



# Kenosha County Department of Human Services

2011 Annual Report





# Kenosha County Department of Human Services 2011 Annual Report



Jim Kreuser, County Executive  
John Jansen, Director

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David Celebre  
David Arrington  
Terry Rose  
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Kenosha County Job Center/ Human Services Building  
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# From the Director

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Welcome to the 2011 Kenosha County Department of Human Services annual report. The Kenosha County human services design relies on best practice models that allow us to form strong partnerships in our community, measure program effectiveness, and provide top notch services to our residents.

There are numerous aspects of the Dept. of Human Services (DHS) that you may not be aware of. For example, DHS had the largest adopted county department budget (\$82M) in 2011. We have a long history of maximizing outside revenue sources which contributed to over \$70.4 million in revenue from federal, state, and various grant allocations. This translates to only 14% of the total budget coming from county levy.



For many years we have aggressively pursued grants in order to enhance the service level for our citizens. The Planning and Evaluation Unit has been a leader in providing oversight and technical expertise in the application process that these grants require. Their ability to work collaboratively with the DHS divisions allowed us to receive 7 new grant awards and the continuation of 6 grant funded programs. These efforts brought in over \$2.7M in 2011.

The Division of Aging and Disability Services provides a vast array of services to many of our citizens. The Information, Assistance and Access staff received over 11,400 contacts from people inquiring about long term care options. 229 persons under 60 with physical and developmental disabilities received assistance with Social Security and other benefits resulting in a positive monetary impact of \$911,018.

In 2011, the Summer Youth Employment Program continued its success, employing 191 at-risk youth at a variety of work sites throughout the county. A total of 26,194 work hours occurred throughout the summer. In addition, 106 youth earned ½ credit towards graduation from a training component through KUSD.

The number of citizens who utilize our services continues to grow. 8,144 immunizations were given out by the Health Clinic and an additional 12,903 residents utilized the walk-in clinic and Nurse Of the Day. The DWD/DCFS General Reception received a total of 77,682 people, with the Answering/Message Center fielding 323,511 calls during the year. In addition, a total of 39,061 job seekers visited Employment Central.

Brookside Care Center continued to enjoy a 5-star rating. Short-term rehabilitation services continued to expand with 230 rehab patients receiving services. In the Veterans Division, 101 veterans/spouses received \$374,465 in property tax credits. In addition, 21 county veterans received education grants for a total of \$26,000.

As you will read in the following pages the above are only a few examples of the work that occurs here daily. None of this would be possible without the dedicated employees and the strong collaborative community partnerships that have been developed throughout the years. I would like to thank everyone for all they do in order to continue to provide quality programs to our citizens.



# Department of Human Services

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## **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	Y2011 Expenditures*
Office of the Director	\$881,947
Aging & Disability Services	\$14,163,696
Brookside Care Center	\$15,017,450
Children & Family Services	\$22,844,275
Division of Health	\$6,852,368
Medical Examiner	\$510,997
Veterans Services	\$286,392
Workforce Development	\$18,768,039
<b>TOTAL</b>	<b>\$79,325,164</b>

\* Unaudited as of 4/18/12

# Office of the Director

## 2011 HIGHLIGHTS

### Fiscal Management

As of April 18, 2012 Department of Human Services (DHS) 2011 *unaudited* expenditures totaled \$79,325,164. Of the total Department 2011 adopted budget of \$82M, county levy was \$11.6M. The remaining revenue of \$70.4M 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 2011 by (2.35%). 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 Management and Monitoring

Kenosha County Department of Human Services (KCDHS) strives to maintain high standards of openness, fairness, quality and integrity in its contracting practices. KCDHS provides central contract management and monitoring through the Office of the Director to the Division of Aging and Disability Services, Division of Children and Family Services, Division of Health Services, Division of Workforce Development & Job Center Services, and the Brookside Care Center. Through these Divisions, KCDHS operates a wide variety of programs and services in response to and designed around public need and State and Federal mandates. KCDHS relies greatly on the provision of many of its services through a variety of contracted providers, who in collaboration with KCDHS, structure services to meet program requirements and address community needs.



Dianne Niesen,  
Contract Manager

The Department contract information is managed through an internal Contract Management System (department-wide database application) that supports central management and monitoring of contracts. This system serves as a management tool to maintain purchaser and provider information, create legally consistent contract documents, and provide contracted service information and data for management reports.

In 2011, KCDHS contracted with 103 providers through 200 contracts for the services provided to children, youth, families, the elderly, and individuals striving to cope with developmental disabilities, mental illness and alcohol and drug problems.

### Central Services

The turbulence in the State of Wisconsin in 2011 created a flurry of activity for the Central Services staff as staffing patterns and service delivery changes necessitated operational adjustments at the Kenosha County Department of Human Services. Creative space planning and reorganization became key for maintaining service levels for existing staff while accommodating for staffing limits and changes. Increasing numbers of constituents with higher levels of stress and anxiety plus a flurry of political activities not seen in the past brought building safety to the forefront. Staff spent more time intervening in volatile situations and resolving issues. Changes in the Concealed Carry Law triggered discussions about appropriate intervention and protocols. Communication with law enforcement was strengthened through mutual understanding of situations that needed intervention. Mail distribution, office supplies and maintaining business machines within budget remained an essential focus of Central Services operations. In addition, supporting essential functions like job recruitment events for Business Services, supporting United Way's Volunteer Income Tax Assistance sessions and housing Circuit Court Parenting sessions utilized staff time and resources.



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.

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 ISP Stitching & Bindery, Lake Lawn Lodge, Trostel and SallieMae.



**John Milisauskas,**  
**Job Center Manager**

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. In addition, NEG funds are awarded for re-employment and retraining services for the employees affected by the closure of the Chrysler Engine plant.

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 is the first six months of the next Program Year that started on July 1, 2011.

### **Workforce Investment Act (WIA) July 1 through Dec. 31, 2011**

#### **Program Activity**

		<b>Exited</b>	<b>Wage</b>
<b>Fund Source</b>	<b>Enrolled</b>	<b>for Job</b>	<b>at Job</b>
Dislocated Worker Annual	73	1	\$ 18.00
National Emergency Grant (NEG)	26	0	\$ 00.00
NEG Chrysler	245	53	\$ 19.86
Adult	87	23	\$ 11.11

		<b>Exited</b>
<b>Fund Source</b>	<b>Enrolled</b>	<b>for Job</b>
Youth	25	11
Summer Youth	191	21

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 WI WDA). Funding for WIA and special services are allocated from the State to the SE WI WDA and then divided between the three Counties. SE WI WDA plans for workforce development services through Job or Workforce Development Centers, are developed by the three Counties, Workforce Development Boards, and merged into a SE WI WDA plan.

The second level of regional collaboration adds the other four Southeastern Wisconsin Counties of Milwaukee, Waukesha, Washington and Ozaukee with the SE WI 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, whose mission is 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.



Brian Crehan

Ed Jakes

Brad Reichert

### **Information and Computer Systems Development and Support**

RHB Technology Solutions, Inc.

In 2011, 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 2011, 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 2011, labor-intensive business processes were streamlined including:

- A new web based application (*Children's Long-Term Support*) was deployed to centralize participant and provider information and automate submission of service authorizations.
- A new application (*Kiosk Registration System*) was deployed designed to automated worker notifications that a client is onsite for a scheduled appointment. This system utilizes a touch screen kiosk to free up support staff.
- The M/A Reimbursement Tracking System (MARTS) was further enhanced to support the growing number of Medicaid reimbursable transactions processed by Kenosha County fiscal staff. In 2011 nearly \$1.4 million dollars of Medicaid revenue was processed and paid using MARTS.
- The Laboratory Management System was enhanced to support the automated submission of water sample results to the State of Wisconsin DNR.

## 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 summary below provides information regarding the grant activities of the Planning & Evaluation staff for 2011. Successful applications are identified as “New” or “Continuation”. Continuation programs are those that are funded on an annual basis and are dependent on the achievement of goals and objectives for that particular program.

**Jennifer Madore, MSW**  
Coordinator

**Mayia Corcoran, MS**  
Associate

**Julio Escobedo, BS**  
Special Projects

## CHILDREN’S TRUST FUND

### **Family Resource Center (NEW)**

**\$150,000**

**Division of Children and Family Services**

DCFS has expanded the Prevention Services Network to meet the increasing needs of families screened out or closed by child protective services after an initial assessment. Grants funds are used to assess family needs, facilitate family team meetings, assist in the design of a service plan, make service referrals and advocate for the family. The expansion of services includes a formal Community Response Program that engages families in the earlier stages of child maltreatment risk and helps families improve family functioning.

## WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES

### **Brighter Futures Initiative (CONTINUATION)**

**\$333,781**

**Division of Children and Family Services**

The goals of Kenosha’s Brighter Future Initiative include reducing child abuse and neglect, juvenile delinquency, teen pregnancy rates, youth substance abuse and improving youth self-sufficiency. Kenosha County’s BFI program components include: Elementary School Liaisons; Family Support and Preservation, Alcohol and Other Drugs Awareness Activities/Community Education, Equine Facilitated Learning, and the Concerned Citizen's Coalition Teen Task Force.

### **Nurse Family Partnership (NEW)**

**\$400,000**

**Division of Children and Family Services**

The Nurse Family Partnership program provides home visits by registered nurses to first-time mothers, beginning during pregnancy and continuing through the child's second birthday. The program has three primary goals: (1) to improve pregnancy outcomes by promoting health-related behaviors; (2) to improve child health, development, and safety by promoting competent care giving; and (3) to enhance parent life-course development by promoting pregnancy planning, educational achievement, and employment. The program also has two secondary goals: to enhance families' material support by providing links with needed health and social services, and to promote supportive relationships among family and friends.

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## U.S. DEPARTMENT OF JUSTICE

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### **Forensic Science Improvement Grant (NEW)** **Division of Health-Medical Examiner's Office**

**\$174,132**

The Kenosha County Division of Health – Public Health Laboratory will improve forensic operations through ASLCD/LAB reaccreditation, upgrading technology through the purchase of equipment, the hiring of a part-time forensic chemist, and providing staff development opportunities for Laboratory staff. The Medical Examiner's Office will improve forensic operations by making enhancements to the current data management system and providing staff development opportunities. The methods described above will ultimately improve the quality and timeliness of forensic operations in Kenosha County and minimize backlog.

