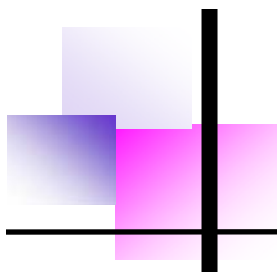


Kenosha County Department of Human Services

2007 Annual Report





Kenosha County Department of Human Services 2007 Annual Report



Allan K. Kehl, County Executive
Dennis Schultz, Director

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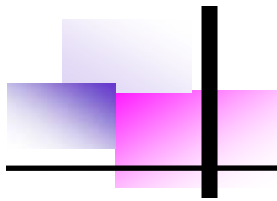
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Editor:
Sharon Davis, KCDHS Secretary

Photos:
Ed Jakes and Brad Reichert,
RHB Technology Solutions, Inc.

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



Department of Human Services

MISSION STATEMENT

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

Division	Y2007 Expenditures*
Office of the Director	\$867,860
Aging	\$8,380,310
Brookside Care Center	\$13,443,264
Central Services	\$203,244
Children & Family Services	\$22,574,568
Disability Services	\$16,715,093
Division of Health	\$5,346,209
Medical Examiner	\$535,508
Veterans Services	\$257,008
Workforce Development	\$14,197,597
TOTAL	\$82,520,661

* Unaudited as of 4/18/08



Office of the Director

2007 HIGHLIGHTS

Fiscal Management

As of April, 2008, DHS 2007 *unaudited* expenditures totaled \$82,520,661. In 2007, the adopted budget accounted for 45% of the total Kenosha County budget. In contrast, the Department's levy request was only 25% of the total County levy.

Of the total Department budget of \$89M, county levy was \$12.5M. The remaining revenue of \$76.2M 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

The following 2007 goals as it relates to fiscal responsibility were: (1) identify and solve fiscal challenges before issues arise, (2) provide core services with lowest impact to taxpayers, (3) initiate prevention programs, (4) improve management of existing resources, and (5) partner with community to develop long-term strategies.

Contract Monitoring



Dianne Niesen,
Contract Monitor

Contract monitoring includes development and management of the Department contracting processes and systems for the program divisions 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 six Divisions. In 2007, five direct client contracted services of the Division of Workforce Development, the Division of Aging Services, and Brookside Care Center were announced through the RFP process; nine proposals were submitted, resulting in one change in provider, and two new service contracts. In 2007, Department practices were further enhanced through use of the KCDHS website for announcing RFP information and providing easy access to RFP information directly through the site.

A comprehensive Contract Management System 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 through a department-wide database application. In 2007, KCDHS contracted with 201 providers, through 316 contracts for services provided to children, youth, families, elderly, 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 2007, Central Services staff worked with the Division of Information Services and the Department of Public Works to redesign and reorganize workplaces for Division of Workforce Development staff to enhance client privacy and confidentiality. In addition, the Kenosha Unified School District Transition Conference and the Children and Adolescent Health Resource Fair were both hosted at the DHS Building, facilitated by Central Services staff.



Michelle Eisenhower,
Central Services Manager

Job Center Management

This office administers the programs related to the Workforce Investment Act (WIA), special targeted programs that address issues in connecting people to employment, services to employers including the Business Services Team and regional projects that include the other six Southeastern Wisconsin Counties. WIA programs include the Dislocated Worker, Adult and Youth programs.

The WIA programs operate on a program year that is from July 1 of a given year to June 30 of the next year. The Dislocated Worker program provides services to companies that are closing or having major layoffs as well as the employees affected by the layoff action. A special Dislocated Worker program is funded through the State of Wisconsin for those laid off from Deluxe Media.

The WIA Adult program provides services to adults age 18 and older who are seeking assistance with their job seeking and training. Both the Dislocated Worker and Adult programs plan job search and retraining services and offer scholarships for job skills training. During this past year, 91% of the training was done at Gateway Technical College.

The WIA Youth program provides youth with education support and job readiness coaching. Youth that are ages 14 through 21 and also low-income are served in this program. The primary goals of this program are for youth to complete their High School education and continue to job skills training, employment, education or military service.

The information provided is for the WIA program year that ended on June 30, 2007, and the first six months of the next program year that started on July 1, 2007.



**John Milisauskas,
Job Center Manager**

Program Title	Dates of Service	Enrollments	Employed	Avg. Wage
Dislocated Worker	7/1/06—6/30/07	122	21	\$14.24/hr
Dislocated Worker	7/1/07—12/31/07	57	12	\$17.46/hr
Dislocated Worker Deluxe Media	7/1/07—12/31/07	8	1	\$16.00/hr
Adult	7/1/06—6/30/07	154	47	\$9.40/hr
Adult	7/1/07—12/31/07	130	39	\$9.16/hr
		Enrollments	Employed	Graduated HS
Youth	7/1/06—6/30/07	109	4	20
Youth	7/1/07—12/31/07	93	22	18

Special services are provided through a Mobility Manager for development of transportation options for both employers and job seekers 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.

Regional planning and collaboration are major goals for the U.S. Department of Labor. Kenosha County participates in two levels of regional collaboration. The first is with Racine and Walworth Counties for the Southeast Wisconsin Workforce Development Area (SE WDA). Funding for WIA and special services are allocated from the State to the SE WDA and then divided between the three Counties. SE WDA plans for workforce development services and Job or Workforce Development Centers are developed between the three Counties and merged into a SE WDA regional plan.

The second level of regional collaboration adds the other four Southeastern Wisconsin Counties of Milwaukee, Waukesha, Washington and Ozaukee with the SE WDA. The Regional Workforce Alliance is a collaborative workforce development effort between the seven Counties and recipient of a WIRED grant award. WIRED, or Workforce Innovation in Regional Economic Development, is a seven County project to change the current services system into one that takes advantage of the regional economy. The WIRED project complements the work and goals of the Milwaukee 7. The Milwaukee 7 has at its mission to attract, retain and grow diverse businesses and talent especially for area exporting businesses. Exporting businesses are those that sell goods outside of the region and bring outside money into the area.

Special Projects & Connections

The Office of the Director undertakes numerous projects and maintains a wide range of community and professional connections on behalf of the agency or the county as a whole. The Assistant to the Director plays a substantive role in many of these activities. Several noteworthy project activities in 2007 included:

- A Memorandum of Understanding agreement signed by the Kenosha County Executive and the President of Community Care, Inc., the private nonprofit organization selected by the State of Wisconsin to operate Family Care in Kenosha and Racine Counties. The transition of state long-term care funding and appropriate elderly and disabled clientele from our KCDHS Divisions of Aging and Disability Services to CCI's Family Care Program took place during 2007 and was completed by year end.
- A staffing plan for the new KCDHS Division of Aging and Disability Services (DADS), which was created to consolidate two pre-existing divisions in KCDHS (Aging Services and Disability Services). DADS became official as of January 2008 with a county employee staffing level of 12.0 positions, a decrease from 19.5 county and contract fiscal staff positions formerly in Aging Services and Disability Services. The staffing reduction resulted from the transfer of most long-term care services for frail elderly and disabled persons to Community Care, Inc. for Family Care and the transfer of one staff position to KCDHS' Division of Children & Family Services.
- Planning and public education support for CUSH (Congregations United to Serve Humanity) and the Shalom Center for their public "due diligence" process required to assure community support for the new INNS single site homeless shelter's location and operating plans. This process was successful in securing City Council support for the proposed building and verifying the acceptability to citizens in the broad neighborhood area near the proposed site behind the Kenosha Achievement Center. Late in 2007, the City Council also appropriated \$250,000 in capital support for the new facility, matching an identical sum appropriated several years ago by the County Board.
- Grant planning and development assistance to the Center for Community Partnerships at UW-Parkside, which successfully solicited \$1.5 million in federal funding over three years (through September, 2010) for capacity building support (training, technical assistance and cash sub-grants) for social services nonprofit organizations in Kenosha and Racine Counties. This capacity building support will provide much needed help to the kind of nonprofit service organizations from which KCDHS purchases many services.
- Termination of a major systems agreement between Kenosha County's Information Services Division and Anasazi Software, Inc. The Anasazi system had been installed in KCDHS early in 2003 and operated successfully for about 5 years to support the long-term care business process in Aging Services and Disability Services. These same services were transferred away from Kenosha County effective January of 2008 under the state's Family Care contract with CCI, so KCDHS no longer needed the software.



