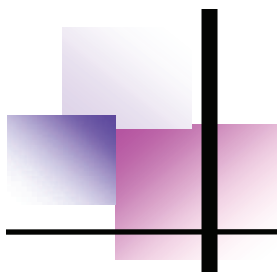


Kenosha County Department of Human Services

2008 Annual Report





Kenosha County Department of Human Services 2008 Annual Report



Jim Kreuser, County Executive
John Jansen, Director

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

(thru 4/08)

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Ruth Booth

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(eff 5/08)

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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



From the Director

Welcome to the Kenosha County Department of Human Services 2008 annual report. Although only a brief look at what DHS provides, I hope you find this report informative and useful.

Reflecting back on the year, the Department went through many transitions while all the time maintaining a high quality of commitment and services to the people of Kenosha County. I thought I would take this opportunity to highlight a few.

The year started off with the Division of Disability Services merging with the Division of Aging and becoming the Division of Aging and Disability Services (DADS). This newly formed Division works with those who have mental health issues, AODA problems, disabilities, people transitioning to Family Care, and elders. I believe that the merger of these two Divisions has created a stronger, more collaborative approach to addressing issues facing these populations.

There was also a lot of movement and re-locations within Human Services. The Medical Examiner's (ME) administrative office moved into the Job Center with the morgue being located at United Hospital System's Kenosha Medical Center Campus. The Job Center Office provides the ME with an efficient environment to conduct their office business. The Morgue's location at the Hospital provides a unique partnership between the public and private sector at a cost savings to the local taxpayer.

With the relocation of the Division of Vocational Rehabilitation (DVR), Prevention Services Network (PSN) moved to the first floor which allowed them to create a Family Resource Center. The Family Resource Center is open to the public and offers a variety of information on numerous topics ranging from parenting to childhood development. I fully expect this resource to continue to evolve, meeting the needs of all.

The Department of Human Services has a number of boards and committees which provide oversight to the Department and its various divisions. The make-up of these groups includes both County Board Supervisors and Kenosha County residents. During 2008, the committee members volunteered 506 hours of their time to attend these meetings. I wish to thank them for their dedication and commitment to assisting DHS in operating effective and fiscally-prudent programs for our citizens.

I would like to mention two retirements during the year. Dennis Schultz retired after 22 years of service with the County. Dennis began with the County as Court Services Supervisor in 1986, moving on to become DCFS Director in 1996, and then in 1999, taking over the role of DHS Director, which he held for 9 years. Also, Tom Lois retired as the Director of Veterans Services, serving in that position for 21 years. Both of these gentlemen were dedicated to providing top quality services and programs to the residents of Kenosha County. I thank them for their years of service.

Finally, I would like to thank the DHS staff and all of our DHS partners for their dedication to providing high quality services to Kenosha County residents. As a result of their creativity and efforts, we will continue addressing the needs of our citizens.





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	Y2008 Expenditures*
Office of the Director	\$911,724
Aging & Disability Services	\$13,939,693
Brookside Care Center	\$15,029,379
Central Services	\$100,653
Children & Family Services	\$24,419,911
Division of Health	\$6,393,026
Medical Examiner	\$536,438
Veterans Services	\$266,765
Workforce Development	\$14,612,118
TOTAL	\$76,209,707

* Unaudited as of 5/5/09



Office of the Director

2008 HIGHLIGHTS

Fiscal Management

As of May, 2009 Department of Human Services (DHS) 2008 *unaudited* expenditures totaled \$76,209,707. In 2008, the adopted budget accounted for 39% 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 adopted budget of \$71M, county levy was \$13.5M. The remaining revenue of \$57.3M 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 state restrictions on 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 DHS to pursue and acquire non-levy revenue sources to sustain the current level of services all divisions now provide to the clients and families of Kenosha County.



Laurie Staves,
Director, Fiscal Services

The County Board adopted resolution 32 on June 19, 2007 to become a Family Care county. Community Care was chosen by the State of Wisconsin as the Managed Care Organization to offer services to eligible elderly and disabled adult populations which were previously served by the Divisions of Aging and Disability Services. Consequently, DHS reduced the 2008 Budget by \$20M in services and funding which have been transferred to Community Care by the State. Kenosha County is required to contribute a portion of their State Community Aids allocation to support Kenosha County residents served under the Family Care program. As of 2011, the amount of funding is approximately \$1.7M annually.



Dianne Niesen,
Contract Monitor

Contract Monitoring

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 2008 practices were further enhanced through development and implementation of a KCDHS sole source/single source policy to ensure a formal and consistent service review and approval process for services classified as such. The Contract Management System was further developed to manage related information and streamline the approval process.

The 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 2008, KCDHS contracted with 117 providers, through 211 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

2008 was a year of movement and reorganization of space for Human Services. Central Services staff worked with the Division of Information Services and the Department of Public Works to reorganize workspace in the Division of Children and Family Services, move the Medical Examiner Administrative Offices to the DHS Building, move DVR to the south end of the building and help establish the Prevention Services Network Parent Resource Room. The moves were part of an effort to enhance communication and efficiency within and outside of DHS.



Michelle Eisenhauer,
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 Conn-Selmer. After that grant was awarded, laid off individuals from Sanmina and Frank Wells were added.

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, 2008, and the first six months of the next program year that started on July 1, 2008.



John Milisauskas,
Job Center Manager

WIA Program Title	Dates of Service	Enrollments	Employed to Date	Avg. Wage at Employment
Dislocated Worker	July 1, 2007 through June 30, 2008	65	16	\$17.09/hr
Dislocated Worker	July 1, 2008 through December 31, 2008	92	5	\$14.29/hr
Dislocated Worker Deluxe Media	July 1, 2008 through December 31, 2008	40	0	\$/hr
Adult	July 1, 2007 through June 30, 2008	141	48	\$9.46/hr
Adult	July 1, 2008 through December 31, 2008	100	14	\$9.28/hr
		Enrollments	Employed to Date	Graduated High School
Youth	July 1, 2007 through June 30, 2008	54	22	18
Youth	July 1, 2008 through December 31, 2008	45	12	12

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 2008 included:

- KCDHS input into statewide strategic planning effort in the area of tax reform, spending reform and economic development carried out by the Wisconsin Way, a multi-year collaborative planning effort by various statewide organizations including the Wisconsin Counties Association, WEAC, the Wisconsin Realtors Association, the League of Wisconsin Municipalities and others. The input gathered during 2008 has led to a draft report “Blueprint for Change” published in late 2008. The report will be finalized and widely publicized in 2009. The Wisconsin Way website is: <http://www.wisconsinway.org>.
- Background research and technical assistance on homelessness and housing in Kenosha. This work was done in support of Kenosha County’s Emergency Services Network to help their planning and fund-seeking activities. Products included implementation of a new homelessness database (planned and developed during 2007 to produce unduplicated counts of homeless people in Kenosha known to the primary service provider systems) and data summaries on homeless sheltering, rental housing affordability and homeless veterans.
- KCDHS planning and political support for the Shalom Center’s long-anticipated capital campaign to raise funds for a new building that will house a single site homeless shelter for the INNS Program and an expanded shelter capacity for homeless families. The new county administration preserved the county’s \$250,000 commitment of support for this capital campaign by including the funding in its 5-year capital improvement plan for release in 2010.
- KCDHS implementation support and assistance to the Center for Community Partnerships at UW-Parkside for start-up and year-1 project work on a 3-year \$1.5 million grant project to bring capacity building training and technical assistance to social services nonprofit organizations in Kenosha and Racine Counties. Year-1 activities included enrollment of 45 organizations from the two counties in the project, making them eligible for grant-funded training and technical assistance, and the successful awarding of \$200,000 in cash sub-grants distributed among 27 nonprofit organizations for agency capacity building projects. Examples of capacity building projects include web site development, financial system improvement, board training, organizational assessment, IT systems upgrades and strategic planning.
- Cross-county comparison research on Kenosha DHS total spending and levy spending for human services overall and for mental health and AODA services in particular. Reports presented to KCDHS oversight committees showed Kenosha excels in overall balance between total human service investment vs. cost to local property taxpayers but ranks low in local levy support for mental health.
- Planning work to update county Emergency Government emergency operations plan documents related to human services and to begin work on internal procedures to improve emergency preparedness. This work continues into 2009.