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## WISCONSIN OFFICE OF JUSTICE ASSISTANCE

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### **Youth Gang Diversion Program (CONTINUATION)** **Division of Children and Family Services**

**\$138,200**

The Youth Gang Diversion Grant funds prevention programming for youth currently participating in gang activity or at-risk for joining a gang. Three neighborhood based provider agencies work with various entities such as the schools, juvenile court staff and law enforcement to provide services to approximately 300 youth annually. Activities and services focus on providing positive alternatives to gang involvement.

### **Juvenile Accountability Block Grant Program (CONTINUATION)** **Division of Children and Family Services**

**\$20,745**

The JABG Grant funds programming to assist youth in completing community service work and/or earning restitution as a requirement of their juvenile court orders or deferred prosecution agreement.

### **Disproportionate Minority Contact (CONTINUATION)** **Division of Children and Family Services**

**\$36,494**

The DMC Project addresses systemic changes designed to reduce disparate arrests and detention of minority youth. OJA funds will be used to develop a curriculum for law enforcement and schools regarding evidence-based alternatives to arrest, continue staff training for the Youth Assessment and Screening Instrument (YASI), and adopting a system of graduated responses to reduce disparate outcomes for youth referred to juvenile court.

### **Early Intervention (NEW)** **Division of Children and Family Services**

**\$10,240**

Street SMART is a program designed for young adolescents, ages 11-13 and helps participants to counteract the lure of gangs, develop effective conflict resolution and leadership skills and become positive peer helps, or role models for other adolescents. The Street Smart program is administered by the Boys & Girls Club of Kenosha in partnership with the Kenosha Unified School District (KUSD) through the 21st Century Community Learning Center (CLC) program. The CLCs provide programming that provides academic enrichment opportunities during non-school hours for children, particularly students who attend high-poverty and low-performing schools.

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## MACARTHUR FOUNDATION

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### **Disproportionate Minority Contact (CONTINUATION)**

**\$25,000**

#### **Division of Children and Family Services**

DCFS was awarded funds to (1) adopt the grid of Graduated Responses currently under development in Rock County (based on the idea of giving youth decision options and rewards for making positive decisions), (2) pilot a detention assessment instrument (DAI) and conduct a prospective analysis of intake decisions, (3) implement the Youth Assessment and Screening Instrument (YASI) (an objective tool to ensure equitable treatment for post-adjudicated youth), (4) take advantage of Aggression Replacement Therapy (ART) training being sponsored by Rock County, and (5) refine and expand Kenosha County's capability to retrieve data (including enhancements to current data systems and taking steps toward developing web-based database applications and retrieving arrest records by race).

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## STATE OF WISCONSIN, BUREAU OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

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### **Alcohol and Other Drug Abuse Pilot Program (CONTINUATION)**

**\$151,510**

#### **Juvenile Intake Services**

The Juvenile Court Intake Alcohol and Other Drug Abuse Pilot Program provides substance abuse screening, assessment and treatment to youth referred to the county's juvenile intake system.

### **IV Drug User (NEW)**

**\$212,800**

#### **Division of Aging and Disability Services**

The Kenosha County Department of Human Services-Division of Aging and Disability Services (DADS) proposes to enhance its IV drug prevention services by incorporating Center for Disease Control and Prevention (CDC) evidence-based practices to prevent Hepatitis C among IV drug users including Hepatitis B/C testing, STD/STI screenings, HIV testing and counseling on walk-in basis at the Kenosha County Sexual Awareness Clinic.

DADS will also strengthen its IV drug treatment program by incorporating SAMHSA-based interventions to enhance quality and usefulness of assessments at the KARE Center by assessing for co-occurring disorders; providing on-going clinical supportive services to the individual receiving detoxification and/or stabilization; providing on-going service coordination by adding a full-time recovery coordinator to be the fixed point of responsibility for the treatment of the IV drug user; developing coordinated effort between the Kenosha Sexual Health Awareness Clinic, Kenosha Human Development Center and Oakwood Clinical Associates; adding one specific group therapy for IV/opiate/cocaine users to the menu of services; and using Motivational Interviewing to reduce the risk of opiate and other drug abusers from moving to IV use.

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## U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

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### **Family Unification Section 8 Housing Choice Vouchers (NEW)**

**\$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.

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## HEALTHIER WISCONSIN PARTNERSHIP PROGRAM

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### **Kenosha Suicide Prevention Initiative (NEW)**

**\$748,267**

#### **Division of Health**

The Kenosha County Suicide Prevention Initiative (KCSPI), through partnership with the Kenosha County Division of Health (KCDOH), Injury Research Center (IRC) at the Medical College of Wisconsin, and Mental Health America of Wisconsin (MHA), serves to reduce the burden of self-harm and poisoning injury by building capacity and strengthening systems affecting injury and violence and mental health through three objectives: (1) Prevent access to methods of self-harm (with a focus on poisoning), (2) Expand prevention efforts through expansion of the Kenosha County Suicide Prevention Coalition (KCSPC) and formation of a Self-harm and Death Analysis Review Team (SDART), and (3) Increase identification, referral and treatment of persons at risk for suicide and self-harm. Partners have a strong history of successful collaboration and improved health outcomes through innovative decision making, resourcefulness, and open, consistent communication.

# 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.

## 2011 HIGHLIGHTS

- ◆ Early intervention, community services and persistent in-patient review resulted in the lowest number of mental health institute days in the department's history!
- ◆ A Family Care wait list was averted by a push to enroll eligible elders and persons with disabilities before a state freeze took effect.
- ◆ Advocacy, education and trouble-shooting helped consumers and providers transition to the state's Medicaid transportation brokerage system.
- ◆ A new grant began piloting the use of bio-markers and recovery coaches to reduce alcohol and drug use among persons convicted of driving under the influence.
- ◆ There was a monetary impact of \$1.9 million for elderly and disabled Kenosha County residents with the help of our benefit specialists.
- ◆ Assessment of mental health consumers' residential needs and alternatives resulted in an annual cost reduction of \$351,000.
- ◆ A care transition coalition was created with local hospitals, health and long term care providers to reduce avoidable re-admissions.
- ◆ A new falls prevention coalition initiated strategies to reduce Kenosha County's high rate of falls among elders.



"I'm continually amazed at all we've been able to accomplish in collaboration with our community's public and private organizations, dedicated staff, volunteers and advocates. Kenosha is a leader among counties in community support, innovation and pursuit of evidence-based strategies to improve service outcomes. Thank you to all our partners who make Kenosha County a great place to live and grow old."

**LaVerne Jaros, Director**

## 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 first stop for many of the people served through our division is the Aging & Disability Resource Center in the Human Services Building or the Mental Health Substance Abuse Resource Center on 8th Avenue in Kenosha.



The division has three oversight committees: 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 unsurpassed.



## Information, Assistance and Access

IAA staff received 11,404 contacts in 2011. 900 people were provided long term care options counseling, up slightly from the previous year. 407 people received a long term care functional screen and 366 enrollments were processed for Family Care, Partnership or IRIS, Wisconsin's community-based long term care alternatives. 191 dis-enrollments were processed as well, due to death, lapse of eligibility and other factors.

***"Your staff were so friendly and helpful to my mom and I. We were able to get her enrolled in Family Care so someone can look after her until I get back from work." --B.L.--***

## SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

### Short-Term Assistance

One-time purchases or short-term services such as grab bars or respite care were provided for 179 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. 272 people borrowed 350 items, including bath benches, wheelchairs, canes, walkers and other items. 427 items were donated.

### Adult Protective Services

405 referrals were received for suspected abuse or neglect, a well-being check or for individuals needing a guardian. Physical abuse and financial exploitation reports continue to climb. APS also processed 103 guardianships and conducted 286 in-person annual reviews and court reports for persons protectively placed. They also spoke to 40 groups and assisted over 50 people individually with Powers of Attorney for Health Care.

### Benefit Assistance

1,010 older adults called for information about benefits. 511 cases were opened for 350 people needing additional assistance, which resulted in a positive monetary impact of \$420,495. 467 people attended 23 Medicare workshops. Additionally, 229 persons under 60 with physical and developmental disabilities received assistance with Social Security and other benefits resulting in a positive monetary impact of \$911,018!

*After nine months of advocacy Social Security reversed it's \$103 monthly penalty on Mrs. A, 74 years old. The benefit specialist proved creditable coverage through the employer of Mrs. A's deceased spouse and Mrs. A. was then confirmed eligible for Medicare B with no premium penalty.*

### Home Delivered Meals

Demand for this program continues to grow. Through federal Older Americans Act funds, volunteers delivered 43,168 meals to 204 people 60 years of age and over who were homebound and unable to prepare their own meals.

*"You have no idea how wonderful Meals on Wheels has been for me. Everyone is so nice. They see me every day to know I'm okay and I know I could never cook all the variety." --Ida, age 94--*

### Senior Dining

30,857 nutritious noontime meals and companionship were provided for 891 persons 60+ at two county and three city dining sites, Monday-Friday. The St. Paul site closed in March but meals are periodically served at additional locations. The program is administered by Kenosha Area Family and Aging Services.

	Participants	Meals
Kenosha Senior Center	298	8,488
Lakeside Towers	87	6,910
Parkside Baptist Church	113	6,944
Westosha Community Center	132	3,609
Twin Lakes American Legion	160	3,665
St. Paul's Lutheran Church	31	222
Rainbow Lake Trailer Court	51	989
Other	19	30

*"Great program," "Wonderful staff and volunteers," "Liked the Spaghetti and meatballs, "More baked chicken," "Still waiting for the lobster!"*

*--Participants--*

### Transportation

The Kenosha Achievement Center provided 22,751 Care-A-Van rides and KAFASI volunteers provided 7,363 rides for older persons and persons with disabilities.

*"When my vision deteriorated and I couldn't drive, I found the Volunteer Transportation. The drivers are pleasant and reliable when taking me to the doctor, dentist and shopping. I am so grateful." --Rider--*



Western Kenosha County Transit provided 14,981 trips to work, school, medical appointments, shopping and other destinations.

