

# Annual Report 2020

## Department of Human Services

Financials

Aging, Disability and Behavioral Health

Brookside Care Center

Children & Family Services

Medical Examiner

Public Health

Veterans Services

Willowbrook Assisted Living

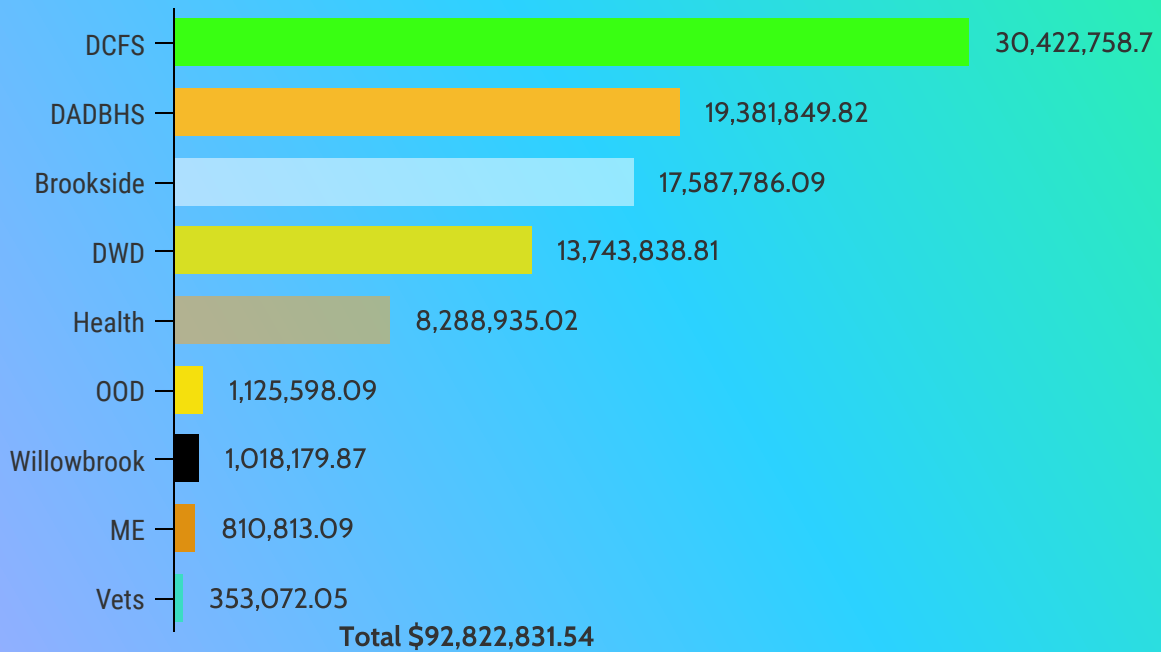
Workforce Development

**Jim Kreuser - County Executive**  
**John Jansen - Director**

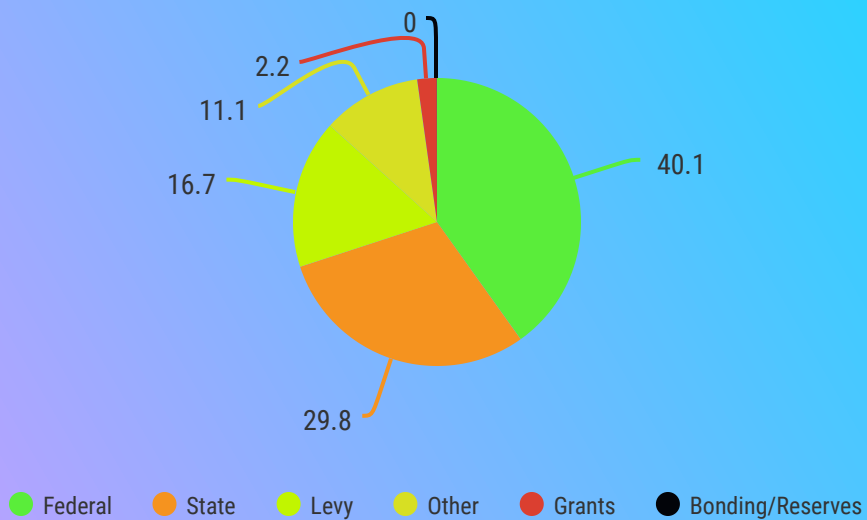
To develop, coordinate and administer a comprehensive network of services to children, youth, families, the elderly and individuals striving to cope with developmental disabilities, mental illness and alcohol and drug problems; to pre-serve and strengthen families, while protecting children from high-risk 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.