James Kennedy,
Assistant to the Director



Brian Crehan

Ed Jakes

Brad Reichert

Information and Computer Systems Development and Support RHB Technology Solutions, Inc.

In 2007, 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 2007, 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.

In 2007, labor-intensive business processes were streamlined including

- Resume Matrix of Southeast Wisconsin (www.resumematrix.com) was enhanced to include automated employer searching and on-line posting of resumes by prospective job seekers.
- Processes for the Department's Request for Proposal (RFP) were automated allowing interested service providers the ability to retrieve and submit RFP information via an Internet site.
- Web-based time-tracking system was developed to support the Fiscal Unit's need to verify clients served and activities performed by the Division of Children and Family Services.

Planning and Evaluation

NJM Management Services, Inc.

GRANTS DEVELOPMENT & OVERSIGHT

Planning & Evaluation staff continue to provide coordination and technical support for federal and state funding applications. Successful proposals and re-applications were awarded to the Division of Children and Family Services, Division of Health, and Division of Disability Services.

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 Comprehensive Community Services Program.



Jeff Weiss

Jennifer Madore

Angela Cunningham

OUTCOME-BASED REPORTING

The Department of Human Services continues to refine the outcome-based reporting system for its service providers. In partnership with the United Way of Kenosha, P&E staff continues to provide training to non-profit agencies in the community. Capacity building and technical support is provided on an as needed basis.

SPECIAL PROJECTS

The Juvenile Justice Report Card, which measures progress toward the goals of the juvenile court, is produced annually by Planning and Evaluation staff. A detailed examination of youth placed in corrections was completed in August of 2007 and provided the Division of Children and Family services with a profile of youth as well as service history prior and after placement in juvenile corrections.

Division of Aging Services

A Year of Transitions

2007 was the last year that the Division of Aging Services and the Division of Disability Services remained separate. With the retirement of Human Services stalwarts Ron Frederick from Disability Services and Wren Ide from Aging Services, and with the change from a county system of community-based long term care to the state's Family Care program, a plan was approved to merge the divisions into one Division of Aging and Disability Services (DADS) effective 2008.

By the end of December all elderly, developmentally disabled and physically disabled participants of the divisions' Community Options Program and Community Integration Program were transitioned to Family Care along with 211 additional persons who had been on wait lists. All other services would remain, under the umbrella of the combined division, with the exception of the DDS children's services which would be moved to the Division of Children and Family Services.

Service entry points, the Aging and Disability Resource Center and the Community Intervention Center had a record number of contacts in 2007. Wait lists continue for comprehensive mental health services but through the efforts of consumers, advocates and providers more persons were served in such programs as medication management, Bridges and benefit assistance.

MISSION STATEMENT

The Divisions of Aging Services and of Disability Services were driven by the goals to inspire hope, to provide help, to facilitate and advocate for quality of life among older persons, persons with disabilities and those challenged by mental illness or alcohol and other drug abuse.

DIVISION DESCRIPTION

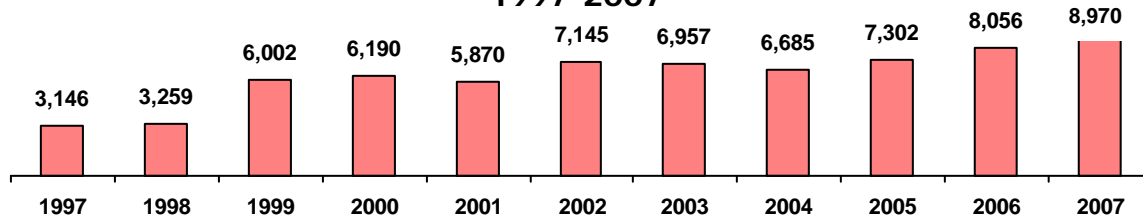
The Divisions of Aging Services and Disability Services were responsible for providing a comprehensive range of services to address the needs of Kenosha County older adults and adults with developmental or physical disabilities, mental illness or alcohol/drug problems. This was accomplished through the administration of over 50 service contracts using federal, state, and local funds. Three advisory committees provided consumer and community oversight: the Commission on Aging, the Mental Health/AODA Services (formerly Disability Services) Committee, and the Aging and Disability Resource Center Board.



"We owe the success of our services to the support of staff, consumers, parents, volunteers, service providers and advocates. This network of care has resulted in continuing program improvement and more persons served. However, we still have significant challenges. Many people suffer from mental illness that is untreated and uncovered by insurance. Family caregivers try to balance the demands of work with care for an aging parent. People of all ages struggle with the cost of prescriptions and medical care, and little treatment is available for persons with alcohol or other drug addiction. Our challenges are to provide quality service with the resources we have, to creatively stretch those resources to serve more people, and to advocate for the policies and dollars to do the job well.

LaVerne Jaros, Director

Number of Information and Assistance Contacts 1997-2007



PROGRAMS

Information, Assistance & Access

Contacts to the Resource Center	8,970
Long Term Care Functional Screens	457
Persons enrolled in Family Care	839

Short-Term Services

One-time purchases or short-term services	181
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Adult Protective Services

Investigation of abuse, neglect referrals	311
Annual review of persons in protective placement	133

Benefit Assistance

Help with insurance, Social Security, other benefits	694
Information-only contacts	1,516
Monetary Impact	\$174,106

Community Long Term Care & Support

Elderly & Physically Disabled persons	327
Developmentally Disabled	249

Congregate Nutrition

Persons 60+ served at one of 6 Senior Dining sites	806
--	-----

Home Delivered Meals

Older Americans Act-funded Meals on Wheels	178
--	-----

Transportation

Care-A-Van and Volunteer Escort riders	801
Number of rides– Care-A-Van	17,204
Number of rides– Volunteer Escort	3,634

Loan Closet

Persons loaned medical equipment!	299
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Guardianship Assistance

Family and volunteer guardians assisted	90
---	----

Chore Service

Chores & snow removal by Sheriff's Work Crew	66
--	----

Friendly Visitor

Older persons served by volunteers	66
Volunteer hours	1,978

Guardian Assistance

Guardians assisted with annual accounting	90
---	----

Health Promotion and Prevention

Falls prevention workshop participants	78
--	----

Westosha Community Center

Western county senior center	
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Daybreak

Group respite families of persons with dementia	
---	--

Outreach

Ethnic Elders, Hispanic Outreach, <u>Senior Chronicle</u> mailed monthly to 12,000 households, group presentations and events	
---	--

Long Term Care Worker Project

Long term care worker recognition, training, and advocacy	
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Letters of Appreciation

“Thank you so much for all your help getting my money back from Social Security and Medicare Part D. Without you, I am sure I would still be waiting for my refund. Thank you again for everything.” MK

“Thank you so very much for helping me get my Sense View. It has changed my world. I have not been able to read since 1991. Now I can read my own mail and directions on food labels! You have opened my eyes and made a dream come true.” JP

“Thank you for your visit, the ID Bracelet and all materials. I know I will only be able to help my husband by being supported by knowledgeable people such as you and Jessica.” JM

“I have a new appreciation of what I can do, not just what I can’t.” NC

“I’m more aware of my surroundings, like uneven sidewalks.” MT

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.

