

Kenosha County Department of Human Services

2010 Annual Report





Kenosha County Department of Human Services 2010 Annual Report



Jim Kreuser, County Executive
John Jansen, Director

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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

Since 2008, I have had the pleasure of being the Director of the Kenosha County Department of Human Services. My goal from day one was to continue to service Kenosha County residents with high quality programs coupled with first class customer service in a fiscally-prudent manner. Through the hard work of all employed in Human Services and our partner provider agencies, we continue to excel in those areas. I am proud of the talent and creativity exhibited by staff every day. Through their efforts, we are positioned to address the needs of our citizens and move forward on program development and enhancement.



This report highlights a number of programs offered in the various Divisions within Human Services. I believe this summary report allows you to gain a fundamental grasp of our system and the over-arching impact that the Department has on the citizens who seek our services. As you will read in the following pages, all of the Divisions have had a positive impact on the individuals and families who have sought out their services.

As the economy continued to struggle in 2010, many of the Divisions saw an increase in numbers served. In an effort to meet the needs of our citizens, several of the Divisions applied for, and were awarded, state and federal grants that allowed for the expansion of program services. Examples listed in this report include the Kenosha County Drug and Alcohol Treatment Court (Division of Aging & Disability Services), the Family Unification Program (Division of Children & Family Services) and the Lifecourse Initiative for Healthy Families (Division of Health). In addition, Brookside Care Center saw an increase in admissions largely due to efforts to increase rehabilitation services to residents.

The Department of Human Services has the largest budget within Kenosha County government. In 2010, the Department of Human Services had a budget of over \$77 million dollars, yet only 15% of the total was funded through County tax levy. This translates to over \$54 million in revenue coming from other sources. County residents should rest assured that we in Human Services place a high value on the dollars we receive, and closely monitor all programs in order to measure their effectiveness and usefulness.

I hope you find the information in this report to be valuable. All of us in the Department of Human Services are proud of what we have accomplished to date, and pledge to you that we will continue to provide first class services to those who seek our assistance.



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	Y2010 Expenditures*
Office of the Director	\$821,618
Aging & Disability Services	\$14,225,565
Brookside Care Center	\$13,856,830
Children & Family Services	\$24,361,977
Division of Health	\$6,488,143
Medical Examiner	\$541,016
Veterans Services	\$267,699
Workforce Development	\$18,005,421
TOTAL	\$78,568,269

* Unaudited as of 2/11/11



Office of the Director

2010 HIGHLIGHTS

Fiscal Management

As of February 11, 2011, Department of Human Services (DHS) 2010 *unaudited* expenditures totaled \$78,568,269. Of the total Department 2010 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 2010 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 fiscal staff experience, this challenge will be met by increasing non-levy revenue and implementing cost savings throughout the Department wherever possible.



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 2010, twelve of the contracted services of the Division of Aging & Disability Services, the Division of Children & Family Services, and Brookside Care Center, were announced through the RFP process; 15 proposals were submitted.

The Contract Management System was further enhanced to manage KCDHS service procurement. 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 2010, KCDHS contracted with 112 providers, through 204 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 2010, the Kenosha County Department of Human Services experienced staff growth related to additional funding and new tenants. Space planning and reorganization became key for maintaining service levels for existing staff while accommodating new staff. While building safety, mail distribution, office supplies and maintaining business machines remain the essential focus of Central Services operations, staff relocation and space utilization took center stage this year. In addition, supporting essential functions like job recruitment events for Business Services, hosting Child Abuse Prevention month activities, supporting United Way's Volunteer Income Tax Assistance sessions and housing Circuit Court Parenting sessions utilized staff time and resources. To assist with community events and communication, a sound system was installed in our Commons Area, which has greatly improved the functionality of the gathering area. 2010 ended a very busy and productive year for Central Services staff.



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, i.e. the Workforce Development Areas of Milwaukee County and WOW (Waukesha, Ozaukee and Washington Counties). WIA programs include the Dislocated Worker, Adult and Youth programs.



**John Milisauskas,
Job Center Manager**

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, Hexion, Greatwide, Chrysler Kenosha Engine, Sanmina, Bert Jensen, Johnson Diversey, ISP Stitching & Bindery, Lake Lawn Lodge, Trostel and SallieMae. In addition and because of many layoffs in Southeast Wisconsin and Northeast Illinois, funding to meet the needs of the former employees is tight. In response to that shortage of funds, the State of Wisconsin applied for National Emergency Grant (NEG) funds and awarded a share to the Southeast Workforce Development Area that includes Kenosha County.

The WIA Adult program provides services to adults age 18 and older who are seeking assistance for 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, 2010, and the first six months of the next Program Year that started on July 1, 2010. ARRA is the American Recovery and Reinvestment Act also known as stimulus.

Workforce Investment Act (WIA) July 1 through Dec. 21, 2010 Program Activity

		Exited	Wage
Fund Source	Enrolled	for Job	at Job
Dislocated Worker Annual	105	4	\$22.37
Dislocated Worker Special Response	55	1	\$16.83
Dislocated Worker SRR ARRA	114	12	\$16.85
National Emergency Grant	49	1	\$25.49
Adult	155	39	\$ 9.36

		Exited
Fund Source	Enrolled	for Job
Youth	25	6
Summer Youth	214	23

Special services are provided through a Mobility Manager for development of transportation options for both employers and job seekers. This is a special service and a collaborative effort with the Kenosha Achievement Center for the Wisconsin Employment Transportation Assistance Program or WETAP.

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 through Job or Workforce Development Centers are developed by 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 (RWA) is a collaborative workforce development effort between the seven Counties that includes the three Workforce Areas. The RWA links to the Milwaukee 7 that 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 special project activities in 2010 included:

- KCDHS and Kenosha County Job Center implementation assistance and support to UW-Parkside's Center for Community Partnerships for their federal "stimulus" grant that provided over \$200,000 in sub-award cash funding to 12 Kenosha nonprofit organizations whose work helps people obtain or retain employment or otherwise helps with local economic development. These sub-award grants and related training and technical assistance provided through UW-Parkside provided basic infrastructure support to help these service organizations build capacity and thereby strengthen the Kenosha community.
- Emergency preparedness planning in cooperation with Kenosha County's Division of Emergency Management to improve Emergency Human Services readiness by clarification of KCDHS divisional roles and by improvements in the areas of disaster mental health and emergency volunteer management.
- Administrative and data support for a workgroup created by the Division of Aging & Disability Services to investigate facility and capacity issues at the KARE Center, a crisis mental health stabilization facility operated for Kenosha County by Kenosha Human Development Services.
- Numerous research and data projects to support departmental and divisional objectives and planning, including:
 - ◇ comparative research on leveraging of county levy funds in human services and selected aspects of administrative staffing;
 - ◇ multi-county comparative research on mental health spending;
 - ◇ public benefit caseload and employment data analysis to assess recent growth in poverty indicators in the western parts of Kenosha County;



James Kennedy,
Assistant to the Director

Planning and Evaluation
NJM Management Services, Inc.

In addition to grant-funded program oversight, outcome measurement reporting, and special projects such as the annual Juvenile Justice Report, Planning and Evaluation staff provide coordination and technical support for state and federal funding applications. The following grants were **new** awards in 2010.

Jennifer Madore
Coordinator

Mayia Corcoran
Associate

Julio Escobedo
Mary Jane Landry-Wilkins
Special Projects

Kenosha-Racine-Walworth Multi-Jurisdictional Coalition..... \$185,865
Division of Health

A multi-jurisdictional coalition engages in community actions to support tobacco prevention and control as well as local and statewide policy goals through the following key functions: 1) development and maintenance of a coalition infrastructure, 2) creation, annual review and ratification of a coalition multi-year action, 3) education of community members, 4) mobilization and engagement of adults, youth and organizations in targeted communities 5) education of local and statewide policy. The Kenosha County Division of Health will serve as the lead agency for this tri-county coalition.

Forensic Science Improvement..... \$175,000
Division of Health-Medical Examiner's Office

The Kenosha County Division of Health will improve forensic operations by upgrading technology through the purchase of equipment, the hiring of a part-time forensic chemist, and providing staff development opportunities for the laboratory director. The methods described above will ultimately improve the quality and timeliness of forensic services in Kenosha County and reduce the number of backlogged cases in the laboratory.

Kenosha County Drug and Alcohol Treatment Court..... \$350,000
Division of Aging and Disability Services in collaboration with Kenosha County Circuit Court

The Kenosha County Drug and Alcohol Treatment Court hears cases involving non-violent, substance abusing offenders. The Drug Court is rigorous, requiring intensive supervision based on frequent drug testing and appearances before the judge, along with a long-term regiment of treatment and recovery services. This level of supervision allows the program to actively support the recovery process and react swiftly to impose sanctions or to reinstate criminal proceedings when participants cannot comply with the program. Drug Court is used in combination with probation, diversion programs and jail confinement.

Family Unification Program..... \$306,678
Division of Children and Family Services in collaboration with the Kenosha Housing Authority

FUP is a program under which vouchers are provided to families for whom the lack of adequate housing is a primary factor in the imminent placement of the family's child, or children, in out-of-home care; or the delay in the discharge of the child, or children, to the family from out-of-home care. Youths at least 18 years old and not more than 21 years old (have not reached 22nd birthday) who left foster care at age 16 or older and who do not have adequate housing are also eligible to receive housing assistance under the FUP. A FUP voucher issued to such a youth may only be used to provide housing assistance for the youth for a maximum of 18 months.