# Financials

2020 FY Expenditures



2020 Proposed \$97.6M Funding sources



# Aging, Disability and Behavioral Services

The Division of Aging, Disability & Behavioral Health Services had many unique challenges in 2020 related to the pandemic. One of those was protecting the most vulnerable population in the community during the pandemic, which was our older community members. It was important to us to ensure that all seniors had access to food, especially those who did not want to leave their homes. We provided a variety of options to meet that goal with our community partners. For a while, my office had a wall of shelf stable food boxes that we distributed. The “wall of food boxes” became a topic of conversation for every virtual meeting!

## Contact with Aging and Disability Resource Center

15,673 calls for Information and Assistance

6,074 Older Adults, Persons with Disabilities and Caregivers served

2,326 Office Visits

1,036 Home Visits

618 Long Term Care Screenings

524 Vulnerable adults served through Adult Protective Services

454 Enrollments into Family Care

## Service Highlights

77,173 Total Meals Served

31,990 Total Rides: Transportation (Care-A-Van, Western Transit, Volunteer Transport)

1,164 individuals served by Benefit Specialists for a monetary impact of \$5,509,849

1,077 Individuals received 2,997 items from our Medical Equipment Loan Closet



## Highlight

When the pandemic started many seniors faced uncertainly around food. Many were uncomfortable with going shopping, so the Division initiated a partnership with KAC where Division staff would assist with an online grocery order and KAC drivers would pick up and deliver to the client's home. Here is the impact this program had on those we were able to serve.

“I am so thankful to the ADRC for the service that they provide to seniors especially during these trying times. I try to be as independent as I can, but there are some times when I need some help - grocery shopping during this COVID pandemic”

“I am glad this service exists. This helps me with the stress factor.”

“This is a God send for me. Please continue it. “



## Contact with the Mental Health and Substance Abuse Resource Center

2,414 Resource Center Contacts

193 Referrals for Benefit Specialists

168 functional screenings

## Mental Health & Behavioral Health

16,963 contacts to Adult Crisis

454 Kare Center Admissions

269 participants enrolled in Comprehensive Community Services

250 Involuntary Psychiatric Hospitalizations

88 participants enrolled in Community Support Program

## Service Highlights

116 Participants in Medication Assisted Treatment Programs- 295 injections provided

40 Community Members received free pandemic stress therapy

27 Participants in Treatment Court

24 Participants with substance abuse issues received recovery housing/sober living services





# BROOKSIDE

CARE CENTER

of Kenosha County

Below is a very brief timeline of how Covid-19 has impacted not only Brookside Care Center but facilities all over Kenosha County. Our staff and residents did an amazing job at handling all of the challenges they were faced with.

3/9/2020 - COVID -19 team created with daily meetings

3/11/2020 - Hospitals directed to ask screening questions prior to admission to nursing home.

3/12/2020 - Public Health Emergency declared by the State of WI and Kenosha county.

03/13/2020 - Visitors restricted from visiting beginning at 3 pm, except for compassionate care situations

03/16/2020 - First positive cases in Kenosha County

03/17/2020 - Elective surgical procedures cancelled at Froedtert South. BCC census expected to decline significantly.

03/24/2020 - Rehab 2 North closed due to low census and quarantine/isolation preparedness.

03/28/2020 - KCHD Health Officer announced order to cease job sharing in staff for long care facilities effective 4/1/2020. 35 shared employees, 13 chose their other job.

4/01/2020 - Census down to 129 due to lack of procedures at hospitals.

4/4/2020 - First Kenosha County death related to Covid-19 reported

4/16/2020 - First positive employee Confirmed.

5/18/2020 - Covid-19 testing of all residents and staff begins - 1x weekly over 2 days.

