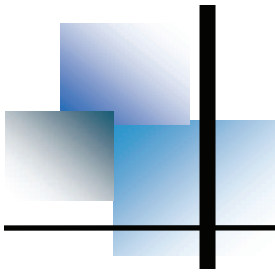


Kenosha County Department of Human Services

2009 Annual Report





Kenosha County Department of Human Services 2009 Annual Report



Jim Kreuser, County Executive
John Jansen, Director

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

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Jeffrey Gentz
Jennifer Jackson
Richard Kessler
Terry Rose

Kenosha County Human Services Board

John O'Day, Chair
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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 2009 Kenosha County Department of Human Services annual report. This report will provide you with an overview of the services offered by each Division in Human Services along with the numbers served through their programs.

With the risk of sounding too cliché, 2009 brought on many challenges that directly impacted our County, causing an increase in the level of services we offered to our citizens. I am proud to say that the talented employees within Human Services were able to rise to the occasion to meet the growing needs for our services. A robust summer youth work program, H1N1 vaccine clinics, assisting in enrollment of the Badger Care Plus Core program for childless adults and job retraining efforts are all examples of the exemplary work being done by Human Services staff in collaboration with our many partner agencies.



The Department of Human Services prides itself on being able to provide top notch services in a fiscally sound manner. Funding streams continue to become tighter while the demands for our services increase. However, our creativity in reshaping and refocusing the service delivery has allowed us to keep up with the increased numbers seeking our assistance.

I hope you find the information in this report useful. Please feel free to contact any of the divisions if you would like to find out more about Kenosha County Human Services.



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	Y2009 Expenditures*
Office of the Director	\$890,479
Aging & Disability Services	\$14,077,884
Brookside Care Center	\$13,698,764
Central Services	\$125,706
Children & Family Services	\$24,438,185
Division of Health	\$6,741,143
Medical Examiner	\$555,351
Veterans Services	\$257,129
Workforce Development	\$17,370,858
TOTAL	\$78,155,499

* Unaudited as of 4/6/10



Office of the Director

2009 HIGHLIGHTS

Fiscal Management

As of April 6, 2010 Department of Human Services (DHS) 2009 *unaudited* expenditures totaled \$78,155,499. Of the total Department 2009 adopted budget of \$77M, county levy was \$11.9M. The remaining revenue of \$65.1M is received from federal, state and various grant allocations.

One of the most challenging goals during the budget process is to continue to provide effective and efficient program services to meet the needs of Kenosha County residents without burdening the taxpayer. Each division within DHS worked together to reduce the overall use of department-wide county levy for 2009 by (11.45%). It has been the consistent overriding goal of DHS to pursue and acquire non-levy revenue sources to sustain the current level of services all divisions provide to the clients and families of Kenosha County. Because of the declining economic conditions over the past few years, state and federal funding allocations have and are expected to continue to decrease. The future budgets for DHS will be a challenging opportunity to come together to meet the demands of reduced resources and increased service levels for Kenosha county residents. With our collective DHS staff experience, this challenge will be met by increasing non-levy revenue and implementing cost savings throughout the Department for 2010 and beyond.



Laurie Staves,
Director, Fiscal Services

Contract Monitoring

Contract monitoring includes development and management of the Department's 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 the six Divisions. In 2009, seven of the contracted services of the Division of Aging and Disability Services, the Division of Children and Family Services, and the Division of Workforce Development, were announced through the RFP process; twelve proposals were submitted, resulting in three changes in providers.

The Contract Management System was further developed to assist in managing RFP related information. 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 2009, KCDHS contracted with 116 providers, through 179 contracts for services provided to children, youth, families, elderly, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems.



Dianne Niesen,
Contract Monitor

Central Services

In 2009, Central Services staff were involved organizing and supporting several important community events hosted at the Human Services Building. Early in 2009, the Consulate General of Mexico hosted a three day Mobile Mexican Consulate for Mexican citizens at the Human Services Building. In the spring, with the onset of the H1N1 virus, CS staff worked with the Division of Health with support from the Division of Public Works and the Division of Information Technology to set up several H1N1 vaccination clinics for the community at the Human Services site. And in the fall of 2009, the Kenosha Housing Authority announced the waiting list for Section 8 housing was opening and sites were needed for citizens to apply online. Supported by IT, staff set up a computer area and constituents were able to apply at the Human Services Building. These events occurred in addition to the regular day-to-day operations that our staff provide to staff and visitors at the Human Services Building. Mail distribution, building safety, office supplies and communication remain the main focus of Central Services operations.



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 specific companies called a Special Response grant. That grant covers employees laid off from specific companies in Kenosha, Racine and Walworth Counties including Conn-Selmer, Inc. (Kenosha), Conn-Selmer (Elkhorn), Frank Wells, Sanmina, Hexion, Greatwide, Plymouth Tube, J.W. Peters, Nitto Denko Permacel, Kenosha News, ZF Electronics, Stock Lumber, MeadWestVaco, Automated Building Components, MPC Matthews Paint, Chrysler, Ruud Lighting and Buell Motorcycle.



John Milisauskas,
Job Center Manager

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.

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 in the table below is for the WIA Program Year that ended on June 30, 2009, and the first six months of the next Program Year that started on July 1, 2009. ARRA is the American Recovery and Reinvestment Act also known as stimulus.

Program Title	Dates of Service	Enrollments	Employed	Avg. Wage
Dislocated Worker thru June 30	July 1, 2008 through June 30, 2009	161	5	\$14.29/hr
Dislocated Worker after July 1	July 1, 2009 through December 31, 2009	159	12	\$16.25/hr
Dislocated Worker Conn-Selmer	July 1, 2008 through June 30, 2009	78	1	\$15.83/hr
Dislocated Worker Special Response	July 1, 2009 through December 31, 2009	115	3	\$13.61/hr
Dislocated Worker ARRA	July 1, 2009, through December 31, 2009	110	0	n.a.
Adult thru June 30	July 1, 2008 through June 30, 2009	133	29	\$9.44/hr
Adult after July 1	July 1, 2009 through December 31, 2009	95	16	\$9.59/hr
Adult ARRA	July 1, 2009, through December 31, 2009	45	0	n.a.
Program Title	Dates of Service	Enrollments	Employed	Graduated HS
Youth thru June 30	July 1, 2008 through June 30, 2009	47	7	10
Youth after July 1	July 1, 2009 through December 31, 2009	30	0	0
Youth ARRA & County Funds	July 1, 2009 through December 31, 2009	291	291	n.a.

Special services are provided through a Mobility Manager for development of transportation options for both employers and job seekers. A Disability Navigator operated through September 30, 2009, 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, that include three Workforce Areas, and recipient of a WIRED grant award. WIRED, or Workforce Innovation in Regional Economic Development, is a three Workforce Area or seven County project to transform 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 2009 included:

- KCDHS planning assistance and in-kind support to UW-Parkside's Center for Community Partnerships in their successful application for a \$1 million grant to operate a 2-year capacity building program for nonprofit organizations in Kenosha and Racine Counties. With economic stimulus funding from the US Dept. of Health & Human Services' *Strengthening Communities Fund*, this capacity building program will enroll 12 nonprofit social service organizations each grant year and help them improve their service capabilities in areas related to local economic recovery and workforce development. [More information about the H&HS' *Strengthening Communities Fund* may be obtained here: http://www.acf.hhs.gov/programs/ocs/scf/fact_sheet.html].
- Planning research to help document potential impacts on juvenile crime and juvenile justice system costs of an economic stimulus-funded pilot program to provide summer employment to at-risk youth. Initial data available supported the positive value of such programming, an extension of which has been included in KCDHS' 2010 budget.
- Preparation of documentation materials on the history and nature of KCDHS' internal information systems resource and capacity in order to help orient Kenosha County's new IT management team. It was necessary for KC-IT's new team to assess the current IT environment across county government in order to plan their priorities and develop effective working relationships.
- Background research and input into the City of Kenosha's 5-year plan for use of future Community Development Block Grant (CDBG) and Home Investment Partnership (HOME) funds. [A copy of the City's final plan may be obtained here: http://www.kenosha.org/departments/development/pdf/2010-2014_Consolidated_Plan.pdf]