James Kennedy,
Assistant to the Director



Brian Crehan Ed Jakes Brad Reichert

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

In 2008, 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 2008, 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 2008, labor-intensive business processes were streamlined including

- Resume Matrix of Southeast Wisconsin (www.resumematrix.com) was expanded to include Gateway Technical College and Racine, Walworth and Waukesha counties as partners.
- Labor-intensive business processes were streamlined as new database application were deployed (*Laboratory Management System and Transportation Assistance Tracking System*) designed to eliminate duplicate data entry, increase reporting capability and automate repetitive workflow processes.
- Processes for the Department's Request for Proposal (RFP) continued to be automated allowing interested service providers the ability to retrieve and submit RFP information via an Internet site.

Planning and Evaluation

NJM Management Services, Inc.

GRANTS DEVELOPMENT & OVERSIGHT

Planning & Evaluation staff 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 Aging & Disability Services totaling over 1 million dollars in grant funds.

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, Comprehensive Community Services Program and the Racine-Kenosha Justice and Mental Health and Collaboration.



Jeff Weiss Jennifer Madore Angela Cunningham

OUTCOME-BASED REPORTING

In partnership with the United Way of Kenosha County, DCFS service providers now submit progress reports through a web-based application. The new process is more efficient for both providers and KCDHS staff. P&E continues to provide outcome-based evaluation 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 and presented to the community in late spring.

P&E staff work closely with the Division of Children and Family Services to report trends in substitute care placements, child abuse and neglect reports, and referrals for juvenile delinquency.

Division of Aging & Disability Services

MISSION

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

2008 HIGHLIGHTS

- The divisions of Aging Services and of Disability Services were successfully merged into one Division of Aging and Disability Services.
- Waiting lists for Family Care were eliminated with the enrollment in 2008 of 299 elderly, physically disabled and developmentally disabled persons.
- The addition of a physician's assistant enhanced Kare Center services and improved our ability to monitor institutional placement.
- The Western Kenosha County Transit system completed its first year of service with each quarter's trips exceeding the previous periods.
- Contacts to the Aging & Disability Resource Center and to the Community Intervention Center surpassed previous records.

DIVISION DESCRIPTION

The Division of Aging and Disability Services administers services for older adults and adults with developmental disabilities, physical disabilities, mental illness and/or alcohol-drug problems, using federal, state and county funding, contracts with over 50 service providers and the support of community volunteers.

Three advisory committees provide invaluable oversight: Commission on Aging, Mental Health/AODA Services Committee and Aging and Disability Resource Center Board. The management team includes the division director, the Elder and Disability Services Manager and the Mental Health/ AODA and Protective Services Manager in conjunction with several program coordinators and many dedicated staff.



"Thank you to all the staff, volunteers, advocates and policy makers who helped us serve more people and do it better. The cooperation among the individuals and organizations that work with Kenosha's vulnerable populations is awesome. People in this community care. It shows in the numbers, the quality and the impact of programs on individuals' lives. Family Care filled a large gap in service needs for elderly and disabled persons. We will continue to work on filling the service holes that remain, particularly for persons with mental illness and/or alcohol and other drug problems.

LaVerne Jaros, Director

SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

Information, Assistance and Access

IAA staff are the front-line of assistance at the Aging & Disability Resource Center, located in the Human Services Building. There were a record number of contacts in 2008, 11,442, for a variety of questions and issues. 1,219 persons were contacted for pre-admission counseling plus 1,232 people from the wait list. 431 people received a long term care functional screen and 299 enrollments were processed for Family Care, Partnership or IRIS, Wisconsin's community-based long term care alternatives.

**Number of Information and Assistance Contacts
1998 - 2008**



Short-Term Services

Through several small allocations, one-time purchases or short-term services such as grab bars or respite care were provided for 137 persons with disabilities and family caregivers.

Equipment Loan Closet

The Aging & Disability Resource Center operates a medical equipment loan closet in partnership with Society's Assets. 247 people borrowed 306 items, including bath benches, wheelchairs, canes, walkers and other items.

Adult Protective Services

Adult Protective Services received 326 referrals in 2008 including referrals for suspected abuse or neglect, requests to check on the well-being of vulnerable persons and of persons needing a court-appointed guardian. Staff conducted reviews of 132 persons in protective placement, spoke to 22 groups and assisted people individually with Powers of Attorney for Health Care.

Benefit Assistance

Assistance with benefits was provided for 314 older people resulting in a positive monetary impact for Kenosha County seniors of \$171,204. 605 people attended 39 workshops and presentations, primarily on the topic of Medicare D. Calls for information numbered 1,039. Another 370 persons under 60 with physical and developmental disabilities received assistance with Social Security and other benefits resulting in a positive monetary impact of \$56,742.



Congregate Nutrition

The senior dining program, administered by Kenosha Area Family & Aging Services, Inc., provided 38,891 nutritious noontime meals (prepared by Kenosha Achievement Center) and companionship for 870 persons 60+ at two county and four city dining sites.

Home Delivered Meals

Volunteers deliver a hot lunch and cold sandwich supper to people who are homebound and unable to prepare their own meals. 39,860 meals were delivered in 2008 through Older Americans Act funding to persons 60 and over.

Transportation

The Kenosha Achievement Center provided 18,295 Care-A-Van rides and KAFASI provided 3,371 Volunteer Transportation Service rides in 2008 for older persons and persons with disabilities. With federal and state grant funds the division was able to launch the Western Kenosha County Transit service, providing 6,338 trips in 2008 for persons living west of I-94.



Friendly Visitor

This program, administered by KAFASI, provides companionship and emotional support to older adults. 59 volunteers visited regularly with 104 participants in 2008.

Guardian Assistance

Guardians are needed when adults are determined by the court to incompetent. Kenosha Human Development Services assisted 62 family and volunteer guardians individually with required annual accounting and conducted 3 classes. Goodwill, Inc. trained and matched 8 volunteer guardians.

Chore Service

In collaboration with the Kenosha County Sheriff's Work Crew windows were washed, bushes trimmed, grass raked and other chores performed for 41 older persons. Snow was removed for an additional 20 people.

Health Promotion and Prevention

Kenosha County introduced several evidence-based prevention programs to Kenosha and Wisconsin. 126 Kenosha elders participated in Stepping On classes to reduce falls among the elderly, a leading cause of injury, hospitalization and death. Staff trained people throughout the state to do Stepping On and Sure Step, another falls prevention program. Four Living Well classes were also held to help individuals better manage their chronic illnesses.

Kenosha County also launched Active Choices, an evidence based program to increase physical activity, adapting the program to younger adults with physical disabilities, a group for whom exercise can be challenging but critical for maintaining health and function.



Westosha Community Center

64 older adults participated in a variety of activities offered at the Westosha Community Center on Highway C in Bristol.

Long Term Care Worker Project

Turnover of direct care workers affects the availability and quality of long term care. With the Long Term Care Workforce Alliance, the project coordinator organized training and worker recognition events, staffed health fairs and advocated with policy makers.



Outreach and Education

Outreach to consumers, families, health and service organizations is a significant component of the Aging & Disability Resource Center. The Outreach Coordinator, an employee of Goodwill, orchestrated many opportunities for the public to learn more about services and topics of interest.

Website

More people, 10,153 distinct viewers in 2008, obtained information about services through our website which includes our community service directory.

Presentations and Events

109 presentations and events were organized in 2008, providing education on a variety of topics.



Publications

Chronicle mailed monthly to 11,000 households
Directory of Services—2600 copies distributed
Carelink Newsletter—9600 copies distributed
Fun N' Fit Resource Guide - 400 copies distributed

Ethnic Elders

60 individuals participated in the Ethnic Elders group or had other contact by the Minority Outreach Coordinator who worked to assure that African-American elders were informed about community services. A Grandparent Talk series provided helpful tips to grandparents raising grandchildren.

Hispanic Outreach

The Spanish Center provided outreach, assistance and translation and classes for 82 seniors.

Files of Life

With the help of community partners, over 4,000 Files of Life were distributed. These are magnetized pockets to keep on the refrigerator with important information for access by emergency medical personnel.



Mental Health/Alcohol and Other Drug Abuse Services

Community Intervention Center

CIC, administered by and located at Kenosha Human Development Services, serves as the center of operations and linkage for many of the division's core Mental Health and AODA services.

Adult Crisis Intervention

Adult Crisis provides 24-hours a day/seven days a week intervention to help de-escalate, stabilize and optimally, improve the immediate situation for persons struggling with mental health issues, suicidal feelings, alcohol and drug abuse problems and other issues. There were 6,777 crisis contacts provided in 2008, a 6% increase over the previous year. Additionally Adult Crisis staff assisted with 421 assessments of persons in the Kenosha County jail.