7/17/2020 - First Brookside resident tests positive

8/14/2020 - Employees may resume their 2nd job, if they had one

8/27/2020 - Outdoor visitation began

9/20/2020 - Per DQA/DHS, restriction of new admission to a long term care facility on any affected unit for 14 days after last confirmed case and the facility must complete a round of testing for staff and residents. If all tests negative, admissions may resume.

10/7/2020 - Admissions on hold until 10/21/2020 due to outbreak. (Outbreak=1 positive case of employee OR resident)

11/9/2020 - Admissions again on hold due to outbreak status.

11/12/2020 - Juggling act of moving residents around to make hall for new admissions. Very high numbers of employees symptomatic and/or positive.

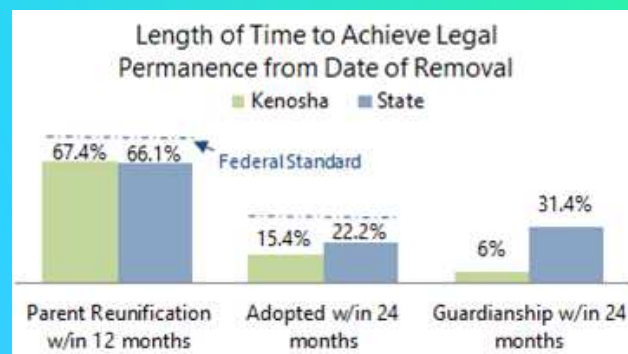


Brookside Care Center is committed to enhancing the quality of life for its clients by respecting each individual's rights and assisting them to reach their highest possible level of health and independence. Our vision is to be a World Class provider of person directed services.

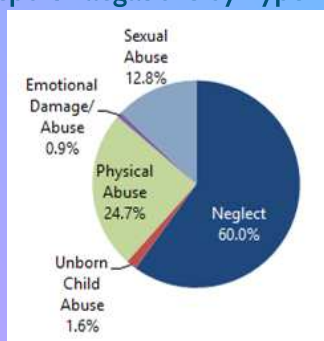
# Division of Children & Family Services

In 2020, Kenosha County faced unprecedented events that effected our community and nation - the worldwide COVID-19 pandemic and civil unrest. The Division of Children and Family Services responded to the challenges created by these events quickly and efficiently while assuring child safety. Nevertheless, the data in this report does not demonstrate a typical year. The pandemic and civil unrest that occurred in the summer of 2020 impacted our workforce and how we completed our mission. DCFS had to navigate many challenges including: the Wisconsin Safer at Home order, curfews in Kenosha, schools switching to virtual learning, virtual visitation between parents and their children in foster care, staff working remotely, acquiring sufficient PPE, employees being exposed to COVID-19 and needing to quarantine, and adjustments to our workforce due to quarantines. Despite these challenges, DCFS demonstrated innovation, resiliency and a commitment to our community's child protection efforts.

- 2,408 Child Protective Services reports received.
- 673 Child Protective Services reports screened in for Initial Assessment.
- 60 cases had a CHIPS Petition filed and were transferred from the Child Protective Services Unit to the Ongoing Services Unit.
- 74% of children who achieved legal permanence were safely reunified with a parent.



## Report Allegations by Type



100% of families receiving service coordination did not have a substantiated case of child abuse and neglect while in the program.

- 600 children were in out-of-home care (OHC) working toward permanency in 2020. \*95 children in OHC were Youth Justice cases.
- 286 children exited care during 2020; of those, 262 achieved legal permanency upon exiting OHC.
- 14 reached the age of majority.

## Youth Justice

While we confronted many challenges we recognize the need to invest in our youth and community to prevent juvenile delinquency and school truancy in a manner which is culturally sensitive and informed. Through partnerships with the community and other stakeholders, we continue to strive for improvements in the methods we use to serve youth and their families for better outcomes for the youth, victims, and community. Numerous modifications were made to service delivery including development of a COVID-19 screening tool to be used each time staff had contact with youth/ families, mandatory use of PPE during all interactions, and limiting the number of youth on activities to 1 on 1. Many of the partnerships that were established at program onset for community service opportunities had to be put on hold to limit exposure. Staff were able to create new opportunities, including pet food delivery for elderly and disabled individuals, assisting with a community garden, park clean up, lawn care and snow removal for elderly and disabled individuals, and creating cards/ letters for first responders and residents in nursing homes.