Lifecourse Initiative for Health Families \$200,000
Division of Health

The Wisconsin Partnership Program (WPP) will award up to four Community Action Planning Grants to targeted Wisconsin communities to create plans for improving healthy birth outcomes and reduce African American infant health disparities. The LIHF will work to identify the needs of African American women and their families and to pursue new opportunities to address those needs across their lifespan. This planning process includes the following: (1) Formation of an Maternal and Child Health Lifecourse Collaborative (2) Collaboration among traditional and non-traditional partners in the community (3) Community-wide, community-involved visioning involving residents and key stakeholders (4) An assessment of the strengths, assets, needs, and resources of the community (5) Identification and selection of priority areas by developing a Community Action Plan to address the health needs of African American women in a more comprehensive and coordinated way and (6) Participation with the UW School of Medicine and Public Health and the WPP in a public education campaign to raise awareness.



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

Brian Crehan Ed Jakes Brad Reichert

In 2010, 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 2010, 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 2010, labor-intensive business processes were streamlined including

- The M/A Reimbursement Tracking System (MARTS) was enhanced to support Medical Assistance reimbursable transactions (approx. 500 per month) for Crisis billing.
- A Remittance Advice (R/A) module was added to automate the process of updating M/A paid claims. In 2010 nearly 30,000 claims were processed and paid using MARTS, resulting in over \$675,000 of Medicaid revenue.
- A new database application (*Dislocated Worker Survey Tracking System*) was deployed designed to eliminate duplicate data entry, increase reporting capability and automate repetitive workflow processes.

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.

2010 HIGHLIGHTS

- The Western Kenosha County Transit system completed its third year of service with utilization still accelerating.
- Through a generous endowment the reception area of the Aging & Disability Resource Center was remodeled to provide better access, more privacy and improved seating.
- The Kenosha County Drug Court and Jail Diversion programs opened the door to more effective treatment of persons with mental illness and substance abuse problems.
- The collaboration of several community organizations positioned Kenosha County as a leader in crisis intervention training for law enforcement and community partners working with persons who are mentally ill.

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.

The division has three oversight committees for specific program areas: Commission on Aging, Mental Health/AODA Services Committee and Aging and Disability Resource Center Board. It is staffed by the division director, the Elder and Disability Services Manager, the Mental Health/AODA and Protective Services Manager and many invaluable county and contract agency staff whose dedication to our customers is unequalled.

Information, Assistance and Access

IAA staff are the front-line of assistance at the Aging & Disability Resource Center, located in the Human Services Building. They had 11,501 contacts in 2010. 889 people were provided long term care options counseling. 1,064 people were referred by nursing homes and group homes for pre-admission counseling. 480 people received a long term care functional screen and 416 enrollments were processed for Family Care, Partnership or IRIS, Wisconsin's community-based long term care alternatives. A grant-funded Community Living Program allowed staff to spend more time with 118 individuals and couples trying to understand the options available for using their own resources to remain at home as long as possible.



"We are truly grateful for the encouragement and support of our Human Services Director, John Jansen; County Executive Jim Kreuser, our oversight committees and the Kenosha County Board.

Key to our division's accomplishments are the high level of collaboration and cooperation among public and private organizations in Kenosha County and the contributions of volunteers and advocates, unmatched in the state.

We will work with our community partners to continue services in the year ahead and find creative ways to address unmet needs of our vulnerable citizens in the face of unprecedented federal and state budget and policy challenges."

LaVerne Jaros, Director

SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

Short-Term Services

One-time purchases or short-term services such as grab bars or respite care were provided for 159 older persons, 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. 350 people borrowed 503 items, including bath benches, wheelchairs, canes, walkers and other items. 588 items were donated.

Adult Protective Services

300 referrals were received for suspected abuse or neglect, to check on the well-being of vulnerable persons and for individuals needing a court-appointed guardian. Sadly we've seen a surge of reports for physical abuse and financial exploitation, prompting our first Elder Abuse Awareness luncheon in 2010 for 140 people. Staff also saw and reported to the court, the status of 140 persons in protective placement; spoke to 28 groups and assisted 30 people individually with Powers of Attorney for Health Care.

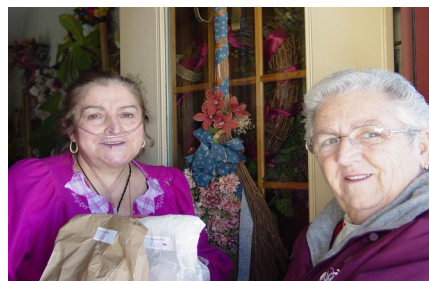
Benefit Assistance

1,167 older adults called for information about benefits. 548 cases were opened for 373 people needing additional assistance, which resulted in a positive monetary impact of \$378,079. 880 people attended 47 workshops and presentations, primarily on the topic of Medicare D. 386 persons under 60 with physical and developmental disabilities received assistance with Social Security and other benefits resulting in a positive monetary impact of \$1,517,232.

Sally came to live with her family from another state where she was enrolled in a Medicare HMO. Due to a sudden illness she incurred \$18,000 in medical bills that were denied by the HMO. The Benefit Specialist helped her return to original Medicare; apply for Medicaid, low cost prescription coverage and get her medical bills covered.

Home Delivered Meals

Volunteers deliver a hot lunch and cold sandwich supper to people who are homebound and unable to prepare their own meals. 41,329 meals were delivered in 2010 to persons 60 years of age and over through Older Americans Act funding—a 14% increase over the previous year.



Congregate Nutrition

The senior dining program provided 37,011 nutritious noontime meals and companionship for 988 persons 60+ at two county and four city dining sites. The program is administered by Kenosha Area Family and Aging Services. Meals were prepared by Kenosha Achievement Center. The Kenosha Senior Center and American Legion saw the most growth last year.

	Participants	Meals
Kenosha Senior Center	293	8,888
Lakeside Towers	94	8,480
Parkside Baptist Church	144	8,130
Westosha Community Center	153	4,439
Twin Lakes American Legion	164	3,691
St. Paul's Lutheran Church	78	2,583
Rainbow Lake Trailer Court	61	737

Transportation

The Kenosha Achievement Center provided 26,840 Care-A-Van rides and KAFASI volunteers provided 6,803 rides for older persons and persons with disabilities. The Western Kenosha County Transit service, provided 14,379 trips, a 43% increase over the previous year!



Friendly Visitor

KAFASI volunteers provided companionship and emotional support to older adults. 81 volunteers visited regularly with 88 participants in 2010.

SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES - cont'd.

Guardian Assistance

Guardians are needed when adults are determined by the court to be incompetent. Goodwill, Inc. trained and matched 30 volunteer guardians with 45 wards. Additionally, Kenosha Human Development Services assisted 79 family and volunteer guardians with required annual accounting and conducted 3 training classes.

Chore Service

In collaboration with the Kenosha County Sheriff's Work Crew windows were washed, bushes trimmed, grass raked and other chores performed for 40 older persons. Snow was removed for 18 people.

Health Promotion and Prevention

- Articles, fliers, presentations and risk assessments alerted seniors to techniques for preventing falls, a significant cause of injury and death among older persons.
- 14 volunteers were trained to become facilitators for classes on Living Well with Chronic Conditions.
- October's Fun N Fit Disability Resource Fair drew 300 people.



Westosha Community Center

101 older adults participated in a variety of activities offered at the Westosha Community Center on Highway C in Bristol. Wii Bowling championships have become very popular.



Outreach and Education

Outreach to consumers, families, health and service organizations is a significant component of the Aging & Disability Resource Center.

Website

23,529 visits were made to our website by 16,511 unique visitors who could view or download our service directory, newsletters and other information—a 70% increase over the previous year!

Presentations and Events

111 presentations and events were held for consumer and professional audiences. The annual Older Americans Month lunch was an inter-generational event with Tremper High School's Golden Strings entertaining 220 seniors.

"I've never before felt so honored to be a senior citizen." E.C.

Publications

The ADRC maintains up to date information on a vast array of community resources and information and distributes it to consumers and service organizations electronically and through other means.

Chronicle mailed 8 times to 11,000 households
Prime Magazine 4 pages 4 times to 23,000 households
Directory of Services—4400 copies distributed
Carelink Newsletter—9600 copies distributed
Fun N' Fit Resource Guide - 400 copies distributed
Files of Life—632 distributed

Ethnic Elders

798 people were contacted by the Minority Outreach Coordinator. 22 people participated in the Ethnic Elders group meetings and activities sponsored by the group such as dancing lessons and distribution of school supplies for under-privileged youth.



Hispanic Outreach

The Spanish Center provided outreach, assistance, transportation and translation and classes for 95 seniors.

Long Term Care Worker Project

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

MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES

Community Intervention Center

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

Adult Crisis Intervention

Adult Crisis provides 24-hours a day/seven days a week intervention to help de-escalate, stabilize and optimally, improve the immediate situation for persons struggling with mental health issues, suicidal feelings, alcohol and drug abuse problems and other issues. There were 6,015 crisis contacts in 2010 and 399 assessments of persons in the Kenosha County jail.

Emergency Detention/Protective Services

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 2010 there were 413 emergency detentions and 260 new Chapter 51 commitments.

KARE Center

A licensed 11-bed community based residential facility, the Kare Center provides a safe, supportive, short-term environment for people with mental health or AODA issues who are in crisis or transition. Total admissions in 2010 were 717, an 8% increase over the previous year. Average length of stay was 3.37 days.