Emergency Detention/Protective Services

In Wisconsin counties are responsible for the cost of emergency and protective hospital placement of persons 22-64 who don't have insurance and are at risk of harm to themselves or others due to mental illness or alcohol or drug issues. In 2008 there were 507 emergency detentions and 270 new Chapter 51 commitments. 185 persons were under protective placement including persons with mental illness or developmental disability.

KARE Center

A licensed 11-bed community based residential facility, the KARE Center provides a safe, supportive, short-term environment for people with mental health or AODA issues who are in crisis or transition. The center's services were enhanced in 2008 with the addition of a physician's assistant to the staff. Total admissions were 612. Average length of stay was 3.7 days.

Resource Center

1,966 contacts were received at the resource center for a variety of issues, 425 of them requesting outpatient psychiatric or counseling services. 63 persons were screened for participation in mental health or substance abuse related services. 53 referrals were made to the AODA specialist. The Mental Health Benefit Specialist had 108 cases. Her assistance had a positive monetary impact for clients of \$367,740.

Medication Assistance Program

\$238,000 worth of needed medication was obtained for individuals through indigent prescription programs, samples and coupons. The division also paid out \$444,000 for medication to treat psychiatric conditions for persons who had no other means to pay for their prescriptions. The program maintains an open formulary.

Inpatient Services

Costs associated with inpatient hospital admissions for psychiatric emergencies and medical detoxification represent a significant portion of the division's budget and are carefully reviewed. 2008 admissions were as follows:

Winnebago	57
Mendota	44
Wheaton/Franciscan	158
Rogers Memorial	17

Community Services

Psychiatric Services

Local psychiatrists provided inpatient physician and outpatient medical management for 638 clients.

Counseling

Oakwood Clinic provided outpatient mental health and alcohol or drug assessment and goal-centered therapy for individuals authorized to receive county-funded service, including individual, family and group psychotherapy; intensive programming for AODA problems and urinalysis. 324 persons received services in 2008.

Mental Illness	115 (35%)
Alcohol & Other Drug Abuse	57 (18%)
Intoxicated Driver Program	138 (43%)
IV Drug Abuse	14 (4%)

John called for AODA counseling after a 4th offense OWI. His first appointment took place within two days. He had been released from prison a few months earlier and had been sober for three years. John wanted to remain sober, strengthen his relapse prevention skills and get a job. He began participating in a weekly Enhanced AODA Recovery Therapy Group. John openly shared stressors and high risk situations and sought input from the group. He remained sober. John looked for work but became frustrated with barriers including his record as a felon. He got guidance at the job center and eventually secured full time employment. After five months of counseling and significant progress, treatment was reduced to bi-weekly. He later asked to discontinue treatment as it conflicted with work hours. Community resources and rapid engagement in services when he reached out for help contributed to John's success.

Community Support Program

CSP services involve intensive case management, vocational services, medication management and other comprehensive services for persons with serious and persistent mental illness. 189 persons in Kenosha County received CSP services from Bell Therapy in 2008.

The past few years have been filled with challenges and heartache for Jane. Her child was removed from her care, she lost her partner to suicide and went through a serious mental collapse. Jane lived in a group home and struggled to remain committed to recovery. Enrolled in CSP, Jane received assistance finding more independent housing, securing employment and learned ways to cope with life events. Over the last year she moved into supported housing where she is thriving. She has resumed part time employment where her hard work and friendly smile are seen throughout her day. She has been able to find ways to maintain her positive attitude while moving forward with her treatment. Jane demonstrates the power of individual's desire to improve the quality of her life and how someone can make changes for the better with support and self-determination.

Comprehensive Community Services

51 persons were served by CCS, a strength-based, recovery oriented intervention for persons with serious and persistent mental illness.

Case Management

Case Managers at KHDS provided assessment, service planning, service coordination and monitoring for 51 consumers.

Residential Services

63 people who are unable to live independently were supported in one of several residential facilities or adult family homes under contract with the division. Costs of residential care go up with the severity of the condition of the individuals placed, particularly as we try to transition people from even more costly institutional care.

Supported Apartment Programs

Social Rehabilitation & Residential Resources and KHDS operated supported apartment programs that gave varying levels of support and assistance to 14 persons with mental illness occupying independent apartments.

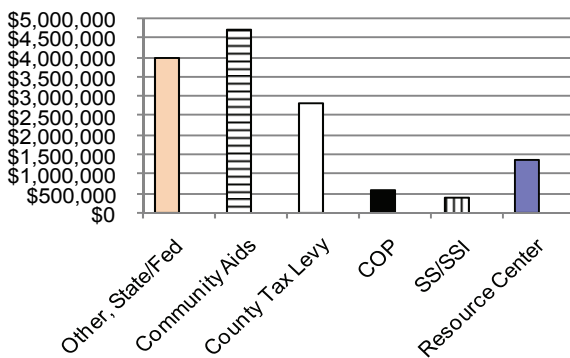
Bridges Community Center

Bridges is a consumer-run club house, open five days a week from 9:00-3:00 for persons with mental illness. The center had 357 members and an average daily attendance of 31. The center provides lunch, recovery and activity groups and periodic trips for its members.

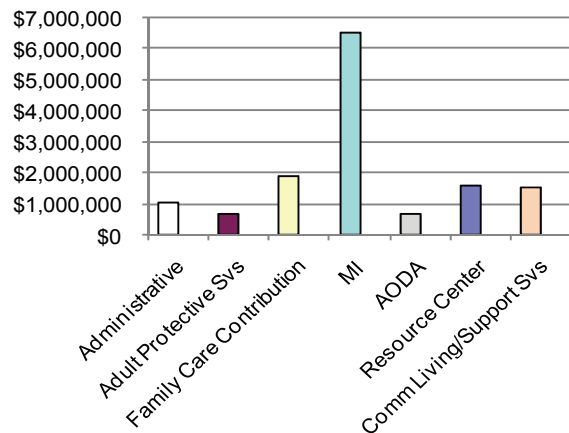
SPECIAL RECOGNITION

To Kenosha's chapter of the National Alliance on Mental Illness (NAMI) for its public education, family support and advocacy on behalf of persons with mental illness. Thank you!

Y-2008 Revenue Sources
\$13,939,693



Y-2008 Expenditures
\$13,939,693





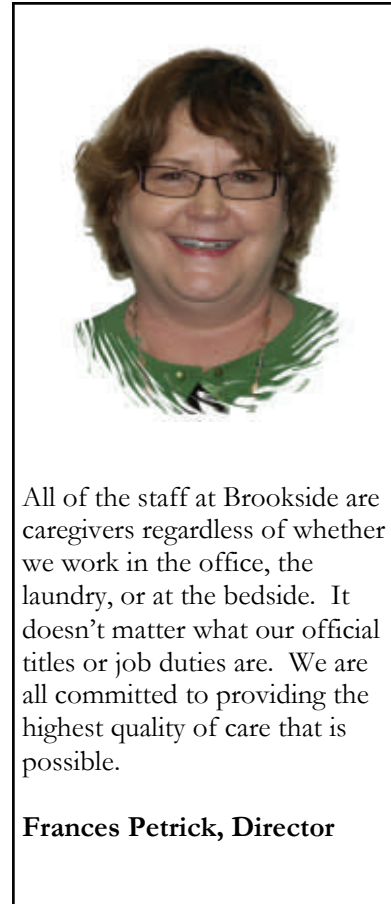
BROOKSIDE CARE CENTER

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.

2008 HIGHLIGHTS

Brookside Care Center continues to be Kenosha County's nursing home of choice with a large waiting list and average daily census of 152. As an ongoing commitment to quality, the Brookside Board of Trustee's adopted a resident satisfaction survey, which will be used for all current residents. Feedback received will be used to improve the services in any ways that are possible. A new bus was purchased for the facility as well as new window blinds for all of the resident rooms and common areas. In addition an electrical update was completed throughout the facility providing increased electrical capacity and outlets throughout.



All of the staff at Brookside are caregivers regardless of whether we work in the office, the laundry, or at the bedside. It doesn't matter what our official titles or job duties are. We are all committed to providing the highest quality of care that is possible.