James Kennedy,
Assistant to the Director

- Participation and active planning support for an Emergency Assistance Task Force created by the local interfaith group, Congregations United to Serve Humanity (or CUSH). The Task Force's purpose was to address a community need identified by CUSH to improve street-to-service access in Kenosha to basic need services such as food, clothing, housing, health care, protection from abuse or neglect, urgently needed mental health or AODA services, etc. As a result of Task Force efforts, CUSH and a related interfaith group, the Sustaining Humanity Network, have arranged with the Emergency Services Network for an online basic needs "portal" to provide service access information and links to relevant community service websites.
- Research and summary documentation materials related to homelessness in Kenosha County. This information was prepared to support ongoing service coordination as well as planning and fund-seeking activities of Kenosha County's Emergency Services Network. Additional data documents and materials were also prepared to assist the background research efforts of the *Kenosha News* as part of its community education work on this topic.
- Cross-county comparison research on program-relevant demographics and fiscal indicators to support division-level planning and fiscal management activities within DHS and to assist the new County's administration assess how well Kenosha's DHS is balancing spending for needed services with prudence in the use of property tax levy. In terms of financial management, our results supported the conclusion that Kenosha performs very well in comparison with our peer counties.
- Planning work in conjunction with KCDHS divisions to create an appropriate team structure for Emergency Human Services that is consistent with the County's Emergency Operations Plan and compatible with KCDHS' internal management processes. Improving EHS preparedness is an ongoing joint process between KCDHS and Kenosha County Emergency Management that will continue in 2010.
- Initial planning research work in conjunction with Kenosha County Emergency Management regarding community capacity and potential needs in the areas of emergency volunteer management (EVM) and disaster mental health (DMH). Both planning agendas will continue in 2010. The EVM planning agenda may also involve Red Cross, Washington County Emergency Management and emergency volunteer resources from Wisconsin Homeland Security. In addition to the local mental health leaders, the DMH planning agenda may also involve the area's faith community so as to incorporate crisis pastoral care readiness.



Brian Crehan Ed Jakes Brad Reichert

Information and Computer Systems Development and Support

RHB Technology Solutions, Inc.

In 2009, the Department of Human Services (DHS) contracted with RHB Technology Solutions, Inc., for information systems design, development and support. The 35+ 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 2009, 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 2009, labor-intensive business processes were streamlined including

- The M/A Reimbursement Tracking System (MARTS) was enhanced to support Medical Assistance reimbursable transactions for the Community Support Program. The enhancement automated the processing of over 24,000 transactions in 2009 resulting in over \$400,000 of Medicaid revenue.
- A new database application (*Medical Examiner Daily Operations Assistant*) was deployed designed to eliminate duplicate data entry, increase reporting capability and automate repetitive workflow processes.
- The Kenosha County Division of Health implemented a web-based data collection and reporting tool to allow Kenosha County schools the ability to report daily absenteeism to track potential H1N1 outbreaks.

Planning and Evaluation

NJM Management Services, Inc.

GRANTS DEVELOPMENT

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 Disability Services totaling over 5 million dollars in 2009.

GRANTS OVERSIGHT

Ongoing program oversight services were provided to the following state-funded initiatives: Juvenile Accountability Incentive Block Grant, Youth Gang Diversion, Brighter Futures Initiative, and the Disproportionate Minority Contact grant. Evaluation services were also provided for the Alcohol and Other Drug Abuse Pilot Program and the Racine-Kenosha Justice and Mental Health and Collaboration Project.

OUTCOME-BASED REPORTING

In partnership with the United Way of Kenosha County, P&E utilizes a web-based reporting system for gathering outcome data from DCFS service providers. P&E continues to provide beginner to intermediate outcome-based evaluation training to non-profit agencies in the community. Capacity building activities and technical support are 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. Kenosha County is the first community in Wisconsin to produce such a report.

The P&E Coordinator is a member of the Kenosha County Alcohol and Drug Treatment Court as both a team member and evaluator. Eight members of the judicial, treatment and mental health community received intensive technical assistance from the National Drug Court Institute in April, 2009 and began implementation in July. Drug Courts are given responsibility to handle cases involving substance-abusing offenders through comprehensive supervision, drug testing, treatment services and immediate sanctions and incentives.

Jennifer Madore

Coordinator

Mayia Corcoran

Associate

Bill Adams

Julio Escobedo

Mary Jane Landry-Wilkins

Special Projects

Division of Aging & Disability Services

MISSION

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

2009 HIGHLIGHTS

- DADS was a key partner in launching a Drug Court, moving Kenosha County toward more effective interventions for individuals affected by substance abuse.
- Aging & Disability Resource Center contacts and long term care consultations grew, with Kenosha County's enrollment in Family Care outpacing other counties.
- The Mental Health and Substance Abuse Resource Center helped 499 persons to file applications for the new Badger Care Plus Core insurance program for low income childless adults.
- The Western Kenosha County Transit system completed its second year of service with utilization still accelerating.
- Health promotion activities included a successful multi-media campaign, "Physical Activity: The Arthritis Pain Reliever."

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 many 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.



"2009 was an exciting, busy year, in which the bar of community collaboration was raised to new heights. That collaboration resulted in new programs, expanded public information, and more people receiving services that they needed. Expect to see more in 2010 when additional initiatives begun last year reach implementation.

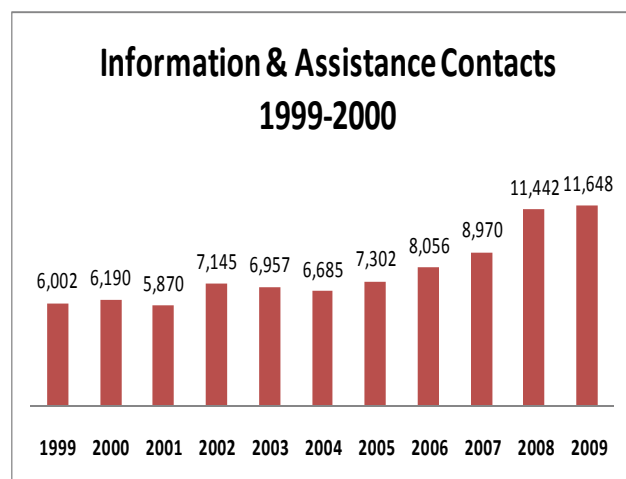
The cooperation among public and private organizations, and the contributions of volunteers and advocates in Kenosha County is phenomenal, and the key to our progress. We know that there are still unmet needs in our community and more people who need support than funding to provide it. We will continue to work with our community partners to tackle these issues.

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. Contacts grew to 11,648 in 2009. 806 people were referred for long term care options counseling and 1,114 for pre-admission counseling from residential care. 452 people received a long term care functional screen and 307 enrollments were processed for Family Care, Partnership or IRIS, Wisconsin's community-based long term care alternatives.



Short-Term Services

One-time purchases or short-term services such as grab bars or respite care were provided for 133 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. 309 people borrowed 395 items, including bath benches, wheelchairs, canes, walkers and other items. 533 items were donated.

Adult Protective Services

Adult Protective Services received 322 referrals including suspected abuse or neglect, requests to check on the well-being of vulnerable persons and individuals needing a court-appointed guardian. Staff also conducted reviews of 119 persons in protective placement, spoke to 29 groups and assisted people individually with Powers of Attorney for Health Care.

Benefit Assistance

Calls from older adults for information about benefits numbered 1,086. 410 cases for 323 people were opened for assistance with benefits, including 24 appeals, resulting in a positive monetary impact of \$163,453. 580 people attended 32 workshops and presentations, primarily on the topic of Medicare D. 692 persons under 60 with physical and developmental disabilities received assistance with Social Security and other benefits resulting in a positive monetary impact of \$1,415,018.

"Thank you for all your help in getting our retiree health coverage reinstated." N. S.

"Thank you so much for getting our Medicare D established. So far, it appears everything is in place and medications are being paid for." E. P.

Congregate Nutrition

The senior dining program provided 35,516 nutritious noontime meals and companionship for 872 persons 60+ at two county and four city dining sites. The program is administered by Kenosha Area Family and Aging Services and meals are prepared by the Kenosha Achievement Center.

Home Delivered Meals

Volunteers deliver a hot lunch and cold sandwich supper to people who are homebound and unable to prepare their own meals. 36,334 meals were delivered in 2009 through Older Americans Act funding to persons 60 and over.

Transportation

The Kenosha Achievement Center provided 22,050 Care-A-Van rides and KAFASI provided 6,265 Volunteer Transportation Service rides for older persons and persons with disabilities. The Western Kenosha County Transit service, provided 10,093 trips, a 59% increase over the previous year!