### Friendly Visitor

80 KAFASI volunteers provided companionship and emotional support to 117 older adults through in person visits and phone calls.



## 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 10 volunteer guardians. Additionally, Kenosha Human Development Services assisted 97 family and volunteer guardians with required annual accounting and conducted 3 training classes for 30 guardians.

### Chore Service

In collaboration with the Kenosha County Sheriff's Work Crew windows were washed, bushes trimmed, grass raked and other chores performed for 54 older persons who could no longer perform the work themselves. Snow was removed for 20 people.

### Health Promotion and Prevention

- A falls prevention coalition was formed to reduce Kenosha's high rate of falls among the elderly, providing presentations and information to increase awareness of this serious problem.
- 589 unique persons visited ADRC's new prevention blog, including its "Falls Prevention Fridays."
- 18 Sure Step in-home assessments were conducted for older people with a history of falls.
- 31 individuals participated in five *Living Well with Chronic Conditions* workshops.
- 375 persons attended the Fun N Fit Disability Resource Fair with 26 exhibitors, the Whitewater wheelchair basketball team mouth painting, rock climbing, Tai Chi, Zumba and more.



### 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, billiards, exercise, Celtic Art, ceramics, gardening, painting, crafts, trips and bingo are among the favorites.



### Outreach and Education

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

#### Website

45,023 visits were made to our website by 32,235 unique visitors who could view or download our service directory, newsletters and other information.

#### Presentations and Events

4,337 persons attended 111 presentations and events held for consumer and professional audiences, including almost 300 seniors at the annual Older Americans Month lunch with the Tremper Golden Strings performing.

#### 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 6 times to 11,000 households

*Prime Magazine* 4 pages 6 times to 23,000 households

*Service Directories*—4400 distributed

*Carelink Newsletter*—9600 distributed + on-line access

*Fun N' Fit Resource Guide* - 500 copies distributed

*Files of Life*—1,606 distributed

#### Ethnic Elders

The Minority Outreach Coordinator talked to over 700 individuals, letting them know about services and encouraging their involvement in community groups and programs. 22 people participated in the Ethnic Elders group meetings and volunteered for community service activities.



#### Hispanic Outreach

The Spanish Center provided outreach, assistance, transportation and translation and classes for Spanish speaking seniors. A group of seniors meets at the Boys and Girls Club on Wednesdays.

### Long Term Care Worker Project

Turnover of direct care workers affects the availability and quality of long term care for our vulnerable citizens.

Worker recognition, recruitment and training events were organized with the Kenosha Long Term Care Workforce Alliance.

## MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES

### Community Intervention Center

CIC at Kenosha Human Development Services, serves as the center of operations and link to many of the division's mental health and AODA services.

### Adult Crisis Intervention

Adult Crisis provides 24-hour/seven day/week intervention to de-escalate, stabilize and optimally improve the immediate situation for persons struggling with mental health issues, suicidal feelings, alcohol and drug abuse problems and other issues. There were 5,985 crisis contacts in 2011 and 469 suicide 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 391 emergency detentions and 227 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 2011 were 665. Average length of stay was 4.39 days.



### Mental Health / Substance Abuse Resource Center

There were 2,147 contacts to the resource center, 60% face-to-face, for a variety of issues. The center conducted 86 screens for entry into mental health services.

Benefit assistance was provided for 126 persons with mental illness with a financial impact for those individuals of \$581,513.

*Mental Health &  
Substance Abuse*  
Resource Center of Kenosha County

### Medication Assistance

Medication prescribed for serious and persistent mental illness was provided through pharmaceutical companies' programs for the indigent at a value of \$207,826, and by Division funds for low income persons at risk of crisis or hospitalization.



### Inpatient Services

Costs of inpatient hospital admissions for psychiatric emergencies and medical detoxification represent a significant portion of the division's budget and are carefully reviewed. This includes the state mental health institutes for persons with severe behavioral issues as well as stays in other mental health hospitals for persons at risk. With daily monitoring, prevention and other interventions. 2011 had the lowest number of admissions to the state institutes in the department's history! Thank you to all the staff who helped to make this happen.

	2008	2009	2010	2011
Hospital Admissions	661	647	587	234
Beds per day	7.14	4.78	5.01	3.35
Avg Length of Stay-days	4.4	4.02	3.12	5.65

### Community Services

#### Psychiatric Services

Local psychiatrists provided inpatient physician and outpatient medical management for 594 clients.

#### Counseling

Oakwood Clinic provided outpatient mental health and alcohol or drug assessment and goal-centered therapy for 289 individuals funded by the Division. 53% successfully completed treatment; 26% were continuing treatment at year's end.

Program	Patients Treated	Percentage
Mental Illness	100	35%
Alcohol & Other Drug Abuse	49	17%
Intoxicated Driver	104	36%
IV Drug Abuse	13	4%
Treatment Court	22	8%
TOTAL	288	100%

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

### Drug & Alcohol Treatment Court

Between July, 2009 with its inception and December, 2011 98 individuals were referred to Kenosha County's Drug Court, seeking treatment as an alternative to incarceration. 30 were accepted. 27 were served in 2011.

### Jail Diversion

Through a Bureau of Justice grant deferred prosecution and help with transition from jail to the community was achieved for 23 persons with mental illness.

### Community Support Program

163 persons received CSP services in 2011 involving intensive case management, vocational services, medication management and other comprehensive services for persons with serious and persistent mental illness.

### Comprehensive Community Services

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

### Case Management

48 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 2011 the center had a membership of 275 and an average daily attendance of 36, providing lunch, recovery and activity groups, women's group, bingo and trips.

### Residential Services

47 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. As people progress on their roads to recovery, more independent, and less costly alternatives are encouraged. The savings from review of residential needs and alternatives resulted in an annual cost reduction of \$351,000. An assessment of other individuals' more complex health care needs resulted in eligibility of 10 persons for Family Care which subsequently covered their residential costs for a savings to the county of \$322,000.



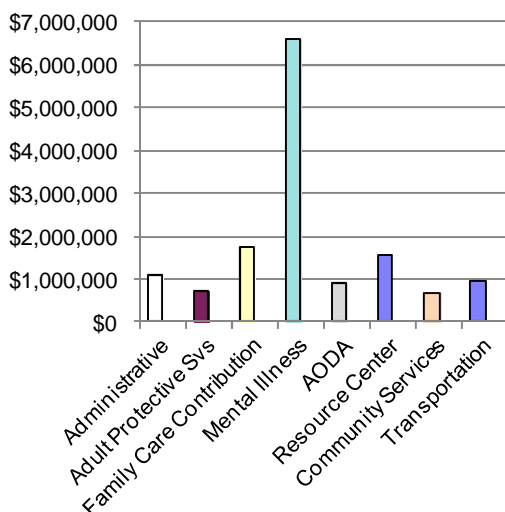
### Supported Apartment Programs

KHDS operated supported apartment programs that gave varying levels of support and assistance to 25 persons with mental illness occupying independent apartments.

### Crisis Intervention Training

In collaboration with NAMI, Gateway Technical College Law Enforcement Academy, Sheriff's Department and Kenosha Police Department Crisis Intervention Training (CIT), training was provided for 16 law enforcement officers in 2011 and (Community Intervention Partner (CIP) training for 73 community partners including staff and volunteers of community agencies, hospitals, jail staff and others.

**Y-2011 Expenditures  
\$14,163,698**



### 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!

# 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.

## 2011 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. The 2011 state survey resulted in zero deficiencies and the facility continues to enjoy a 5 star CMS rating. The short-term rehabilitation business continues to grow, allowing us the privilege of serving 230 rehab clients this past year. The strategic shift to rehab has significantly improved the financial picture and dependence on tax levy revenues. Speaking of finances, the finance and billing department went live with our new ECS software system. All systems are now on board and functioning well.



Brookside Care Center maintains a 5 star rating and was named as one of the top nursing homes in the country by the U.S. News & World Report.

**Frances Petrick, Director**

Generous benefactors have gifted money so we could install televisions in every room. A large donation from the family of a previous resident enabled us to remodel the beauty shop and expand the services so the shop is available 7 days a week.

Clients served by Brookside and their families are very complimentary of our services and positive rehabilitation outcomes.

As a former rehab client wrote, “Kenosha County has a jewel with the facility called Brookside. The attention I received was awesome, sometimes an overused word, but not this time; from the head nurse to all the CNAs, housekeeping, dining services, laundry, etc. Thank you, Kenosha County, for supporting Brookside. I may need this place again and hope it will be here for myself and many others in the future. Thank you.” J.A.B.

## 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.

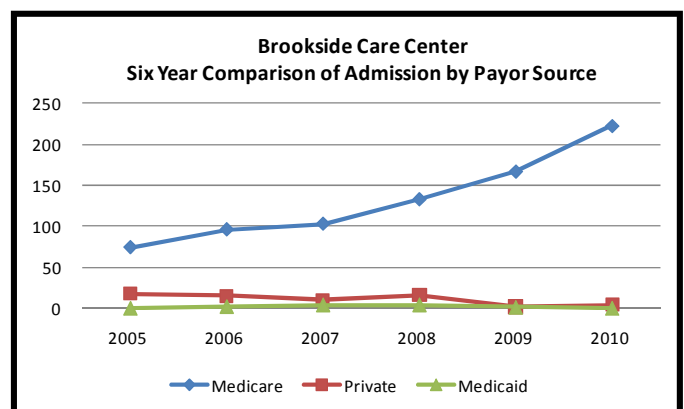
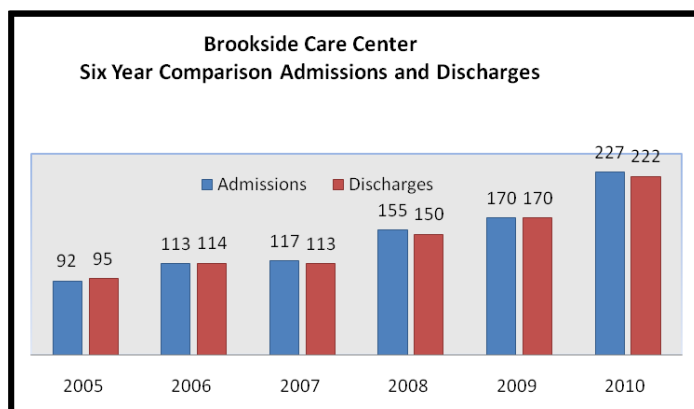
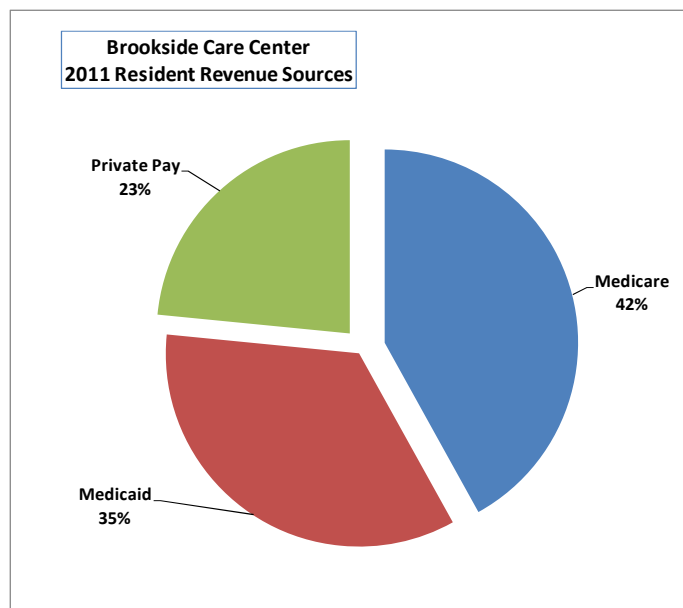
As another service to Kenosha County citizens, the dietary department added another Meals on Wheels route and is now serving 522 hot meals and 166 cold meals a month.