Mental Health / Substance Abuse Resource Center

There were 2,357 contacts to the resource center, 60% face-to-face, for a variety of issues. The center conducted 92 screens for entry into mental health services.

Medication Assistance

Medication prescribed to treat serious and persistent mental illness was provided through pharmaceutical companies' needy medicine programs and through Division funds for low income individuals who would be at risk of hospitalization without their prescriptions.

Inpatient Services

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

	2008	2009	2010
Hospital Admissions	661	647	587
Beds per day	7.14	4.78	5.01
Avg Length of Stay -days	4.4	4.02	3.12

Community Services

Psychiatric Services

Local psychiatrists provided inpatient physician and outpatient medical management for 479 clients.

Counseling

Oakwood Clinic provided outpatient mental health and alcohol or drug assessment and goal-centered therapy for 305 individuals funded by the Division. 58% successfully completed treatment; 17% were continuing treatment at year's end.

Program	Patients Treated	Percentage
Mental Illness	77	25%
Alcohol & Other Drug Abuse	43	14%
Intoxicated Driver Program	155	51%
IV Drug Abuse	9	3%
Treatment Court	21	7%
TOTAL	305	100%

MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES - cont'd.

Kenosha County Drug Court

24 individuals came through drug court in 2010 seeking treatment as an alternative to incarceration.

Jail Diversion

Through a Bureau of Justice grant deferred prosecution was achieved for 14 persons with mental illness and 20 additional people were helped with transition from jail to the community.

Community Support Program

169 persons received CSP services in 2010 involving intensive case management, vocational services, medication management and other comprehensive services for persons with serious and persistent mental illness.

Comprehensive Community Services

64 persons were served by CCS, a strength-based, recovery oriented intervention for persons with serious and persistent mental illness. Among the participants of CSP and CCS there were almost an equal number of males and females. 73% were white, 19% African-American and 7% Hispanic.

Case Management

42 consumers were assisted with assessment, service planning, service coordination and monitoring.

Bridges Community Center

Bridges is a consumer-run club house, open five days a week from 9:00-2:00 for persons with mental illness. In 2010 the center had an average daily attendance of 36, providing lunch, recovery and activity groups, women's group, bingo and trips.

Residential Services

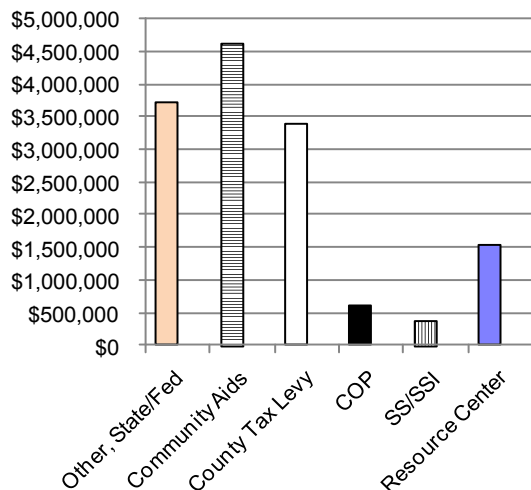
58 people who are unable to live independently were supported in one of several residential facilities or adult family homes. Costs of residential care go up with the severity of an individual's condition.



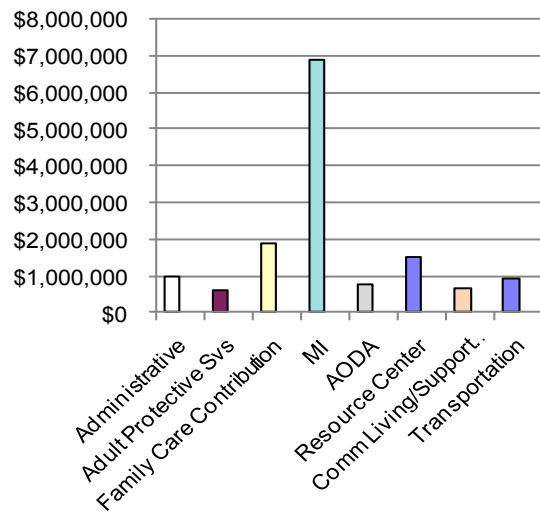
SPECIAL RECOGNITION

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-2010 Revenue Sources
\$14,247,390



Y-2010 Expenditures
\$14,247,390



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.

2010 HIGHLIGHTS

Brookside Care Center, the nursing home which is often referred to as the “Jewel of Kenosha”, continues to provide excellent skilled nursing and rehabilitation to Kenosha County citizens. Gone are the days of prospective residents being told that there is no room at Brookside. This past year was the busiest year ever. 227 Kenosha residents crossed our threshold in 2010 to receive inpatient rehabilitation services. Admissions are being received 7 days a week, morning, noon, and night. The staff, through good communication, planning, and a little elbow grease, can discharge a patient at noon, and admit a new patient an hour later. Kenosha County’s Brookside is definitely open for business.

The County of Kenosha continues to support the needs of the staff and residents by allocating precious resources, which enable the staff to provide high quality services. 48 new electric beds went into service this year, and a state of the art electronic medical records system was installed and is functioning well. Furthermore, through the generous donations to the newly established Brookside Endowment Fund, satellite television service has been installed, and soon each resident room will be equipped with a television and telephone. We continue in our commitment to offer quality services to the residents in a comfortable and home-like environment.

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, rehabilitation, pain management, restorative care, physical, occupational and speech therapy services, respiratory care, wound care, intravenous therapy, post-surgical care and hospice care.

In 2010, admissions to the facility increased by 33 %. This increase is due to successful admission strategies to increase our percentage of Medicare business which helps reduce the reliance on property tax and levy contribution.



Brookside Care Center is now rated 5 stars.

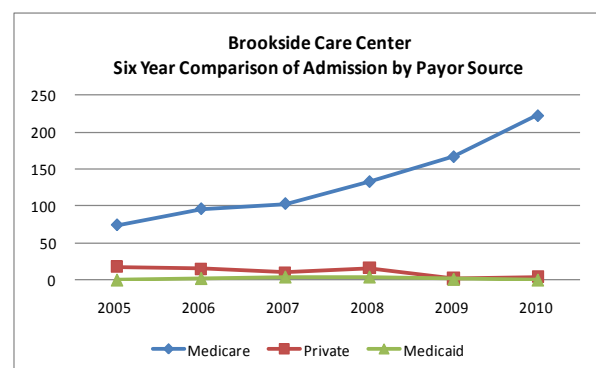
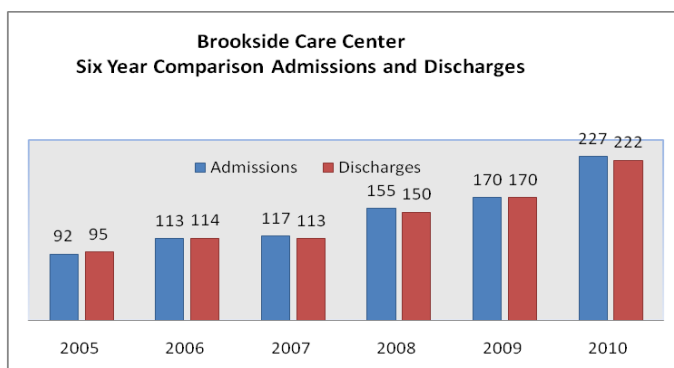
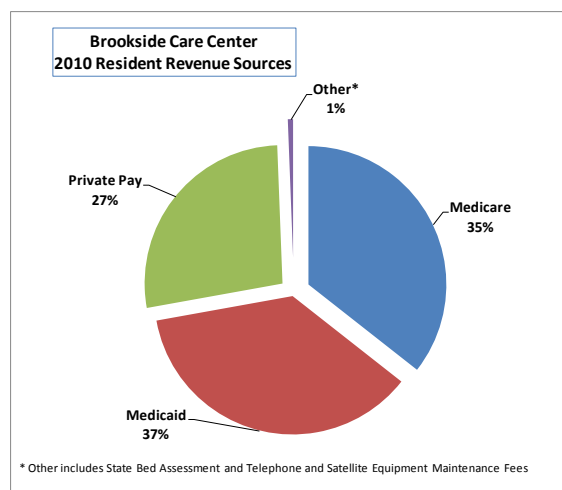
Frances Petrick, Director

The daily cost per patient for 2010 was \$247.76 an increase of 1.7% over 2009. Staff salaries and benefits account for 77.7% of the costs or \$192.47 per day.

Note: All financial information is unaudited as of February 18, 2011.

2010 and 2009 Total Cost per Patient per Day				
Expense Category	2010 Dollars	2010 Percent	2009 Dollars	2009 Percent
Staff	\$ 192.47	77.7%	\$ 190.31	78.1%
Contractual Services	\$ 22.51	9.1%	\$ 16.83	6.9%
Depreciation	\$ 6.73	2.7%	\$ 7.24	3.0%
Supplies	\$ 12.44	5.0%	\$ 12.79	5.2%
Interest	\$ 1.25	0.5%	\$ 1.81	0.7%
Utilities	\$ 5.47	2.2%	\$ 5.41	2.2%
Other	\$ 6.89	2.8%	\$ 9.31	3.8%
Total	\$ 247.76	100.0%	\$ 243.71	100.0%

The chart to the right shows resident revenue by payor source.





Resident Bea Roseth greets guests at the Aging Well Conference at UW Parkside.