Frances Petrick, Director

DIVISION DESCRIPTION

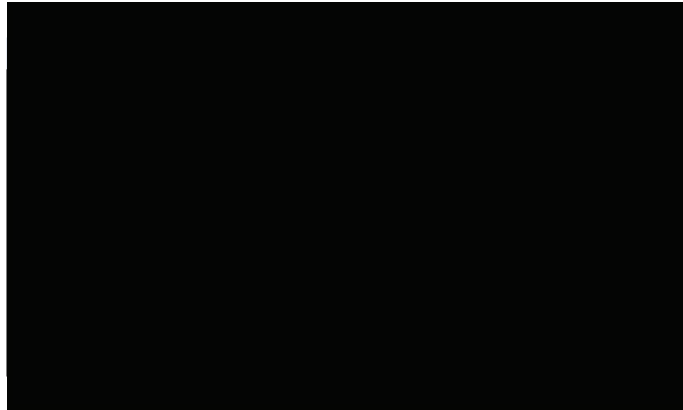
Brookside Care Center is a Medicare/Medicaid certified nursing home, serving Kenosha County residents in need of skilled nursing care and those in need of short-term recuperative and rehabilitation services.

SERVICES

Brookside provides 24-hour registered nursing care, pain management, restorative care, physical, occupational and speech therapy services, respiratory care, wound care, intravenous therapy, post-surgical care, and hospice care.

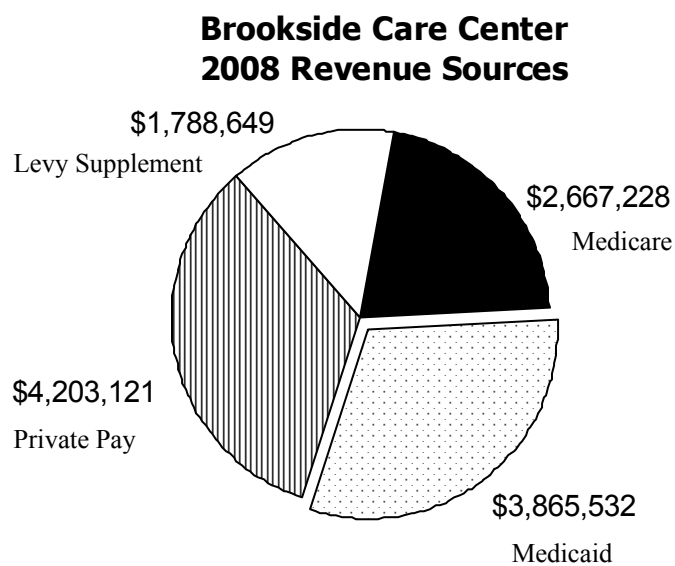
During 2008, admissions to the facility increased by 33%. That increase is due to a concentrated effort to increase the percentage of Medicare residents, thereby reducing the reliance on property tax contribution. Hospital inpatients were given priority status for admission. Kenosha County residence remains a pre-requisite for admission.

The daily cost per patient for 2008 was \$231.55, an increase of 2.3% over 2007. Staff salaries and benefits account for 78.5% of the costs or \$181.86 per day.



The 2008 total revenue for Brookside Care Center was \$12,524,530*.

The chart below is a breakdown for Medicare, Medicaid, Private Pay and Levy Supplement.



* Unaudited as of May 5, 2009



In 2008, we saw years of County service come to an end. Geri Kapplehoff, Director of Nursing (upper left), Susan Albert, Activities (upper right), Dolly Fitch, Social Worker (right).



Brookside received a donation from the Mary Mars family after her passing in 2008. To enhance our Happy Hour program, the family decided a rolling bar would be an ideal gift for the facility. You can find us celebrating Mary's memory every other Friday afternoon. Cheers!



Brookside's new handicapped accessible bus was ordered in 2008. The 32 foot long bus will accommodate up to 8 wheelchairs and 6 ambulatory residents at one time. Many were involved to make this happen. Brookside Trustee Bob Pitts took a special interest to see this through.

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.

2008 Highlights

In 2008 the Division of Children and Family Services gained three additional programs due to the reorganization of the Department of Human Services. These programs are Birth to Three, the Children's Long-Term Support Waiver Program, and the Family Support Program.

The Birth to Three Program is an early intervention program for infants and toddlers with developmental delays and disabilities and their families. The goal of the program is to help children participate in their communities fully by providing skill development activities from age birth to three that will increase a child's skills and abilities. This family centered program recognizes the importance of parents, families and friends in a young child's life and works with parents to determine what supports and services would enhance the child's development through routines and activities that the family can implement within the family home. Examples of services and supports that may be provided in Birth to Three include family education, developmental education, communication services, occupational therapy, physical therapy and communication services.

The Children's Long-Term Support Waiver Program is available for Medicaid eligible children diagnosed with autism spectrum disorders, developmental disabilities, severe emotional disturbances, and physical disabilities. This program provides case management services and treatment planning for children and their families so that children can access needed services while remaining in the community living with their parents. Individual treatment plans are created for each child in partnership with the child's family that allow the child to access such services as in-home therapy, physical therapy, and other supportive services that may be needed in order to assist the child in their home.

The Family Support Program serves children with severe disabilities by providing needed goods and services that assist in minimizing the impact of the disability upon the family. Children are defined as age birth through 21 and this resource is considered a funding of last resort. It is used to address specific needs that no other resource will support. A maximum amount of \$3000 per child can be authorized. Home modifications, transportation, specialized equipment, nursing care and respite care are examples of items and services that the Family Support Program can help the family purchase.

In 2008 DCFS continued to provide 2 innovative programs that empowered families, Family Group Conference and Family Integrated Court. Family Group Conferencing provides a coordinated treatment planning meeting for families and their informal supports. This voluntary program is a tool that empowers families to invest their own strength and energy to create a workable plan through providing family a convenient time and place to meet, guidance from the DCFS staff on the goals that must be accomplished in the plan, and providing the family and their informal supports private time in order to create a plan that addresses specific identified problems the family is currently facing. DCFS has also continued its involvement in piloting the Family Integrated Court Project which began in March 2007. A



"In keeping with our mission to promote safety and well-being of children, families, and the community, staff at DCFS provide a wide array of services to our clients. These services assist families in dealing with issues relating to abuse, neglect, and delinquency."

Ron Rogers, Director

small number of families continue to be part of the pilot program where one judge will hear all court matters within a family. In this program a multidisciplinary team made up of the family, social workers, service providers, defense attorneys, district attorneys, GAL's, probation officers, school representatives, therapist and other service providers meet to create a treatment plan addressing goals in the family. This plan is then presented to the judge as a unified plan that the judge can view as the family progresses through various court hearings.

Finally, in 2008 DCFS undertook a planning process in response to the Quality Service Review that the Division underwent in December 2007. From this process the Division has made a commitment to expanding the use of a teaming concept in our work with children and families throughout all the units of DCFS.

DIVISION DESCRIPTION

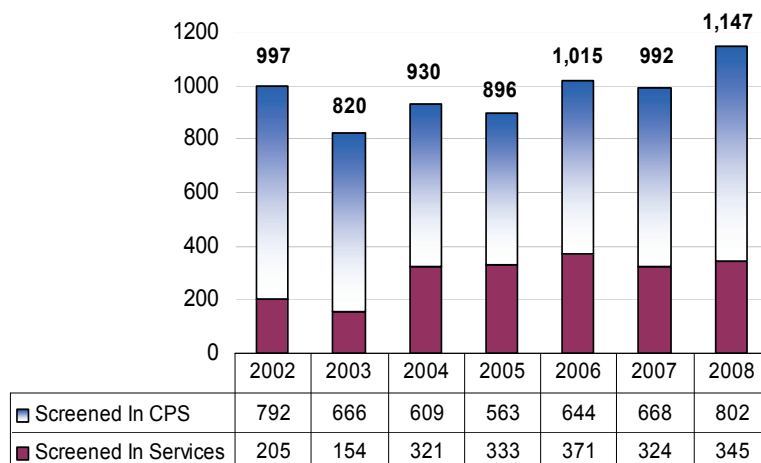
DCFS is comprised of the ACCESS/Child Protective Services Unit (CPS), the Child and Family Services Unit (CFS) and the Juvenile Court Services Unit (CSU). ACCESS provides a centralized information service for child abuse and neglect, child welfare and juvenile delinquency referrals. The ACCESS office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

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

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

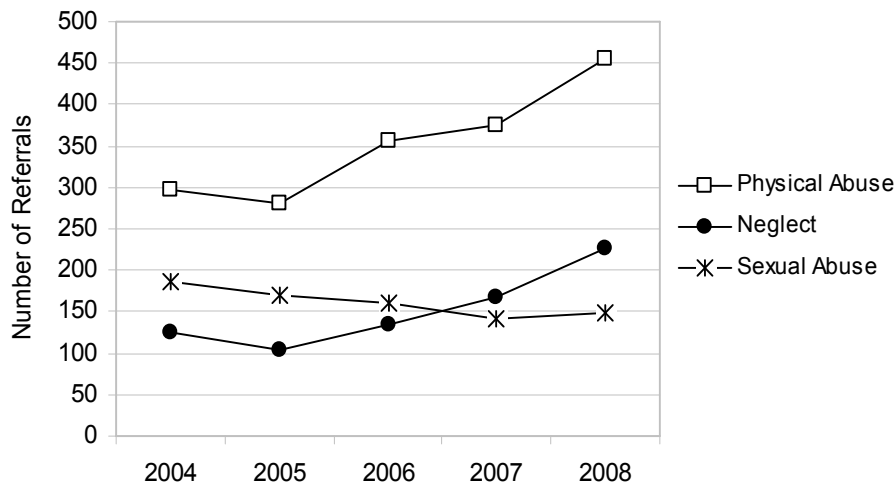
Total Screened In CPS and Child Welfare Services

The total number of screened in CPS and child welfare services cases have fluctuated from 2002 to 2008. Between 2005 and 2006, the number of cases rose **13.3%** (from 896 to 1,015), then from 2007 to 2008, the total cases rose again by **15.6%** (992 to 1,147).



