

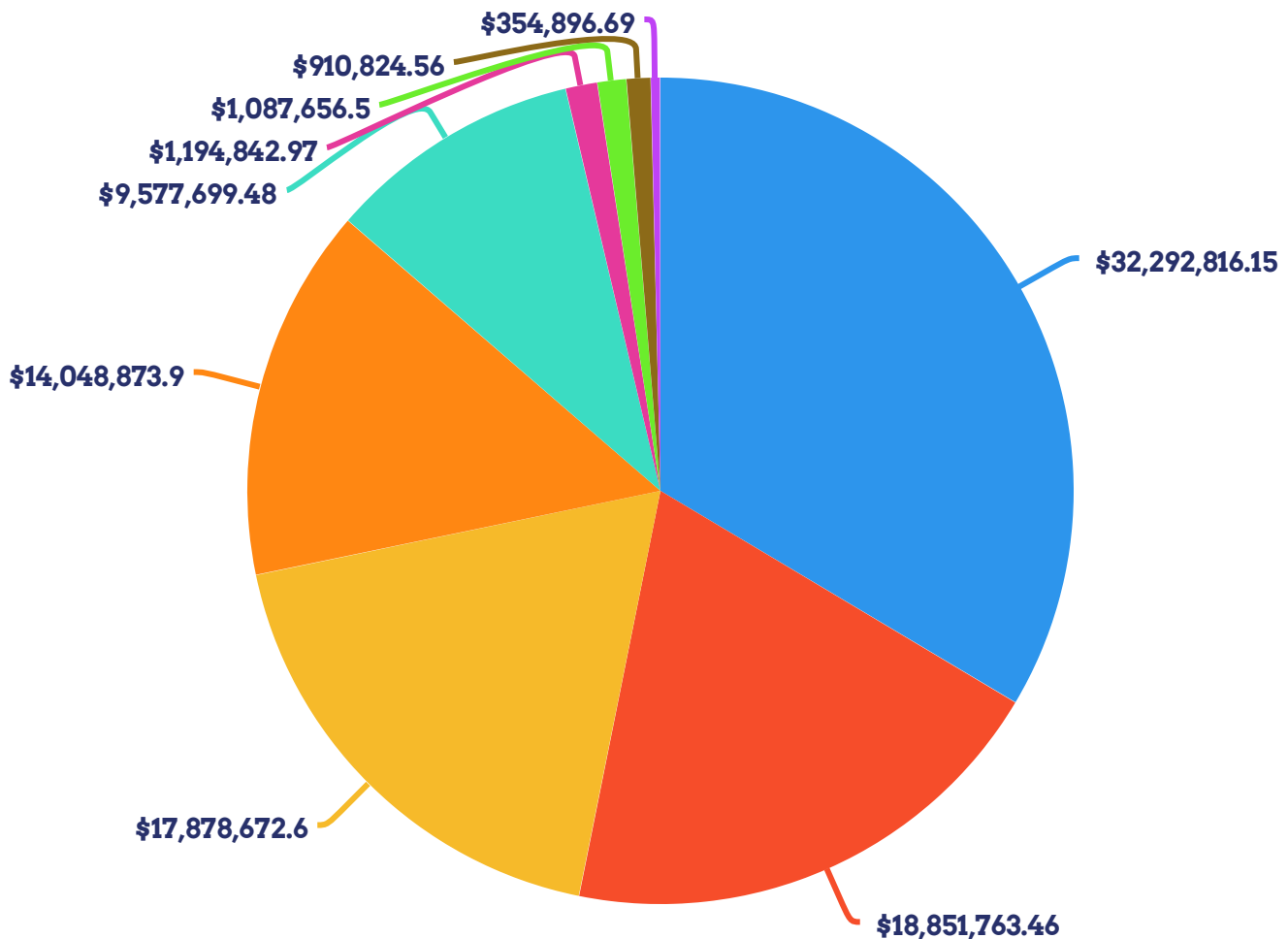


**Department Of
Human Services**

2021
Annual Report

Jim Kreuser-County Executive
John Jansen - Director, Human Services

Financials



- Children & Family Services
- Aging, Disability & Behavioral Health
- Brookside
- Workforce Development
- Health
- Willowbrook
- Office of the Director
- Medical Examiner
- Veteran Services