2007 HIGHLIGHTS

In honor of Chuck Upham, a resident at Brookside for 48 years, we opened "Chuck's General Store". It is stocked with numerous items that both residents and staff purchase. Some items are donated and others are purchased specifically with the resident's request in mind. It has been a great hit. The residents and volunteers "clerk" the store during several two-hour shifts throughout the week.

Another project was replacement of our hallway flooring throughout the building. Our building is now 12 years old and is starting to show wear. We chose a durable vinyl that requires minimal maintenance and looks like wood flooring. The end result was very pleasing to all. It brings a warm and homey look to the facility.



"At Brookside Care Center, our employees are committed to delivering the best care possible to our residents to help maintain their dignity and highest level of functioning. The longevity of our staff is due to the satisfaction they receive from knowing they truly make a difference in the lives of those they care for."

Sandra Hardt, Director

DIVISION DESCRIPTION

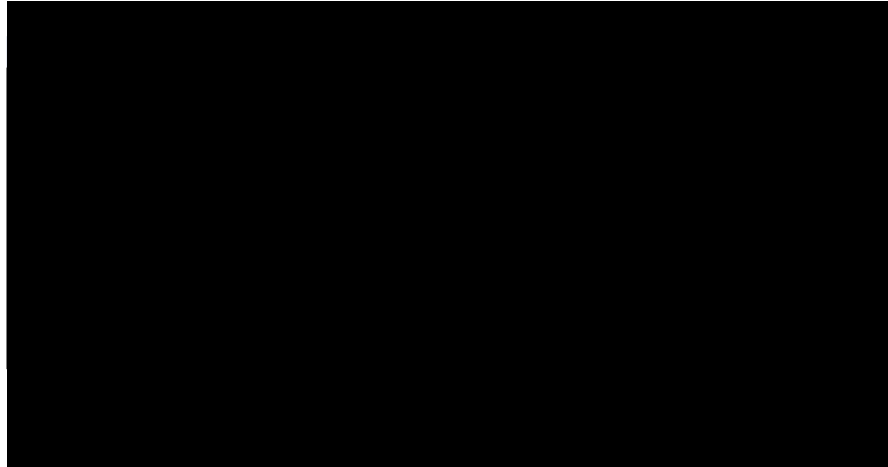
Brookside Care Center is a skilled nursing facility which admits both short-term and long-term residents and serves 154 residents at one time, with 60 of those spaces dedicated to people with Alzheimer's or another form of dementia.

SERVICES

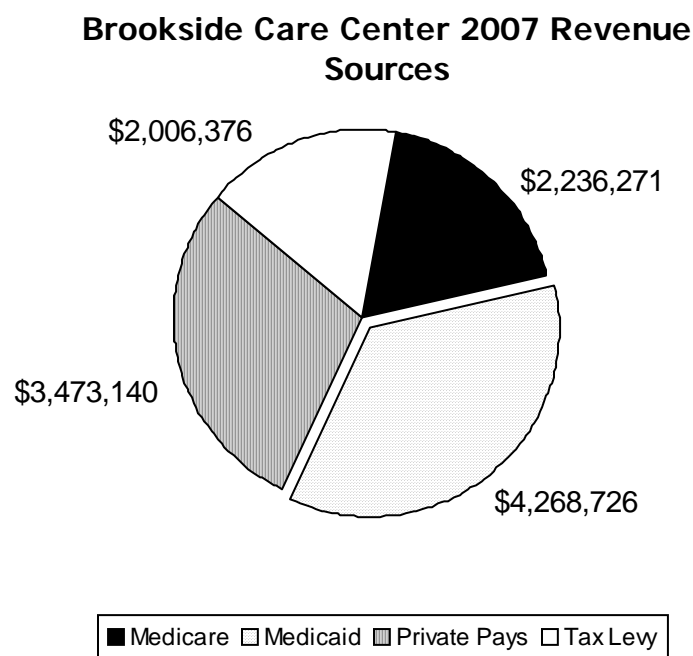
Brookside provides 24-hour registered nurse care, pain management, restorative care, respiratory care, wound care, intravenous therapy, post-surgical care, and hospice care.

During 2007, there were 117 admissions to Brookside Care Center. There were 62 deaths and 51 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 2007 was \$226.30, an increase of 12% over 2006. Staff salaries and benefits account for 77% of the costs or \$173.30 per day.



Brookside Care Center's revenue sources for 2007 included Medicare, Medicaid, Private Pays and Tax Levy, as shown in the chart below.



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.

2007 Highlights

During 2007, DCFS implemented a number of new initiatives designed to assist families who were receiving services. One such initiative was the Family Integrated Court model. In order to be eligible for this program, families must have a child welfare court case and also be involved in another court matter (family court, criminal court, etc.). If a family agrees to participate, all of their cases are heard by one Judge. Prior to their hearings, a facilitator brings the family and all key participants together in order to develop an agreed upon plan that addresses not only their child welfare issues but any concerns that may exist in their other cases. The Judge is presented a unified plan that is endorsed by all parties, which allows for strong coordinated efforts to be made by the family and all parties.

Since 2002, DCFS has been the recipient of Federal dollars in order to address the county's Disproportionate Minority Contact (DMC) issues. Over the past several years a number of initiatives have been undertaken in order to find the cause of the DMC problem. In 2007, the DMC money began to fund a Truancy Reduction program. Research shows that truancy has been identified as an at-risk behavior that could lead to delinquency. This program is specifically designed to work with identified truanting minority youth in an effort to re-engage them and their families with their schools and provide other supports as needed. We believe that such interactions will have a positive impact on the DMC issue.

2007 also represented our second year of producing the Juvenile Justice Report. This report captures information on youth who were involved in both Juvenile Intake Services (JIS) and the DCFS Court Services Unit (CSU). The information collected for this report provides feedback to the community on how these youth performed while under the supervision of JIS and the CSU.

In December, DCFS underwent the state Quality Service Review (QSR). The QSR is the state's initiative designed to review case-specific information on families and the larger system that they are involved with. The QSR reviewers examined 12 cases that were involved in our system in addition to piloting a case review process for 2 cases where termination of parental rights occurred. The state will be producing a report that will provide feedback to DCFS and its various partners. Through the information derived in this process, DCFS will look at those areas that need to be strengthened in an effort to enhance our connections with families.

DIVISION DESCRIPTION

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

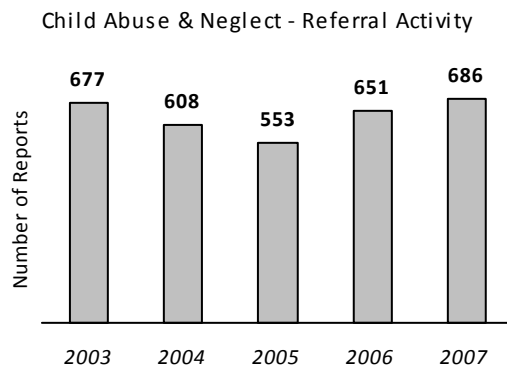


"The Division of Children and Family Services is committed to finding permanence for all children in out-of-home placements. This can be seen through the increase in the number of termination of parental rights cases. 62 children went through this process and were freed up for adoption. In addition, DCFS works hard at making sure that all children are placed in safe environments where they can flourish."