The Summer Youth Employment Program found summer employment for 88 at-risk youth, who worked over 23,424 hours. Due to statewide school closures, the program was not able to offer ½ credit through KUSD. Eight participants obtained unsubsidized employment upon program completion.

A variety of work experiences were available, including: landscaping, food preparation, customer service, elder care, receptionist, custodial, sales, construction, child care, warehouse management, car detailing, and painting. Employment training consisted of career development, money and budgeting skills, résumé writing, and interview skills.



The Youth Justice Report is available online at <https://www.kenoshacounty.org/1144/Juvenile-Justice-Reports>

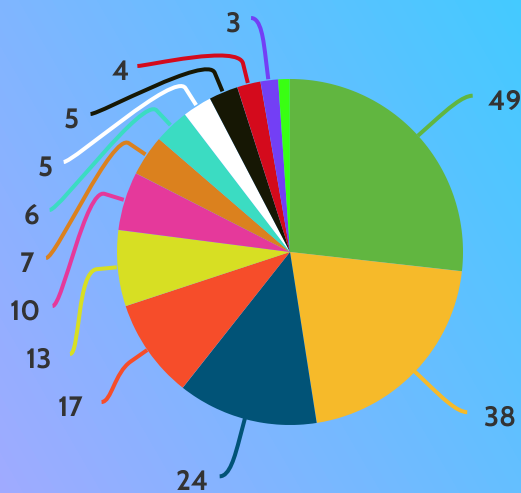
To promote the safety and well-being of the child, family, and community by providing services to children, youth, and families that are delivered in a respectful, culturally competent manner and are intended to maximize strengths and empower individuals. To advocate for children and families on the national, state and local level.



# Medical Examiner

2020 proved to be a challenging year for the Kenosha County Medical Examiner's Office (KCMEO) with many unforeseen circumstances. Before the first COVID death occurred here in Kenosha County, our office decided to have every known, suspected, complications from, or probable COVID death reported to the KCMEO. Every COVID death underwent a full investigation along with a medical records review before determining the person's cause of death. The KCMEO signed every death certificate for a COVID death to make sure that every COVID death was fully vetted. In turn, this information was provided directly to the Kenosha County Health Department, who then reported out the death statistics. Between both offices, we were able to streamline reporting, share information, and work together on a united front.

Toxicity Deaths by Drug Type



## 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
- To participate as part of the governmental response team for emergency management services

- Total Toxicity Deaths
- Involving Fentanyl and/or fentanyl analog
- Involving Alcohol
- Involving Methamphetamine
- Involving a combination of opioid/opiate and benzodiazepine
- Involving Amphetamine
- Involving Phenacyclidine (PCP)
- Involving Opiate/opioid
- Involving Cocaine
- Involving Gabapentin
- Involving Heroin
- Involving Benzodiazepine
- Involving Xylazine

## Toxicity Death Stats

- Male - 32
- Female - 17
- Caucasian - 45
- African American - 2
- Hispanic - 1
- Other - 1

## Statistics

- 1,187 cremations
- 810 Hospice Investigations
- 503 Phone (non-Hospice) investigations
- 337 Medical Record reviews
- 327 Scene Investigations
- 132 Autopsies
- 99 external examinations
- 10 Disinternments

## Death Statistics

- # of Deaths - 1,787
- Deaths Reported - 1,785
- Naturals - 1,443
- Accidents 146
- Suicides - 28
- Undetermined - 11
- Homicides - 7

To promote and maintain the highest professional standards in the field of medicolegal death investigation; To provide timely, accurate and legal defensible determination of cause and manner of death; To enhance public health and safety by increasing awareness of preventable deaths; To protect the interests of decedents, their loved ones and the communities we serve.

# KENOSHA COUNTY

## Public Health

The COVID-19 Pandemic - The pandemic profoundly impacted Kenosha County Public Health (KCPH) in 2020, as it became necessary for the organization to adapt its operations to focus on statutorily-required communicable disease investigation and management. As schools, businesses and daily life in general faced an ever-changing landscape of disruption, KCPH coordinated Kenosha County's emergency response, tracking cases and hospitalizations and providing timely public health guidance. Dr. Jen Freiheit, KCPH's director, served as incident commander for the county, and most KCPH employees pivoted to new roles related to the pandemic in place of their normal duties.