The Ageless Oasis Spa, created as a result of a generous donation, offers geriatric massage, manicures, facials, and pedicures. Our residents love it!



*The classic cars were a big hit at the 2010 Brookside Picnic.
Volunteer Dick Tudjan is hard at work flipping burgers*



*The kids are really getting creative with their costumes at the
annual Trick or Treat. Brookside employee Tim George is
escorted by his son officer Matthew.*

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.

2010 Highlights

In 2010 the Division of Children and Family Services (DCFS), through the DCFS Gang Intervention Supervisor, Ms. Donna Rhodes, continued to work with the community to combat youth involvement in gangs with the goal of reducing gang crime and violence. DCFS has continued to follow an integrated approach to gang prevention that targets and reduces gang activity by incorporating 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. We continue to have two Court Services Unit social workers specialize in working with youth involved in gangs and these social workers report directly to the DCFS Gang Intervention Supervisor. The DCFS Gang Intervention Supervisor works closely with local law enforcement, the Kenosha Unified School District, the Boys and Girls Club of Kenosha, local area churches and other community stakeholders in order to mobilize their resources to combat gang involvement in youth. 2010 also saw the creation of a Face Book page that provides information on resources to prevent gang involvement in youth and provides a secure place for citizens to leave tips on gang activity. The DCFS Gang Intervention Supervisor also partnered frequently with the Kenosha Police Department to attend neighborhood watch meetings, informing citizens of warning signs of gang activity and promoting the development of neighborhood watch locations. In addition, gang prevention programming provided by the Boys and Girls Club, the Spanish Center and the Urban League was refined and retooled in order to provide more effective intervention for youth referred into these programs. The result of these activities was increased community mobilization, greater gang suppression and improved organizational response to gang involved youth.

Kenosha County continued to create job opportunities for youth in 2010 with the Kenosha County Summer Youth Employment Program. This program continued to be a collaborative effort involving county government, the Division of Children and Family Services, the Boys and Girls Club of Kenosha, Community Impact Programs, the City of Kenosha, the Kenosha Unified School District and private employers. In 2010 the Summer Youth Employment Program employed 225 at-risk youth, age 14-21, throughout the summer in part-time jobs working 20 hours a week for eight or more weeks. In all, 47 different types of jobs were performed at 41 different job sites, including: Kenosha County Parks, City of Kenosha, Kenosha Unified School District, Carthage College, Scoops Ice Cream, Carolyn's Coffee, Smooth Cuts, and others. A total of 17,842 hours of work were completed throughout the summer and 115 high school aged youth earned 1/2 credit towards graduation through an educational component of the program. In addition, 11 youth continued employment with their employers at program's end.

The Division of Children and Family Services continued to help organize a number of successful family activities throughout neighborhoods in Kenosha County in the summer of 2010. These activities included two National Night Out activities, at McKinley Elementary School and Brass Community School, and three Family Movie nights at Grace Lutheran Church. In addition, the DCFS Gang Intervention Supervisor spoke at additional public outings throughout the summer and assisted community groups in getting the message out that "Knowing your neighbor is gang prevention."



"In 2010, DCFS, in partnership with community stakeholders, expanded our efforts to reduce youth involvement in gangs and crime by mobilizing and educating the community, developing employment opportunities for at-risk youth, and by continuing effective interventions for youth and their families."

Ron Rogers, Director

The efforts noted above, along with continued strong law enforcement efforts, has corresponded to a reduction in juvenile crime in the City of Kenosha. In 2008, overall arrests for youth under 18 from May 1st through August 31st were 1140. In 2009 this number had dropped to 712 and in 2010 the same statistic has dropped to 634.

The Division of Children and Family Services has also improved our ability to assess the needs and strengths of delinquent youth and improved the development of case plans for these youth through the implementation of the Youth Assessment Screening Instrument. The Youth Assessment Screening Instrument is a tool that makes use of many recent advances in research on assessment technology and new theoretical developments that shape how risk can be reduced in populations of youth who have been involved in delinquent behavior. The Youth Assessment Screening Instrument assess the risk factors and protective factors (strengths) over 10 domains. These domains include legal history, family, school, community/peers, alcohol/drugs, mental health, violence/aggression, attitudes, skills, and use of free time/employment. Through this computer based assessment tool Kenosha County social work staff are able to design more effective case plans and marshal the most appropriate services for youth and their families. This new process will improve DCFS's ability to: hold youthful offenders accountable, protect the community, restore victims of juvenile crime and develop greater competencies in youth.

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.

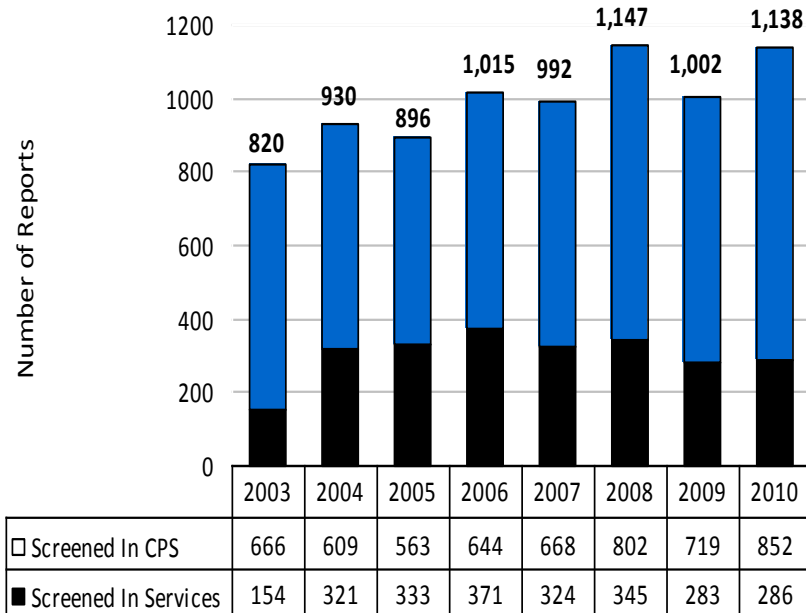
The Child Protective Services Unit investigates child abuse and neglect allegations. CPS social workers assess the severity of the alleged maltreatment and the potential of future risk of harm to the child. After completing a thorough investigation, a determination is made as to whether continued DCFS 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.

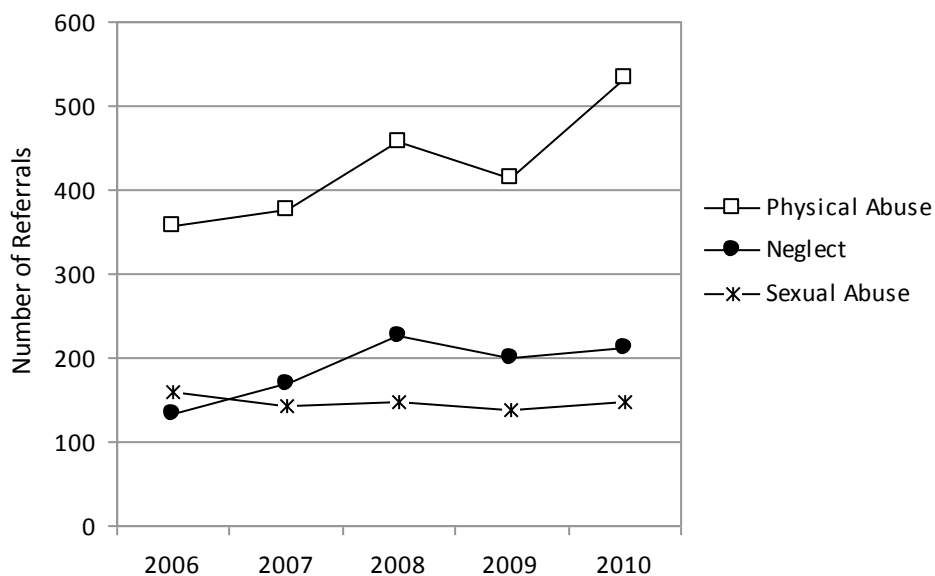
Total Screened in CPS and Child Welfare Services

The total number of screened in CPS and child welfare services cases have fluctuated from 2003 to 2010. There was a **28%** increase from 2005 to 2008 (from 896 to 1,147), followed by a **12.6%** decline in 2009 (to 1,002). The total number of cases rose again by **13.6%** in 2010 (to 1,138).



Fluctuations in the percentage of cases screened in for child welfare services show the lowest percentage in 2003 at **18.8%** and the highest percentage in 2006, when they accounted for **36%** of all screened in cases. The percentages began decreasing again in 2007, with a low of **28%** in 2009 and 2010.

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 fluctuated, but have seen an overall decline of 8.1% since 2006. Reports of physical abuse also varied, but saw an overall increase of 49.3% since 2006. Reports of neglect increased 69.4% from 2006 to 2008, followed by a 12.3% drop in 2009 and 6.5% rise in 2010.

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 subsequent years, the number of consent decree referrals in 2010 (n=**19**) was below the 5-year average of **23**.

Delinquency adjudications, while the largest percentage of referrals to the Court Services Unit, dropped **21%** in the last year and are at their lowest level during the 5-year period between 2006 and 2010. Due to this drop, the total number of referrals to this Unit is also at a 5-year low (n=**295**) and is below the 5-year average of **402**.