Funding Sources

Federal 40.42%
 State 29.36%
 Levy 17.01%
 Other 11.25%
 Grants 2.16%
 Bonding Resources -.020%

Aging, Disability and Behavioral Health Services



Aging and Disability Services:

- 36,987 calls for Information and Assistance
- 6,928 Older Adults, Persons with Disabilities and Caregivers Serves
- 3,153 Office Visits
- 595 Long Term Care Screens
- 505 Enrollments into Family Care
- 610 Cases investigated by Adult Protective Services
- 170 Medicare Planfinders run during Open Enrollment

New Initiatives:

- Facilitated over 600 vaccine visits for home-bound elders and persons with disabilities
- Thanksgiving Meal Delivery
- Regional Medical Transportation
- Human Services On The Go!
- Falls Program

Aging and Disability Service Highlights:

- 33,144 Rides provided (Care-A-Van, Western Transit, Volunteer Transport, Regional Medical)
- 65,124 Meals provided (Meals on Wheels and Senior Dining)
- 1,227 people received 4189 items from the equipment loan closet
- 1,269 Individuals serves by Benefit Specialists for a monetary impact of \$4,424,321

Division staff delivered Thanksgiving meals for those unable to obtain a true Thanksgiving meal. One of the clients who received this meal, cried when staff arrived stating that this is the first time in years that he will have a true holiday meal.



Client quotes:

"Staff was empathetic, supportive, knowledgeable, responded to my questions and truly helped us get on the right path".

"Moving from Lake County, IL, I was very surprised how prompt, efficient and knowledgeable staff is at the facility on Sheridan Road. Phone calls are handled as above. Much appreciation for securing my benefits so easily."



Behavioral Health Services:

- 2,898 calls received by the Mental Health and Substance Abuse Resource Center
- 203 Screens for service
- 10,440 calls to Adult Crisis
- 250 involuntary mental health detentions
- 572 Admissions to the KARE Center
- 85 Participants in the Community Support Program
- 222 Participants in the Comprehensive Community Services Program

Behavioral Health Service Highlights:

- 302 Groups offered at Bridges with 799 attendees
- 41 Clients served in residential placements
- 36 participants in diversion programs
- 105 Admissions into the Comprehensive Alcohol and Drug Treatment Program
- 34 Served in Recovery Housing
- City of Kenosha EMS trained on crisis response

Division staff delivered N95 masks to seniors who were unable to come to a site where the masks were distributed. A senior who received a mask from the delivery called the next day to express how grateful she was since now she feels safe to grocery shop for herself. She stated she feels she has been given back some independence since the pandemic has stripped some much of her independence away.

What You Can Expect **~ We will listen.**

~We will treat you with courtesy and respect.

~We will provide fair and correct information.

~We will help you to understand and access services or programs for which you may be eligible.

~We will keep your personal information private.

~We will welcome all of our customers regardless of age, race or ethnicity, religion, socioeconomic status, nationality, ability, sexual orientation, gender identity or expression.

~We will respond to any complaint quickly and work to resolve it.



The COVID pandemic brought about many challenges across the nation in the long-term care industry. This included staffing shortages, changes in visitation rules, outbreaks of COVID by both residents and staff, halting admissions based on positive cases and quarantines, and initial access to the vaccination. Despite all these obstacles, both Brookside and Willowbrook continued to provide high quality services to their residents with Brookside being named the #1 Nursing Home in Wisconsin by a nationally recognized media outlet.

While providing safe and high-quality care for residents is paramount for these facilities, they were also able to develop activities to keep the residents entertained. The safeguards that were put into place allowed residents to participate in numerous activities of which included a scaled down annual picnic, and a Thanksgiving and Christmas party. Residents also planted an herb garden, vegetables, and flowers.

