

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.

2013 HIGHLIGHTS

- Launched in August, Behavioral Treatment Court ended the year with 11 participants and promising outcomes.
- Two new senior dining sites opened last year, at the Sharing Center and the Boys and Girls Club.
- Kenosha County joined a State effort to address the growing number of persons with Alzheimer's Disease with two initiatives: an exercise and socialization program for persons in early-stage dementia and a dementia care consultant for families.
- The Aging & Disability Resource Center and the Mental Health and Substance Abuse Resource Center helped hundreds of individuals understand and apply for health insurance.
- Adult Crisis and our resource centers experienced large spikes in the number of contacts.
- The ADRC's medical equipment loan closet almost doubled the number of items it loaned out in 2013 to 754!
- Western County Transit collected 800 pounds of food at "Stuff the Western Transit Bus" day benefiting rural food pantries.



"Let me light my lamp," says the star,
"And never debate if it will help to
remove the darkness." *Fireflies* (1928)

Thank you to the beacons of our community: the staff, volunteers, advocates and policy makers who make this community a great place to live. Kenosha County is a leader in service, citizenship, innovation and cost-effectiveness. This wouldn't be possible without strong partnerships among public and private organizations and citizens. Way to shine, Kenosha!

LaVerne Jaros, Director

DIVISION DESCRIPTION

The Division of Aging and Disability Services manages programs for older adults and adults with developmental disabilities, physical disabilities, mental illness and/or alcohol-drug problems. This is accomplished with federal, state and county funding, contracts with over 50 service providers and the support of many volunteers. We have three oversight committees: Commission on Aging, Mental Health/AODA Services Committee and Aging and Disability Resource Center Board. Our staff includes the division director, the Elder and Disability Services Manager, the Mental Health/AODA Services Manager and many invaluable county and contract agency staff whose dedication to our customers is unsurpassed.



Many people find the services they need by first contacting the Aging & Disability Resource Center in the Human Services Building or the Mental Health Substance Abuse Resource Center on 8th Avenue in Kenosha.

Information, Assistance and Access at the ADRC



IAA staff had an 8% increase in contacts, over 1,000 a month. Many callers sought help with basic needs such as food, housing and income. Long term care questions were next. 927 people received counseling about options for needed care. Of those, 557 received a functional screen to determine eligibility for Wisconsin's community based care alternatives and 379 enrollments were processed for Family Care, Partnership or IRIS. Contacts by consumers, families and others also included concerns about health insurance, transportation, legal and benefit problems, housing, adaptive equipment and other issues.

"I don't do this often, but I wanted to call and tell you what a wonderful job your staff did with my brother yesterday. She was professional, thorough and really good at what she does. It was an honor having her here. My family can't thank you guys enough." RM

SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

Short-Term Assistance

One-time purchases or short-term services like grab bars and respite care were provided for 152 older persons, persons with disabilities and family caregivers.

Equipment Loan Closet

467 people borrowed 754 items from our medical and adaptive equipment loan closet, including bath benches, wheelchairs, canes, walkers and other items. 1033 items were donated. A quality improvement project in 2013 reduced our wait list time and increased the number of persons served by 93% over the previous year!

Adult Protective Services

373 referrals were received from people concerned about the safety of an older person or adult with a disability. Reports of physical abuse and financial exploitation continue to climb. APS also processed 84 guardianships and conducted 222 in-person annual reviews and court reports for persons protectively placed. Staff helped 39 people complete a Power of Attorney for Health Care.

Marie is 85, living in an assisted living facility that she likes. Last year she was anxious and depressed because of verbal abuse and lack of financial information from her daughter who was her trustee. She was told there was no money left from her substantial savings. APS, with Mary's attorney helped her to change trustees, receive a regular accounting of her money and to buy the eyeglasses and other personal items that her daughter had said she couldn't afford.

Benefit Assistance

The benefit specialists had 1,181 contacts with older adults, a 19% increase over the previous year. 402 cases were opened for 291 individuals needing assistance with benefit issues, resulting in a positive monetary impact of \$596,268. 33 Medicare presentations were held with 230 participants.