The daily cost per patient for 2011 was \$243.97 a decrease of (5.57%) over 2010. Staff salaries and benefits account for 75.7% of the costs or \$177.90 per day.

Note: All financial information is unaudited as of April 18, 2012

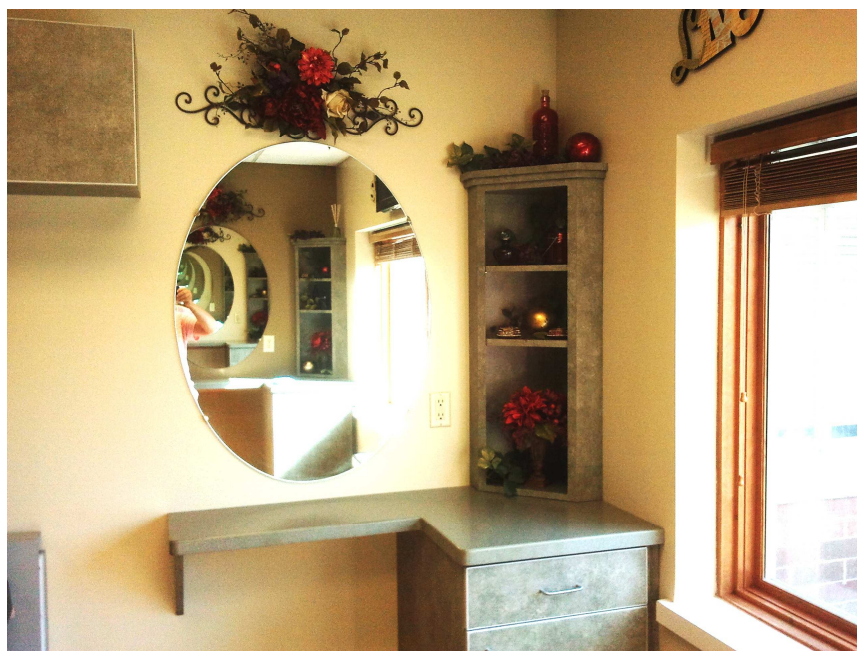
2011 and 2010 Total Cost per Patient per Day				
Expense Category	2011 Dollars	2011 Percent	2010 Dollars	2010 Percent
Staff	\$ 177.90	75.7%	\$ 195.56	75.7%
Contractual Services	\$ 24.76	8.7%	\$ 22.53	8.7%
Depreciation	\$ 13.12	5.1%	\$ 13.17	5.1%
Supplies	\$ 13.40	5.0%	\$ 12.90	5.0%
Utilities	\$ 5.56	2.1%	\$ 5.48	2.1%
Other	\$ 9.23	3.4%	\$ 8.66	3.4%
<b>Total</b>	<b>\$ 243.97</b>	<b>100.0%</b>	<b>\$ 258.30</b>	<b>100.0%</b>

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





A generous donation from Dennis and Natalie Troha, presented at the annual picnic, has allowed Brookside Care Center to provide each resident with a flat screen television in their rooms.



Brookside's Beauty Salon has been extensively remodeled with a large donation from Ralph Tenuta. Residents can make appointments with professional hair stylists or they can use the facility with family.

## HALLOWEEN 2011 AT BROOKSIDE CARE CENTER



Joe Bella clowns around with his fellow residents.



Nancy Principe and her daughter, Anna Frenner share some candy and some laughs with the trick-or-treaters.



Minnie Modory finds a friend in a pint-sized witch.

## CHRISTMAS 2011 AT BROOKSIDE CARE CENTER



Phyllis Kaye enjoys the holiday music.



Bunny Pfarr and her daughter Barb Pfarr get into the Christmas spirit.



Lena Ciotti, Joe "Yuzzy" Vaicelunas (and his daughter Nancy Perry), and Frank Santapaolo share some "Northside" Christmas memories.



Ralph Pfarr is surrounded by holiday cheer and his daughters, Barb Pfarr and Bev Salituro.

# 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.

## 2011 Highlights

In 2011, the Division of Children and Family Services (DCFS) applied to the Children's Trust Fund of Wisconsin for a 5-year grant to expand our successful Prevention Services Network to meet the increasing needs of families in Kenosha County. The Prevention Services Network is a multi-systemic community-wide collaboration dedicated to strengthening families and helping them become resilient to child abuse and neglect through a combination of direct services and strong collaboration with community-based social and economic support programs. The Kenosha County Division of Children & Family Services was awarded \$150,000 a year, combined with a local match of \$37,500 a year, to develop a formal Community Response Program to meet the needs of families referred to Child Protective Services. This expansion of services helps families referred to the Child Protective Services Unit that don't meet the legal requirement to be screened in for an investigation of child abuse. In addition, the program also focuses on families investigated for child abuse where DCFS found that the child had 'not' been abused; however, risk factors were noted that puts the family at risk for future Child Protective Services contact.



"In 2011, the Prevention Services Network expanded to include a formal Community Response Program to assist families at risk of child maltreatment.

**Ron Rogers, Director**

Families referred to this new program can receive case management from a PSN Community Support Specialist. This individual will work with the family to develop a plan to solve issues that put children in the family at risk of child abuse and neglect. In addition, a family can receive an evidence-based home visitation parenting program through the Family Support Program run by Kenosha Area Family & Aging Services. This program provides parenting education and skill development, daily living skills, housekeeping skills, and safety monitoring. These combined services strengthen families, engage parents in nurturing their children, and reduce the risk of future child abuse and child neglect.

In addition to our work to reduce the risk of child abuse and neglect within the Kenosha community, DCFS has continued to work with our partners in the community to combat youth involvement in gangs, with the goal of reducing gang crime and violence. The Kenosha County DCFS Gang Intervention Supervisor, Ms. Donna Rhodes, has continued to work closely with local law enforcement, the Kenosha Unified School District, the Boys & Girls Club of Kenosha, local area churches, and other community stakeholders in order to mobilize resources to combat gang involvement in youth. These coordinated efforts continue to show a decrease in overall gang activity within the Kenosha County community.

A continuing highlight of our gang intervention efforts has been the Kenosha County Summer Youth Employment Program. The focus of this program is to provide our community's at-risk youth with the training and skills necessary to join the workforce. The 2011 Summer Youth Employment Program was a success due to the continuing strong collaboration among the following 6 partners: the Boys & Girls Club of Kenosha, Community Impact Program, the Division of Children & Family Services, the Kenosha Unified School District, the Kenosha Achievement Center, and the Kenosha County Dept. of Public Works. In 2011, this program provided 42 work sites that engaged and offered 48 different jobs. This resulted in 191 participants working a total of 26,194 hours throughout the summer, ending September 30, 2011. In addition to the skills learned through summer work, high school age youth who participated in the training component of this program and had a positive work experience were awarded 1/2 credit towards graduation from the Kenosha Unified School District. 106 high school age participants were awarded this 1/2 credit in 2011.

## DIVISION DESCRIPTION

DCFS is composed of the following: The Child Protective Services Unit (CPS), the Ongoing Services Unit, the Juvenile Court Services Unit (CSU), the Prevention Services Network (PSN), and a number of targeted initiatives including Families First - Kenosha's Coordinated Service Team (CST) Wraparound Project, the Children's Long-Term Support Waiver Program, the Birth to 3 Program, and the Family Support Program. In addition, DCFS provides a wide array of services to families in their home in order to respond to issues such as child abuse and neglect, delinquency problems, and truancy.

**Child Protective Services** is a specialized field in the Child Welfare system. Child Protective Services intervention is warranted whenever there is a report that a child may be unsafe, abused or neglected, or be at risk of abuse or neglect. The purpose of the Child Protective Services system is to identify and alter family conditions that make children unsafe or place them at risk for abuse or neglect.

The scope of Child Protective Services includes Access, Initial Assessment, and Ongoing Services. Child Protective Services is an integrated system of intervention that identifies conditions that make children unsafe or put children at risk of abuse or neglect and then provides services to families to assure the children are safe and protected. In Kenosha County, two units within DCFS provide child protective services: the Child Protective Services Unit and the Ongoing Services Unit.

**The Child Protective Services Unit (CPS)** includes Kenosha County's Access Office and the Initial Assessment social workers that investigate reports of alleged child maltreatment. The CPS Access Office is responsible for receiving, analyzing, and documenting reports of alleged child maltreatment. The functions of CPS Access are to:

- Receive and document reports of alleged maltreatment from the community.
- Identify families that the CPS system must respond to.
- Determine the urgency of the response time.
- Initiate an assessment of child safety and family strengths.