The number of referrals for waiver into adult court fluctuated between 2006 and 2009, dropping to a five-year low of **31** in 2010. In 2009, the number of referrals dropped by almost **12%**. Waiver referrals comprise **11%** of all referrals to the Court Services 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 2009 the number has remained fairly steady and close to the 5-year average of **56** referrals per year.

Juvenile Court Services Referrals 2006-2010

	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>5 Yr. Average</u>	<u>1 Yr. Change</u>
Consent Decree	40	26	12	16	19	23	19%
Delinquent	348	299	279	242	191	272	-21%
Waiver	59	53	61	54	31	52	-43%
JIPS-Truant	31	80	64	50	54	56	8%
TOTAL	478	458	416	362	295	402	-19%

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, Intensive Supervision Youth Competency 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

HEALTH IS OUR BUSINESS....COMMITTED TO A HEALTHY KENOSHA

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.

2010 HIGHLIGHTS

New Leadership as Cynthia Johnson assumed the position of Kenosha County Division of Health Director/Health Officer.

Healthy People Kenosha County (HPKC) 2010 completed a ten year cycle and summary report and are now developing the HPKC 2020 Community Health Improvement Plan. The six committees that form the health improvement plan for Kenosha County include: Access to Healthcare, Healthy Lifestyles, Mental Health, Injury Prevention, Environmental Health, and Youth Health. The committees develop goals, objectives, and record outcomes implemented by community providers and programs in order to achieve a healthier community and reduce morbidity and mortality.



“Our highly professional, skilled team of public health experts exceed 600 years of experience. Our dedicated team ambitiously serves the public and maintains a commitment to improve the health of all Kenosha County citizens.”

Cynthia Johnson, RN, BSN, M.Ed.
Director/Health Officer

Communicable Disease Prevention consists of surveillance, disease investigation, enforcement, education, and vaccine protection as appropriate.

- Restaurant inspection reports are posted on the Health website. The inspection reports provide a snapshot of the health and hygiene practice conditions found during the inspection of a food establishment and any identified risk factors to prevent foodborne illness or injury.
- Whooping Cough Prevention Campaign—nationally whooping cough (Pertussis) is on the rise. Prevention for this disease is available through the DTaP vaccine. The Health Department initiated a prevention campaign by offering additional immunization clinics and health education information to our residents.
- Salmonella is an enteric disease that can occur from various sources. A Salmonella outbreak occurred in the summer of 2010 leading to Kenosha County being involved in a nationwide investigation.
- Division of Health received American Recovery and Reinvestment Act (ARRA) funding that allowed leverage to provide expanded immunization coverage to our community.

Kenosha Lifecourse Initiative for Healthy Families (KLIHF) - a grant award from the UW School of Medicine and Public Health through the Wisconsin Partnership Program. The project goal is to improve the health status of African American women over the lifespan, leading to improved healthy birth outcomes.

Seal-A-Smile Program—a collaboration between Children’s Health Alliance of Wisconsin, Kenosha Unified School District, Kenosha Community Health Center, and the Health Department to offer preventative oral health screening, dental varnishing, and dental sealants to children in grades 2, 3, and 5 in the school setting. Children are referred to a dental provider and restorative treatment and continuous care if they do not have a dental provider.

PREVENTIVE MEDICAL SECTION

The preventive medical section provides preventive health services and education 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 through our Nurse of the Day clinic at two locations.

Communicable Disease Prevention

The Division of Health receives reports on communicable diseases within Kenosha County as required by state statute. Public health staff provide surveillance, enforcement, investigation, education, reporting, follow-up, and preventive measures to contain these diseases and prevent the spread to the general public. A total of 365 communicable diseases were reported to the Division of Health in 2010 and 949 investigations were conducted.

Nurse of the Day (NOD)

The NOD clinic provides a variety of services to clients on a walk-in basis Monday-Friday from 8:00 a.m. to 4:30 p.m. We also provide walk-in services at a satellite office located at the Kenosha County Center Monday from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m., Wednesday and Friday from 8:00 a.m. to 12:00 p.m. Services provided include TB skin testing, blood pressure checks, dental varnishing, immunizations, health checks, lead testing, forensic urine testing, as well as other services.

Clinic Services

Activity	Units
Reportable Communicable Diseases	365
Active TB Cases	1
HIV Antibody Testing	469
Immunizations	12,519
Influenza Vaccinations	2,281
Lead Poisoning Screenings	2,784
Pregnancy Tests	525
Sexually Transmitted Disease Screenings	1,629
Dental Varnishing	408
TB Skin Tests	1,057
Walk-ins; Nurse of the day	13,782
DNA Testing	982
Child Health Exams	68

Immunizations

Public Health Nurses provide immunization protection for all ages. Vaccines for Children is a state program to serve our county's children's immunization needs. All school age children are required by state statute to be immunized upon entering the school setting. Parents may waive this requirement for personal, medical, or religious reasons. We also provide immunizations as preventive measures. This is sometimes done in a large scale clinic setting as occurred with H1N1 influenza vaccine protection.

Home Visits

Public health nurses make home visits to clients to assess and monitor health status, investigate communicable diseases, case manage elevated lead referrals, and provide health education. A total of 912 home visits were conducted in 2010.

Reproductive Health Services

Reproductive Health Services provides Sexually Transmitted Disease (STD) screening, HIV testing and referral. Pap smears and breast exams are also offered at the Division of Health. Eligible women receive referrals for mammograms. High risk persons are eligible to receive Hepatitis A and Hepatitis B vaccine. Partner Services (PS) are also available through the Reproductive Health Team.



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 279 clients were served in 2010 with 8 women diagnosed with breast cancer.

Prenatal Care Coordination (PNCC) Program

The Kenosha County Division of Health Prenatal Care Coordination (PNCC) program offers case management and health education for pregnant women. This program is designed to improve healthy birth outcomes for families. Since the collaboration with KCDOH and WIC in 2008, PNCC referrals have steadily increased and more women are receiving the care and services they need. In 2010, 860 women were referred from WIC and 479 of them qualified for the PNCC program.

Community Health/Outreach Services

Various health information and services are provided in the community through Community Health/Outreach Services. Kenosha County residents are able to receive cribs, car seats, and preventive screenings at no or low cost.

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 and outreach presentations for community agencies. The Division of Health hosts “Parent Talk Lunch” and “Kids Talk”, educational sessions on health promotion and injury prevention. In 2010, 236 school age children attended “Kids Talk” and 343 parents attended “Parent Talk Lunch”.

Safe Sleep Program

This program provides education to Kenosha County residents on safe sleep environments for infants in an effort to reduce the risk of SIDS. Written information on safe sleep is provided and education is completed in the family’s home. Pack-N-Play cribs may be provided to eligible families. A total of 88 of these cribs were provided in 2010.

Child Car Seat Program

This program provides child passenger seat safety checks and education to the residents of Kenosha County. The safety checks train parents on the proper techniques to safely position and securely fasten their child in a child passenger seat. In addition, car seats may be available to eligible families at a subsidized rate. In 2010, a total of 206 car seat checks were conducted and 101 car seats were provided at low or no cost.

Seal-A-Smile Program

The Division of Health works with Children’s Health Alliance of Wisconsin, Kenosha Unified School District and Kenosha Community Health Center to offer preventative oral health screening, dental varnishing, and dental sealants to children in grades 2, 3, and 5 in the school setting. In 2010, 244 children were screened with 43 needing urgent dental care and 57 sealants were placed.

Public Health Preparedness

Through a grant from the Centers for Disease Control and Prevention (CDC), the Division of Health is able to prepare the community for a natural catastrophic event or an emerging/re-emerging disease. Plans have been developed and exercised to ensure staff are able to respond and assist residents in an emergency. The community is educated to prepare their family, homes, and businesses prior to an emergency event.

School Nursing

Public health nurses provide services in the school setting to the individual and community for the prevention of disease and the promotion of health and well being. The nurses develop health care plans for students with chronic medical conditions so the student can be accommodated in the school setting. They also provide staff training, disease surveillance, and health education to a total of 41 schools the Kenosha Unified School District, the Early Head Start and the Head Start Program. This serves a population of 18,357 students, with 2,969 having prevalent and potentially life-threatening health conditions. In 2009-2010, 819 emergency healthcare plans were completed, 2,393 students were on medication, and 11,430 students received “Family Life” education.

Kenosha County Suicide Prevention Coalition

The Kenosha County Suicide Prevention Coalition was formed in 2005 as a sub-committee of the Injury Prevention Committee and supported through a grant from the Healthier Wisconsin Partnership Program (HWPP) and the Medical College of Wisconsin. The coalition was focused on identifying a long term solution to the suicide problem in Kenosha County and developing a plan that will prevent suicide. The plan includes:

- Increasing community awareness about suicide and suicide prevention.
- Identifying current services and development of new community support services for people at risk of suicide, suicide survivors, and those concerned about someone else’s risk of suicide.
- Engaging families and community agencies to take part in suicide prevention and to make recommendations to community leaders to meet ongoing needs.

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 average monthly caseload for 2010 was 4,351.

ENVIRONMENTAL HEALTH SECTION

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	961
Inspections (Routine/Follow-up)	2,415
Consultations	436
Consumer Complaint Investigations	142



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	55
Inspections (Routine/Follow-up)	109
Consultations/Complaint Investigations	50

Recreational Sanitation

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

Activity	Units
Facilities Licensed	72
Inspections (Routine/Follow-up)	135
Consultations/Complaint Investigations	157

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 2010, there were 850 complaint investigations and 1,979 follow-ups/clean-ups.