\* 35+ staff hired, including disease investigators and an epidemiologist

\* 14,000+ disease investigations conducted

### Striving for Equity

In June of 2020, Kenosha County passed a resolution declaring racism as a public health crisis. This resolution was passed not in response to any one incident, but due to the pervasive structural inequities in U.S. society, which show consistent poorer health outcomes for people of some races vs. others. KCPH hired a public health strategist focused on equity issues to bring a sharper equity focus to KCPH's programs, services and policies.



**Environmental Health** 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.

**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 to accommodate the student in the school setting. They also provide staff training, disease surveillance, and health education to a total of 37 schools in the Kenosha Unified School District and Head Start Program.



### Wisconsin Well Women

This state contract program provides breast and cervical cancer screening for eligible women. Annual exams for women include PAP testing as needed. Area providers deliver Mammography services.

### Narcan Distribution Program

Narcan, nasal naloxone, is a life-saving medication that allows breathing to resume in an opioid overdose, thus preventing the overdose from becoming fatal. Narcan is distributed and trainings are held to curb fatal overdoses among at-risk populations.

- 901 Narcan kits distributed
- 737 individuals trained

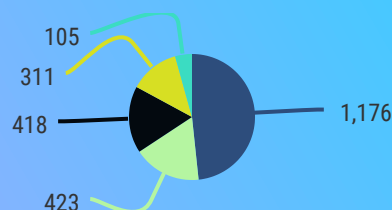
### Family and Reproductive Health Program

The Family Planning and Reproductive Health Services provide testing, screening and treatments for sexually transmitted diseases (STDs), HIV testing, PAP testing, contraceptive counseling and sexual assault follow-up exams as needed.

### Nurse of the Day (NOD) Clinic

The NOD clinic provides a variety of services to clients on a walk-in basis at the Kenosha County Job Center and the Kenosha County Wellness Center.

- 20,030 communicable disease reports (including 16k+ for COVID-19)
- 198 Tuberculosis prevention and control clients served
- 6,481 urine drug screenings completed
- 3,210 urine alcohol screenings completed
- 18 lead screenings completed



- Confirmed STD cases
- Clients served in STD Clinics
- Clients Receiving contraceptive supplies
- STD screening tests performed
- HIV antibody tests completed

**Clinical Services** provides preventive health program services and education to the residents of Kenosha County. Individuals are seen in clinics, schools, homes, daycares, and workplaces, as well as at Kenosha County Public Health on a walk-in basis through our two clinic locations.

As part of its 2020 rebranding, Kenosha County Public Health has crafted new vision and mission statements to capture what KCPH is all about.

**Vision:** An Equitable, Engaged and Healthy Future

**Mission:** To inspire health and wellness in Kenosha County through service and leadership

# Veterans Services

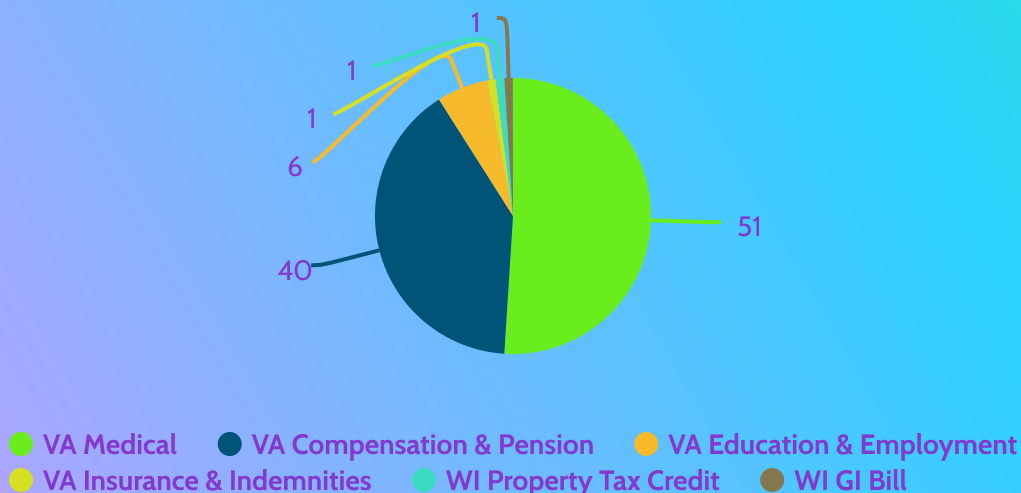
Helping a veteran out of crisis during the COVID-19 Pandemic. Kenosha County Veterans Services Office was contacted by Adult Protective Services regarding a veteran who was living in an unsafe and unhealthy house and the village wanted this veteran out of the house. The veteran had started a work on his house several years earlier and due to various reasons had been unable to finish. The veteran had been confined to living in the bedroom, which was the only usable living space. The remainder of the house was the open crawl space with multiple plywood paths.