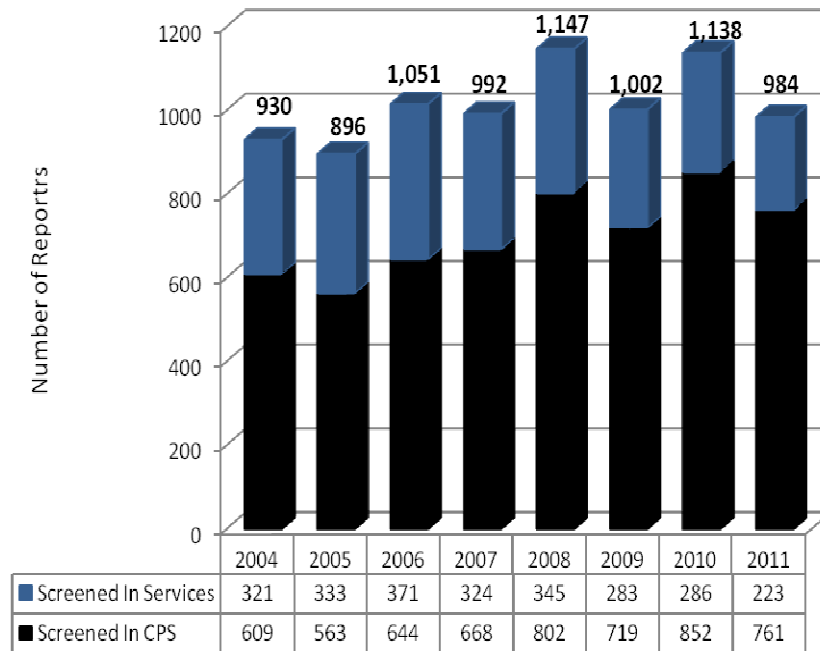
Once it has been determined that a call into the Access Office meets the statutory requirement to begin a Child Protective Services Initial Assessment, it is then assigned to an initial assessment social worker. The primary responsibility of an initial assessment social worker is to conduct a comprehensive assessment of a child and family where a child is alleged to have been maltreated. This assessment is conducted in order to gather the following information:

- Assess and analyze present and impending danger threats to child safety.
- Take action, whenever necessary, to control threats to child safety.
- Determine the need for CPS Ongoing services (voluntary or court-ordered).
- Determine whether maltreatment occurred.
- Assist families in identifying community resources.

The goal of the Child Protective Services system is to support parents/caregivers in making necessary changes to assure that their children are safe and protected. When, through the course of a thorough initial assessment, it is determined that a family will require ongoing services to meet this goal, action is initiated in Juvenile Court, and the case is transferred to the Ongoing Services Unit.

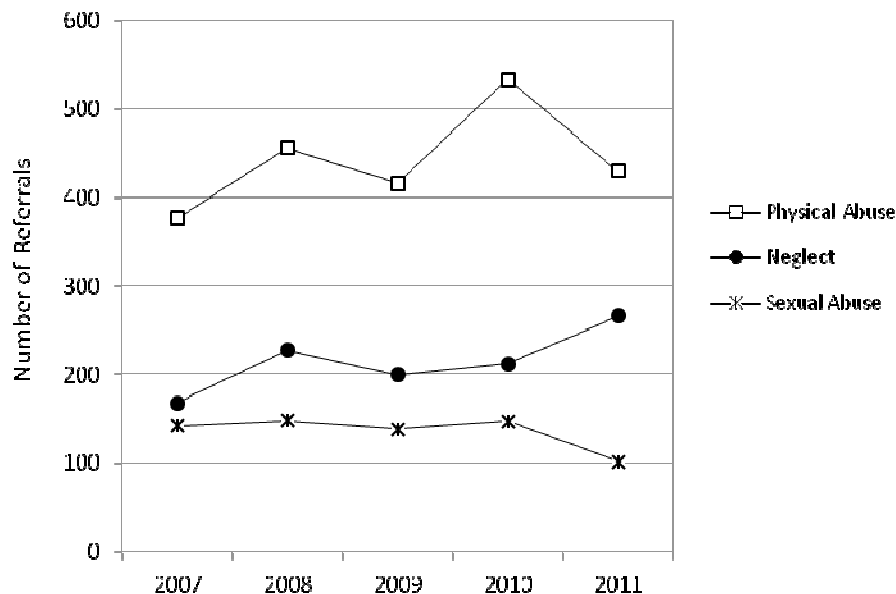
### Total Screened In CPS and Child Welfare Services

The total number of screened in Child Protective Service (CPS) and child welfare services cases fluctuated from 2004 to 2011. There was a **28%** increase from 2005 to 2008 (from 896 to 1,147), followed by a 14% decline from 2008 to 2011 (1,147 to 984).



The percentage of CPS cases screened in has increased steadily since 2005. The lowest percentages of CPS cases screened in were in 2005 and 2006 (at **63%**), and the highest percentages were in 2010 and 2011, when they accounted for **75%** and **77%** of all screened in cases.

### Child Abuse & Neglect Referrals by Type



There are different types of child maltreatment. The number of sexual abuse reports declined 3% from 2007 to 2009, followed by a 31% drop from 2010 to 2011. Reports of physical abuse have fluctuated however there was an overall increase of 42% from 2007 to 2010, followed by a 20% decline in 2011. Reports of neglect have also varied. However, since 2009, the number of reports has increased 34%.

**The Ongoing Services Unit** receives cases involving child abuse and neglect from the CPS Unit. Throughout the provision of Ongoing Services, the primary role of the Kenosha County social worker is to engage families in a positive working relationship and to support them in achieving a safe home and permanence for their children. The Ongoing Unit social worker engages each family in a thorough assessment and case planning process. This results in a case plan that focuses on building protective capacities in parents while reducing/eliminating threats to child safety and improving the well-being of all family members. The Ongoing Unit social worker implements this case plan, including finding and authorizing services the family needs to successfully complete the plan and improve parental protective capacities. The social worker is in frequent contact with the family and service providers to monitor the family's progress and adjust the case plan accordingly. Throughout this process, all efforts are made to ensure children are safe.

Permanency planning is required for all children in out-of-home care and continues until permanency is achieved. The majority of children placed in foster care are safely and successfully reunified with their biological parents. When parents do not make sufficient progress to safely raise their children, other permanency goals are pursued. These can include transfer of guardianship to a relative or terminating parental rights so that a child can find a safe, stable, and permanent home through adoption.

**The Prevention Services Network (PSN)** is a multi-systemic community-wide collaboration dedicated to strengthening families and helping them become resilient to child abuse and neglect through a combination of direct services and strong collaboration with community-based social and economic support programs. The PSN provides an alternative response to formal involvement in the Child Welfare and Juvenile Justice systems. PSN includes the PSN Family Resource Center, PSN Outreach Services, PSN Service Coordination, and most recently, a PSN formal community response program.

In addition, the Division of Children & Family Services offers a number of targeted initiatives:

**Families First**, Kenosha's Coordinated Services Team Wraparound Project, is designed to provide families of children experiencing severe emotional disturbance with support services, which keep them in tact, preventing out-of-home placements and improving educational opportunities for children.

**The Children's Long-Term Support Waiver** is available for children diagnosed with developmental disabilities, severe emotional disturbances, and physical disabilities. Originally open to children within the autism spectrum, it has since expanded to include children with other disabilities. This program provides families with support services, which keeps them in tact, prevents out-of-home placements, and improves the well-being of children with disabilities.

**The Birth to 3 Program** provides early intervention services to children aged 0-3 who have developmental delays and who meet the functional eligibility criteria for the program (25% delay within one or more functional areas). All children found eligible receive services. There is no waiting list. Services are provided in natural environments such as the home or a child's day care.

**The Juvenile Court Services Unit (CSU)** works with youth that have been adjudicated delinquent or referred for habitual truancy. A social workers assigned to the case investigates and gathers information about the family in order to determine the best course of treatment and services. A treatment plan for the youth and their family is developed through the use of the Youth Assessment and Screening Instrument, an innovative assessment tool that assesses the risk, needs, and protective factors in youth. This information assists the social worker in developing a plan that builds competencies in youth and reduces the youth's risk of recidivism. In 2011, 72% of the youth whose cases closed with DCFS were free of new charges while under supervision.

As shown in the table below:

After a high of **26** in 2007, consent decrees are at their lowest level since 2008 (**n=12**).

Delinquency referrals, the largest percentage of referrals to the Court Services Unit (**68%**), remained nearly steady in 2011 (**-1%**).

The number of referrals for waiver in adult court increased by **26%** in 2011 (**31 to 39**).

The number of referrals for habitual truancy decreased by **26%** and is at the lowest level in 5 years (**n=40**).

### **Juvenile Court Services Referrals 2007-2011**

	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>5 Yr. Average</u>	<u>1 Yr. Change</u>
Consent Decree	26	12	16	19	12	17	-37%
Delinquency	299	279	242	191	189	240	-1%
Waiver into Adult Court	53	61	54	31	39	48	26%
Habitual Truancy	80	64	50	54	40	58	-26%
<b>TOTAL REFERRALS</b>	<b>458</b>	<b>416</b>	<b>362</b>	<b>295</b>	<b>280</b>	<b>362</b>	<b>-5%</b>

## **DCFS CONTRACTED SERVICES**

DCFS contracts with community agencies to provide a large array of services to families. These services include the following: Crisis Intervention, Family Preservation-Safety Services, Intensive Aftercare Reunification Program Services, Permanency Planning Program services, Supervised Visitation, Independent Living Services, Electronic Monitoring, Family Systems Therapy, Home Monitored Detention, Teen Parent Home Visitation Services, Intensive In-Home Therapy Services, Elementary School Truancy Reduction Program Services, School Liaisons, and Kenosha County Gang Prevention Services. These contracted providers of service work closely with DCFS social workers. The service providers assess family strengths and needs and develop treatment plans with the family in order to maintain child safety and improve child and family well-being. In addition, through the Prevention Services Network, services are provided to families voluntarily, without involvement of the Juvenile Court. The Prevention Services Network is dedicated to strengthening families and to helping families become resilient to child abuse and neglect.

# 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.

## 2011 HIGHLIGHTS

**Accreditation**—KCDOH was awarded a grant to support our application to the Public Health Accreditation Board for national accreditation. KCDOH is one of three health departments in Wisconsin and 17 nationally to start the accreditation process.