Friendly Visitor

This program, administered by KAFASI, provides companionship and emotional support to older adults. 82 volunteers visited regularly with 103 participants in 2009.

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 36 older persons. Snow was removed for 20 people.

Health Promotion and Prevention

Kenosha County and the country are concerned about reducing injuries from falls, promoting healthy behavior and managing chronic health conditions. The division organized many prevention activities in 2009:

- Multi-media campaign: "Physical Activity, the Arthritis Pain Reliever."
- 12 page physical activity resource guide
- 8 page nutrition guide
- Arthritis exercise classes
- Living Well with Chronic Conditions classes
- Stepping On falls prevention classes
- Wheel chair dance class
- Fun N Fit Disability Resource Fair



Westosha Community Center

79 older adults participated in a variety of activities offered at the Westosha Community Center in Bristol. The Center started a garden that generated \$2,000 for the Center and a Wi Fitness Program.

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.

Website

14,262 visits were made to our website by 9,740 individuals who could view or download our service directory, newsletters and other information.

Presentations and Events

102 presentations and events were held for consumer and professional audiences.



Publications

Chronicle mailed 8 times to 11,000 households
Prime Magazines 4 pages 4 times to 23,000 households
Directory of Services— 3,000 copies distributed
Carelink Newsletter— 9,600 copies distributed
Fun N' Fit Resource Guide - 450 copies distributed

345 people were contacted by the Minority Outreach Coordinator. 20 people participated in the Ethnic Elders group meetings.



The Spanish Center provided outreach, assistance and translation and classes for 92 seniors.

1,435 Files of Life were distributed. These are magnetized pockets to keep on the refrigerator with information for emergency medical personnel.



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 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 5,980 crisis contacts in 2009 and 437 assessments of persons in the Kenosha County jail.

Wisconsin counties are responsible for the cost of emergency and protective hospital placement for persons who don't have insurance and are at risk of harm to themselves or others due to mental illness or alcohol or drug issues. In 2009, there were 504 emergency detentions and 295 new Chapter 51 commitments. 184 persons were under protective placement including persons with mental illness or developmental disability.

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. Total admissions increased to 665. Average length of stay declined by 12% to 3.25 days.

There were 2,386 contacts to the resource center for a variety of issues. A special campaign resulted in 449 applications for the state's new health insurance program, Badger Care Plus Core, before enrollment was frozen. The Resource Center's Mental Health Benefit Specialist had 109 cases with a positive monetary impact for clients of \$91,607. For people not in Badger Care, the Medication Assistance Program continued to provide prescribed medication through pharmaceutical companies' needy medicine programs or through Division funds for low income individuals who would be at risk of hospitalization without their medicines.

ForwardHealth

BADGERCare+

Core Plan – Health Care for Adults With No Dependent Children

Medical Programs

Plans are enrolled in **ForwardHealth** Central Wisconsin Medical Program (GAMM) or in any other covered Central Wisconsin (Central Badger Health) Plan on January 1st of each year. This plan replaces the Central Wisconsin Medical Program (GAMM) for those who are automatically enrolled in ForwardHealth Central Wisconsin Medical Program in any county.

Plans are enrolled in **ForwardHealth** Central Wisconsin Medical Program in any county.

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Physical Health Services (includes cardiac therapy)

Physical therapy

Occupational therapy

Diagnostic medical equipment

Diagnostic related services

Diagnostic related services

Diagnostic related services

Diagnostic related services

Diagnostic related services

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CO-PAID

Co-payments are \$20 per service per month.

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COVERAGE SCOPE

ForwardHealth Central Wisconsin Medical Program covers the following services:

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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. 2009 admissions declined due in large part to the enhancement of Kare Center services with a physician's assistant.

	2008	2009
Hospital Admissions	661	647
Beds per day	7.14	4.78
Avg Length of Stay –days	4.4	4.02

Community Services

Psychiatric Services

Local psychiatrists provided inpatient physician and outpatient medical management for 623 clients.

Counseling

Oakwood Clinic provided outpatient mental health and alcohol or drug assessment and goal-centered therapy for 391 individuals funded by the Division.

Program	Patients Treated	Percentage
Mental Illness	92	24%
Alcohol & Other Drug Abuse	67	17%
Intoxicated Driver Program	212	54%
IV Drug Abuse	13	3%
Treatment Court	7	2%
TOTAL	391	100%

Multi-agency quality improvement projects completed in 2009 to accelerate OWI offenders' access treatment, resulted in reducing time from the first contact to assessment from 38 days to 6 days and increased the show rate from 74% to 91%.

I was referred to Oakwood in April, 2009 by K.H.D.S. I didn't know what to expect but soon realized the level of expertise the staff had. I started seeing Kristen, an individual therapist for one-hour sessions and soon was put into Co-Occurring group. Kristen challenged me and asked when I was going to make the decision to stop drinking. That day I did, and started to go to Club Breakaway. I switched to the early recovery group. Amy, the facilitator, made me feel like I was an important member of the group and that my opinions were valid. I started seeing a great psychiatrist, Dr. M. I feel great about my life and my recovery. I am 7 months clean after a relapse in August, but I know today I can face life on its own terms. I do not know when the strings will be cut from Oakwood but when they are I will be ready! Without them there would be no me today.

Mark

Community Support Program

197 persons received CSP services in 2009 involving intensive case management, vocational services, medication management and other comprehensive services for persons with serious and persistent mental illness.

Teresa had been working on her recovery when group sessions raised issues she hadn't dealt with and she began to feel anger, increased anxiety, and paranoia. She walked down the street yelling, was unable to maintain employment and began to disengage. With the help of her CLP team and a medication adjustment Theresa assessed where she was in her recovery, began to express her feelings and identify what she wanted to change. She set goals and action steps and over time began to feel better. She regained insight into living with a mental illness, now works part-time at a nursing home and exercises three to four times a week.

Comprehensive Community Services

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

T.S. is a 45 year old mother of three who has a persistent and severe mental illness and a history of substance abuse. When admitted to the CCS program, T.S. was living in a group home, experiencing severe symptoms of her mental illness, low self-esteem and lack of confidence. Family relationships were strained, she was depressed and life seemed meaningless.

With the help of her CCS service facilitator, T.S. began focusing on her interests and strengths, creating goals and building coping skills to deal with relapse triggers. She completed a 12-week wellness program and developed a recovery plan including healthy alternatives to self-mutilating behaviors. She completed an alcohol recovery program and spends much of her time painting.

Case Management

42 consumers were assisted with assessment, service planning, service coordination and monitoring. Additionally, 199 committed clients and 288 settlement agreement clients were monitored.

Residential Services

58 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 46 persons with mental illness occupying independent apartments.

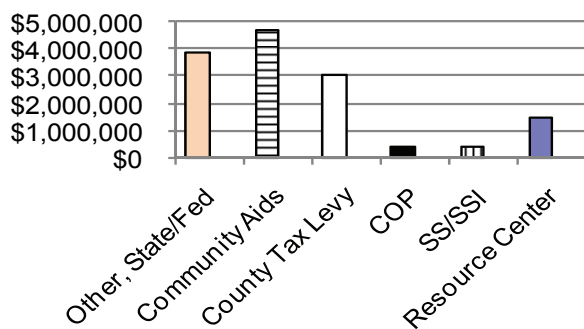
Bridges Community Center

Bridges is a consumer-run club house, open five days a week fro 9:00-3:00 for persons with mental illness. The center had 98 members and an average daily attendance of 41, a 32% growth! The center provides lunch, recovery and activity groups and periodic trips for its members.

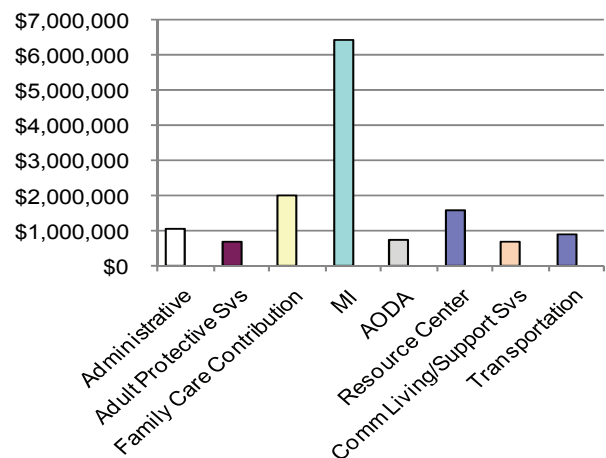
SPECIAL RECOGNITION

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

Y-2009 Revenue Sources \$14,040,382



Y-2009 Expenditures \$14,040,382



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.