Rabies Control and Animal Nuisances

This program investigates and follows-up animal bite cases, determines rabies immunization status of the animal, and initiates 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	81
Bite Consultations/Follow-ups	234
Animal Nuisance Complaints/Consultation	70

Lead Hazard Control

Environmental investigations are initiated on dwellings where 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 61 investigations, follow-ups and consultations in 2010.

Environmental/Human Health Hazards

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

Activity	Units
Noise Complaint Investigations	3
Air Quality Investigations	44
Radiation Samples Collected	45
Human Health Hazard Complaints	43



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	461
Well Consultations	107
Well Surveys/Inspections	39

LABORATORY SECTION

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 830 samples were tested in 2010.

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 455 samples were tested in 2010.

Forensic Chemistry

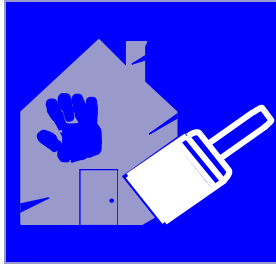
Analyzes urine specimens and other bodily fluids for the presence of controlled substances, drugs of abuse, and alcohol. Provides evidence analysis for law enforcement agencies. A total of 4,001 samples were tested in 2010.

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 1,381 samples were tested in 2010.

Blood Lead Analysis

Performs preliminary testing on capillary and venous blood samples to determine lead levels. Analyzes samples from Division of Health clinics as well as WIC Program. A total of 1,832 samples were tested in 2010.



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.

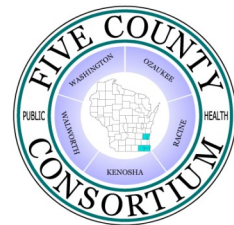
HUD HEALTHY HOMES DEMONSTRATION PROJECT

The Division of Health was awarded a three-year \$875,000 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 or 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.

FIVE-COUNTY PUBLIC HEALTH CONSORTIUM

The Division of Health is the fiscal agent and lead agency of the Five County Consortium, which includes seven (7) local public health departments in Ozaukee, Racine, Walworth, Washington, and Kenosha Counties. The consortium activities and staff are funded through an ongoing Center for Disease Control Bio Terrorism Preparedness Grant.



The primary objective of the Five County Public Health Consortium is to provide technical assistance to member agencies on improving preparedness standards and capabilities, including;

- Engaging in continuous planning efforts with local and regional partners;
- Ensuring all staff achieve the Emergency Preparedness Core Competencies for All Public Health Workers;
- Participating in a public health exercise or real event; and
- Implementing an outreach education or public awareness campaign on public health preparedness to targeted groups.

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**

2010 HIGHLIGHTS

There were 1,404 deaths in Kenosha County in 2010. The majority of these deaths, 79%, were reportable deaths, i.e. the circumstances of the death met the reporting criteria outlined in WI SS 979.

Autopsies were performed on 111 (11%) of the reported deaths.

Medical Examiner Statistics	
Reportable Deaths	1,001
Autopsies Performed	111
External Only Examinations	69
Cremation Permits Issued	578
Death Certificates Issued	196

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.

2010 HIGHLIGHTS

- The United States Department of Veterans Affairs (USDVA) guaranteed 175 home loans to county veterans at a total amount of \$30,849,170.
- The United States Department of Veterans Affairs (USDVA) paid disabled county veterans and/or surviving spouses \$21,927,000 in disability compensation or pension.
- Families of 326 deceased veterans in 2010 were helped to obtain burial benefits, government head stones and casket flags.
- 23 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$41,234.
- 9 veterans received emergency Health Care or Subsistence Aid Grants from the WDVA in the amount of \$7,254.
- 13 Personal Loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$148,554 with WDVA funding.
- Kenosha County veterans received \$124,105 in property tax credits for the first 6 months of 2010.

Total KCDVS expenditures for 2010 were \$264,094.



"Over 2,300 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.

2010 HIGHLIGHTS

The average number of people employed per month decreased during 2010 and the number living in Kenosha County slightly increased. The following table shows the population, employment and unemployment numbers for the past five years. The results of the poor economy are shown in the number of unemployed for 2010.

Year	Population	Labor Force	Avg. Employed per Month	Avg. Unemployed per Month
2010	165,655	83,516	74,723	8,794
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

Kenosha County

Workers and Transportation Mode

Total Workers	72,053	
Work at Home	1,691	2.3%
Drove Car/Truck/Van Alone	59,661	82.8%
Carpooled Car/Truck/Van	7,711	10.7%
Bus/Trolley Bus	479	0.7%
Streetcar/Trolley Car	0	0.0%
Subway/Elevated	17	0.0%
Railroad	296	0.4%
Ferryboat	0	0.0%
Taxicab	87	0.1%
Motorcycle	42	0.1%
Bicycle	96	0.1%
Walked	1,528	2.1%
Other Means	445	0.6%

(from 2000 Census data)

The average wage in Kenosha County is \$17.43 per hour or \$36,268 annually.

The average monthly labor force is estimated to have decreased from 85,237 in 2009 to 83,516 in 2010. Many Kenosha County residents continue to commute for employment. An estimated 44% of the labor force commutes to work outside of Kenosha County including 29% who commute to Illinois for employment. Kenosha County residents primarily drive alone to work as shown in the table to the left.



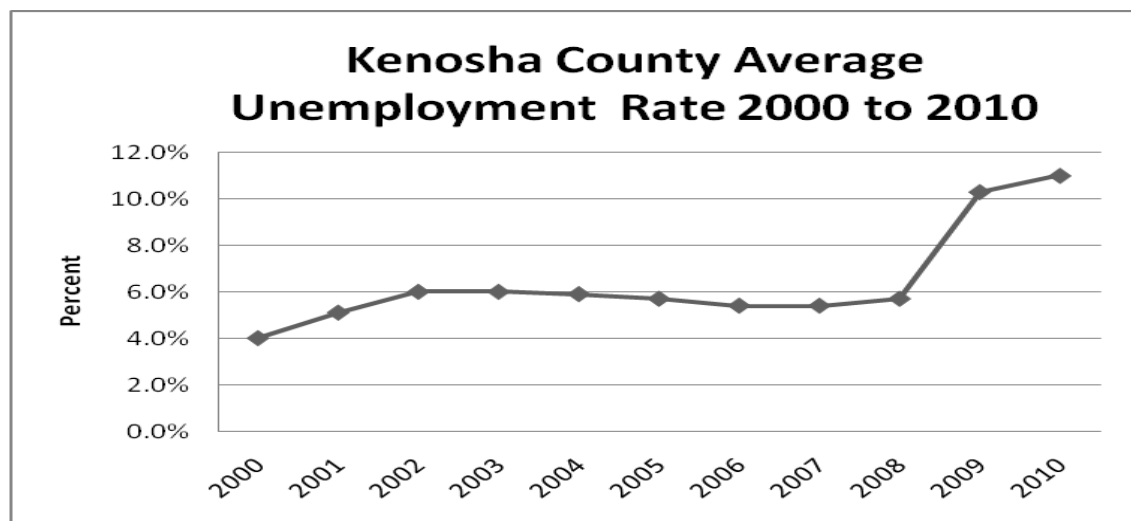
"Workforce Development provides services that offer a safety net for low income families and individuals, the elderly and disabled persons, as well as the unemployed and dislocated workers. Without the programs offered through DWD, many people would be unable to support themselves or their families. In 2010, the number of people seeking DWD services hit record highs as the local economy remained depressed. The unemployment rate climbed due to the loss of local jobs. DWD staff were ready to assist them during these tough economic times, offering a variety of services that included BadgerCare, Child Care, Child Support, Family Care, Food Share, Transitional Jobs and Wisconsin Works."

Adelene Greene, Director

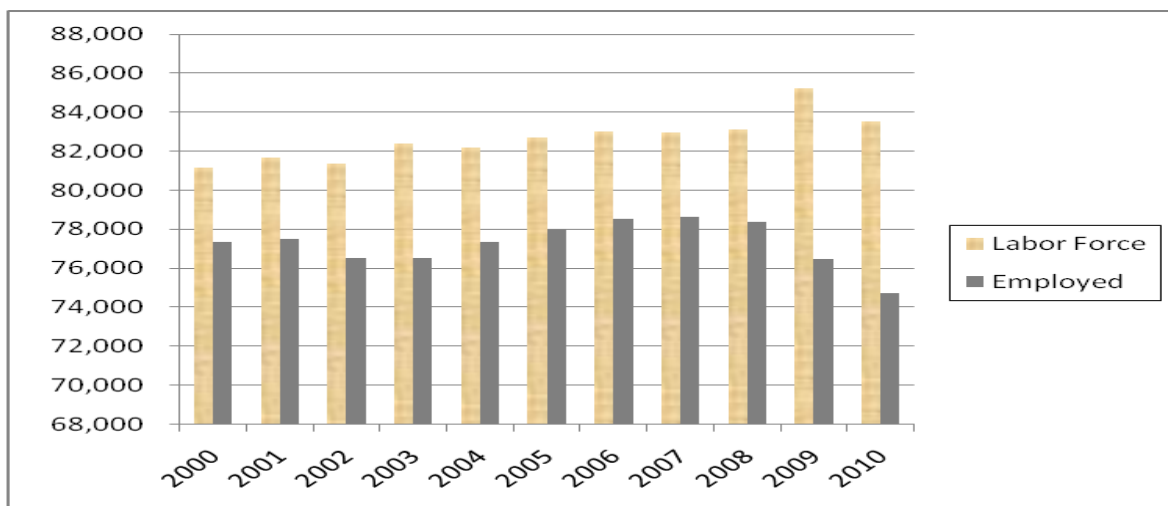
Employment Central is the hub of the Job Center for job seekers. A full range of self-service and staff assisted services are available to help job seekers to prepare for and connect with job opportunities. Special services are available for Veterans as well as laid off employees certified for Trade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