John Jansen, Director

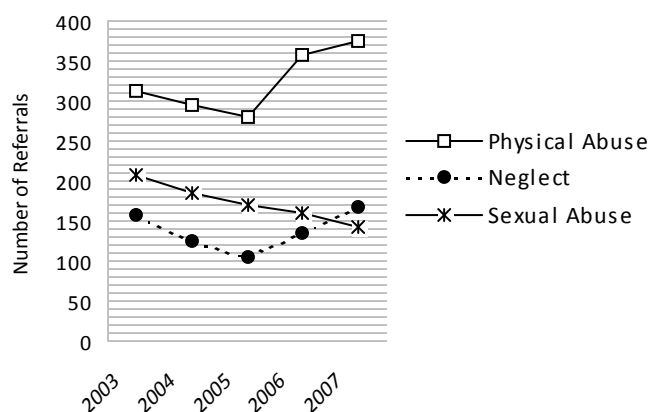
The CPS Unit investigates child abuse and neglect allegations. CPS social workers assess the severity of the alleged maltreatment and the potential of future risk of harm to the child. After completing a thorough investigation, a determination is made as to whether continued DCFS involvement is warranted.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

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



After decreasing 18% between 2003 and 2005, the number of child abuse/neglect reports increased by 24% over the next two years.

Child Abuse & Neglect Referrals by Type



Although the number of reports has increased overall, there are differences in the type of abuse reported. Reports of sexual abuse have steadily declined in the last five years (-31.4%). Since 2005, reports of physical abuse and neglect have increased (34.3% and 61.5%, respectively).

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.

Juvenile Court Services Referrals 2003-2007

As shown in the table below, consent decrees dropped to a five-year low of 26 in 2007. Delinquency adjudications, while the biggest percentage of referrals to the Court Services Unit, have dropped 4% over the past five years – 14% between 2006 and 2007 - and now make up 63% of all referrals, compared to 76% in 2003.

Referrals for waiver into adult court decreased 10% between 2006 and 2007, but have made a comeback since 2003, increasing by 47%. Waiver referrals remain a small percentage of the total number of referrals to the Court Services Unit (11% in 2007).

The Unit began supervising youth under truancy petitions in 2003 (n=28). The next two years saw a sharp increase in this type of referral, followed by a decrease in 2006. The number of referrals more than doubled in 2007.

TYPE	2003	2004	2005	2006	2007	5-YR AVG	06-'07 1-Year	03-'07 5-Year
Consent Decree	34	39	44	40	26	37	-35%	-24%
Delinquency	311	310	300	348	299	314	-14%	-4%
Waiver	36	38	40	59	53	45	-10%	47%
Truancy	28	66	62	31	80	53	158%	186%
TOTAL	409	453	446	478	458	449	-4%	12%

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

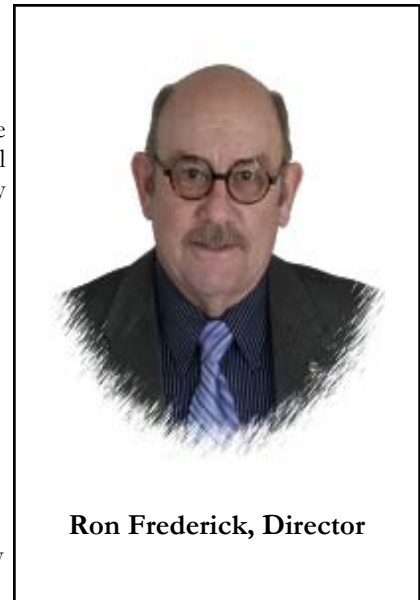
*To Inspire **HOPE** - To Provide **HELP** - To Facilitate **HEALing**.*

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 the County Executive, 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.



Ron Frederick, Director

Transition / Retirement

2007 was the last year that the Division of Disability Services remained a separate division. Effective January, 1, 2008, the Division of Disability Services was merged with the Division of Aging to form DADS, the Division of Aging & Disability Services, but most of the transitioning occurred throughout 2007.

Ron Frederick also retired at the end of 2007, after 33 years with Kenosha County. Starting with the County in 1975 as the Alcohol and Drug Program Coordinator, he served on the Alcohol and Drug Awareness Committee for over 25 years. In 1996, the prestigious Community Service Award was renamed the Ronald R. Frederick Community Service Award in recognition of Ron's outstanding leadership, service, and commitment to substance abuse prevention in Kenosha County.

Over the years, Ron gained a reputation for his appeals for services for the mentally ill and those with substance abuse issues and other disabilities. The system evolved to better embrace self-help and merge treatment of mental illness and addiction. "It's only during the last 5 years that there has been a real, practical emphasis on treating people with concurring disorders", a change Ron welcomes.

Ron was also a supporter of self-help and a redesign of the mental health system that puts a greater emphasis on consumer and family involvement. "What you have now is a mental health system that I think truly pays more than lip service to this concept of recovery — to the concept that the system should be designed for and by the people who use it. Really, it's consumerism at its (most) basic."

Kenosha County thanks Ron for his 33 years of service and will continue to strive in providing top notch services to those who have mental illness and struggle with addiction.

PROGRAMS:**Crisis Intervention**

Contacts to Adult Crisis

6,391

Jail Assessments

417**KARE Center**

Admissions-emergency shelter, social detox

523**Inpatient Services**

Adult admissions-St. Luke's

581

Adult admissions-Elsewhere

117**Resource Center**

Contacts to the Resource Center

2,595

Long Term Care Functional Screens

MH Screens

Medication Assistance Program

Persons assisted with getting RX

302

Value of accessing indigent RX programs

\$298,681**Adult Protective Services**

Emergency Detentions

566

Chapter 51 Commitments

355

Annual review of persons in protective placement

186**Benefit Assistance**

Help with insurance, Social Security, other benefits

131

Information-only contacts

Monetary Impact

\$367,739**Community Support Program****198**

Persons receiving intensive case management

Comprehensive Community Services**56**

Persons receiving

Psychiatric Services**770****Residential Services****49**

Persons supported in supervised homes

Supported Apartment Program**51**

Persons supported –independent apartments

Counseling at Oakwood Clinic

Number of patients treated

245

Mental Illness 88 (36%)

Alcohol & Other Drug Abuse 28 (12%)

Intoxicated Driver Program 121 (49%)

IV Drug Abuse 8 (3%)

Bridges Community Center

Number of members

289

Average daily attendance, Mon-Thurs

39**Family Support Program****102**

Short term support/equipment for disabled children

Birth-to-Three**197**

Children receiving therapy for developmental delays

CLIENT STORIESFred:

With the help of the Community Support Program Fred has made great strides with his independence and well-being. Fred has schizophrenia and mild retardation. At the beginning of the year he required daily reminder calls for hygiene and medication. Twelve months later he was managing these tasks independently. Where once he needed assistance with grocery shopping, now he buys his own food and spends his food money wisely. Fred suffered acute anxiety regarding medical or dental care but in 2007, with the support of CSP, other organizations and family, he got through a much needed dental operation. Fred continues to take small steps forward with great improvement in his health and well being.

Andy:

In 2006 Andy, who suffers from paranoid schizophrenia, was under a Chapter 51 and being seen twice a day for medication observation. Now with limited supervision he sets up his medication planner and takes all doses independently. He started working at a local grocery store as a utility clerk. With outstanding reports from his employer Andy has been promoted to a stocker. He is also pursuing his goals as a guitar player and recorded some of his music at a studio.

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.

2007 HIGHLIGHTS

The Kenosha County Division of Health was awarded a three-year \$4 million grant from Housing and Urban Development (HUD) for a Lead-Based Paint Demonstration Grant in March, 2007. The program, a cooperative partnership between Kenosha County, the City of Kenosha, and the City of Racine, is targeting low-income families in selected at-risk units within Kenosha County and the City of Racine.