2009 HIGHLIGHTS

More Kenosha County residents than ever were able to receive long term care and rehabilitation services from Brookside Care Center. In 2009, the nursing home saw 170 Kenosha County citizens admitted, up from 155 in 2008.

Brookside staff, residents and resident family members had the opportunity to participate in a film project through the Wisconsin Association of Homes and Services for the Aged. Participation in this project was an honor and only four nursing homes in the state were selected to participate. This film is scheduled for release in Spring and highlights the importance of long term care in today's society and illustrates the value of the long-term care-giver.

Emergency planning and training continues, and the annual Brookside picnic was planned and implemented by using the incident command system, which is an integral component of operating during a disaster or in an emergency.

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 2009, admissions to the facility increased by 10%. 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.



Many of the residents refer to Brookside as home, and the staff as family. Even the short-term rehabilitation clients develop friendships and experience a sense of loss when they are discharged because of the many relationships that they have forged.

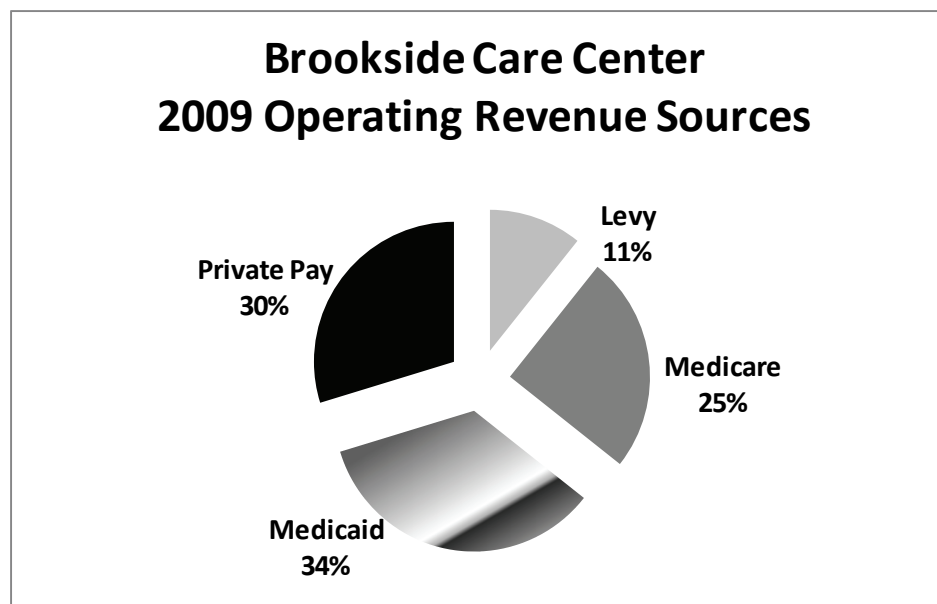
Frances Petrick, Director

The daily cost per patient for 2009 was \$243.71 an increase of 5.25% over 2008. Staff salaries and benefits account for 78.1% of the costs or \$190.31 per day.

2009 Total Cost per Patient per Day		
Expense Category	Dollars	Percent
Staff	\$ 190.31	78.1%
Contractual Services	\$ 16.83	6.9%
Depreciation	\$ 7.24	3.0%
Supplies	\$ 12.79	5.2%
Interest	\$ 1.81	0.7%
Utilities	\$ 5.41	2.2%
Other	\$ 9.31	3.8%
Total	\$ 243.71	100.0%

The 2009 total revenue for Brookside Care Center was \$13,166,545*.

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



* Unaudited as of April 8, 2010



In 2009, Nancy Principe retired from the Brookside Board of Trustees. County Executive Jim Kreuser presented her with a plaque of recognition at the well-attended retirement party.



Resident, Phydele Handcock, relaxes with Nova, Brookside's first therapy dog. After spending 9 years with the Brookside residents, Nova went to "doggy heaven" at the age of 12, and we're sure she continues to chase those 'pesky' squirrels.



Julie Iwen and daughter, Emma, worked the homemade jewelry table, one of 27 vendors at Brookside's annual craft fair. Funds raised are used for the family picnic.



Dolly Davidson, in her "good witch" costume, was one of the many Brookside residents who sat outside their doors on Halloween and handed out candy to the hundreds of Trick or Treaters 'haunting' Brookside's hallways. Candy is donated by family, friends, volunteers and County employees.

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.

2009 Highlights

In 2009, the Division of Children and Family Services began an initiative to lead the community in its efforts to combat youth involvement in gangs with the goal of reducing gang crime and violence within the community. As a guideline for our plan, DCFS turned to the Office of Juvenile Justice and Delinquency Prevention which has identified effective and integrated approaches that communities can use to target and reduce gang activity. This comprehensive gang prevention model incorporates five core strategies deemed to be essential in combating gang activity. These core strategies are: Community mobilization, opportunities provision, social intervention, suppression and organizational change and development.

In 2009, DCFS began this initiative through the development of a new supervisory position within DCFS, the Gang Intervention Supervisor. Donna Rhodes was hired as the Division's first Gang Intervention Supervisor in March of 2009. This position is designed to work primarily in the community, organizing community stakeholders and facilitating a comprehensive, community response to reduce gangs in Kenosha. Ms. Rhodes immediately set to work in revising and retooling our gang intervention efforts through the use of the five core strategies. Internally, DCFS designated two social workers as the primary social workers to work with children involved in gangs and these staff report directly to Ms. Rhodes. In addition, we reevaluated the effectiveness of our current gang intervention programs. Changes were made in all three programs. They are now required to have monthly parent education activities, monthly parent home visits and monitor youth's attendance and grades at school. These changes have improved the quality and effectiveness of the programs.

In the community, the Gang Intervention Supervisor led 11 community forums in which over 300 citizens attended expressing their views on gang issues and the strengths they saw in their community. Using information gathered at the forums, the Gang Intervention Supervisor led and coordinated a National Night Out Event at McKinley Elementary School. This event brought together the Police Department, County Government, various community agencies, the Sheriff's Department, the City Fire Department, the schools and the McKinley neighborhood in an event focused on building strong neighborhoods and preventing crime. This successful event resulted in a new neighborhood watch group being formed in the McKinley neighborhood.

Kenosha County created job opportunities for youth with our 2009 Kenosha County Summer Youth Employment Program. This program was a collaborative effort involving County Government, the Boys and Girls Club of Kenosha, Community Impact Programs, the City of Kenosha, the Kenosha Unified School District and private employers. The program employed approximately 300 young people, with part-time summer jobs. The program targeted youth with needs who had little or no work experience. The employees worked throughout the county, building trails in parks, building fences, cleaning schools, clearing brush, painting and doing a host of other jobs that benefited the entire community. Overall youth found the work rewarding, learned the value of honest work and learned to give back to their community. Recreational and Educational opportunities for youth were also expanded



"In 2009, DCFS began a number of successful juvenile gang prevention strategies that have held youth accountable for their actions while developing skills and competencies in youth and strengthening families."

Ron Rogers, Director

this summer as the Boys and Girls Club started an Incentive Basketball League, the Urban League hired a math tutor, and the Spanish Center offered English classes. Former Major League Baseball player Larry Hisle also assisted these efforts by speaking to at-risk youth at Hillcrest School.

The Gang Intervention Supervisor also coordinated gang prevention efforts with Kenosha area law enforcement. This resulted in law enforcement assisting with the National Night Out Campaign and the Gang Intervention Supervisor participating in joint presentations with the City of Kenosha Police Department, Kenosha Gang Unit.

Finally, a Steering Committee has been developed to coordinate gang intervention efforts throughout the county. The Steering Committee, facilitated by the Gang Intervention Supervisor, consists of Jim Kreuser, County Executive; Jennie Tunkieicz, Assistant to County Executive; David Beth, Kenosha County Sheriff; John Jansen, Director of Kenosha County Human Services; Ron Rogers, Director of Kenosha County Division of Children and Family Services; Danny Djordjevic, Wilmet Union High School Attendance Officer; Dan Tenuta, Kenosha Unified School District Executive Director of School Leadership; Aaron Malczewski, Assistant Principal Central High School; Jim Heiring, Kenosha Police Department Gang Unit; and Anthony Nudo, City of Kenosha Alderman – District 11. This committee will continue to lead the community's coordinated efforts to reduce gang activity in Kenosha.