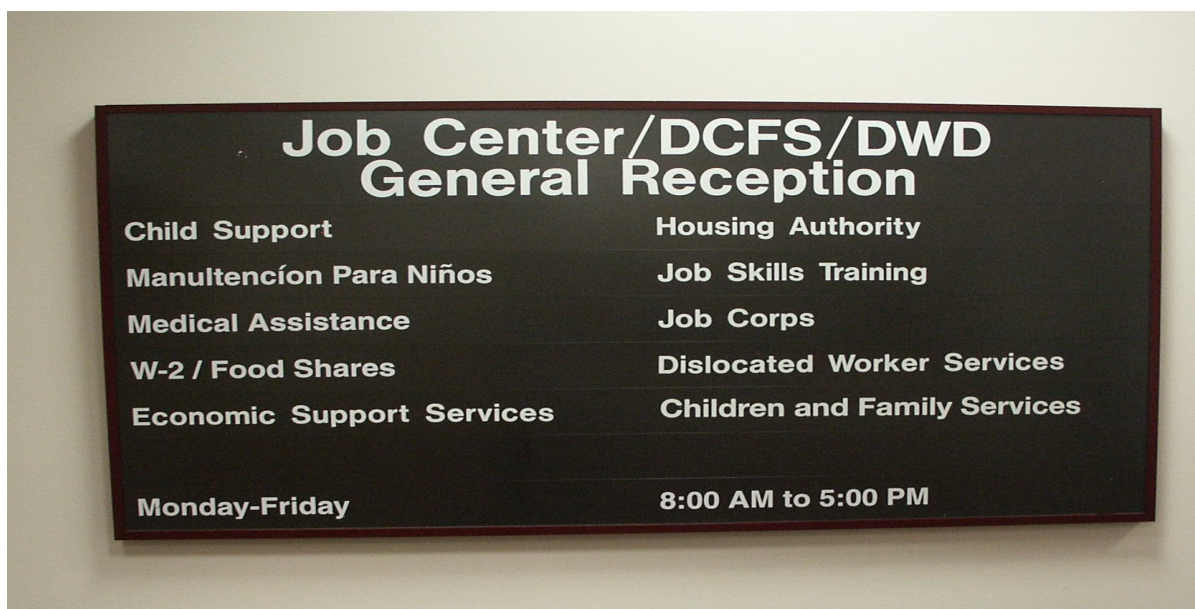
The Southeast Wisconsin Job or Workforce Centers also use ResumeMatrix.com as a recruitment tool for employers. Job seekers list a thumbnail of their work skills and education which can be viewed by employers who then can link to the job seeker's resume for further review and contact. This service for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



Kenosha County Employment Picture 2000 to 2010





PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of program and services from two primary locations, the Kenosha County Job Center and western Kenosha County Center. During 2010, both locations had record high numbers of people applying for the services offered by the division.

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. During 2010 this office served over 20,000 eligible families residing in the western portion of Kenosha County with public assistance programs.

Kenosha County Job Center

In 2010, the Job Center network consisted of more than 16 agencies in one location, 8600 Sheridan Road, Kenosha. 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 services components:



General Reception: DWD/DCFS Reception is generally the first place that a customer enters the Human Services building. Customers in the Reception area are provided with opportunities to receive information about specific public assistance programs. Child Support, Dislocated Worker programs, DCFS programs, housing, and other services are available through the Job Center. They are also informed of various programs available through other divisions within the Kenosha County Human Services Building. General reception staff is also responsible for greeting and receiving individuals scheduled to attend various appointments through the Job Center. During 2010, a total of 68,670 people (an average of 5,723 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 2010, the A/M Center received a total of 253,195 calls. Of this figure, 190,645 calls received a live voice and 62,550 calls were answered by the automated answer information line.

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.

DWD Job Service staff assigned to WDA-1 in Kenosha provided 23,988 total services to Job seeker in 2010. In 2010 the total number of job seekers that came to use the Kenosha Job Center has averaged 200 per day. The total number of persons entering the Employment Central exceeded 50,000 for the year. The staff provided an average of 165 significant services per week, totaling an average of over 8,000 significant services provided to job seekers during the year.



Job Seeker Significant 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
- Wiscjobs 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 2010, over 20,000 resumes were added and more than 23,500 job openings were posted statewide.

Other valuable information on ‘thejobcenterofwisconsin.com’ site can include the following topics.

- Opportunity Grants
- Find Your Local Job Center
- Information for Laid Off Workers
- Job Fairs
- Labor Market Information
- Unemployment Insurance
- Equal Rights Division
- Vocational Rehabilitation
- ACCESS Health and Nutrition Benefits
- Job Seeker Tips/Advice
- WI Manufacturing Skills Training



Re-Employment Services (RES):

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. Clients are triaged in group sessions and are referred to various employment related workshops. The staff met with **1,497** unemployed job seekers through the RES workshops. RES staff referred **544** job seekers to partner services which included referrals to the Department of Vocational Rehabilitation Services, Veterans Employment and Training Services, as well as the Workforce Investment Act (W.I.A.) Services.

Testimonial from a grateful RES- Re-employment Services participant:

"Thank you for helping today, and with the information that I have gathered today, I hope it brings better chances at landing a job. Would also like to thank you for answering my questions about my resume. I'm so glad I came in today."

- Aaron

Trade Adjustment Assistance:

TAA staff provided **340** Eligibility Screenings in 2010.

5 employers were certified eligible for the TAA program.

TAA staff conducted **15** orientations to job seekers who were working for an employer who was downsizing or closing. **6** of those on-site orientations were conducted at the UAW Hall, Chrysler in Kenosha.

There are 166 students currently enrolled in various training programs under the TAA program.

Career Counselor:

The Job Service Career Counselor provided **90** career assessments utilizing assessment strategies offering the "John Holland's" method and "Career Cruising". In addition **84** group counseling sessions were conducted.

New Product introduced for Job Seekers:

Career Cruising:

Career Cruising is a leading on-line career guidance and planning system. People of all ages can use this tool to find the right career, explore education and training options, and build their own portfolio. Career Cruising features career exploration and planning, with products to meet the needs of educators, career counselors, and workforce development professionals. This tool can help evaluate other types of careers that might be suitable and can help answer questions like:

Is my career on track?

Have I chosen the right career?

Am I satisfied with my career?

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

Career Assessment and Exploration provides vocational assessment and career guidance services for program participants. Psychological evaluations are also available through Case Manager referral only. A variety of tools measure academic levels; training potential; work-related abilities, interests, and values; computer skills; and personality characteristics. Assessment results, occupational information and staff guidance combine to help individuals make better employment, training, and career decisions. A total of **1,994** individuals were provided **5,607** services in **2010**.

In collaboration with the Kenosha Area Business Alliance (KABA) 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 2010 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (27 events), job fairs (7 hosted with 199 employers and 3,175 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 2,316 job orders posted representing 4,611 job positions in 2010.
- Facilitating placement of customized training candidates and Personal Care Worker On-the-Job training candidates. A second workshop on Personal Care Workers was created and offered in an attempt to build a pool of eligible candidates for employers' consideration. There were 20 attendees.
- Resume Matrix. This website had a total of 1,872 resumes requested by 259 employers.
- Publications and forums. There were six employer newsletters distributed, marketing portfolios, and employer forums, including a Regional Labor Law Clinic.
- A total of 2,834 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?
- Second Annual Youth Job Fair, sponsored by the Business Services Team and Kenosha Unified School District, was held on April 7, 2010 at the Bradford Field House. A total of 16 employers and 650 youth participated in this fair.

The fourth adult job fair scheduled for October, 2010, became a unique opportunity to offer a Virtual Job Fair in collaboration with Racine and Walworth Counties. This was the first internet based "job fair" to be offered in SE Wisconsin and was leased from Northwest Wisconsin as a pilot service. Participation included 22 employers and 903 job seekers. Feedback was mixed and it is uncertain whether this same job fair site will be offered again.

Overall, there was increased hiring activity in 2010.



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. A Transitional Jobs Program began in 2010 to assist non-W-2 eligible participants obtain employment and training subsidies, with the long-term goal of unsubsidized employment.

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, project growth, 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.

2010 Training and Education Data
<ul style="list-style-type: none"> • 216 job preparation and retention workshops attended by 1,527 job seekers • 1,390 job seekers participated in job search sessions • 185 individuals served through being a part of the Living Free program at the Kenosha County Detention Center • 448 Adults and Dislocated Workers enrolled for WIA services July-December 2010 • ??? students used the Adult Learning Lab for 21,534 hours of instruction over 3 semesters, with 43 HSED/GEDs achieved • 478 program participants used the Computer Skills Lab for 10,579 hours of instruction • 1,253 additional general public participants used the Computer Skills Lab for available services and resources • 27 students in the Homebound Support Services program received individualized instruction and 3 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 2010, we served the following unduplicated counts:

- Total families served in 2010 - 2,272
- Total children served in 2010 - 3,989
- Total providers paid in 2010 - 310
- Average paid per child—\$3,132



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, researched pre-school curriculum, social emotional competence training, low teacher to child ratios and links to family services. In 2010, A Child's Place served 609 individual children for 9,249 child care visits.