Brookside and Willowbrook also worked diligently to address staffing shortages. Connections were made with Gateway Technical College to establish a Certified Nursing Assistance program at Brookside. In addition, they are applying to be a testing site and exploring bringing the Certified Medication Assistant course back to the facility. Administration is hopeful that all these efforts will assist in the recruitment and retention of employees.



Children and Family Services



In keeping with our goal to promote safety, well-being and permanence for children in Kenosha County, the Division of Children and Family Services provides a wide array of services to children, families, and the community. These services protect children from further abuse and neglect, strengthen families and help children find permanent safe homes.

Reports of Neglect increased 12% in 2019, followed by a 15% drop in 2020, and 18% increase in 2021.

Reports of Physical Abuse rose 17% in 2019, followed by a 25% drop in 2020, and 37% increase in 2021.

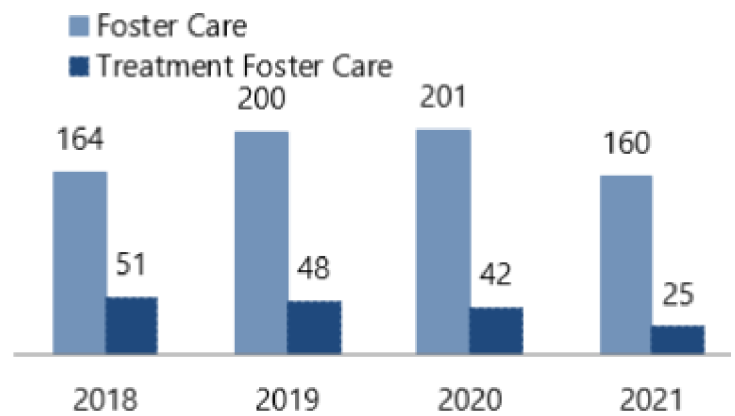
Reports of Sexual Abuse steadily declined from 2018 to 2020, followed by a 39% increase in 2021.

2,878 Child Protective Services Reports & 41 Drug Affected Infant Service Reports received.

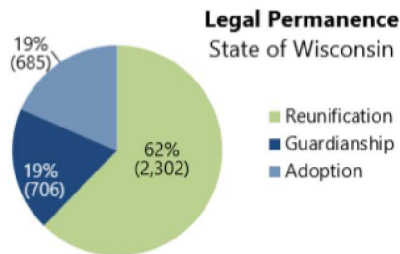
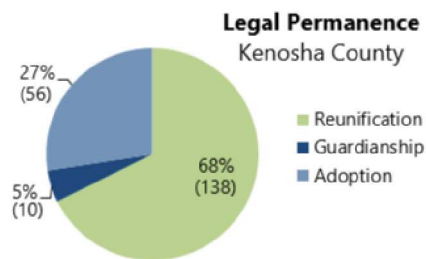
70 cases had a CHIPS Petition filed and were transferred from the Child Protective Services Unit to the Ongoing Services Unit.

Of the 2,919 reports, 894 were screened in and assigned to the CPS Unit.

68% of children who achieved legal permanence were safely reunified with a parent.



56% of CPS reports were for allegations of Neglect.
27% of allegations were for Physical Abuse.
14% of allegations were for Sexual Abuse.



In 2021, Kenosha County completed the highest number of TPRs since 2002. Since implementation of Project Permanency in 2019, the average number of TPRs completed per year is 59. Prior to 2019, the 5-year annual average number of TPRs completed was 40 (with a 10-year annual average of 37).

The Kenosha County Prevention Services Network (PSN) is a community-wide collaboration dedicated to strengthening families and helping them become resilient to child abuse and neglect. PSN provides an array of voluntary community-based services that aim to prevent formal involvement in the Child Welfare system.