The Division of Health has expanded the “Nurse of the Day Clinic” held at the Kenosha County Center from two to three days per week during 2007, in response to requests from Western County residents for additional services. Clinical services are now being offered at the Kenosha County Center on Monday, Wednesday, and Friday.

The Division of Health entered into an agreement to provide genetic testing services for the Kenosha County Division of Workforce Development—Child Support Section. The main benefits of this agreement are an improved connection between the clients and other services offered within the County Department of Human Services, as well as liability risk reduction by utilizing the nursing staff for the collection of the samples.

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 311 car seat checks/installations were provided in 2007.

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 57 individuals were screened in 2007.

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”, day care presentations, and outreach presentations for community agencies.

Home Visits

Public health nurses make home visits to clients to monitor health status, investigate communicable diseases, and health education. A total of 2,356 home visits were conducted in 2007.



“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.

Safe Sleep Program

This state contract program provides education to Kenosha County residents on safe sleep environments for infants in an effort to reduce the risk of SIDS. Written information on safe sleep is provided and education is completed in the family's home. Pack-N-Play cribs may be provided to eligible families. A total of 35 of these cribs were provided in 2007.

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 2007 was 3,769.

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 329 individuals were assessed in 2007.

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 215 clients were served in 2007.

Clinic Services

Activity	Units
Communicable Disease Investigations	523
HIV Antibody Testing	610
Immunizations	6,907
Influenza Vaccinations	1,619
Lead Poisoning Screenings	1,610
Pregnancy Tests	557
Sexually Transmitted Disease Screenings	872
TB Skin Tests	1,305
Walk-ins; Nurse of the day	12,479
Child Health Exams	121





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	1,024
Inspections (Routine/Follow-up)	1,877
Consultations	619
Consumer Complaint Investigations	160

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	59
Inspections (Routine/Follow-up)	71
Consultations/Complaint Investigations	22

Recreational Sanitation

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

Activity	Units
Facilities Licensed	80
Inspections (Routine/Follow-up)	117
Consultations/Complaint Investigations	22

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 2007, there were 1,946 complaint investigations and 2,180 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	129
Bite Consultations/Follow-ups	200
Animal Nuisance Complaints/Consultation	134

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 80 investigations, follow-ups and consultations in 2007.

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 2007, 301 scales were tested and there were 50 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	0
Air Quality Investigations	34
Radiation Samples Collected	36
Human Health Hazard Complaints	66

TNC Well Program

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

Activity	Units
Water Samples Taken	506
Well Consultations	44
Well Surveys/Inspections	40

Laboratory

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

Clinical Microbiology/Serology Unit

Examines specimens and performs diagnostic testing for enteric pathogens, strep throat cultures, gonorrhea testing and syphilis testing. A total of 1,229 samples were tested in 2007.

Analytical Testing

Conducts chemical analysis of public and private water supplies to determine the presence and concentration of nitrates and fluoride. Analyzes paint and pottery chips for the presence of lead. A total of 212 samples were tested in 2007.

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 5,206 samples were tested in 2007.

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 1,377 samples were tested in 2007.

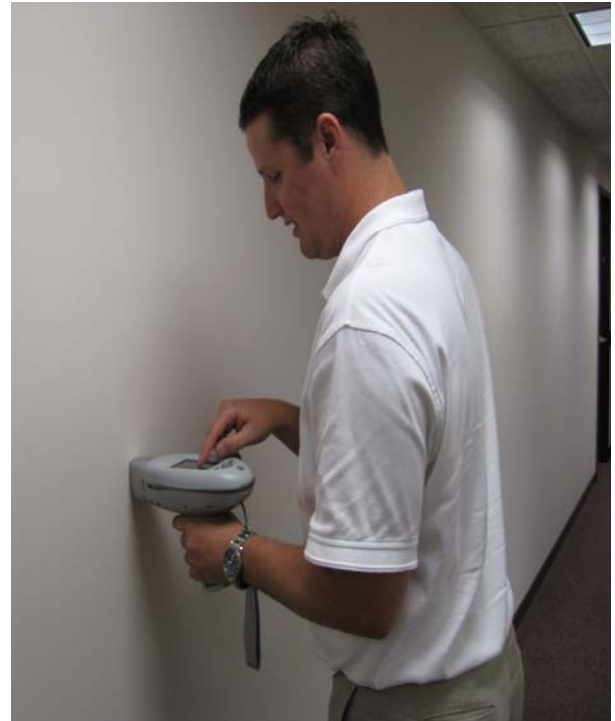
Special Projects

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 Hazard Reduction Project

The Division of Health was awarded a three-year, \$4 million grant from Housing and Urban Development (HUD) for Lead-Based Paint Hazard Reduction in March, 2007. This program is being implemented in partnership with the Cities of Racine and Kenosha, the University of Wisconsin-Parkside, and numerous other local community organizations.

The primary goal of the **Kenosha/Racine Lead-Free Communities Partnership** is to protect at least 600 children under the age of 6 who live in pre-1978 housing units directly through lead hazard control of these at-risk units. The focus will be on low-income families in targeted neighborhoods. The secondary goal is to provide education to these families while preparing them for relocation. In order to accomplish these goals, the program will use a comprehensive approach which

utilizes and coordinates the resources of multiple city and county government agencies, private owners of housing units, the resources of private contractors, community non-profit agencies, higher education, and the faith community.

In order to reduce the risk of lead contamination in the target population, the program will conduct the following activities:

- Provide appropriate levels of abatement services including clearance testing for 400 residential units;
- Continue to increase the pool of qualified lead abatement contractors;
- Provide an outreach service which includes lead-based paint risk assessments and education;
- Provide a full continuum of services including blood samples, reporting, treatment and medical follow-up.

	UNITS COMPLETED	INSPECTIONS COMPLETED	OUTREACH & TRAINING EVENTS	INDIVIDUALS TRAINED
2007	64	130	74	25

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**

2007 HIGHLIGHTS

There were 1,407 deaths in Kenosha County in 2007. The majority of these deaths, 69%, were reportable deaths, i.e. the circumstances of the death met the reporting criteria outlined in WI SS 979.

Autopsies were performed on 166 (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	826
Autopsies Performed	166
External Only Examinations	49
Cremation Permits Issued	482
Death Certificates Issued	219

Educational and community outreach in 2007 included appearances at schools ranging from elementary through college level. In addition, training was provided for local law enforcement. 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.

2007 HIGHLIGHTS

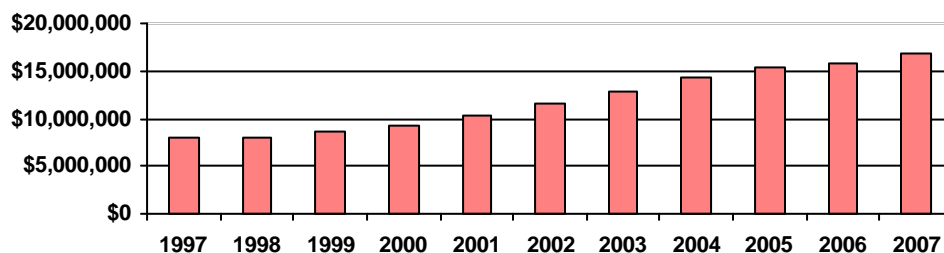
- United States Department of Veterans Affairs guaranteed 102 home loans to county veterans at a total amount of \$20,000,000.00
- The USDVA paid disabled county veterans and/or surviving spouses \$16,857,000 in disability compensation or pension.
- Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,202,115 in 2007.
- Families of 403 deceased veterans in 2007 were helped to obtain burial benefits, government head stones and casket flags.
- In total 1,670 forms and documents were processed with various components of the US Department of Veterans Affairs.
- 74 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$85,500.