Overall, these efforts to reduce gang activity in Kenosha have been successful. During the summer of 2009, the City of Kenosha Police Department noted a significant drop in juvenile crime. We believe that this drop in crime is due, in part, to the success of our gang intervention efforts.

Finally, the Division has also continued to see the benefit of integrating the Children's Long Term Support Waiver Program and the Birth to 3 Program within DCFS. The integration of the Birth to 3 Program within DCFS has helped increase enrollment in this program. In addition, the state has awarded DCFS an additional 25 Children's Long Term Support Waiver slots. Thus, more young children with developmental delays or other disabilities are receiving the services they need.

DIVISION DESCRIPTION

DCFS is comprised of the ACCESS/Child Protective Services Unit (CPS), the Ongoing Unit 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.

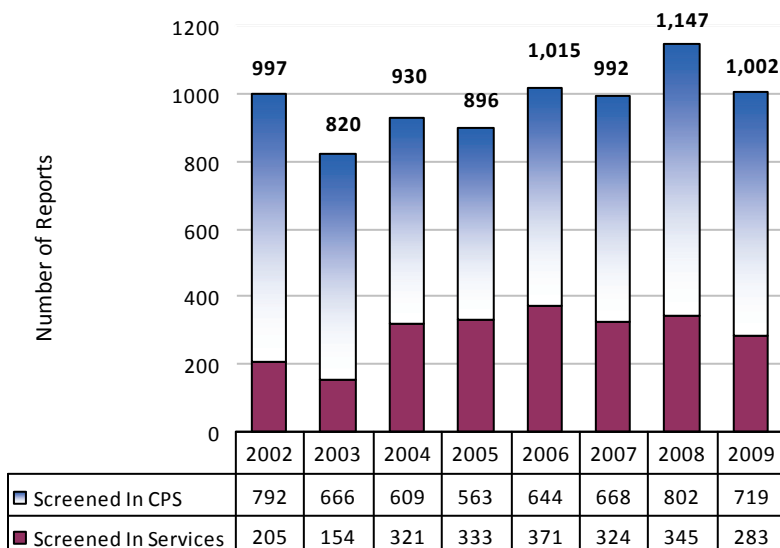
The Child Protective Services Unit investigates child abuse and neglect allegations. CPS social workers assess the severity of the alleged maltreatment and the potential of future risk of harm to the child. After completing a thorough investigation, a determination is made as to whether continued DCFS 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 Ongoing Services Unit 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 Ongoing 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 Ongoing Unit is to help families overcome the problems that brought them to the attention of DCFS while ensuring the safety of children, and establishing permanency and enhancing the well-being of all family members.

When a child is in an out-of-home placement, and a safe reunification with the family is not possible, the Ongoing Unit works toward establishing permanency for the child through either a guardianship action or termination of parental rights, so the child will have a permanent family.

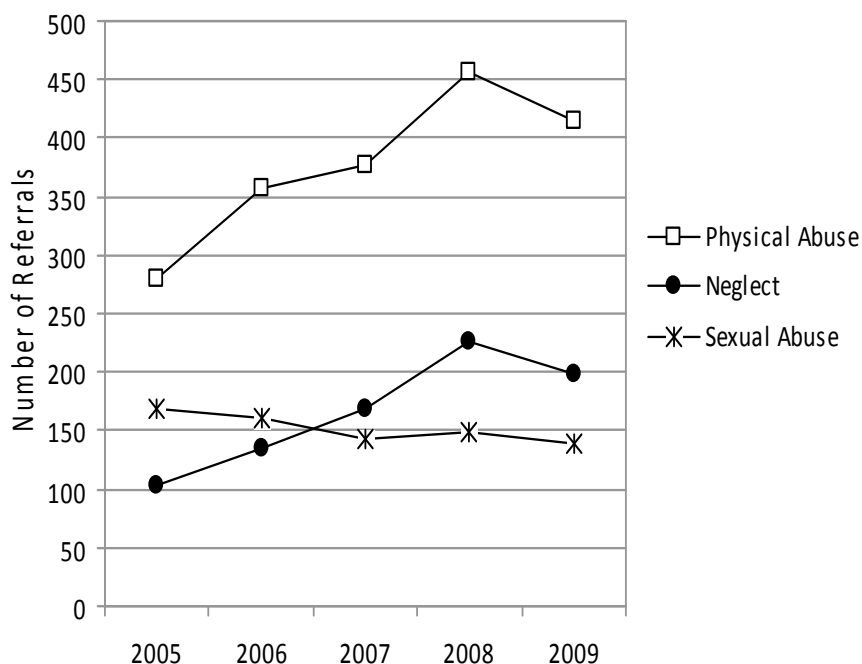
Total Screened in CPS and Child Welfare Services

The total number of screened in CPS and child welfare services cases have fluctuated from 2002 to 2009. Between 2007 and 2008, the number of cases rose **15.6%** (from 992 to 1,147), followed by a **12.6%** decrease in 2009 (to 1,002).



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 began decreasing again in 2007, with a low of **28%** in 2009.

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 (-18.3%). From 2005 to 2008 reports of physical abuse and neglect steadily increased (62.9% and 118.3%, respectively), followed a decline in 2009 (9% and 12.3%, 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.

As shown in the table below, consent decrees dropped to a five-year low of **12** in 2008. Despite the slight increase in 2009, the number is well below the 5-year average of **28**.

Delinquency adjudications, while the largest percentage of referrals to the Court Services Unit, dropped just over **13%** in the last year and are at their lowest level since 2005. Due to this drop, the total number of referrals to Unit is also at a 5-year low (n=362) and is below the 5-year average of **432**.

Referrals for waiver into adult court steadily increased between 2005 and 2008. In 2009, the number referrals dropped by almost **12%**. In 2005, waiver referrals made up **9%** of all referrals. Despite the decrease in 2009, waivers now represent **15%** of all referrals to the Unit.

Juvenile Court Services began supervising youth under truancy petitions in 2003. There has been a wide fluctuation in the number of truancy referrals per year, although since 2007 the number has declined – nearly **22%** between 2008 and 2009.

Juvenile Court Services Referrals 2005-2009

	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>1 Yr. Change</u>	<u>5 Yr. Average</u>
Consent Decree	44	40	26	12	16	33.3%	28
Delinquent	300	348	299	279	242	-13.3%	294
Waiver	40	59	53	61	54	-11.5%	53
JIPS-Truant	62	31	80	64	50	-21.9%	57
TOTAL	446	478	458	416	362	-13.0%	432

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.

2009 HIGHLIGHTS

In 2009, the main focus of the Division of Health was H1N1 Influenza disease surveillance, investigation, and large scale community vaccine clinic preparation to protect the health of our residents. The Division of Health investigated over 165 confirmed cases of H1N1 Influenza over the spring, spent the summer planning with community partners the wide distribution of the H1N1 Influenza vaccine, and developed a surveillance tool to monitor influenza-like illness and absentee rates for students and staff in Kenosha K-12 schools. After receiving the H1N1 vaccine in mid-October, the Division of Health conducted six mass vaccination clinics between the Kenosha County Center, Tremper High School, and Kenosha Job Center. Smaller clinics were also conducted for target populations such as pregnant women and young children in collaboration with WIC, EMS providers, day care providers, and healthcare facility workers. Over 9,200 doses of H1N1 Influenza vaccine were administered in 2009.

In addition, the Kenosha County Division of Health conducted large scale immunization clinics to accommodate students who were to receive required childhood immunizations for school entry. Due to a revised state law, varicella and Tdap were added as requirements for several school grade levels. As a result, the health department administered 6,755 immunizations from August to December 2009.

PROGRAMS AND SERVICES

Nursing

The nursing section provides primary care and 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. All residents of Kenosha County are eligible to receive health services.

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 281 car seat checks/installations were provided in 2009.

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 a public education forum named "Parent Talk Lunches", day care presentations, and outreach presentations for community agencies.



"The year 2009 brought the most serious public health threat in the last 40 years to Kenosha County which was a pandemic flu H1N1 (swine flu). Our residents were very understanding and they attended many large public health clinics in an orderly fashion to receive limited amounts of the flu vaccine in the fall, up until the end of the year when the supply finally caught up with the demand. Our partners in Human Services, the hospitals/health care system, law enforcement, the school system, and business all stepped up to make this massive community vaccine distribution a success."