**Healthy People Kenosha County (HPKC) 2010** is starting a new ten year cycle and implementing 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.



“Health is our Business...Committed to a Healthy Kenosha. Our competent public health professionals value and provide friendly, quality customer service in a safe, respectful, confidential environment.”

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

## Communicable Disease Prevention

- **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 continued a prevention campaign by offering expanded Nurse of the Day clinic hours at both sites and health education information to our residents.

**Kenosha Lifecourse Initiative for Healthy Families (KLIHF)**, funded by the Wisconsin Partnership Program of the University of Wisconsin School of Medicine and Public Health, is part of a \$10 million initiative to investigate and address the high incidence of African American infant mortality in the State. Planning efforts have been undertaken in four counties, including Kenosha County, to explore ways to improve infant survival and birth outcomes, and improve the health status of African Americans over the lifespan.

The Kenosha LIHF Collaborative is a multi-sector community organization that has met over the past 18 months to develop a Community Action Plan and recommendations of evidenced based programs for implementation in Kenosha. Priority areas that have been selected to address infant mortality in Kenosha are *prenatal care, father involvement, undoing racism, and closing the education gap*.

The evidence based programs that have been recommended for intervention or expansion within the local community are:

Centering Pregnancy  
Nurse Family Partnership  
Family Resource Center  
National Fatherhood Initiative Programs

Enhanced Transitional Jobs  
Fetal Infant Mortality Review  
Undoing Racism Workshop  
Early Head Start

## 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 1,660 communicable diseases were reported to the Division of Health in 2011 and 866 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 5:00 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 4:30 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	866
Active TB Cases	3
HIV Antibody Testing	526
Immunizations	8,144
Influenza Vaccinations	2,059
Lead Poisoning Screenings	2,784+
Pregnancy Tests	573
Sexually Transmitted Disease Screenings	767
Dental Varnishing	646
TB Skin Tests	1,095
Walk-ins; Nurse of the day	12,903
DNA Testing	933
Child Health Exams	57

### 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 696 home visits were conducted in 2011.

### 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. Vaccines are provided to high risk individuals eligible to receive them. 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 323 clients were served in 2011 with 8 women diagnosed with breast cancer and 1 diagnosed with cervical 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 2011, 934 women were referred from WIC and 508 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 2011, 45 school age children attended “Kids Talk” and 339 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 87 of these cribs were provided in 2011.

### **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 2011, a total of 177 car seat checks were conducted and 100 car seats were provided at low or no cost.

### **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 16,886 students, with 2,952 having prevalent and potentially life-threatening health conditions. In 2010-2011, 783 emergency healthcare plans were completed, 2,442 (14%) students were

on medication, and 13,430 students were provided classes for “Family Life”, oral health and hand washing education as well as dental and vision screenings.

## **Kenosha County Suicide Prevention Coalition**

The Kenosha County Suicide Prevention Coalition is supported through a grant from the Healthier Wisconsin Partnership Project (HWPP) and Maternal Child Health funding from the State of Wisconsin. In 2011, the Kenosha County Suicide Prevention Initiative:

- Increased coalition membership
- Distributed 6,925 fourth edition community resource cards
- Updated Kenosha County Counseling Services sheet
- Provided QPR (Question, Persuade, Refer) training to 239 individuals
- Coordinated efforts to establish 4 permanent medication collection sites in Kenosha County
- Distributed 890 cable gun locks
- Developed Survivors of Suicide packets to be distributed by funeral homes and the medical examiner’s office
- Participated in the Healthy People Kenosha County Steering committee, as well as the Mental Health committee

Kenosha County Division of Health (KCDOH) also received a Charles E. Kubly Foundation grant to purchase and distribute 6,000 cable gun locks throughout the State of Wisconsin. This grant funding will end in June 2012. KCDOH applied for additional funding in 2011 from HWPP and was awarded a grant for five years beginning January 1, 2012.

## **Kenosha County WIC Program**

The Kenosha County Women, Infants and Children Program (WIC) provides food and nutrition information to keep pregnant and breastfeeding women, infants and children under five years of age healthy and strong. WIC provides: checks to buy nutritious foods such as fruits, vegetables, milk, peanut butter, bread and cereal; health and diet assessments; nutrition and breastfeeding information and support, and referrals to other community resources. The Kenosha County Division of Health contracts with Racine/Kenosha Community Action Agency, Inc. to provide WIC services to Kenosha families. WIC provided services to 7,100 individuals in 2011, with an average monthly caseload of 4,265.

### **Fit Families Program**

In October 2011, WIC began Fit Families, which is a successful behavior change program to prevent childhood obesity. Currently 100 families are enrolled in the year long program which emphasizes these core messages:

- Make Every Bite Count...More Fruits & Vegetables
- Make Every Sip Count...More Healthy Beverages
- Move More...Watch Less
- Eat Healthy, Be Active...Your Kids are Watching

## 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	969
Inspections (Routine/Follow-up)	1,538
Consultations	869
Consumer Complaint Investigations	99



### 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	54
Inspections (Routine/Follow-up)	71
Consultations/Complaint Investigations	54

### Recreational Sanitation

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

Activity	Units
Facilities Licensed	80
Inspections (Routine/Follow-up)	119
Consultations/Complaint Investigations	147

### 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 707 complaint investigations and 1,669 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	104
Bite Consultations/Follow-ups	196
Animal Nuisance Complaints/Consultation	27

### 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 45 investigations, follow-ups and consultations in 2011.

## 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	2
Air Quality Investigations	48
Radiation Samples Collected	27
Human Health Hazard Complaints	61



## 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	481
Well Consultations	87
Well Surveys/Inspections	41

## 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 and the Wisconsin Department of Agriculture, Trade and Consumer Protection. The Wisconsin Department of Health 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 978 samples were tested in 2011.

## 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 484 samples were tested in 2011.

## 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 3,967 samples were tested in 2011.

## 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 1,158 samples were tested in 2011.

## 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 1,787 samples were tested in 2011.



## 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.

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## HUD HEALTHY HOMES DEMONSTRATION PROJECT

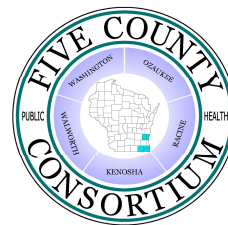
The Division of Health was awarded a three-year \$875,000 grant from Housing and Urban Development (HUD) for Healthy Homes Demonstration, in April of 2009. This program is being implemented in partnership with the City Kenosha and numerous other local community organizations.

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.

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## 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.

OFFICE OF THE KENOSHA COUNTY MEDICAL EXAMINER	
Population of Kenosha County	166,426
Total Deaths Reported	1,228
Suicides	23
Accidents	75
Homicides	0
Naturals	1,120
Undetermined	7
Pending	1
Scene Investigations	254
Phone Investigations (non-hospice)	651
Total Cremations	663
Cremation Only	124
Disinterments	2
Autopsies	119
External Examinations	66
Death Certificates Issued	192
Medical Record Review	7
Case Referred to Another County	3
Released after Investigation	1,033



**Patrice Hall,  
Medical Examiner**

## 2011 HIGHLIGHTS

There were 1,504 deaths in Kenosha County in 2011, of which 1,226 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 117. Autopsies were not performed in cases of natural death where the reported circumstances, scene investigation, medical history or external examination offered information sufficient to certify the death. All homicides, suicides and most accidental deaths underwent autopsies. In addition to the autopsies, 51 cases required an external examination. KCMEO signed a total of 187 death certificates.

2011 marked the first year that Kenosha County appointed a lay-person Medical Examiner, Patrice Hall, MS, D-ABMDI. In addition to overseeing the caseload, Patrice Hall currently serves on the Child Death Review Team and is a member of the County's Suicide Prevention Coalition.

# 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.

## 2011 HIGHLIGHTS

- The United States Department of Veterans Affairs (USDVA) guaranteed 173 home loans to county veterans at a total amount of \$34,458,938
- The United States Department of Veterans Affairs (USDVA) paid disabled county veterans and/or surviving spouses \$24,357,371 in disability compensation or pension.
- Families of 310 deceased veterans in 2011 were helped to obtain burial benefits, government head stones and casket flags.
- 21 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$26,000.
- 18 veterans received emergency Health Care or Subsistence Aid Grants from the WDVA in the amount of \$10,286.
- 101 Kenosha County veterans/spouses received \$374,465 in property tax credits filed July 1, 2010 to June 30, 2011.

**Total KCDVS expenditures for 2011 were \$286,392.**



"Over 1,900 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:**

Effective December 1, 2011, the Wisconsin Department of Veterans Affairs enacted a moratorium on its Primary Mortgage Loan Program, Home Improvement Loan Program, and Personal Loan Program that provide loans to qualifying state veterans. The moratorium will last indefinitely.

### **TRAINING PROGRAMS:**

#### **Veterans in Piping (VIP) Training Program**

The Division of Employment & Training in the State of WI Department of Workforce Development, in partnership with the Wisconsin Department of Military Affairs and the United Association of Plumbers and Pipefitters, coordinates the Veterans in Piping (VIP) Program. The VIP Program is designed for Veterans, to include currently serving Guard and Reserve soldiers, sailors, marines and airmen, who are able to attend a 20-week training program for welding and rigging.

Upon successful completion of the 20-week training program and associated requirements, the student will be guaranteed a job somewhere in the United States. All efforts will be made by the United Association of Plumbers and Pipefitters to place the graduate in a location he/she is interested in working and is qualified. However, there is no job location preference guarantee. Upon completion of the training program and acceptance into an apprenticeship position, the veteran has access to a training program and acceptance into an apprenticeship position, the veteran has access to a training program with a progressive wage scale and a career in the pipefitting trades. Journey worker pipefitters' salary and benefits are approximately \$50 an hour.

### **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.

## 2011 HIGHLIGHTS

The average number of people employed per month increased during 2011 and the number living in Kenosha County slightly increased. The following table shows the population, employment and unemployment numbers for the past six years. It appears that the economy is slowly rebounding in 2011.