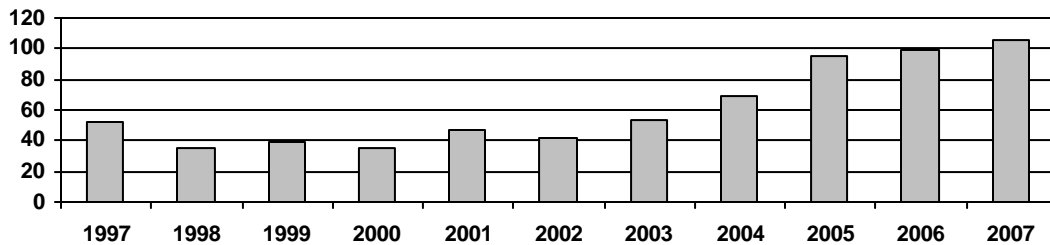
"The Kenosha County Division of Veterans Services assisted approximately 1,650 veterans, dependents and survivors of deceased veterans with state and federal benefits claims in 2007. The benefits ranged from funds for transportation to VA doctors appointments for needy veterans to obtaining disability 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 106 new claims for disability compensation or pension.
- 12 veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$21,500.
- 7 Personal Loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$137,000.

Total KCDVS expenditures for 2007 were \$250,448.

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 Public Assistance 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.

2007 HIGHLIGHTS

After making some tough program decisions, and having to lower payment caseloads for W-2, we ended the year 2007 with a small budget surplus for W-2 benefit allocations. We also reached our performance goals for Child Support programs, collecting millions of dollars for families and children in the Kenosha community. Moreover, DWD staff provided world-class service to everyone who came through our doors.

The number of people employed and living in Kenosha County increased. The following table shows the employment and unemployment for the past three years.

Year	Avg. Employed per Month	Avg. Unemployed per Month
2007	78,618	4,343
2006	78,512	4,469
2005	77,962	4,740

The labor force is estimated to have grown 4.6% during the last decade or since 1997. Many Kenosha County residents commute for employment. An estimated 31,564 or 44% of the labor force commutes to work outside of Kenosha County. An estimated 20,675 or 29% of the labor force commutes to Illinois for employment.

The industry sector with the highest number employed is Education & Health followed by Trade and Manufacturing. The industry sector with the highest wages paid is Manufacturing followed by Education & Health.

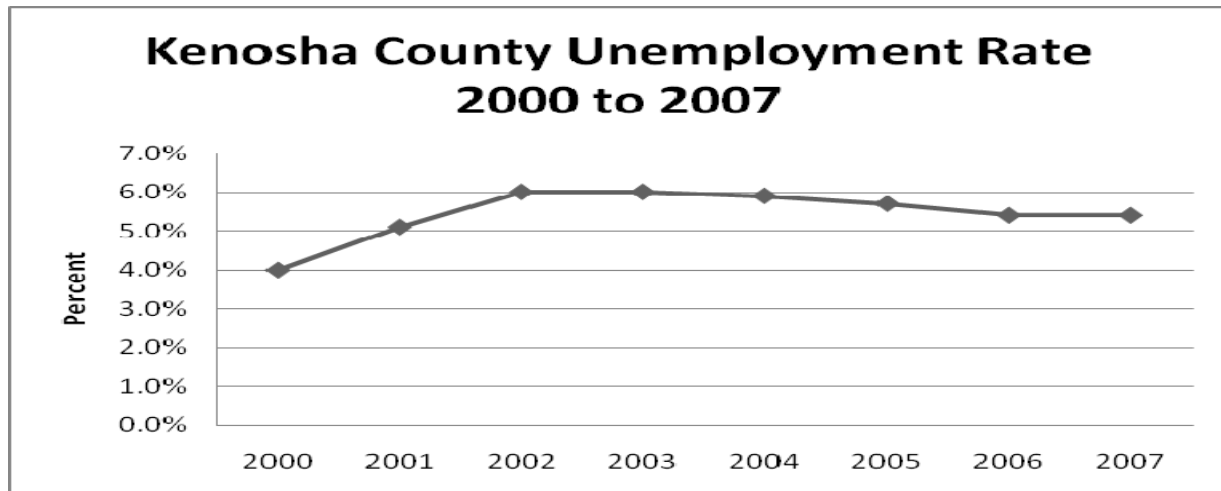
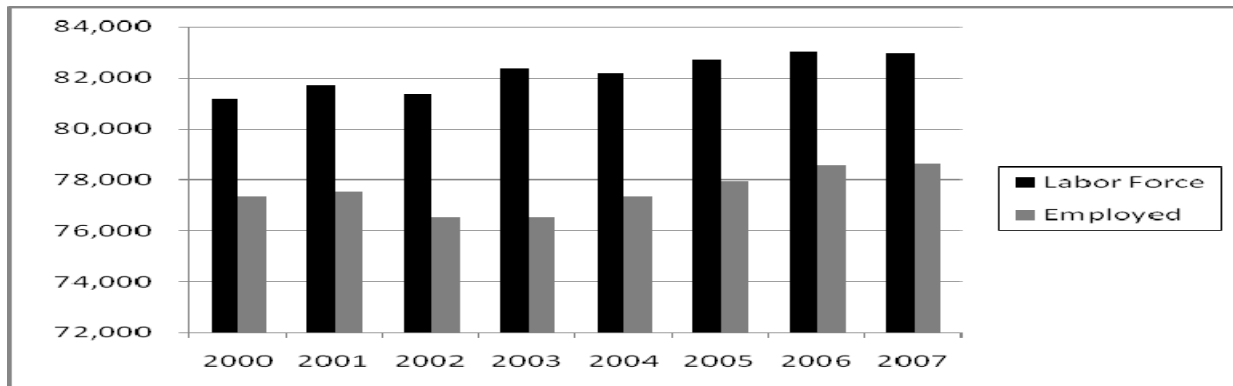
Fewer people are accessing financial assistance programs, but there are more working poor people relying on services such as Food Share, Medical Assistance and Child Care subsidies. Unduplicated caseloads soared to a record high of 12,280 families by December, 2007. These families, representing more than 20% of the Kenosha County overall population, benefit from DWD services and 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. Thousands of people enjoy a better quality of life due to the multitude of services that are available through Workforce Development.



"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, Family Care, 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 and economic well-being of our community and also benefit the local economy in many ways."

Adelene Greene,
Director

Kenosha County Employment Picture 2000 to 2007



PROGRAMS AND SERVICES

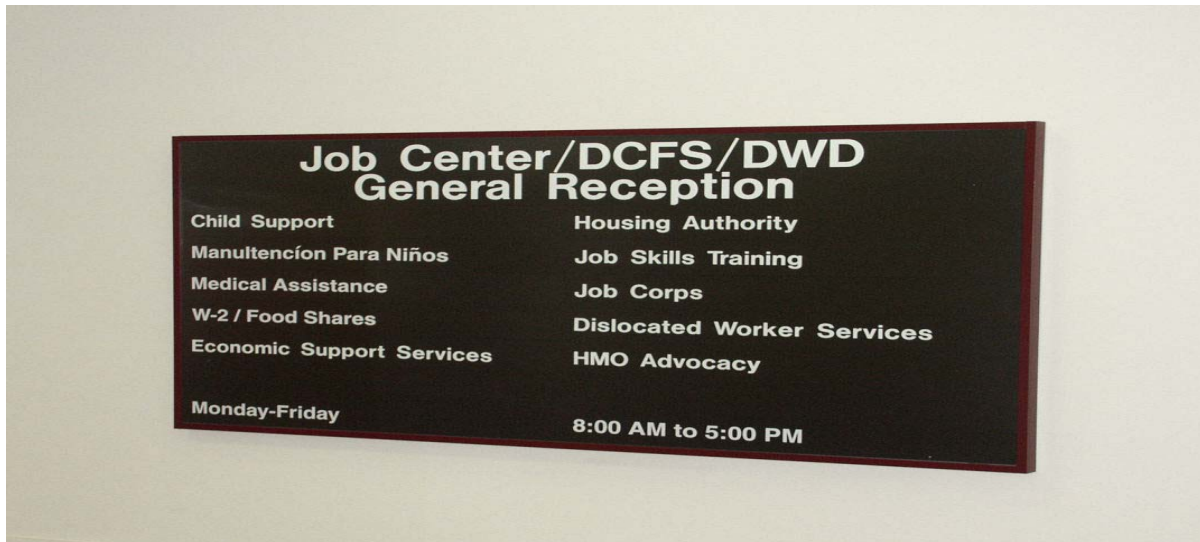
The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of programs and services from two primary locations, the Kenosha County Job Center and the western Kenosha County Center.