Fluctuations in the percentage of cases screened in for child welfare services show the lowest percentages in 2002 and 2003 (**20.6%** and **18.8%** respectively) and the highest percentages from 2004 to 2006, when they accounted for over **34%** of all screened in cases. The percentages recently began decreasing again in 2007 and 2008 (**32.7%** and **30.1%** respectively).

Child Abuse & Neglect Referrals by Type



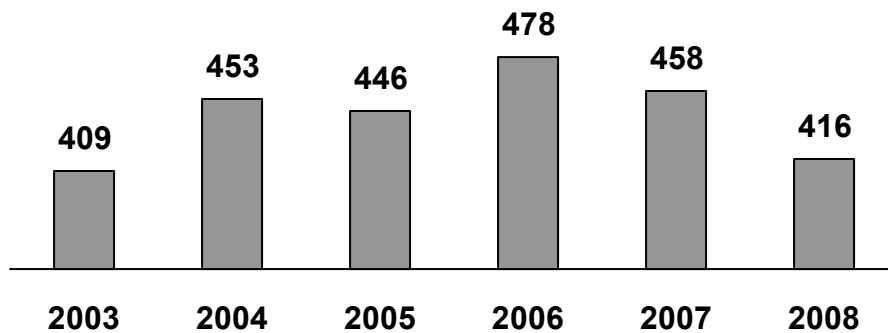
Although the number of reports has increased overall, there are differences in the types of abuse reported. Reports of sexual abuse have steadily declined in the last five years (-20.4%). Since 2005, reports of physical abuse and neglect have increased (62.9% and 118.3% respectively).

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

After a high of **478** in 2006, the number of referrals to the Court Services Unit decreased **4%** in 2007 and another **9%** in 2008.

Court Services Unit Referrals



As shown in the table below, consent decrees dropped to a six-year low of **12** in 2008 – a **54%** decrease from 2007. The downward trend began in 2006.

Delinquency adjudications, while the largest percentage of referrals to the Court Services Unit, have dropped **10%** over the past six years – **7%** between 2007 and 2008 - and now make up **67%** of all referrals, compared to **76%** in 2003.

Referrals for waiver into adult court increased **15%** between 2007 and 2008, and have made a comeback since 2003, increasing by **69%**. Despite the increase, referrals for waiver into adult court remain a small percentage of the total number of referrals to the Court Services Unit (**15%** in 2008).

The Court Services Unit began supervising youth under truancy petitions in 2003 (n=28). During the next two years, referrals for truancy increased sharply, followed by a **50%** decrease in 2006. The number of referrals more than doubled in 2007 to **80**, but dropped in 2008 to **64**.

Court Services Referral by Type

	2003	2004	2005	2006	2007	2008	1 YR % CHANGE
Consent Decree	34	39	44	40	26	12	-54%
Delinquency	311	310	300	348	299	279	-7%
Waiver	36	38	40	59	53	61	15%
JIPS-Truant	28	66	62	31	80	64	-20%
TOTAL	409	453	446	478	458	416	-9%

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 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.

2008 HIGHLIGHTS

The Kenosha County Division of Health conducted mass immunization clinics to accommodate the large number of students who needed the required childhood immunizations due to a change in state law related to varicella and TDaP. 3,160 immunizations were given in the month of October, a 68% increase from October, 2007.

The Kenosha County Division of Health's Pre-natal Care Coordination (PNCC) Program began coordinating with the Kenosha County Women, Infants, and Children (KCWIC) Program. PNCC is a benefit for pregnant women through Medicaid. The program focuses on educating women on a healthy pregnancy and to prepare them for motherhood. It involves monthly pre-natal visits with a public health nurse, which can take place in the client's home or at the health division. The nurse assesses the client's needs and can direct the client to necessary resources. Topics covered during the visits include: nutrition, changes to expect during pregnancy, fetal development, healthy behavior, pre-term labor warning signs, signs of labor, infant safe sleep practices, and breastfeeding. The nurse can also offer support if the client is trying to quit smoking. The PNCC program received 602 referrals from KCWIC in 2008.

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 269 car seat checks/installations were provided in 2008.

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 1,656 home visits were conducted in 2008.



"Our excellent staff is well prepared to respond to all public health events that may occur in Kenosha County."

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.

School Nursing

Public health nurses provide school nursing services, staff training, and health education services to the Kenosha Unified School District, 6 schools in western Kenosha County (Westosha School District), and the Head Start Program.



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 90 of these cribs were provided in 2008.

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 2008 was 3,879.

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 218 clients were served in 2008.

Clinic Services

Activity	Units
Reportable Communicable Diseases	381
HIV Antibody Testing	574
Immunizations	13,514
Influenza Vaccinations	2,355
Lead Poisoning Screenings	2,704
Pregnancy Tests	543
Sexually Transmitted Disease Screenings	886
TB Skin Tests	1,940
Walk-ins; Nurse of the day	12,743
Child Health Exams	87





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	1,043
Inspections (Routine/Follow-up)	2,004
Consultations	510
Consumer Complaint Investigations	135

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	60
Inspections (Routine/Follow-up)	108
Consultations/Complaint Investigations	35

Recreational Sanitation

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

Activity	Units
Facilities Licensed	81
Inspections (Routine/Follow-up)	99
Consultations/Complaint Investigations	59

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 2008, there were 1,043 complaint investigations and 1,463 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	117
Bite Consultations/Follow-ups	176
Animal Nuisance Complaints/Consultation	79

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 129 investigations, follow-ups and consultations in 2008.

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	5
Air Quality Investigations	52
Radiation Samples Collected	54
Human Health Hazard Complaints	73

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	445
Well Consultations	29
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 1,134 samples were tested in 2008.

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 264 samples were tested in 2008.

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 2,843 samples were tested in 2008.

Environmental Bacteriology Unit

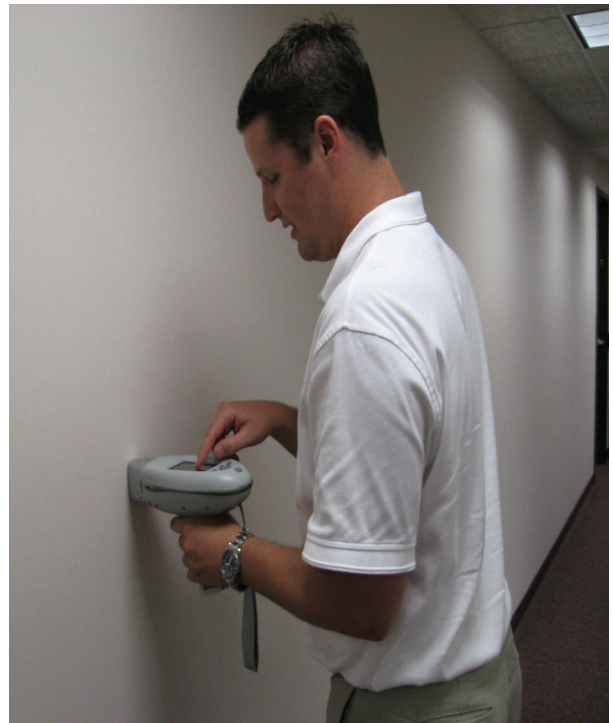
This unit tests public and private water supplies for the presence of coliform bacteria as well as swimming beaches and recreational water for E.coli bacteria. It also performs food poisoning complaint investigations and insect identification. A total of 1,263 samples were tested in 2008.