Year	Population	Labor Force	Avg. Employed per Month	Avg. Unemployed per Month
2011	166,632	84,127	76,397	7,730
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

The average monthly labor force is estimated to have increased from 83,516 in 2010 to 84,127 in 2011. Many Kenosha County residents continue to commute for employment. An estimated 60.5% of the labor force commutes to work outside of Kenosha County. Kenosha County residents primarily drive alone to work as shown in the following table. The mean travel time to work is 25.9 minutes.

## Kenosha County Workers and Transportation Mode

COMMUTING TO WORK	Number	%
Workers 16 years and over	78,252	
Car, truck, or van -- drove alone	65,164	83.3%
Car, truck, or van -- carpooled	7,442	9.5%
Public transportation (excluding taxicab)	1,065	1.4%
Walked	1,396	1.9%
Other means	952	1.2%
Worked at home	2,233	2.8%
Mean travel time to work (minutes)	25.9	

Source: 2010 American Community Survey



"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 2011, the number of people seeking DWD services hit record highs as the economy remained depressed. The unemployment rate reduced slightly in 2011. DWD staff assisted 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."

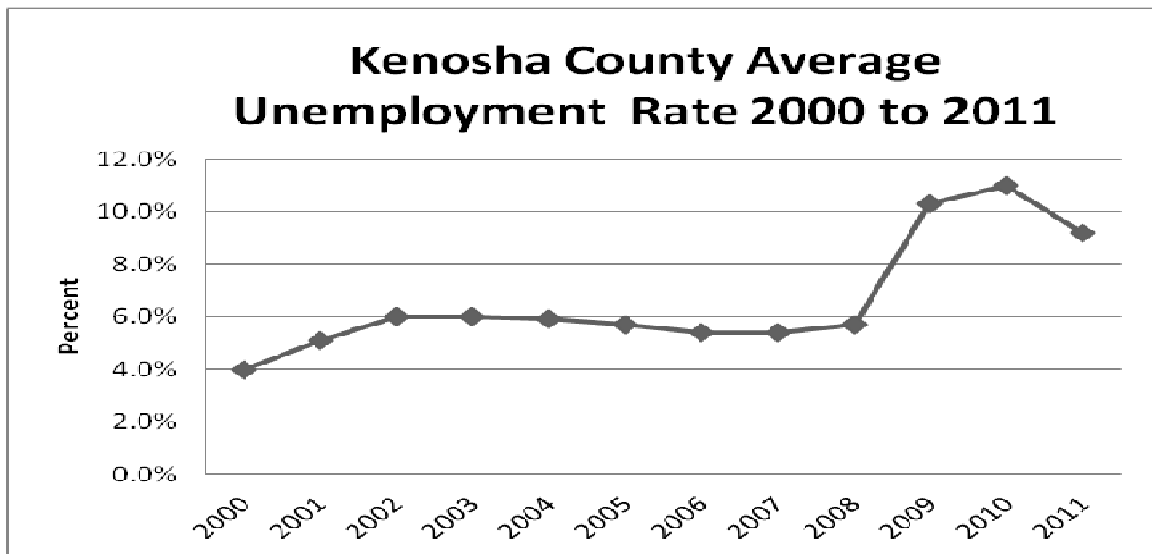
**Adelene Greene, Director**

The average wage in Kenosha County is \$18.15 per hour or \$37,752 annually.

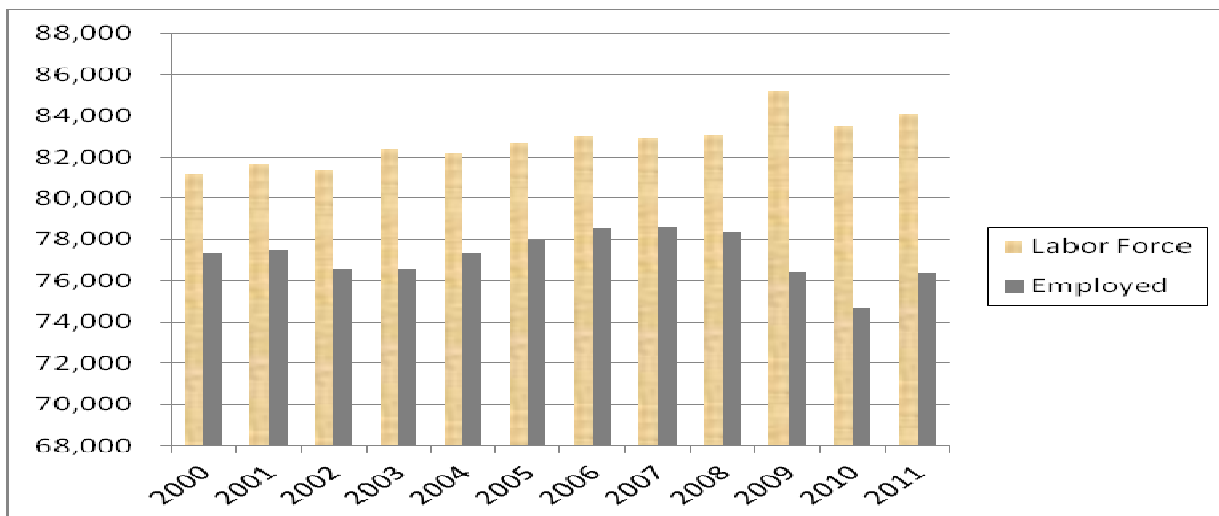
Employment Central is the hub of the Job Center for job seekers. A full range of self-service and staff assisted services are available to help job seekers to prepare for and connect with job opportunities. Special services are available for Veterans as well as laid off employees certified for Trade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

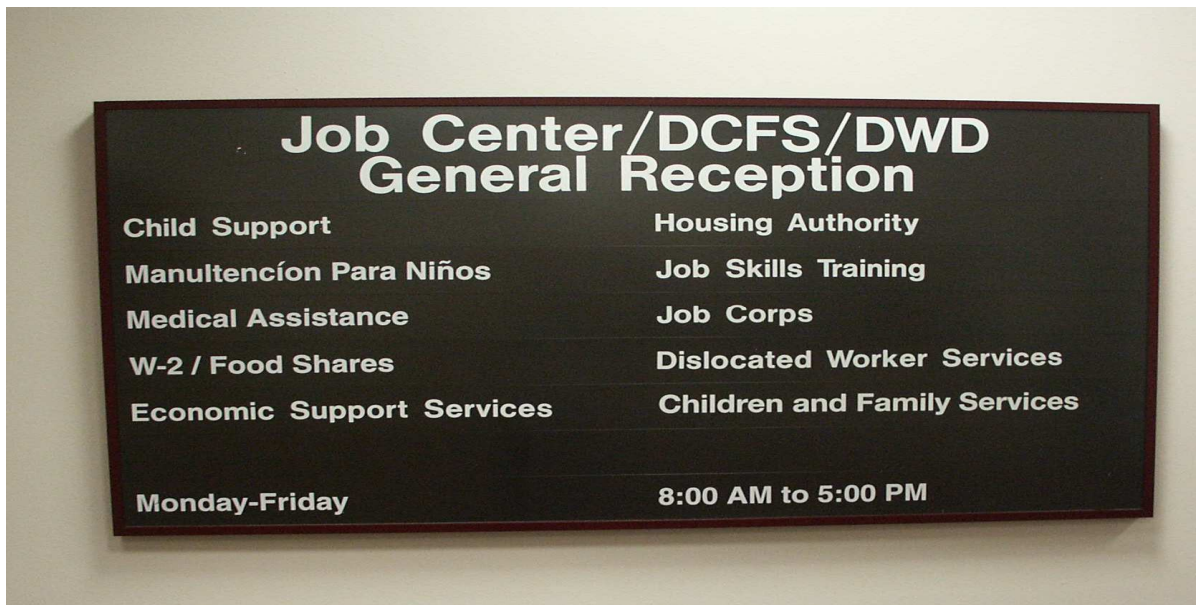
The Southeast Wisconsin Job or Workforce Development Centers also use ResumeMatrix.com as a recruitment tool for employers. Job seekers list a thumbnail of their work skills and education which then can be viewed by employers who then can link to the job seeker's resume for further review and contact.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

Jobcenterofwisconsin.com is available on-site as well as through the Internet. Jobcenterofwisconsin.com is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. This site includes a resume listing service and links to other job search support. For example and on July 13, 2011, 29,685 jobs were listed for recruitment and 28,772 resumes for employers to search.



### Kenosha County Employment Picture 2000 to 2011





## 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 2011, 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 75<sup>th</sup> Street, Bristol, Wisconsin. Public assistance programs of Wisconsin Works (W-2), FoodShare, Child Care, Child Support, Badger Care, and other Health Medical Assistance programs are administered by staff from Economic Support and Child Support. During 2011 this office assisted over 20,000 eligible families residing in the western portion of Kenosha County to access public assistance programs.

### Kenosha County Job Center

In 2011, 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 2011, a total of 77,682 people (an average of 6,474 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 2011, the A/M Center received a total of 323,511 calls. Of this figure, 294,464 calls received a live voice and 29,047 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 the necessary services to prepare the job seeker to successfully interview for the career opportunity that suits their needs and credentials. In 2011, a total of 39,061 job seekers visited Employment Central. Job seekers entering Employment Central were provided with more tools to prepare themselves for work than in previous years due to changes in software technology in Skills Assessment and labor market information such as "Career Cruising", "Wiscareers" and especially in the direction of career assessment.



#### **Job Seeker Significant Services include:**

- 30 computers with internet access and printing capabilities
- E-mail accounts
- WorkNet for labor market & wage information
- Resume Matrix
- Resume writing software
- Copy machine, fax machine and telephones services
- On-site recruitments
- 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](http://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. **Job seekers** can enter a professional resume within the website and have the ability to e-mail to employers who have openings listed on the site. **Job seekers** 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](http://Jobcenterofwisconsin.com) is available 24 hours a day, 7 days a week. In 2011, 33,883 resumes were added and more than 31,587 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 **1,346** unemployed job seekers through the RES workshops. RES staff referred **603** 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.

#### **Testimonials from appreciative RES- Re-employment Services participants:**

"Thank you for the informative information. Your tips on seeking employment were exactly what I was looking forward to hearing. I feel a bit updated and upgraded!"

- Diane G -

"Thank you for selecting me, I feel that I know more about job/career searching. I also feel more confident."