Kenosha County Center Office

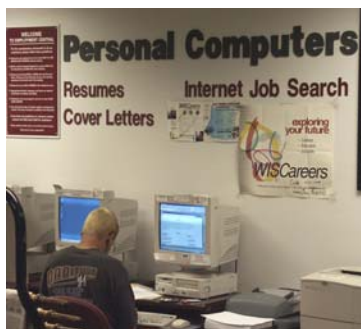
The Department of Human Services operates a satellite facility at the Kenosha County Center, 19600 75th Street, Bristol, Wisconsin. Public assistance programs of Wisconsin Works (W-2), FoodShare, Child Care, and Health Care benefits are administered by staff from the Division of Economic Support and Child Support. The office served approximately 1,700 families in 2007 for public assistance programs.

Kenosha County Job Center

In 2007, 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 2007 a total of 66,721 individuals (an average of 5,560 per month) 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 2007, the A/M Center received 194,937 calls (an average of 16,245 each month).



Employment Central is the hub of the Job Center for job seekers. A full range of self-service and staff assisted services are available to help job seekers to prepare for and connect with job opportunities. Special services are available for Veterans as well as laid off employees certified for Trade Adjustment Act support. Employment Central also has Career Assessment services for planning a career and identifying opportunities for training.

Resources and Services

JobNet is available on-site as well as through the Internet. JobNet is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. Employers listed 5,620 job openings through the Job Center into JobNet during 2007.

The Employment Search Reference Library contains Employer Directories for Wisconsin and 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.

Career Assessment and Exploration provides vocational assessment and career guidance services for program participants. Psychological evaluations are also available through Case Manager referral only. A variety of tools measure academic levels; training potential; work-related abilities, interests, and values; computer skills; and personality characteristics. Assessment results, occupational information and staff guidance combine to help individuals make better employment, training, and career decisions. A total of 1,307 individuals were provided 3,836 services in 2007.

In collaboration with the Kenosha Area Business Alliance and Kenosha Chamber of Commerce, the **Business 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 2007 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (84 events), job fairs (4 hosted with 146 employers and 2,234 job seekers attending), marketing job postings, and development of recruitment strategies.
- Internet-based resources for recruitment to Wisconsin's JobNet (listing 2,641 job orders representing 4,296 job openings for 2007) and Job Central.
- Arranging customized training.
- Publications and forums, including Resume Matrix. A total of 2,845 resumes were requested by 238 employers. There were six employer newsletters, marketing portfolios, and employer forums, including a Regional Labor Law Clinic..
- A total of 1,464 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 2007, 650 individuals attended the Hot Jobs Workshop.
- The Employer Outreach Services Team changed its name in 2007 to Business Services to be consistent with other Wisconsin counties providing employer services.



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, financial literacy, and other life skills 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, as well as a weekly Computer Basics workshop. 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 Data

- 215 job seeking skills workshops attended by 874 job seekers
- 1,279 job seekers participating in job clubs
- 208 individuals served through being a part of the Living Free program at the Kenosha County Detention Center



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, of 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 center also serves the greater Kenosha community. Department of Human Services employees are able to work while their children enjoy quality learning experiences on site.



In 2007, A Child's Place served 874 individual children for 9,460 child care visits. Recent space renovation allows A Child's Place to serve more children under age 2, which has decreased the infant/toddler waiting list significantly. A full hot meal program is now available to all children due to participation in the federal Child and Adult Care Food Program.

All staff has been trained in the Wisconsin Model Early Learning Standards, Creative Curriculum, CPR, First Aid, Child Abuse and Neglect, Shaken Baby and Sudden Infant Death Syndrome. 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 literature themes. Through collaboration with the Division of Health, Early Head Start, Kenosha Area Family and Aging Services, and Prevention Services Network, A Child's Place also helped provide health and literacy information to approximately 566 parents at a weekly "Parent Talk Luncheon."

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), FoodShare, 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 two main locations: the Kenosha County Job Center/DHS serves the general Kenosha population and the western Kenosha County Center provides services to those community members located west of I-94.



Economic Support Specialists are part of a interagency teams, called Financial and Employment Planners (FEP), who issue benefits under the TANF, W2, WIA, Food Stamps, Medical Assistance and Child Care programs. In addition, 4 ES workers provide extensive services to the elderly and disabled populations. Between January 1, 2007 and December 31, 2007, 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 12,280 cases by December, 2007.

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 2007. 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 2007, 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 2007.

Wisconsin/Illinois Child Support Border Project

Kenosha County Child Support Agency provides services for approximately 12,000 families. Because Kenosha is bordered by the state of Illinois, many of the families served are former Illinois residents. Communication between the two states is essential. Child support professionals from both states formed the Wisconsin/Illinois Border Project with the goal of providing improved services and increased collection of support for the children of the families served.

The Federal Office of Child Support recognized Kenosha's dedication to this project by sending representatives from their Chicago office to attend the Border Project's conference held at the Kenosha County Job Center.

Kenosha's Child Support Agency was the first agency in Wisconsin to be granted permission to access the State of Illinois' child support system. Communication, electronic transmissions, and dedication to this project have resulted in increased child support received by the children of Kenosha County.

Medicaid Transportation

Medicaid Transportation is available to Kenosha County residents who require transportation assistance in order to access Medicaid (Title 19) covered services. In 2007, 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 2007 was \$1,481,508.

Interpreter Services

In 2007, the Kenosha County Job Center provided 26,277 instances of language and sign interpretation to individuals who accessed services at the KCJC. Spanish interpretation accounted for 99.9% of the total. Kenosha County employees provided 50% of interpretation while KCJC Partner Agency staff provided 49.8% and Community interpreters provided .2% of interpretations. The number of interpreter instances increased 154% from 2006 (17,079) to 2007 (26,277).

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, 2006 through September 30, 2007. The tables contain key information for FFY 2007.

Total Households Applied	5,071	Kind of Assistance			
Total Households Eligible	4,325		Heating	Crisis	Furnace
Percent eligible/applied	85%	Number of cases (#)	4,325	1,574	71
		Amount paid (\$)	\$1,560,495	\$518,326	\$51,331

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 2007, the fall Winter Wraps program delivered 2,297 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,370 families. The Christmas Toy and Food Drive served 1,426 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 2,885 gifts during the holiday season.

Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2007. Staff donated their time and effort to assist with many worthy causes and to help community-based agencies and organizations 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, WisDOT I-94 Project, 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, SEWRPC, 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.