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 January, 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
2008	153	204	67	29

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. Mark Witeck,
Medical Examiner**

2008 HIGHLIGHTS

There were 1,293 deaths in Kenosha County in 2008. The majority of these deaths, 79%, were reportable deaths, i.e. the circumstances of the death met the reporting criteria outlined in WI SS 979.

Autopsies were performed on 127 (15%) 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.

Medical Examiner Statistics	
Reportable Deaths	868
Autopsies Performed	127
External Only Examinations	68
Cremation Permits Issued	535
Death Certificates Issued	199

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 veterans and families before state and federal agencies.

2008 HIGHLIGHTS

- United States Department of Veterans Affairs guaranteed 115 home loans to county veterans at a total amount of \$21,960,491.
- The USDVA paid disabled county veterans and/or surviving spouses \$16,927,507 in disability compensation or pension.
- Families of 377 deceased veterans in 2008 were helped to obtain burial benefits, government head stones and casket flags.
- In total 1,760 forms and documents were processed with various components of the US Department of Veterans Affairs.
- 37 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$61,339.
- 12 veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$20,037.
- 4 Personal Loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$42,000.

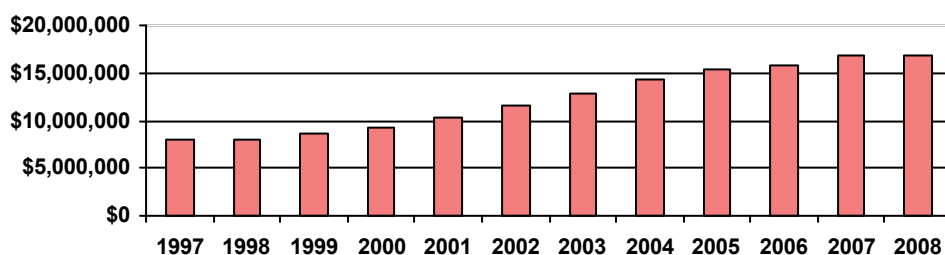
Total KCDVS expenditures for 2008 were \$259,603.



"The Kenosha County Division of Veterans Services assisted approximately 1,700 veterans, dependents and survivors of deceased veterans with state and federal benefits claims in 2008. 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."

Derrell W. Greene, Director

USDVA disability compensation/pension



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 Mortgage 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 Benefits

Education and Training

Montgomery GI Bill, Wisconsin GI Bill, Post 9/11 GI Bill

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.

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.

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.

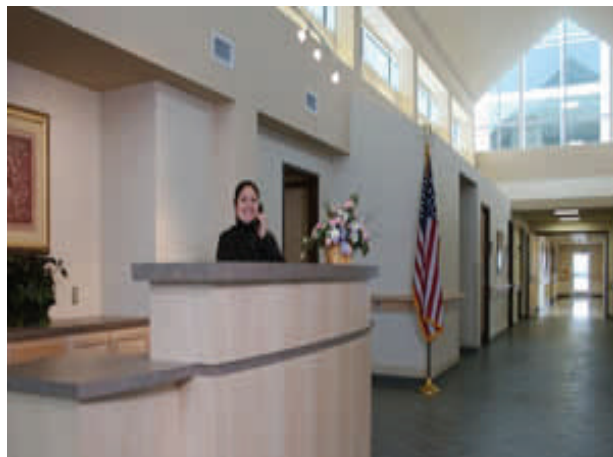


Wisconsin Veterans Home at Union Grove

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.



Boland Hall



Reception area at Boland Hall.

120-bed Skilled Nursing Facility, offering short- and long-term care for veterans and spouses.



Gates Hall

Assisted Living Residence



Shemanske Hall

Assisted Living Residence



Fairchild Hall

Assisted Living Residence catering to Veterans with mild to moderate Memory Care needs.

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.

2008 HIGHLIGHTS

In 2008, the number of people unemployed and living in Kenosha County increased. The following table shows the population, employment and unemployment numbers for the past three years.

Year	Population	Labor Force	Avg. Employed per Month	Avg. Unemployed per Month
2008		83,113	78,380	4,733
2007	162,921	82,961	78,618	4,343
2006	162,001	82,981	78,512	4,469

The labor force is estimated to have grown 1.8% during the last decade or since 1998 from 81,667 to 83,113. 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 with 10,284 in December 2008 followed by Trade with 9,800 and Manufacturing with 8,296. The industry sector with the highest wages paid is Manufacturing with an annual average wage of \$52,492 followed by Construction at \$51,145. The industry sector with the highest total wages paid is Education and Health at \$494,438,345 followed by Manufacturing at \$489,016,066.

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.

The Southeast Wisconsin Centers also use resumematrix.com as a recruitment tool for employers. Job seekers list a thumbnail of their work skills and education which can be viewed by employers who then can link to the job seeker's resume for further review and contact.

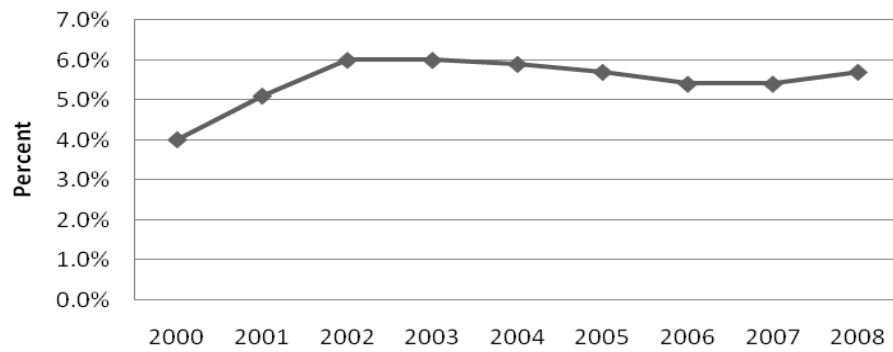
Jobcenterofwisconsin.com is available on-site as well as through the Internet. Jobcenterofwisconsin.com replaced JobNet which had been used in the past for employers to list job openings for recruitment. Jobcenterofwisconsin.com is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities.



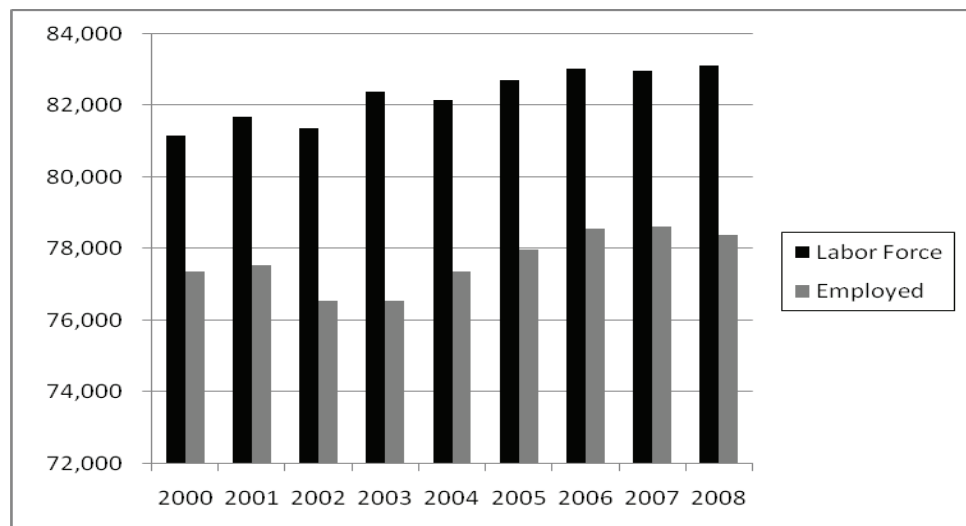
"Workforce Development provides services that offer a safety net for low income families and individuals, unemployed, elderly and disabled persons. Without services such as Child Care, Child Support, Badger Care, Family Care, W-2, WIA, WHEAP, FoodShare, and Medical Assistance, many people in Kenosha would be unable to support their families or to live on their own. DWD staff deliver services that are vital to the social and economic well-being of many people living in our community."