- Kathy M -

"Thank you very much. I enjoyed the meeting today and came home very energized to continue my job search."

- Terry S -

### **Trade Adjustment Assistance:**

TAA staff provided **409** Eligibility Screenings in 2011.

TAA staff conducted **5** orientations to job seekers who were working for an employer who was downsizing or closing. There are **246** students currently enrolled in various training programs under the TAA program.

### **Career Counselor:**

The Job Service Career Counselor provided **29** career assessments utilizing various assessment tools. In addition **40** group counseling sessions were conducted.

### **Job Seeker Tools:**

#### **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?

### **National Career Readiness Certificate (NCRC):**

The NCRC is a transferable credential that proves an individual is work ready. It is a tool that demonstrates to employers that an individual possesses the basic skills required for success in today's workforce. The three skills measured are: Applied Mathematics, Reading for Information, and Locating Information. Each certificate is signed by the Governor and shows that you have been enhancing your skills. In 2011, staff assisted job seekers by providing testing to obtain the NCRC and **106** NCRC's were achieved.

**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 **2,082** individuals were provided **5,898** services in **2011**.

**The Business Services** Team, in collaboration with the Kenosha Area Business Alliance (KABA) and Kenosha Chamber of Commerce, 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 2011 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (34 events), job fairs (4 hosted with 192 employers and 2,353 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 2,951 job orders posted representing 5,981 job positions in 2011.
- Resume Matrix. This website had a total of 1,644 resumes requested by 184 employers.
- Publications and forums. There were six employer newsletters distributed, marketing portfolios, and employer forums, including a Regional Labor Law Clinic.
- A total of 3,343 one-on-one contacts with area employers.
- Business Services staff provided information on the local business community, labor market trends, training opportunities, new businesses, and resources available to job seekers, to the unemployed attending Re-Employment Services (RES) orientations, held two or three times/week by Job Service staff. A total of 603 unemployed job seekers attended those sessions.

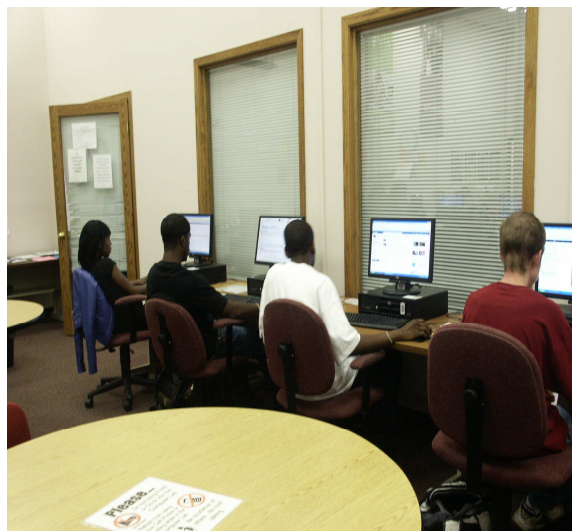
Overall, the increased number of on-site recruitments, posted job orders, and total number of open positions demonstrated that hiring activity continued to increase in 2011.



**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), Transitional Jobs, 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 subsidized employment and training, with the long-term goal of securing 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.

2011 Training and Education Data
<ul style="list-style-type: none"> <li>• <b>213</b> job preparation and retention workshops attended by <b>1,443</b> job seekers</li> <li>• <b>1,706</b> job seekers participated in group job search sessions</li> <li>• <b>257</b> individuals served through being a part of the Living Free Program at the Kenosha County Detention Center</li> <li>• <b>369</b> Adults and Dislocated Workers enrolled for WIA services July-December 2011</li> <li>• <b>423</b> students used the Adult Learning Center for <b>12,020</b> hours of instruction over <b>3</b> semesters, with <b>26</b> HSED/GEDs achieved. Additionally, <b>31</b> Math sessions were held with a total of <b>62</b> hours of instruction</li> <li>• <b>504</b> program participants used the Computer Skills Lab for <b>10,158</b> hours of instruction</li> <li>• <b>1,001</b> additional general public participants used the Computer Skills Lab for available services and resources</li> <li>• <b>65</b> students in the Homebound Adult Basic Education Support Program received individualized instruction and <b>3</b> were awarded an HSED, GED or HSD</li> <li>• <b>175</b> Transitional Jobs program participants placed in subsidized employment positions, with <b>42</b> securing unsubsidized employment</li> </ul>



## 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 2011, we served the following unduplicated counts:

- Total families served in 2011 - 2,323
- Total children served in 2011 - 4,026
- Total providers paid in 2011 - 258
- Average paid per child—\$3,019



**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 preschool curriculum, social emotional competence training, low teacher to child ratios and links to family services. In 2011, A Child's Place served 648 individual children for 9,882 child care visits.

In 2011, A Child's Place completed a YoungStar formal quality rating process. The process involved evaluation of Education and Training, Learning Environment and Curriculum, Business and Professional Practices and Health and Wellness over a 12 month period and resulted in a 4 star rating. This rating is given to Wisconsin programs that meet elevated levels of quality standards.

A Child's Place is one of the original three Wisconsin demonstration sites implementing the Pyramid Model for Social Emotional Foundations in Early Learning. All staff have been trained in the Pyramid Model. Data on teacher skills and child behavior and development is being collected to evaluate improvement needed and success of this model. The Pyramid Model is having significant positive impact on our program.

Through collaboration with the Division of Health, Community Action Agency WIC, UW Extension, Racine Kenosha Nutrition Education, 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 299 parents at a weekly "Parent Talk Lunch." The PSN Health Nurse presented health and safety topics to 20 school age children enrolled in our summer program.

A Child's Place employees have been trained in the Wisconsin Model Early Learning Standards, Creative Curriculum, CPR, First Aid, Child Abuse and Neglect, Shaken Baby and Sudden Infant Death Syndrome. A Child's Place continues to focus on family literacy and the arts through community and parent participation events such as The Young Author's Club, Black History Month Celebration and Family Fun Dinner Events.



## **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 2011 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 15,383 families by December, 2011.

## **Universal Casework and the 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 2011. 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 and the Change Call Center helped to bridge the gap where the caseload exceeded our staffing. Teams of workers were assigned groups of cases to administer as a team, which allowed timely processing of casework with the increased workload. The Change Call Center continued to answer phone calls live from those families who had questions about their case status, needed to report changes, or needed other information. The average number of weekly phone calls increased from 925 in 2010 to 1,130 in 2011, further proof of the increased need within the community.

## **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 2011 approximately 4,327 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 11,895 cases in 2011. 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 2011, 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 998 participants were genetically tested in 2011.

## **Wisconsin/Illinois Child Support Border Project**

The Kenosha County Child Support Agency provides services for more than 12,000 families. Because we live in a mobile society, many of the families served require coordination of services with other states. Effective and timely communication between states makes the difference in providing our families with excellent services. To effectively provide excellent services, Kenosha County Child Support Agency initiated partnerships with other states, keeping this goal in mind. 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.

In addition to the collaborative partnerships with Illinois and Indiana, the Kenosha County Child Support Agency developed the National Child Support Communication Forum. The Forum provides an electronic means of sharing and providing information between child support professionals representing 45 states, plus Germany and Canada. To date, the Forum has 445 members. The Kenosha County Child Support Agency is truly universal.

## **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 2011, Kenosha County Division of Workforce Development contracted with four 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 2011 was \$1,394,013. The total number of round trips provided was 47,313 for an average round trip cost of \$29.46. The State of Wisconsin transitioned common carrier Medicaid transportation from County administration to a statewide brokerage system effective 7/1/11.

## **Interpreter Services**

In 2011, the Kenosha County Job Center provided 22,884 instances of language and sign interpretation to individuals who accessed services at the KCJC/KCC. Spanish interpretation accounted for 99.9% of the total. Kenosha County employees provided 81.1% of interpretation while KCJC Partner Agency staff provided 17.6% and Community interpreters provided 1.3% of interpretations. Despite the increase in caseload numbers, the number of interpreter instances increased only 1.1% from 2010 (21,094) to 2011 (22,884).

The primary reason why this increase is not greater is directly due to the fact that more clients are learning English, attributable to English Language Learner (ELL) courses offered at the KCJC/KCC and at the Kenosha Literacy Council which enables clients to no longer need language interpretation assistance.

## Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP provides heating and electricity assistance to eligible households that are responsible for a “heating energy Burden” or “electricity burden”.

WHEAP also provided assistance to eligible households that lacked heat due to a furnace breakdown. Furnaces are repaired or replaced, depending on the condition of the furnace, usually within 48 hours of contact, in order to restore heat to the household. WHEAP also provides crisis assistance to eligible households for energy arrearages. This crisis assistance assures their fuel source is restored or maintained.

Kenosha County DWD contracted 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, 2010 through September 30, 2011.

The following tables contain key information for the FFY ending September 30, 2011.

<b>Total Households Applied</b>	8,192	<b>Kind of Assistance (duplicated)</b>		
<b>Total Households Eligible</b>	7,632		<b>Heating</b>	<b>Crisis</b>
<b>Percent eligible/applied</b>	93%			<b>Furnace</b>
		<b>Number of cases (#)</b>	7,632	1,607
		<b>Amount paid (\$)</b>	\$4,232,393	\$460,554
				\$380,486

## 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 2011, the fall Winter Wraps program delivered 1,746 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,229 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 2,510 gifts during the holiday season.

Community Involvement
<p>Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2011. 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:</p> <p>Leadership Kenosha, American Cancer Society/Relay for Life, Healthy People Kenosha County 2020, LIHF-Lifecourse Initiative for Healthy Families, Kenosha Kindness Week, Community Unity Breakfast, Kenosha County Early Childhood Consortium, Kenosha Literacy Council, Boys and Girls Club, Holiday House, Spanish Language Issues, NAACP, 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, American Association of University Women, Big Brothers/Big Sisters, SEWRPC, Girl Scout Council of Kenosha County, Foster Parent Association, Law Day and Career Days at various Kenosha Unified School District locations.</p> <p>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.</p>

## 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 2011.

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 2011 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	Women and Children's Horizons
Kenosha County UW-Extension	
Kenosha Human Development Services	
Kenosha Police Department	
Kenosha Unified School District	



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