Frank Matteo, Director

Home Visits

Public health nurses make home visits to clients to monitor health status, investigate communicable diseases, and health education. A total of 1,372 home visits were conducted in 2009.

Suicide Prevention Initiative

The Kenosha County Division of Health has been awarded a three year implementation grant with the Healthier Wisconsin Partnership Program. Our partners for this project include the Mental Health America of Wisconsin and the Injury Research Center at the Medical College of Wisconsin. The purpose of this project is to prevent suicide and non-fatal suicide attempts in Kenosha County by increasing access to mental health care, increasing awareness and education, and reducing access to lethal means. Suicide is the second leading cause of injury related deaths in Kenosha. The Kenosha County Suicide Prevention Coalition is supported by local medical and social service providers, in addition to community partners who support the activities of the grant project.

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 and co-bedding fatalities. 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 125 of these cribs were provided in 2009.

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 2009 was 4,265.

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 275 clients were served in 2009.

Clinic Services

Activity	Units
Reportable Communicable Diseases	691
HIV Antibody Testing	581
Immunizations	14,420
Influenza Vaccinations	2,553
Lead Poisoning Screenings	2,441
Pregnancy Tests	542
Sexually Transmitted Disease Screenings	878
TB Skin Tests	1,065
Walk-ins; Nurse of the day	13,459
Child Health Exams	85





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	888
Inspections (Routine/Follow-up)	2,011
Consultations	532
Consumer Complaint Investigations	124

Lodging Facilities

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

Activity	Units
Facilities Licensed	59
Inspections (Routine/Follow-up)	117
Consultations/Complaint Investigations	54

Recreational Sanitation

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

Activity	Units
Facilities Licensed	80
Inspections (Routine/Follow-up)	106
Consultations/Complaint Investigations	81

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 2009, there were 858 complaint investigations and 1,780 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	111
Bite Consultations/Follow-ups	231
Animal Nuisance Complaints/Consultation	127

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 31 investigations, follow-ups and consultations in 2009.

Environmental/Human Health Hazards

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

Activity	Units
Noise Complaint Investigations	4
Air Quality Investigations	36
Human Health Hazard Complaints	44

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	429
Well Consultations	126
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 1,086 samples were tested in 2009.

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 275 samples were tested in 2009.

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 2,920 samples were tested in 2009.

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 1,236 samples were tested in 2009.



Blood Lead Analysis

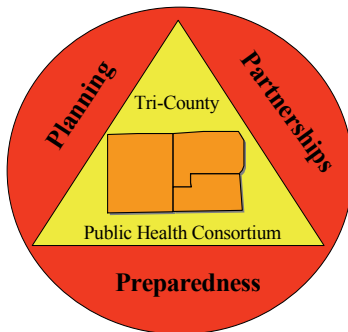
Performs preliminary testing on capillary and venous blood samples to determine lead levels. Analyzes samples from Division of Health Nurse of the Day as well as WIC. A total of 1,875 samples were tested in 2009.

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 December, 2009. This program is being implemented in partnership with the Cities of Racine and Kenosha, and numerous other local community organizations.

The primary goal of the **Kenosha/Racine Lead-Free Communities Partnership** is to protect 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 250 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.



HUD HEALTHY HOMES DEMONSTRATION PROJECT

The Division of Health was awarded a three-year \$875 T grant from Housing and Urban Development (HUD) for Healthy Homes Demonstration, in April of 2009. This program is being implemented in partnership with the City Kenosha and numerous other local community organizations.

The primary goal of the **Kenosha Communities Partnership** is to identify and remediate health hazards in housing where environmental conditions may contribute to a child's illness or risk of injury; to identify and reduce the likelihood of slips, trips and falls for persons over the age of 65. Remediation consists of education, supplies and in some cases repair work on the property.

Education is based on the seven principles of healthy housing: Keep it Dry, Clean, Safe, Well ventilated, Pest free, Contaminant free and Maintained.

ACTIVITY	2009
Units Completed	5
Inspections Completed	18
Outreach & Training Events	59
Individuals Trained	82

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**

2009 HIGHLIGHTS

There were 1,313 deaths in Kenosha County in 2009. The majority of these deaths, 78%, were reportable deaths, i.e. the circumstances of the death met the reporting criteria outlined in WI SS 979.

Autopsies were performed on 88 (10%) of the reported deaths.

Medical Examiner Statistics	
Reportable Deaths	908
Autopsies Performed	88
External Only Examinations	72
Cremation Permits Issued	535
Death Certificates Issued	176

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.

2009 HIGHLIGHTS

- Wisconsin Department of Veterans Affairs (WDVA) guaranteed 4 home loans to county veterans at a total amount of \$960,925.
- The United States Department of Veterans Affairs (USDVA) paid disabled county veterans and/or surviving spouses \$18,781,871 in disability compensation or pension.
- Families of 367 deceased veterans in 2009 were helped to obtain burial benefits, government head stones and casket flags.
- In total, 2,140 forms and documents were processed with various components of the U.S. Department of Veterans Affairs.
- 55 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$71,808.
- 5 veterans received emergency Health Care or Subsistence Aid Grants from the WDVA in the amount of \$895.
- 16 Personal Loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$75,000 with WDVA funding.

Total KCDVS expenditures for 2009 were \$257,129.
Total 2009 WDVA benefits were \$1,108,628.



"Over 1900 veterans and their family members were provided assistance in obtaining benefits for state and federal programs through the Kenosha County Division of Veterans Services. These benefits ranged from financial support, aid to needy veterans, assisting returning veterans from Iraq, and providing education and assistance on new programs such as the Post 9/11 GI Bill and the Wisconsin Veterans and Surviving Spouses Property Tax Credit. Our goal is to encourage and be an advocate for all county veterans, spouses and survivors to apply for the benefits they have earned through their selfless sacrifices and service to our great nation."

Derrell W. Greene, Director



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 & 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.

Wisconsin Veterans and Surviving Spouses Property Tax Credit

Provides a refundable property tax credit for the primary residence (instate) via the state income tax form for eligible veterans as certified by the Wisconsin Department of Veteran Affairs. Credit is equal to the property taxes paid during the year on the principal dwelling in Wisconsin.

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.



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.

2009 HIGHLIGHTS

The number of people employed decreased and the number living in Kenosha County slightly increased. The following table shows the population, employment and unemployment numbers for the past four years. The results of the poor economy are shown in the increased number of unemployed for 2009.

Year	Population	Labor Force	Avg. Employed per Month	Avg. Unemployed per Month
2009	164,679	85,237	76,455	8,782
2008	164,465	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 4.3% during the last decade or since 1998 from 81,667 to 85,237. Many Kenosha County residents continue to 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 2009 followed by Trade with 9,800 and Manufacturing with 8,296. The industry sector with the highest wages paid is Manufacturing with an annual wage average 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 (TAA) support. Employment Central also has Career Assessment services for planning a career and identifying opportunities for training.

The Southeast Wisconsin Job or Workforce Centers also use ResumeMatrix.com as a recruitment tool for employers. Job seekers list a thumbnail of their work skills and education which then can be viewed by employers who then can link to the job seeker's resume for further review and contact. This service for employers is used by six Southeastern Wisconsin Counties and Gateway Technical College.

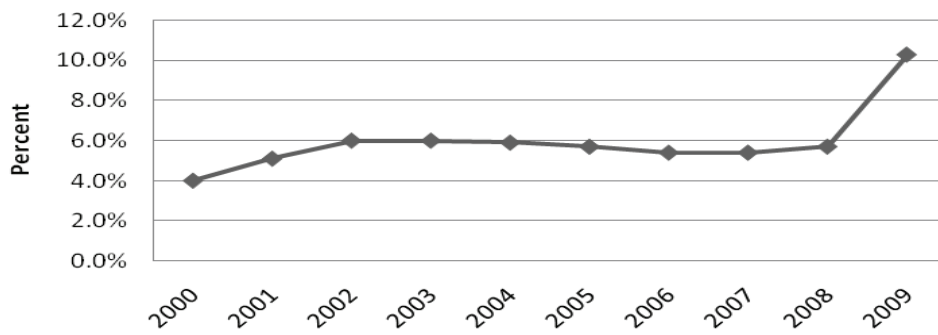
Jobcenterofwisconsin.com is available on-site as well as through the Internet. Jobcenterofwisconsin.com is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. This site includes a resume listing service and links to other job search support.