In January of 2020, the County got involved because the veteran owed several years of property taxes, in which the Finance Committee adopted an ordinance which will likely return the tax-deeded property to the Veteran if he pays his delinquent taxes. The veteran was given order in February 2020 to raze/rebuild and/or renovate the property to livable and habitable conditions. So, then COVID Pandemic hit us in March 2020 and the veteran was on his own. However, because our office was managing the case, we reach out to the Veteran to see how we can assist him, he was happy to hear from us and we got the ball rolling to move the veteran.

The bottom line is Kenosha County Veterans Services was able to come to the rescue and move the veteran during the middle of a pandemic to the Veterans Outreach of Wisconsin Tiny House Village in Racine, where he was surrounded and embraced by fellow veterans. The Veteran has been living at the Tiny House Village for over 18 months, he is safer, happier and in better health and spirit, where he found support, friendships, and continues to proceed with renovations, so that he can eventually move back to a safer and livable home.

Note: Kenosha County Veterans Services pivoted at the start of the pandemic and modified our operation plan to limit all face to face interaction with veterans. We continued to work hard to meet the needs of our veterans, we didn't miss a beat nor ever left a veteran untaken care of – our commitment to veterans and their eligible dependents are our number one priority and it was proven during the pandemic.

Percentages of Compensation for County Veterans



Cash benefits received by Kenosha County veterans and their families at the federal level totaled \$101,065,000 from the United States Department of Veterans Affairs (USDVA).

Cash benefits received by Kenosha County veterans and their families at the state level totaled \$4,309,186 from the Wisconsin Department of Veterans Affairs (WDVA).

*Total benefits received by county veterans in 2020*  
**\$105,374,186**

To assist veterans and their families with obtaining local, state and federal benefits. We specialize in assisting veterans throughout their claim process from start to finish to include assisting with completing numerous other legal documents. We are committed to advocating for veterans, but most importantly to provide quality services to our heroes.



# WILLOWBROOK

ASSISTED LIVING

of Kenosha County



2020 was a year that all Willowbrook Assisted Living staff, residents and residents families will never forget. If someone were to have said that doors to Willowbrook would be closed to visitors because of a pandemic during my career, I would have thought they had lost their minds. In March of 2020, that is exactly what happened. Not one visitor could enter our building. All residents had to remain masked when a staff member entered their room or the resident came out of their room. Residents were not able to eat at the same table as their friends, all activity outings were stopped, and Friday Catholic Mass that was held at Brookside was stopped as just a few examples. Residents had to adjust to visiting with their family members through windows or via Facetime or Skype. Staff had to adjust to the constant change in rules and regulations enforced by the Department of Health Services (DHS). Residents and staff had to adjust to the constant COVID testing regulations sometimes having to come in multiple times a week.

Some residents went over 9 months without being able to see their family or friends in person. During the summer of 2020, visits could be done outside in the courtyard but residents and visitors had to maintain a distance of at least 6 feet and masks had to be kept on during the visit. The visit could not be more than 30 minutes, had to be scheduled in advance with a supervisor and visits had to be monitored by staff to ensure rules were being enforced. Once fall came, visits were moved inside to a common area directly inside the front entrance but still had to follow the same guidelines that were enforced outside.