**Adelene Greene,
Director**

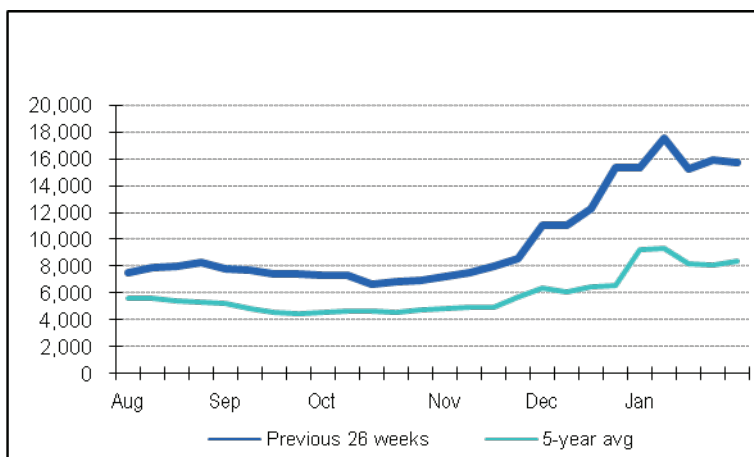
Kenosha County Unemployment Rate 2000 to 2008

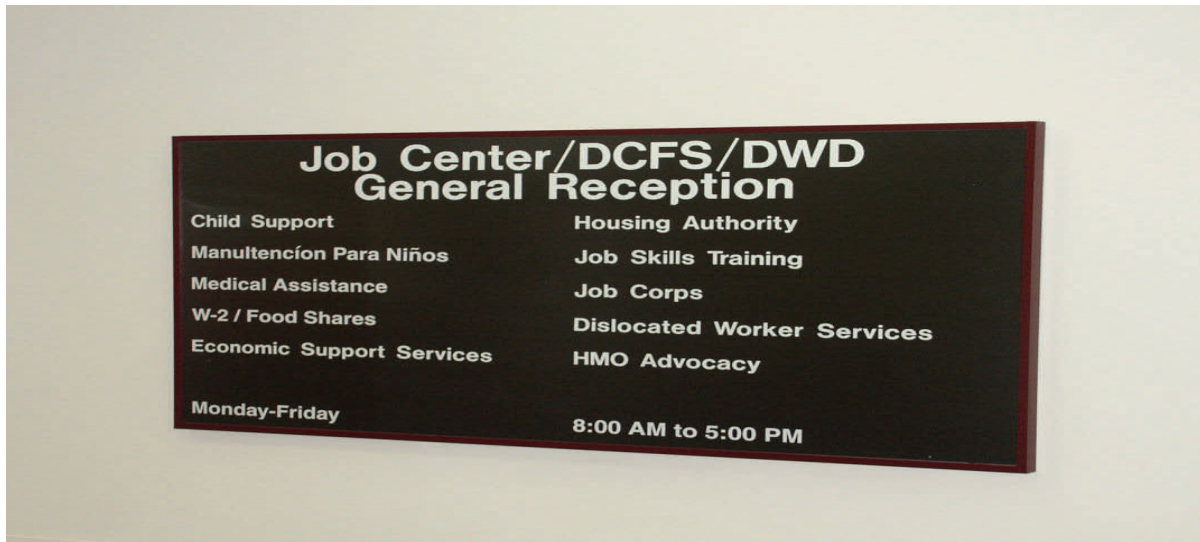


Kenosha County Employment Picture 2000 to 2008



Weekly Continued Unemployment Insurance Benefits Paid in Southeast Wisconsin (Kenosha, Racine and Walworth Counties) As of January 2009





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, Child Support, Badger Care, and other Health Care programs are administered by staff from Economic Support and Child Support. The office served approximately 1,700 eligible families in 2008 for public assistance programs.

Kenosha County Job Center

In 2008, 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 coordinated way. The Job Center has blended 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 Human Services building. Customers in the Reception area are provided with opportunities to receive information about specific public assistance programs. Child Support, Dislocated Worker programs, DCFS programs, housing, and other services are available through the Job Center. They are also informed of various programs available through other divisions within the Kenosha County Human Services Building. General reception staff is also responsible for greeting and receiving individuals scheduled to attend various appointments through the Job Center. During 2008 a total of 82,551 individuals (an average of 6,879 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 operation of the DWD/DCFS telephone answering system and messaging services. In 2008, the A/M Center received 174,800 calls (an average of 14,567 each month.)

Employment Central features the technology and resources for job seekers to find meaningful employment in Kenosha or elsewhere. Employment Central is staffed by knowledgeable professionals who are right there to assist each customer as needed.



Job Seeker Services include:

- 28 computers with internet access and printing capabilities
- E-mail accounts
- WorkNet
- Resume Matrix
- Resume writing software
- Complimentary copy machine, fax machine and telephones
- On-site recruitments
- Labor Market and wage information
- Veteran Employment & Training Services
- Trade Adjustment Assistance
- Newspapers
- Individual assistance
- Occupational Outlook information- publications and online

Jobcenterofwisconsin.com
Connecting Employers and Job Seekers in Wisconsin

On September 15, 2008 the State of Wisconsin launched a brand new user friendly website for job seekers and employers to connect. *Jobseekers* can enter a professional resume within the website and have the ability to email to employers that have openings listed on the site. Jobseekers can also search employment on the site by occupation, salary, or location. *Employers* can view profiles of the job seekers who make their resumes available for consideration of employment. Employers also have the option of posting job openings directly on the website. Jobcenterofwisconsin.com is available 24 hours a day, 7 days a week. From September to December 2008, over 5,000 resumes were entered and more than 10,000 job openings were posted statewide.

Re-Employment Services:

Weekly re-employment group meetings were held for those that filed for Unemployment Insurance Benefits. As an early intervention process, claimants were scheduled to attend an informative meeting. Specifically, to help move people from dislocation to employed status. Resume, job search and networking are topics most frequently discussed. In addition, services within the Kenosha County Job Center are introduced. In 2008, there were 50 sessions presented with a total of 629 persons attending.

Trade Adjustment Assistance:

Special Assistance for workers who lost their job to foreign imports.

In 2008, 128 eligible workers were entered into full time training programs. Of the 128, 75 found employment with an average wage of \$14.25 per hour.

The most popular training program in 2008 was in the health care field.

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 1,375 individuals were provided 4,097 services in 2008.

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 2008 included:



- Recruitment services, including on-site recruitment at the Kenosha County Job Center (51 events), job fairs (4 hosted with 146 employers and 2,473 job seekers attending), marketing job postings, and development of recruitment strategies.
- Internet-based resources for recruitment to Wisconsin's JobNet, Job Center of Wisconsin, and Job Central with 2,190 job orders posted representing 4,303 job positions in 2008.
- Facilitating placement of customized training candidates.
- Resume Matrix. This website had a total of 1,991 resumes requested by 384 employers. Added as partners in supporting the Resume Matrix in 2008 were Racine, Walworth, Waukesha, Ozaukee, and Washington Counties, as well as Gateway Technical College.
- Publications and forums. There were six employer newsletters distributed, marketing portfolios, and employer forums, including a Regional Labor Law Clinic.
- A total of 1,625 one-on-one contacts with area employers.
- "Business Insights" - In this monthly presentation, the Business Services Team provided the latest information on what's new in Kenosha's business community. What new companies came to Kenosha? What companies were laying off or closing? Which employers would be recruiting in the coming weeks in Employment Central? Business Insights replaced the weekly Hot Jobs workshop.
- Call Center Anywhere (CCA) was implemented July 23, 2008, by the state, changing the job order posting process. Local Business Services Representatives had previously had the primary responsibility of posting job orders. Under CCA, a dozen Job Service staff process all job orders for the state.

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 Share, Child Care, and Medical Assistance. The 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 and welfare-to-work.

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

- 208 job preparation workshops attended by 914 job seekers
- 1,022 job seekers participated in job search sessions
- 220 individuals served through being a part of the Living Free program at the Kenosha County Detention Center
- 192 Adults and Dislocated Workers enrolled for WIA services July-December 2008
- 397 students used the Adult Learning Lab for 9,693 hours of instruction and 50 HSED/GEDs achieved
- 648 students used the Computer Skills Lab for 7,641 hours of instruction
- 33 Homebound students in W-2 received instruction and 5 were awarded HSED/GED



Kenosha County Child Care Coordination Unit

The Child Care Coordination Unit is one of the key support components in the integrated service delivery system, specifically the Financial and Employment Planning Teams. Child care services and resources are crucial to each participant's involvement in employment and related activities as they progress toward self-sufficiency. The Child Care Coordination Unit is the primary point of contact for child care subsidy assistance; *Wisconsin Shares*, in Kenosha County. This unit also supports child care providers through customer friendly processing of payments and information, monthly support meetings and training opportunities.