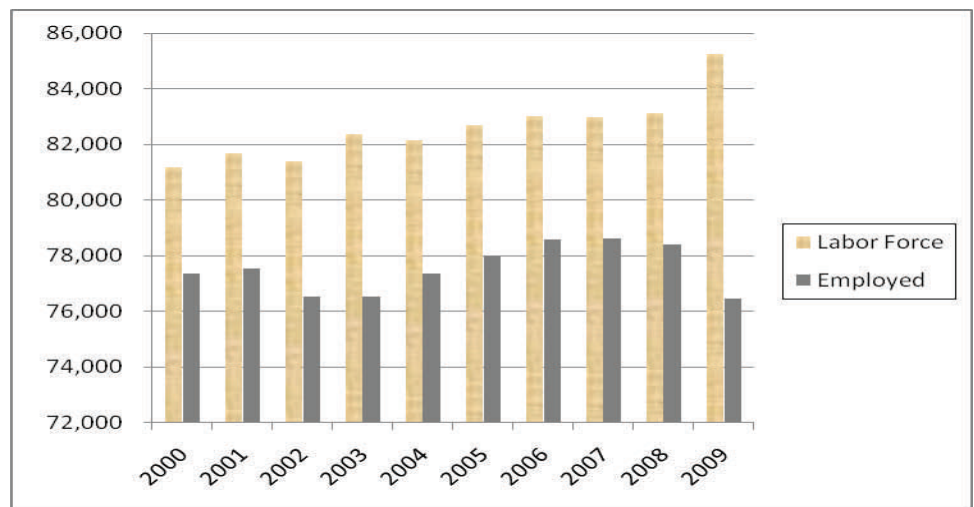
"Workforce Development provides services that offer a safety net for low income families and individuals, the elderly and disabled persons, as well as those who are unemployed or laid off from their jobs. Without the programs offered through DWD, many people would be unable to support themselves or their families. In 2009, the number of people seeking DWD services hit record highs as the local economy suffered and the unemployment rate soared due to the loss of jobs. DWD staff were ready to assist them during these tough economic times with a variety of services that include BadgerCare, Child Care, Child Support, Family Care, Food Share and Wisconsin Works."

Adelene Greene, Director

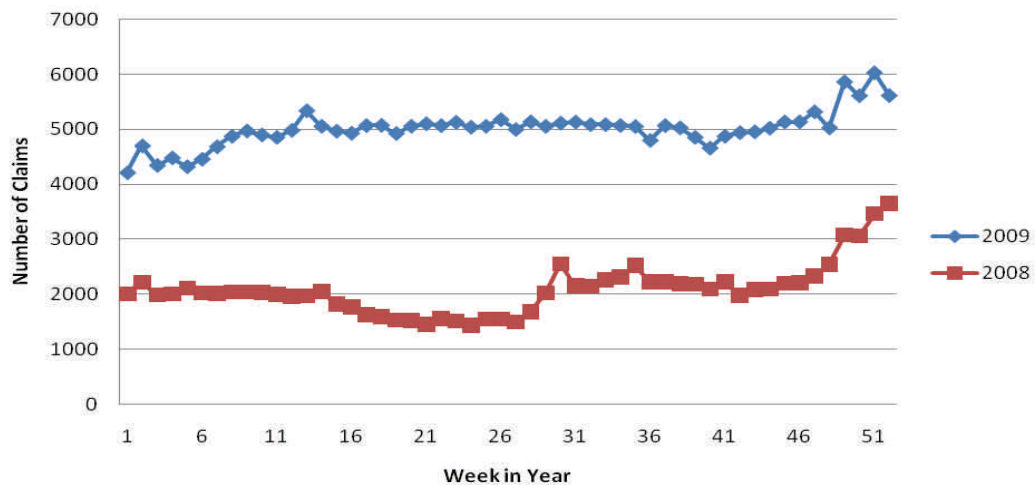
Kenosha County Average Unemployment Rate 2000 to 2009

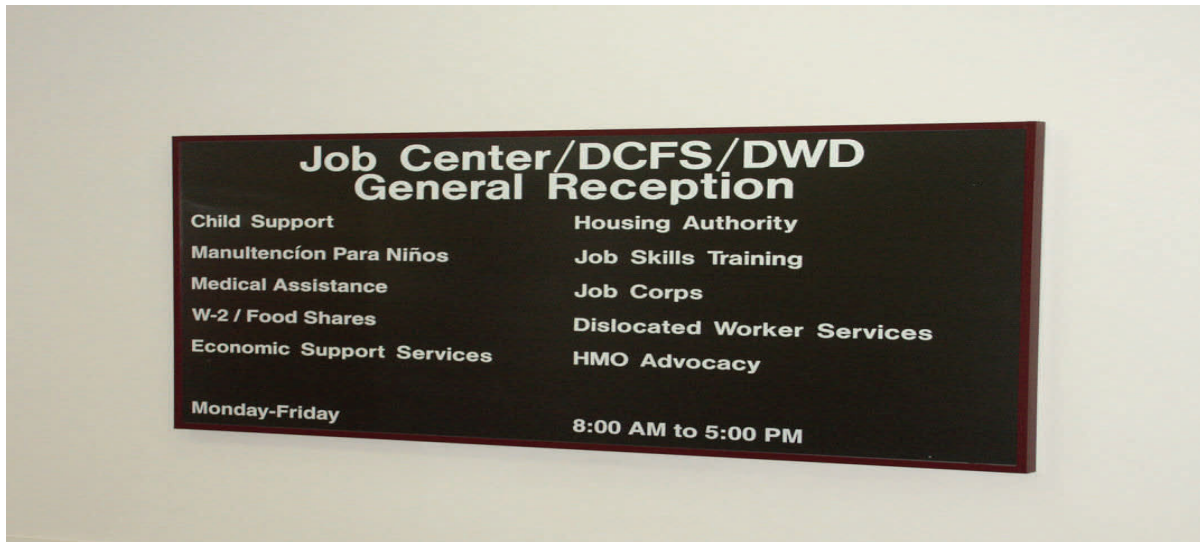


Kenosha County Employment Picture 2000 to 2009



Weekly Unemployment Continuing Claims Kenosha County 2008-2009





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 over 20,000 eligible families in 2009 for public assistance programs.

Kenosha County Job Center

In 2009, 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 receipting individuals scheduled to attend various appointments through the Job Center. During 2009 a total of 75,681 individuals (an average of 6,306 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 2009, the A/M Center received 177,138 calls (an average of 14,761 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. The staff in Employment Central is currently offering several “pocket workshops” to help the customer on the spot with such topics as: How to use a mouse, How to set up an E-mail Account and How to upload\cut and paste a resume. Staff take pride in successfully reaching out to the unemployed and underemployed job seekers.



Job Seeker Services include:

- 30 computers with internet access and printing capabilities
- E-mail accounts
- WorkNet
- Resume Matrix
- Resume writing software
- Copy machine, fax machine and telephones services
- On-site recruitments
- Labor Market and wage information
- Veteran Employment & Training Services
- Trade Adjustment Assistance
- Individual assistance
- Occupational Outlook Information – publications and online
- Civil Service employment typing tests
- Career Counseling Services
- Wisjobs State employment opportunities

Jobcenterofwisconsin.com

Connecting Employers and Job Seekers in Wisconsin

The State of Wisconsin has a user friendly website for job seekers and employers to connect. **Jobseekers** can enter a professional resume within the website and have the ability to e-mail to employers who 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. In 2009, over 15,000 resumes were added and more than 9,500 job openings were posted statewide totaling 19,401.



Employment Central Staff

Re-Employment Services:

Weekly re-employment group meetings were held for those who filed for Unemployment Insurance Benefits. As an early intervention process, claimants were scheduled to attend an informational 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 2009, there were 52 sessions presented with a total of 873 persons attending. Clients in these group sessions are triaged and referred to various employment related workshops, the **Career Counselor** and the **National Career Readiness Certification program (Keytrain / Workkeys)**, where the Certificate is actually signed by the Governor. This program certifies to employers the level of proficiency that the prospective employee has to meet the criteria of 85% of the jobs in the country.

Trade Adjustment Assistance:

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

179 - Total enrolled in training, 26 completed their program.

17 - Reported new employment after training; with average weekly wage of \$12.13/hr

Various training programs completed include Medical/Healthcare, Information Technology & Welding.

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 2,010 individuals were provided 5,473 services in 2009.