2020 will be a year that myself or any resident or staff member will ever forget

Residents spent Christmas of 2020 without any family or friends and it was the worst news I had ever needed to tell residents and their families. Food, Christmas drinks, music. Willowbrook still had their annual Christmas party but in a very different way; distanced 6 feet apart in the dining room and masks worn unless residents were eating. The Willowbrook staff was amazing during this time. All staff came in to celebrate with the residents since their families were not able to attend. The residents were delighted and the staff stated, "we would not let the residents attend this without us as all the residents are like our family." All residents received a gift from a staff member chosen off the Christmas Tree. The gifts given were the most thoughtful, sentimental gifts. One gift to a resident was a blanket made with her wedding photo of her and her deceased husband. The tears were the happiest tears everyone cried.



To provide residents a home where they can receive care and assistance in a supervised setting yet maintaining their independence and individuality.

# Workforce Development

COVID abruptly changed our work scape, but the DWD teams met the challenges head on, quickly and creatively implementing new and improved business models born out of necessity. Although most team members worked remotely, rotating turns into the office, teamwork was strengthened as we were truly, all in this together.

Training and staff development continued using virtual formats which were often at no cost. DWD employees participated in over 10 diversity, equity, inclusion and implicit bias training opportunities in 2020.

Attendance rates for DWD appointments and hearings increased 30% due to the implementation of virtual options. Customers reported virtual appointments saved time, reduced childcare needs, and eliminated transportation barriers and costs. This efficiency is particularly important for low-income parents and individuals seeking work.

Caseloads increased due to COVID and DWD employees met the demand for our essential services by providing wellness outreach and wrap around services by phone, email, text, in-person and virtual teleconferencing. The effect of the pandemic on our customers was immediate and persistent as customers faced reduced work hours and income uncertainty.

Collected a record high \$36.5 million child support payments including over \$495,000 in out of home placement costs reimbursement.

Implemented the on-line child support payment resource AllPaid collecting 436 payments totaling \$133,272.

Collected \$213,590 in negotiated jail release settlements.

Enrolled 83 customers into Children First. Obtained 106 employments/reemployments with an average wage of \$12.94 per hour.

Enrolled 84 customers into ELEVATE. 42 participated in the University of Wisconsin Institute for Research on Poverty evaluation. Obtained 136

employments/reemployments with an average wage of \$12.62 per hour.

Collaborated with the Clerk of Court's Office to successfully design virtual operations and conduct court hearings remotely.

Commenced the Fatherhood Franchise Program providing fathers with employment and parenting supports in a virtual environment.

Implemented video conferencing appointments between KCDC inmates and CSS Case Managers.

Donated \$2,132.57 to the ELCA Outreach Center. Held 40 virtual pro bono legal assistance sessions for ELCA customers.



*Signing Administrative Paternity Law*



## The Apprenticeship State Expansion Grant:

Services include an outreach campaign to:

Connect with 50+ new employers on the benefits of Apprenticeship throughout the region!

Develop awareness by communicating to parents and school staff of Registered Apprenticeships (RA) as an opportunity post-high school for in school youth through virtual webinars and presentations

Recruit RA candidates by educating in school and out of school youth and adults about RA and career pathways

The WIOA Title 1 team seamlessly transitioned to delivering remote services in 2021 in the wake of the COVID-19 pandemic and safer at home orders by:

- Virtually meeting ongoing participants, program candidates, new enrollees and business customers using technology, such as MS Teams and Zoom.
- Delivering services virtually using virtual synchronous and asynchronous job search and professional development workshops and tools as well as after-hours coaching services.
- Establishing and maintaining daily morning huddles via web cam to keep communication lines open and over-share updates.
- Delivering trainings and partner meetings virtually with excellent attendance and follow-up.
- Utilizing new technology, such as Mural, Kahoot! and Survey Monkey to work more efficiently and effectively while maintaining engagement with internal and external customers.
- Accurately tracking and reporting real-time time, efforts and outcomes to best inform action plans and strategies for now and the future.

The Division of Workforce Development provides services for low-income families, custodial and non-custodial parents and the general public at the Kenosha County Job Center/Human Services Building, the Kenosha County Center, and various other community based outstation sites. The Division of Workforce Development is divided into two key departments, the Economic Support Agency and the Child Support Agency.