2021 PSN Highlights

267 families were served by Service Coordinators (96 received PSN Service Coordination & 171 information/resources)

123 families were served by the Child Safety Seat Program

44 parents were served by the Triple P Program

10 families participated in the Safe Sleep Program

77 families received diapers through Diaper Distribution events

Medical Examiner



Toxicity Deaths by Drug Type

Total toxicity deaths - 53
 Involving opiate/opioid - 44
 Involving heroin - 14
 Involving fentanyl
 and/or fentanyl analog - 40
 Involving benzodiazepine - 13
 Involving cocaine - 15
 Involving alcohol - 9
 Involving combination of
 opiate/opioid and
 benzodiazepine - 13
 Involving Amphetamine - 5
 Involving Methamphetamine - 3
 Involving Phenacyclidine (PCP) - 0
 Involving Gabapentin - 11
 Involving Xylazine - 4
 Involving Mitragynine
 (Kratom/Krypton) - 1

Kenosha County Medical Examiner's Office Yearly Statistics

Population of
 Kenosha County - 168,732
 Total number of deaths - 1,741
 Total deaths reported - 1,779
 Suicides - 25
 Accidents - 132
 Homicides - 18
 Naturals - 1,578
 Undetermined - 14
 Anthropology exam
 non-human remains - 5
 Anthropology exam
 human remains - 0
 Phone investigations
 (non-hospice) - 565
 Hospice investigations - 786
 Scene investigations - 317
 Total cremations - 1,189
 Cremation only
 (And courtesy views) - 107
 Disinternments - 3
 Autopsies - 132
 External examinations - 85
 Medical record reviews - 329
 Death certificates issued - 554

Kenosha County Toxicity Deaths

Total - 53

Gender

Male - 33
 Female - 20

Age:

Age 0-18 - 1
 Age 19-30 - 4
 Age 31-40 - 18
 Age 41-50 - 14
 Age 51-60 - 12
 Age 61-70 - 4
 Age 71+ - 0

Race:

Caucasian - 44
 African American - 5
 Hispanic - 3
 Asian - 1

Manner of Death

Accident - 44
 Suicide - 2
 Undetermined - 7

U.S. Military Veteran - 3

Stats by Month - Total Cases Reported

January - 190
 February - 107
 March - 125
 April - 133
 May - 134
 June - 125
 July - 113
 August - 140
 September - 150
 October - 170
 November - 167
 December - 225
 Total - 1,779

Stats by Month - Manner of Death - Suicide

January - 0
 February - 3
 March - 0
 April - 0
 May - 2
 June - 1
 July - 0
 August - 4
 September - 1
 October - 7
 November - 1
 December - 6
 Total - 25

Toxicity deaths by month:

January - 5
 February - 2
 March - 5
 April - 7
 May - 5
 June - 4
 July - 1
 August - 2
 September - 4
 October - 3
 November - 8
 December - 7

Kenosha County Toxicity Deaths by Police Jurisdiction

Kenosha Police Department - 35 Kenosha County Sheriff's Department - 13
 Pleasant Prairie Police Department - 2 Twin Lakes Police Department - 3
 Antioch, IL Police Department* - 0 Lake County, IL Sheriff's Office* - 0

*In cases in which a toxicity incident occurred in Illinois and the person was transported to a Kenosha County hospital where he or she died, the Kenosha County Medical Examiner's Office retains jurisdiction of the decedent's death investigation.



KENOSHA COUNTY

Public Health

Striving for Equity

In 2021, a Health Equity Taskforce was established to learn how to reach the most impacted populations and earn trust of the community. Members of the Taskforce are made up of local community leaders who represent key sectors within Kenosha County. The Task Force helped connect KCPH with 12 new community partners with whom we collaborated on mobile vaccine missions. It also helped coordinate 6 block-by-block mobile missions.



KCPH Programs

- Family and Reproductive
- Health Program
- Public Health Clinics
- Medication Assisted Treatment (MAT) Program
- Wisconsin Well Women Program
- KUSD School Nursing Program
- Emergency Preparedness
- Women, Infants, and Children
- Bright Family Beginnings
- Asthma Care Program
- Rabies Control and Animal Nuisances
- Lead-Based Paint Hazard Reduction Program
- Transient Non-Community (TNC) Well Program

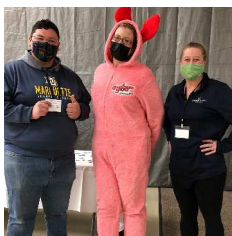
Environmental Health preserves and enhances the public health environment of Kenosha County.