- Unduplicated Counts:
- Total families served in 2008- 2,208
- Total children served in 2008- 3,951
- Total providers paid in 2008- 356



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. Our quality program includes a full nutrition and hot meal program, recognized preschool curriculum, low teacher to child ratios and links to family services. In 2008, A Child's Place served 729 individual children for 9,869 child care visits.

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 and the arts through community and parent participation events such as The Young Author's Club, Black History Month Celebration and Family Fun Dinner Events.



Through collaboration with the Division of Health, Early Head Start, Kenosha Area Family and Aging Services and Prevention Services Network, A Child's Place helped provide health and literacy information to approximately 493 (duplicated) parents at a weekly "Parent Talk Luncheon." Parent talk evolved into a KIDS TALK; when the PSN Health Nurse presented health and safety topics to 80 (duplicated) 3 to 12 year olds enrolled in our summer program.

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, 2008 and December 31, 2008, 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 13,666 cases by December, 2008.

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 11,500 cases in 2008. 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 2008, 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 2008.

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.

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 2008, Kenosha County DWD contracted with 7 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 2008 was \$1,542,505.

Interpreter Services

In 2008, the Kenosha County Job Center provided 19,259 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 78.9% of interpretation while KCJC Partner Agency staff provided 18.5% and Community interpreters provided 2.6% of interpretations. The number of interpreter instances increased 26.7% from 2007 (26,277) to 2008 (19,259).

One reason for this decrease is likely due to the fact that more clients are learning English, attributable to English as a Second Language (ESL) courses offered at the KCJC/KCC and at the Kenosha Literacy Council which enables clients to no longer need interpreter assistance.

Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP provides heating and electricity 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 provides crisis assistance to eligible households for energy arrearages. This crisis assistance assures their fuel source is restored or maintained.

Kenosha County DWD contracts with the Spanish Center of Kenosha to operate the WHEAP Program. The WHEAP program operates on a federal fiscal year (FFY), i.e. October 1, 2007 through September 30, 2008. The following tables contain key information for the FFY ending September 30, 2008.

Total Households Applied	5,439	Kind of Assistance		
Total Households Eligible	4,821		Heating	Crisis
Percent eligible/applied	89%		Furnace	
		Number of cases (#)	5,439	1,089
		Amount paid (\$)	\$3,174,086	\$336,303
				\$97,268

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 2008, the fall Winter Wraps program delivered 2,334 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,429 families. The Christmas Toy and Food Drive served 1,600 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 3,162 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, Jane Cremer Foundation, WisDOT I-94 Project, Kenosha County Jail Chaplaincy, Kenosha United Way, KABA Mentorships, Gateway Technical College Advisory Committees, Salem Community Library, 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 increasing 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 2008.

Membership in the ESN is open to all entities in the private 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 2008 were:

American Red Cross
AIDS Resource Center of Wisconsin
Bnai Zedek Congregation
Carthage College
Community Action Agency
CUSH (Congregations United to Serve Humanity)
First Step Services
Goodwill Industries
Kenosha Community Health Center
Kenosha County Division of Health
Kenosha County Division of Workforce Development
Kenosha County Homeless Task Force
Kenosha County Interfaith Human Concerns Network (Shalom Center)
Kenosha County UW-Extension
Kenosha Police Department
Kenosha Unified Schools
Kenosha Housing Authority
Kenosha Human Development Services
Legal Action of Wisconsin, Inc.
Prevention Services Network—Division of Children and Family Services
Racine/Kenosha Nutrition Education Program
The Salvation Army
Sharing Center
Spanish Center
Twin Lakes Area Food Pantry
United Way of Kenosha County
Walking In My Shoes, Inc.
WoMen and Children's Horizons



Kenosha County Department of Human Services

Purchase of Service Agencies

Advanced Transport, Inc.
AgeAdvantAge AAA, Inc.
Aging & Disability Resource Center of Central Wisconsin
AlcoCare, Inc.
Alpha Community Services, Inc.
American Red Cross
Andrea & Orendorff
Archives, Inc.
Babusukumar, Dr. Pushpa
B-Care Corp (Caring House)
Beginnings Group Home
Bell Therapy, Inc.
Benchmark Behavioral Health Systems
Birds of a Feather, Inc.
Boys & Girls Club of Kenosha/CYC Sports
Brotoloc Health Care Systems, Inc.
Bucko's Ambulatory Transport
Campbell House
Children's Behavioral Health Services, LLP
Children's Service Society of Wisconsin
Choices to Change, Inc.
Clinicare Corporation
CMB Transportation
Community Advocates
Community Care Organization
Community Care Resources/Programs, Inc.
Community Impact Programs, Inc.
Coulee Youth Centers, Inc.
Cox Adult Family Home
Crabtree Residential Living, Inc.
Creative Healthcare Solutions, Inc.
Dayton Residential Care Facility
Deer Path Estates, Inc.
Easter Seals Kindcare Southeastern WI
Family Care Specialists
Family Works Program, Inc.
Franciscan Skemp Healthcare
Gateway Technical College
Goodwill Industries of SE WI & Metro Chicago, Inc.
Goodwill Industries-Beyond Boundaries of Autism
Guardianship Services of Kenosha County
H&D Caring Services, Inc.
Hope Council
Hope House-Good Samaritan Center
Integrated Development Services, Inc.
Kaiser Group
Kenosha Achievement Center
Kenosha Area Family Aging Services, Inc.
Kenosha County Interfaith Human Concerns Network

Kenosha Human Development Services, Inc.
K-Town Transportation
Lad Lake Inc.
Lakeview Rehabilitation Center
Lily Lake Adult Family Home
Ludeking Family Group Home
Lutheran Social Services
McCarthy, Dr. Matthew
MJ Care, Inc.
Moore Cares, LLC
Mystic Creek
New Visions Treatment Home
NJM Management Services, Inc.
Norris Adolescent Center
Oakwood Clinical Associates
O'Brien and Associates
Oconomowoc Developmental Training Center
Omnicare Pharmacies of Wisconsin
Orchid CellMark
PATH Wisconsin, Inc.
Pathways Medical Advocates
Peace Home, Inc.
Professional Services Group, Inc.
Quality Transportation
Racine-Kenosha Community Action Agency
Racine County Opportunity Center
Rawhide, Inc.
RHB Technology Solutions, Inc.
Rogers Memorial Hospital
Salvation Army of Kenosha
Shah, Dr. Ashok K.
Sharma, Dr. V.K.
Sierra Group Home
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.
St. Charles Youth & Family Services
St. James Manor
Superior Health Linens, Inc.
THRIVE Treatment Services, LLC
Trans Corp.
Trempealeau County Health Care Center
True Life Homes, LLC
United Dynacare, LLC
United Hospital System

Purchase of Service Agencies

University of WI
Urban League of Racine & Kenosha, Inc.
Village of Pleasant Prairie Lakeview RecPlex
Volunteers of America
Walgreens Co.
Wegner LLP CPA's & Consultants
Western Wisconsin Guardianships, Inc.
Wheaton Franciscan Healthcare-All Saints
Willowglen Academy-WI, Inc.
Wisconsin Early Autism Project
WI State AFL-CIO Labor & Education Training Center
WoMen & Children's Horizons/Pathways of Courage



Kenosha County Department of Human Services

BOARDS AND STAFF

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Dennis Schultz, Director (retired 4/08)
John Jansen, Director (eff 4/08)

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Angela Cunningham
Sharon Davis
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Sandra Hardt (till 8/08)
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Ron Rogers (eff 4/08)
Laurie Staves

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Ross Boone
John Calamari
Norma Carter
Mary Celebre
Julie Friedman
Loran Hein
Sandra Riese
Phyllis Rozinski
Martha Sanchez

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Helen Geyso
Supervisor William P Michel II
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Judy Willoughby

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Lisa Thompson
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Frances Petrick, Director (eff 12/08)

Brookside Care Center Staff

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Dolores Acklam
Alan Aker
Susan Albert
Ahamed Ali
Lori Anderson
Steven Anderson
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Erica Maika
Patricia McCall
Scott McClain
Crystal McClamy
Kimberly McCoy
Krystal McDonald

Heide Meade
Marie Medina
Geraldine Meehan
Kathleen Metcalf
Melinda Miller
Kathy Million
Karen Modder-Border
Kristiy Moilanen
Carleen Moore
Mandy Moss
Valerie Nelson
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Catherine Niermann
Mary Niles
Mary Noble
Sonja Nonevich
Diane Noto
Janelle Olivares
Christina Olson
Jane Olson
Dana Osinga
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Walter Powers Jr.
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Claira Robinette
Clarissa Sanders
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