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 recruiting and hiring assistance, 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 2009 included:



- Recruitment services, including on-site recruitment at the Kenosha County Job Center (14 events), job fairs (4 hosted with 86 employers and 3,118 job seekers attending), marketing job postings, and development of recruitment strategies.
- Internet-based resources for recruitment on Job Center of Wisconsin and Job Central with 1,971 job orders posted representing 4,273 job positions in 2009.
- Facilitating placement of customized training candidates and Personal Care Worker On-the-Job training candidates. An educational workshop on Personal Care Workers was created and offered in an attempt to build a pool of eligible candidates for employers' consideration.
- Resume Matrix. This website had a total of 843 resumes requested by 163 employers.
- Publications and forums. There were six employer newsletters distributed, marketing portfolios, and employer forums, including a Regional Labor Law Clinic.
- A total of 2,131 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?
- First Annual Youth Job Fair, sponsored by the Business Services Team and Kenosha Unified School District, was held on April 14, 2009 at the Bradford Field House. A total of 21 employers and 793 youth participated in this fair.

The fourth adult job fair scheduled for October, 2009 was canceled due to a lack of employers. There were fewer job postings, fewer employers attending job fairs, and more job seekers in attendance at all previous fairs in 2009. More of Business Services Representatives' time was spent on participating in Rapid Response efforts to those businesses that were laying off personnel or closing.

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 Program, 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
<ul style="list-style-type: none"> • 220 job preparation workshops attended by 1,360 job seekers • 1,308 job seekers participated in job search sessions • 198 individuals served through being a part of the Living Free program at the Kenosha County Detention Center • 559 Adults and Dislocated Workers enrolled for WIA services July-December 2009 • 584 students used the Adult Learning Lab for 21,534 hours of instruction over 3 semesters, with 43 HSED/GEDs achieved • 456 program participants used the Computer Skills Lab for 7,122 hours of instruction • 953 additional general public participants used the Computer Skills Lab for available services and resources • 44 students in the Homebound Support Services program received individualized instruction and 4 were awarded HSED/GEDs



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. The Child Care Coordination Unit is comprised of members with more than 125 years of combined experience in the Early Childhood field. This Unit supports parents with resources and workshops geared toward the search for quality child care. The Unit also supports child care providers through customer friendly processing of attendance reports, payments and information, as well as monthly updates or meetings, training opportunities, and technical support. During 2009, we served the following unduplicated counts:

- Total families served in 2009 - 2,203
- Total children served in 2009 - 3,927
- Total providers paid in 2009 - 356
- Average paid per child—\$3,310



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 2009, A Child's Place served 787 individual children for 9,259 child care visits.

All staff have 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. A Child's Place was recently selected as one of 3 state demonstration sites to begin a 3-year training and implementation program promoting Social Emotional Foundations in Early Learning.



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 503 parents at a weekly "Parent Talk Luncheon." The PSN Health Nurse presented health and safety topics to 41 children 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, FoodShare, Medical Assistance and Child Care programs. In addition, 4 ES workers provide extensive services to the elderly and disabled populations in the Division of Aging & Disability Services. Between January 1, 2009 and December 31, 2009, 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 14,571 cases by December, 2009.

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 12,000 cases in 2009. 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 2009, there were approximately 436 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 950 participants were genetically tested in 2009.

Wisconsin/Illinois Child Support Border Project

The 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 has resulted in increased child support received by the children of Kenosha County.

In addition to the Illinois partnership, Child Support Professionals from Gary, Indiana have collaborated with the Kenosha County Child Support Agency and have become active members in the Project.

The Federal Office of Child Support, recognizing the value of Kenosha's dedication to this project, sends representatives from their office to attend the annual Border Project Conference held at the Job Center.

Medicaid Transportation

Medicaid Transportation is available to Kenosha County residents who require transportation assistance in order to access Medicaid (Title 19) covered services. In 2009, Kenosha County DWD contracted with 8 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 2009 was \$1,948,290.

Interpreter Services

In 2009, the Kenosha County Job Center provided 19,729 instances of language and sign interpretation to individuals who accessed services at the KCJC/KCC. Spanish interpretation accounted for 97.2% of the total. Kenosha County employees provided 71% of interpretation while KCJC Partner Agency staff provided 24.4% and Community interpreters provided 4.6% of interpretations. The number of interpreter instances increased only 1% from 2008 (19,259) to 2009 (19,729).

The reason for this slight increase is likely the fact that more clients are learning English, attributable to English Language Learning (ELL) 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 provides assistance to eligible households that lack 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, 2008 through September 30, 2009. Program Coordinator, Kathryn Dickey, from the Spanish Center of Kenosha, received the Home Energy Plus Lifetime Achievement Award at the annual Home Energy Conference for her commitment, dedication, contribution, and leadership in providing quality service above and beyond with critical contributions and innovative solutions which make Wisconsin a leader in its Energy Assistance Program.

The following tables contain key information for the FFY ending September 30, 2009.

Total Households Applied		Kind of Assistance			
Total Households Eligible		Heating	Crisis	Furnace	
Percent eligible/applied		Number of cases (#)			
6,464	5,595	5,595	1,396	116	
	87%	Amount paid (\$)	\$3,951,124	\$431,068	\$167,399

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 2009, the fall Winter Wraps program delivered 2,641 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,460 families. The Christmas Toy and Food Drive served 1,604 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 3,199 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 2009.

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 2009 were:

AIDS Resource Center of Wisconsin
Community Action Agency
County Board Supr. Jennifer Jackson
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 Housing Authority
Kenosha Human Development Services

Kenosha Police Department
Kenosha Unified Schools
Legal Action of Wisconsin, Inc.
Prevention Services Network—Division of Children and Family Services
Racine/Kenosha Nutrition Education Program
Salvation Army
Sharing Center
Spanish Center
Twin Lakes Area Food Pantry
United Way of Kenosha County
Urban Outreach
Walkin' In My Shoes, Inc.
WoMen and Children's Horizons



Kenosha County Department of Human Services

Purchase of Service Agencies

Advanced Transport, Inc.	Lad Lake Inc.
AgeAdvantAge AAA, Inc.	Lakeview Rehabilitation Center
Aging & Disability Resource Center of Central Wisconsin	Lily Lake Adult Family Home
AlcoCare, Inc.	Ludeking Family Group Home
Andrea & Orendorff	Lutheran Social Services
Anu Family Service	MJ Care, Inc.
Archives, Inc.	Mystic Acre, LLC
Babusukumar, Dr. Pushpa	Mystic Creek
Beginnings Group Home	New Visions Treatment Home
Bell Therapy, Inc.	NJM Management Services, Inc.
Benchmark Behavioral Health Systems	Norris Adolescent Center
Birds of a Feather, Inc.	Oakwood Clinical Associates
BMC Transport	O'Brien and Associates
Boys & Girls Club of Kenosha/CYC Sports	Oconomowoc Developmental Training Center
Brotoloc Health Care Systems, Inc.	Omnicare Pharmacies of Wisconsin
Bucko's Ambulatory Transport	One Hope United
Business For Good	Orchid Cell Mark
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Caralott	Pathways Medical Advocates
Children's Behavioral Health Services, LLP	Peace Home, Inc.
Children's Service Society of Wisconsin	Productive Living Systems, Inc.
Choices to Change, Inc.	Professional Services Group, Inc.
Clinicare Corporation	Quality Transportation
Community Advocates	Racine-Kenosha Community Action Agency
Community Care Organization	Racine County Opportunity Center
Community Care Resources/Programs, Inc.	Rawhide, Inc.
Community Impact Programs, Inc.	RHB Technology Solutions, Inc.
Coulee Youth Centers, Inc.	Rogers Memorial Hospital
Creative Healthcare Solutions, Inc.	Salvation Army of Kenosha
Dayton Residential Care Facility	Shah, Dr. Ashok K.
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Family Care Specialists	Sierra Group Home
Family Psychological Services	Social Rehabilitation & Residential Resources, Inc.
Family Works Program, Inc.	Society's Assets, Inc.
Forward Transportation	Southeastern Youth & Family Services
Franciscan Skemp Healthcare	Southport Rehab Associates, Inc.
Gateway Technical College	Southport Transportation Company
Goodwill Industries of SE WI & Metro Chicago, Inc.	Spanish Center of Racine, Kenosha, & Walworth, Inc.
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Kenosha Achievement Center	THRIVE Treatment Services, LLC
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Wegner LLP CPA's & Consultants
Western Wisconsin Guardianships, Inc.
Wheaton Franciscan Healthcare-All Saints
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