It provides information, regulations, education, and intervention in areas of food, water, waste, recreation, lodging, environmental and human health hazards, and consumer protection.



The COVID-19 Pandemic

The pandemic continued to impact KCPH in 2021. As schools, businesses, and daily life in general faced an ever-changing landscape of disruption, KCPH coordinated Kenosha County's emergency response, tracked cases and hospitalizations, and provided timely public health guidance. Disease investigation and contact tracing continued throughout 2021 to track the COVID-19 spread throughout the county. KCPH began efforts towards vaccinating the local communities and ensuring all residents had access to vaccinations. Mass clinics, mobile clinics, and homebound visits were all strategies used to reach residents for vaccinations.



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. 968 Narcan kits distributed 474 individuals trained



Clinical Services follows up on communicable disease reports along with providing preventive health services and education to the residents. Individuals are seen in schools, homes, daycares, and workplaces, as well as on a walk-in basis through our two clinic locations.



~53 mass community vaccination clinics were coordinated that vaccinated almost 34,000 individuals.

~60+ mobile missions were coordinated that vaccinated over 400 individuals. ~700+ homebound COVID vaccinations were administered.



Veteran Services

Unfortunately, due to Covid-19 the Town Hall Meeting, the Veterans Celebration and the Homeless Veterans Stand down had to be cancelled.

The Veterans services office at the Kenosha County Human Services Building was able to re-open the 3rd week of April 2021. Services in Silver Lake and Trevor did not re-open until July 2022

Cash benefits received by Kenosha County veterans and their families at the state level totaled \$2,983,867 from the Wisconsin Department of Veterans Affairs



Kenosha County Veterans Services Facebook 2021 Facebook page has 741 followers and 560 likes.

**State Level (Fiscal Year July 1, 2020 to June 30, 2021)
Federal Level (Fiscal Year October 1, 2020 to September 30, 2021)
Total benefits received by county veterans in 2021
\$110,088,867**



Cash benefits received by Kenosha County veterans and their families at the federal level totaled \$107,105,000 from the United States Department of Veterans Affairs (USDVA).

Workforce Development



Child Support Services (CSS)

- \$34.55 million child support collected
- AllPaid online services collected 1,419 payments totaling \$382,169. This innovation outside of the child support system saw a 200% increase in use.
- 41.05% health insurance coverage rate achieved, the agency's highest rate to date.
- \$227,753 jail release settlements collected, an increase of 38%
- Children First and ELEVATE enrolled 167 parents, obtaining 242 employments and re-employments with an average wage of \$12.78.
- 42 parents participated in the University of Wisconsin Institute for Research on Poverty evaluation.
- 32 pro bono family law legal services provided at the ELCA Outreach Center
- 2,219 texts sent to customers resulting in a payment rate of 37.6% in 45 days.
- New Order Orientation and Outreach plan implemented for parents.



Supplemental
Nutrition
Assistance
Program

In 2021, DWD programs focused on access to services. We engaged with customers using multiple innovations with a focus on customer choice. DWD successfully recruited for 18 vacancies.

Purpose of Emergency Services Network

The Kenosha County Emergency Services Network brings together community-based agencies serving low-income and indigent residents of the county. The goal is to create better coordination of services and eliminate duplication of services and aid.



46 fathers enrolled into the Fatherhood Franchise Program

WKRP received 15,692 calls in December 2021 and implemented a new Call Center Platform



The annual Food Share audit found our error rates were below the State average, and WKRP is "providing great information and customer service".

Food Share increased 14% for a total of 25,177 recipients.

Economic Support Services

- The Wisconsin Kenosha Racine Partnership (WKRP) determines eligibility for medical, childcare subsidies, and food assistance programs and refers customers to resources.
- 9% caseload increase for a total of 57,535 cases.
- 98.97% applications processed timely.
- WKRP received 15,692 calls in December 2021 and implemented a new Call Center Platform
- Medicaid coverage increased 9% for a total of 43,938 customers.



Medicaid coverage increased 9% for a total of 43,938 customers.

Child Care Subsidies increased 5% serving 937 working families and 1,147 children. Child Care Providers decreased by 3 to a total of 115 providers.