Emergency Services Network

The Emergency Services Network (ESN) of Kenosha County is an unincorporated association that serves low income individuals and families in both Kenosha county and the city of Kenosha. The ESN has served Kenosha county residents since 1986 as a collaborative, community-based effort to coordinate services, share information, attract increased funding and eliminate duplication and gaps in services for the homeless, low income individuals and families. The ESN serves everyone in Kenosha County.

With the current economic conditions many people are at risk and may have to seek ESN services. The agencies involved with the ESN provide such key resources as food, shelter, clothes, some limited medical care, as well as counseling and referral to other resources in the community.

The ESN is primarily funded by state, federal and county dollars, as well as special grants and the generous support of the residents of our community. 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 2007.

Membership in the ESN is open to all entities in the private, public and non-profit sectors that provide services intended to prevent, ameliorate, or end poverty for individuals and families in Kenosha County. The key agencies comprising the ESN in 2007 were:

American Red Cross
AIDS Resource Center of Wisconsin
Community Action Agency
CUSH (Congregations United to Serve Humanity)
First United Methodist Church
Goodwill Industries
Kenosha Community Health Center
Kenosha County Division of Workforce Development
Kenosha County Interfaith Human Concerns Network (Shalom Center)
Kenosha County UW-Extension
(Racine/Kenosha Nutrition Education Program)
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
Vet's Place Southern Center
Walkin' In My Shoes, Inc.
WoMen and Children's Horizons



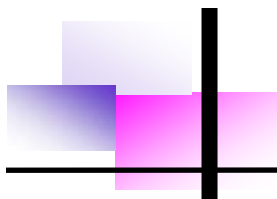
Kenosha County Department of Human Services

Purchase of Service Agencies

A Better Choice
Addus Health Care
Affinity Health Care
AgeAdvantAge AAA, Inc.
Aging & Disability Resource Center Of Central Wisconsin
Alpha Community Services, Inc.
Alpha Homes of Wisconsin, Inc.
Alterra Healthcare Corporation
Ament Adult Family Home
American Red Cross
Andrea & Orendorff
Archives, Inc.
Assisted Care, Inc.
Athey Adult Family Home
Babusukumar, Dr. Pushpa
B-Care Corp (Caring House)
Bednar Adult Family Home
Beginnings Group Home
Bell Therapy, Inc.
Benchmark Behavioral Health Systems
Bethesda Lutheran Homes & Services, Inc.
Birds of a Feather, Inc.
Boys & Girls Club of Kenosha/CYC Sports
Brotoloc Health Care Systems, Inc.
Bucko's Ambulatory Transport
C & C Homestead
Campbell House
Canterbury Home of Kenosha
Care Home
Careers Industries, Inc.
Caregivers Home Health
Carey Manor Services, Inc.
Casa Mia Care Center, Inc.
Children's Behavioral Health Services, LLP
Children's Service Society of Wisconsin
Choices to Change, Inc.
CMB Transportation Co
Community Advocates
Community Care Organization
Community Care Resources/Programs, Inc.
Community Impact Programs, Inc.
Cook Adult Family Home
Coopman Adult Family Home
Cote Adult Family Home
Cox Adult Family Home
Crabtree Homes, Inc.
Crabtree Residential Living, Inc.
Curtis Ambulance Services
Curtis and Shannon Martin Adult Family Home
Dayton Residential Care Facility
Deer Path Estates, Inc.
DeLanna House
Destiny Adult Family Home
Du Bois Adult Family Home
Easter Seals Kindcare Southeastern WI
Eau Claire Academy
Experienced Elderly Care Services
Family Care Specialists
Family Works Program, Inc.
Gateway Technical College
Gemini Employee Leasing, Inc.
Gina's Home Health Care, LLC
Goodwill Industries of S.E. WI & Metro Chicago, Inc.
Goodwill Industries-Beyond Boundaries of Autism
Guardianship Services of Kenosha County
Harbor Senior Concepts
Harmony Living Centers, LLC
Helping Hands Home Care
Homes Instead Senior Care
Homes for Independent Living of WI, LLC
Hope Council
Independent Opportunities, Inc.
Indian Oaks Academy
Infinite Ability, Inc.
Inspiration Ministries
Integrated Development Services, Inc.
JLH Enterprises, Inc.
K&S Medical Transport, Inc.
Kaiser Group
KAS Transportation
Kasprzak Adult Family Home
Kenosha Achievement Center
Kenosha Area Family Aging Services, Inc.
Kenosha County Interfaith Human Concerns Network
Kenosha Human Development Services
Kenwood Keys Adult Family Home
Kimberly Lane Group Home
Kountry Korner Adult Family Home
Kraai Adult Family Home
Lake Geneva Assisted Living/Arbor Village
Lakeview Rehabilitation Center
Lauer Adult Family Home
Laura's Home
Liberty House
LifeCare Mones Inc.-South Winds CBRF
Lily Lake Adult Family Home
Lori Knapp Crawford, Inc.
Ludeking Family Group Home
Lutheran Social Services

Purchase of Service Agencies

Martinez Adult Family Home	Superior Health Linens, Inc.
McDonald Adult Family Home	Tarr Adult Family Home
Meadowmere Southport	The Arc of Eau Claire
Memorial Hospital of Burlington	THRIVE Treatment Services, LLC
Miller Adult Family Home	Timber Trails Adult Family Home
Milwaukee Academy	Time to Treasure
Milwaukee Center for Independence	Todd's Companion Plus
MJ Care, Inc.	Tomorrow's Children, Inc.
Moore Cares, LLC	Trans Corp.
Mystic Creek	Trempealeau County Health Care Center
Nelson Adult Family Home	True Life Homes, LLC
New Haven, Inc.	United Dynacare, LLC
New Vision Adult Family Home	United Hospital System
New Visions Treatment Home	University of WI
NJM Management Services, Inc.	Upton Adult Family Home
Norris Adolescent Center	Urban League of Racine & Kenosha, Inc.
Oakwood Clinical Associates	Valley View Home II
O'Brien and Associates	Victorian Manor
Oconomowoc Developmental Training Center	Village of Pleasant Prairie Lakeview RecPlex
Omnicare Pharmacies of Wisconsin	Vines Adult Family Home
Opportunities, Inc.	VIP Services, Inc.
Orchid CellMark	Volunteers of America
Paragon Industries, Inc.	Walgreens Co.
PATH Wisconsin, Inc.	Walter Adult Family Home
Pathways Medical Advocates	Wegner LLP CPA's & Consultants
Peace Home, Inc.	Western Kenosha County Senior Citizens Council,
Pinecrest of Lake Geneva	Wheaton Franciscan Healthcare-All Saints
PleasantStreet Inc.	Whispering Willows CBRF
Prader-Willi Homes of Oconomowoc, LLC	Willowglen Academy-WI, Inc.
Prairie View Home, Inc.	Windy Oaks Group Home
Professional Services Group, Inc.	Wisconsin Early Autism Project
Racine-Kenosha Community Action Agency	WI State AFL-CIO Labor & Education Training Center
Racine County Opportunity Center	WoMen & Children's Horizons/Pathways of Courage
Rasmussen Home LLC	Wright Adult Family Home
Reindl Home	Wyalusing Academy
REM-Wisconsin, Inc.	Yvonne Williams Adult Family Home
RHB Technology Solutions	
Right At Home	
Rogers Memorial Hospital	
Salavation 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.	
Social Rehabilitation & Residential Resources, Inc.	
Society's Assets, Inc	
Southeastern Youth & Family Services	
Southport Rehab Associates, Inc.	
Southport Transportation Company	
Spanish Center of Racine, Kenosha, & Walworth, Inc.	
Speno/Julius	
St. Amelian-Lakeside, Inc.	
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St. Coletta of Wisconsin	
St. James Manor	
St. Joseph's Adult Day Care	



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