All staff has been trained in the Wisconsin Model Early Learning Standards, Creative Curriculum, CPR, First Aid, AED, Child Abuse and Neglect, Shaken Baby and Sudden Infant Death Syndrome. A Child's Place continues to focus on family literacy, culture 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 is one of three Wisconsin SEFEL demonstration sites implementing the Pyramid Model for Social Emotional Foundations in Early Learning. Our SEFEL program has wide expectations for all participants are" BE Safe, BE Kind, BE Respectful and BE a Team Player.



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 343 parents at a weekly "Parent Talk Luncheon." The PSN Health Nurse presented health and safety topics to 25 school age 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 and families. The primary program areas are Wisconsin Works (W2 / TANF), Food Share, Medical Assistance, Child Care, and Kenosha CARES/SHARES. Secondary components include the Emergency Services Network (ESN), 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 / Human Services location serves the general population within the City of Kenosha, and the Kenosha County Center provides services to those community members located west of I-94.

Economic Support Specialists are part of interagency teams administering and delivering benefits under the TANF, W2, WIA, Food Share, Medical Assistance, and Child Care programs. Business boomed for these programs in 2010 as more families applied for public aid as a means to making ends meet with the depressed state of the economy. Unduplicated caseloads soared to 14,692 families by December, 2010.

Change Call Center

More families applied for public assistance through Kenosha County as a means to making ends meet as a result of the depressed job market in 2010. Food Share, Badger Care Plus, Child Care Assistance / SHARES, Wisconsin Works and other public assistance programs provided the community with a safety net of basic needs. In an effort to continue to serve the rising caseloads, Universal Casework and a Change Call Center were implemented by the Management team at the end of 2009 at the Job Center location.

Universal casework pooled groups of cases and assigned them to groups of workers to administer as a team, which allowed timely processing of casework while sharing the workload. In 2010, case workers interviewed and processed applications for 1,600 families on average each month, along with the ongoing case maintenance of approximately 9,000 cases at the Job Center location. The universal caseworkers also rotated into the Change Call Center where calls from clients were answered live during operating hours, saving time for clients who used to have to wait for return phone calls from workers. Change Call Center staff members received and answered 925 phone calls on average every week during 2010.

Economic Support Aging and Disability Unit

This unit consists of 5 Economic Support Specialists that serve a population with specific needs. The families served by this unit are elderly, blind, and/or disabled. One of the programs administered by this unit is Family Care, which is designed to help elderly persons and persons who are blind or have disabilities to continue living in their own homes or in the community, rather than in state institutions or nursing homes.

This unit also administers programs to assist individuals that may reside in more of an institutionalized living setting such as nursing homes and/or assisted living facilities. The Economic Support Aging and Disability Unit is located within the Aging and Disability Resource Center and works closely with this division to provide assistance to this special population. In 2010 approximately 4,000 families were served by this unit.

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 12,280 cases in 2010. 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 2010, there were approximately 245 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 1,128 participants were genetically tested in 2010.

Wisconsin/Illinois Child Support Border Project

The Kenosha County Child Support Agency provides services for more than 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 computer 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

Federal Regulations require that State Medicaid Assistance (Title 19) programs provide transportation to their Medicaid recipients, without transportation resources of their own, in order to access needed Medicaid covered services. Counties are required by contractual language with the State of Wisconsin to administer this program and assure transportation for their Medicaid residents who require it.

In 2010, Kenosha County Division of Workforce Development contracted with five transport vendors to provide this service. Individuals who provided their own transportation were reimbursed at \$.24 per mile. The total transport vendor and individual rides cost in 2010 was \$2,319,567. The total number of round trips provided was 80,804 for an average round trip cost of \$28.71.

Interpreter Services

In 2010, the Kenosha County Job Center provided 21,094 instances of language and sign interpretation to individuals who accessed services at the KCJC/KCC. Spanish interpretation accounted for 96.2% of the total. Kenosha County employees provided 70.5% of interpretation while KCJC Partner Agency staff provided 26.8% and Community interpreters provided 2.7% of interpretations. Despite the increase in caseload numbers, the number of interpreter instances increased only 6.9% from 2009 (19,729) to 2010 (21,094).

The primary reason why this increase is not greater is likely due to 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 language translation 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, 2009 through September 30, 2010.

The following tables contain key information for the FFY ending September 30, 2010.

Total Households Applied	7,943	Kind of Assistance (duplicated)		
Total Households Eligible	7,303	Heating	Crisis	Furnace
Percent eligible/applied	92%	Number of cases (#)	7,303	1,396
		Amount paid (\$)	\$4,050,531	\$400,522
				\$341,965

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 2010, the fall Winter Wraps program delivered 2,574 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,363 families. The Christmas Toy and Food Drive served 1,502 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 2,926 gifts during the holiday season.

Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2010. 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 grant 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 call Kenosha County SHARES. The SHARES Program gave \$150,000 in County tax levy for hunger and shelter related grants in 2010.

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 2010 were:

AIDS Resource Center	Legal Action of Wisconsin, Inc.
American Red Cross	Prevention Services Network
Catholic Charities	Racine/Kenosha Community Action Agency
City of Kenosha Housing Authority	Racine/Kenosha Nutrition Education Program
CUSH (Congregations United to Serve Humanity)	The Salvation Army (servicing Kenosha County)
ELCA Urban Outreach Center	Shalom Center (Kenosha County Interfaith Human Concerns Network)
First Step Services	Sharing Center
Goodwill Industries	Spanish Center
Kenosha Community Health Center	Twin Lakes Area Food Pantry
Kenosha County Division of Health	United Way of Kenosha County
Kenosha County Division of Workforce Development	Vet's Place Southern Center
Kenosha County UW-Extension	Walkin' In My Shoes, Inc.
Kenosha Human Development Services	Women and Children's Horizons
Kenosha Police Department	
Kenosha Unified School District	



Kenosha County Department of Human Services

Purchase of Service Agencies

Advanced Transport, Inc.	Lily Lake Adult Family Home
AlcoCare, Inc.	Ludeking Family Group Home
Alpha House	Lutheran Social Services
Anders Developmental and Transition Home	Mercy Options, CCI
Andrea & Orendorff	MJ Care, Inc.
Anu Family Service	Mystic Acres, LLC
Archives, Inc.	Mystic Creek
Aurora Psychiatric Hospital	New Visions Treatment Home
Babusukumar, Dr. Pushpa	NJM Management Services, Inc.
Beginnings Group Home	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
Business For Good	One Hope United
Caralott	Orchid Cell Mark
Carney, Kathleen	Peace Home, Inc.
Children's Behavioral Health Services, LLP	Professional Services Group, Inc.
Children's Service Society of Wisconsin	Racine/Kenosha Community Action Agency
City of Racine	Racine County—Workforce Development Center
Clinicare Corporation	Rawhide, Inc.
Community Advocates	RHB Technology Solutions, Inc.
Community Care Resources/Programs, Inc.	Rogers Memorial Hospital
Community Impact Programs, Inc.	Rohde, Janine
Coulee Youth Centers, Inc.	Salvation Army of Kenosha
Creative Healthcare Solutions, Inc.	Schwalbe, Alice
Dayton Residential Care Facility	Shah, Dr. Ashok K.
Easter Seals Kindcare Southeastern WI	Sharma, Dr. V.K.
Erickson, Joyce	Sierra Group Home
Family Care Specialists	Social Rehabilitation & Residential Resources, Inc.
Family Psychological Services	Society's Assets, Inc
Family Works Program, Inc.	Sonnenberg, Farrah
Forward Transportation	Southeastern Youth & Family Services
Franciscan Skemp Healthcare	Southport Rehab Associates, Inc.
Gateway Technical College	Southport Transportation Company
Good Value Pharmacy	Spanish Center of Racine, Kenosha, & Walworth, Inc.
Goodwill Industries of SE WI & Metro Chicago, Inc.	Speno/Julius
Goodwill Industries-Beyond Boundaries of Autism	St. Amelian-Lakeside, Inc.
Guardianship Services of Kenosha County	St. Charles Youth & Family Services
H&D Caring Services, Inc.	St. James Manor
Hope Council	Starview Adult Family Home
Integrated Development Services, Inc.	Teipner Treatment Homes, Inc.
Kaiser Group, Inc.	THRIVE Treatment Services, LLC
Kenosha Achievement Center	Trans Corp.
Kenosha Area Family Aging Services, Inc.	Trempealeau County Health Care Center
Kenosha County Interfaith Human Concerns Network	United Dynacare, LLC
Kenosha Human Development Services, Inc.	Urban League of Racine & Kenosha, Inc.
Koehn, Susan	Village of Pleasant Prairie Lakeview RecPlex
K-Town Transportation	Volunteers of America
Lad Lake Inc.	Walworth County Dept. of Health & Human Services

Purchase of Service Agencies

Wegner LLP CPA's & Consultants
Western Wisconsin Guardianships, Inc.
Wheaton Franciscan Healthcare-All Saints
Willowglen Academy-WI, Inc.
Wisconsin Community Services
Wisconsin Early Autism Project
WI State AFL-CIO Labor & Education Training Center
Women & Children's Horizons



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