85%	<b>Number of cases (#)</b>	4,581	1,337	85
		<b>Amount paid (\$)</b>	\$2,564,198	\$431,335	\$59,683

## Holiday House

Every year, DWD and 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 2006, the fall Winter Wraps program delivered 2,323 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,353 families. The Christmas Toy and Food Drive served 1,358 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 2,751 gifts during the holiday season.

## 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 2006. 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

## Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2006. 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, NAACP, Kenosha Area Family & Aging Services, Inc., 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, State Council on Affirmative Action, 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 Kenosha Unified School District locations.

Staff in 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

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## Purchase of Service Agencies

A Better Choice	Curtis Ambulance Services
Addus Health Care	Curtis and Shannon Martin Adult Family Home
Affinity Health Care	Dayton Residential Care Facility
AgeAdvantAge AAA, Inc.	Deer Path Estates, Inc.
Aging & Disability Resource Center Of Marathon County	DeLanna House
Alcohol & Other Drugs Council of Kenosha County, Inc.	Destiny Adult Family Home
Alpha Community Services, Inc.	Du Bois Adult Family Home
Alpha Homes of Wisconsin, Inc.	E.S.I. Associates
Alterra Healthcare Corporation	Easter Seals Kindcare Southeastern WI
Ament Adult Family Home	Eau Claire Academy
American Red Cross	Exact Transport, LLP
Archives, Inc.	Experienced Elderly Care Services
Assisted Care, Inc.	Family & Children's Center
Athey Adult Family Home	Family Services of Northeast Wisconsin
Babusukumar, Dr. Pushpa	Family Works Program, Inc.
B-Care Corp (Caring House)	Gateway Technical College
Balistreri and Associates	Gemini Employee Leasing, Inc.
Bednar Adult Family Home	Gentiva Health Services (USA), Inc.
Bell Therapy, Inc.	Gina's Home Health Care, LLC
Bethesda Lutheran Homes & Services, Inc.	Goodwill Industries of S.E. WI & Metro Chicago, Inc.
Birds Of a Feather, Inc.	Guardianship Services of Kenosha County
Boys & Girls Club of Kenosha/CYC Sports	H&D Caring Services, Inc.
Bresha Serenity House	Harbor Senior Concepts
Brotoloc Health Care Systems, Inc.	Harmony Living Centers, LLC
Bucko's Ambulatory Transport	Helping Hands Home Care
C & C Homestead	Home Helpers
Campbell House	Homes Instead Senior Care
Canterbury Home of Kenosha	Homes for Independent Living of WI, LLC
Care Home	Homewatch Caregivers
Careers Industries, Inc.	Hoppe & Orendorff
Caregivers Home Health	Independent Opportunities, Inc.
Carey Manor Services, Inc.	Indian Oaks Academy
Casa Mia Care Center, Inc.	Infinite Ability, Inc.
Children's Behavioral Health Services, LLP	Inspiration Ministries
Children's Service Society of Wisconsin	Ishmael Adult Family Home
CMB Transportation Co	JLH Enterprises, Inc.
Community Advocates	K&S Medical Transport, Inc.
Community Care Organization	Kaiser Group
Community Care Resources/Programs, Inc.	KAS Transportation
Community Impact Programs, Inc.	Kasprzak Adult Family Home
Cook Adult Family Home	Kenosha Achievement Center
Coopman Adult Family Home	Kenosha Area Family Aging Services, Inc.
Cote Adult Family Home	Kenosha County Interfaith Human Concerns Network
Covelli CBRF	Kenosha Human Development Services
Cox Adult Family Home	Kenwood Keys Adult Family Home
Crabtree Adult Family Home	Kimberly Lane Group Home
Crabtree Homes, Inc.	Kountry Korner Adult Family Home
Crabtree Residential Living, Inc.	Kraai Adult Family Home
	Laboratory Corporation of America
	Lake Geneva Assisted Living/Arbor Village

Lakeview Rehabilitation Center  
 Lakeview Rehabilitation Center  
 Lauer Adult Family Home  
 Laura's Home  
 Liberty House  
 Lily Lake Adult Family Home  
 Lincoln Lutheran of Racine/Pennoyer Home  
 Lori Knapp Crawford, Inc.  
 Lutheran Social Services  
 Martinez Adult Family Home  
 Mary Lou Getter Adult Family Home  
 Mathews Adult Family Home  
 McDonald Adult Family Home  
 Meadowmere Southport  
 Memorial Hospital of Burlington  
 Michaels Adult Family Home  
 Miller Adult Family Home  
 Milwaukee Academy  
 Milwaukee Center for Independence  
 MJ Care, Inc.  
 Moore Cares, LLC  
 My Home, Your Home Inc.  
 Mystic Acres, LLC  
 Mystic Creek  
 National Deaf Academy  
 Nelson Adult Family Home  
 New Haven, Inc.  
 New Vision Adult Family Home  
 New Visions Treatment Home  
 NJM Management Services, Inc.  
 Norris Adolescent Center  
 Northwest Passage  
 Oakwood Clinical Associates  
 Oconomowoc Developmental Training Center  
 Open Arms  
 Opportunities, Inc.  
 Paragon Industries, Inc.  
 Parker Adult Family Home  
 PATH Wisconsin, Inc.  
 Pathways Medical Advocates  
 Peace Home, Inc.  
 Peterson Health Care CBRF  
 Pinecrest of Lake Geneva  
 PleasantStreet Inc.  
 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  
 Regent Manor  
 Reindl Home  
 REM-Wisconsin, Inc.  
 RHB Technology Solutions  
 Right At Home

Roeschen's Omni Care Pharmacy  
 Rogers Memorial Hospital  
 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 & Family Services  
 St. Coletta of Wisconsin  
 St. James Manor  
 St. Joseph's Adult Day Care  
 Superior Health Linens, Inc.  
 Tarr Adult Family Home  
 The Arc of Eau Claire  
 The Management Group  
 THRIVE Treatment Services, LLC  
 Timber Trails Adult Family Home  
 Time to Treasure  
 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 & Kenosha, Inc.  
 Valley View Home II  
 Victorian Manor  
 Village of Pleasant Prairie Lakeview RecPlex  
 Vines Adult Family Home  
 VIP Services, Inc.  
 Volunteers of America  
 Walgreens Co.  
 Walter Adult Family Home  
 Wegner LLP CPA's & Consultants  
 Western Kenosha County Senior Citizens Council,  
 Wheaton Franciscan Healthcare-All Saints  
 Whispering Willows CBRF  
 Willowglen Academy-WI, Inc.  
 Windy Oaks Group Home  
 Wisconsin Early Autism Project  
 WI State AFL-CIO Labor & Education Training Center  
 WoMen & 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

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Dennis Schultz, Director

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