Sandra was referred to an oral surgeon by her dentist, concerned that a lump inside her mouth could be cancerous. The surgeon removed the lump and billed her \$480. The claim was submitted to Medicare and denied as being "cosmetic." The benefit specialist helped Sandra file an appeal showing that this was a medically necessary procedure. Medicare reviewed the claim, made a favorable decision and Sandra was reimbursed.

Another 229 cases were opened for persons under 60 with physical or developmental disabilities who needed assistance with Social Security and other benefits, resulting in a positive monetary impact of \$456,184

Claire, 56, asked for help applying for disability after she was fired by her employer after 20+ years of service. Claire has exacerbated Crohn's Disease, cardiac insufficiency and depression. Her initial application was denied. The Benefit Specialist requested a Reconsideration and submitted additional evidence including a letter from her former employer stating Claire had been unable to work to the capacity of other employees because of her health conditions. The request was also denied. The next step is to request a Hearing and refer the case to a private attorney. However, the Benefit Specialist was convinced that the examiner must not have considered the additional information submitted and contacted the Section Chief in Chicago to discuss the case and was successful in getting an agreement to keep the case open for further review. A month later the case was inadvertently closed again during an end-of-year process and Claire received another denial letter. The Benefit Specialist called again and Chicago admitted the error, reviewed the case and awarded disability back to the initial application date.

Senior Dining

29,430 nutritious noontime meals and companionship were provided for 1,122 persons 60+ at county and city dining sites, Monday-Friday. The program, administered by Kenosha Area Family and Aging Services added 1 day a week at the Boys & Girls Club and 3 days at the Sharing Center.

	Participants	Meals
Kenosha Senior Center	307	8,825
Lakeside Towers	81	6,841
Parkside Baptist Church	101	6,896
Westosha Community Center	152	2,943
Twin Lakes American Legion	115	2,375
Rainbow Lake Trailer Court	37	839
YMCA/Boys & Girls Club	74	711
Special Activity	255	474

"Meals great, staff caring, volunteers great."

"The cooks who prepare this food are outstanding!"

"Keep up the good work; and make liver & onions"



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

Home Delivered Meals

KAFASI volunteers delivered 40,203 meals funded through federal Older Americans Act funds, to 287 people 60 years of age and over who were homebound and unable to prepare their own meals.



"I really appreciate and am grateful for Meals on Wheels. I don't know what I'd do without them! The volunteers are so warm and sweet and they aren't even getting paid to be nice! If I had to score Meals on Wheels from 1 to 10, I'd give them a 12!"

Transportation

The Kenosha Achievement Center provided 22,766 **Care-A-Van** rides to the elderly and people with disabilities. Over half of the rides provided were for medical trips.

"I've not a single complaint. Thank goodness for Care-A-Van."

"You provide a very needed service for myself and my husband."

"The people are friendly, they treat my mom like they would treat their own parents, more importantly, like they would like to be treated when they get to be that age – with respect."

KAFASI's **Volunteer Drivers** provided 7,491 rides for the elderly and people with disabilities. Again, a majority of these rides were for medical appointments.

Western Kenosha County Transit provided 14,675 rides to rural Kenosha County residents. The top three reasons for riding were shopping, social, and work.



"Drivers are excellent!"

"Without the bus I wouldn't be able to get to my job because my family is already at work."

"Because of Western Transit I am able to volunteer at the Sharing center."

"Because of Western Transit I am able to go to my doctor's appointment."

Alzheimer's & Family Caregiver Support

60 individuals with dementia and 52 family caregivers benefited from a new **Dementia Care Specialist** who helped them learn more about the disease and plan for anticipated care needs. 22 participated in an intervention involving facilitated group sessions with family members. **LEEPS** matched persons at early stages of dementia with volunteers who provided weekly exercises and outings.

"LEEPS challenged and improved mom's brain & memory as did the exercises. I noticed a big difference. Her mood and memory loss improved and got a lot better. She became livelier during the program and looked forward to spending time with the volunteer. I highly recommend this program."

Four Powerful Tools for Caregivers classes and monthly caregiver support group meetings were also held. 29 people participated in a memory screening at the ADRC.

Friendly Visitor

76 KAFASI volunteers provided 4,700 hours of companionship and emotional support to 125 older adults through in-person visits and phone calls. 29 people participated.

Chore Service

With the help of the Sheriff's Work Crew, windows were washed, bushes trimmed, grass raked and other chores performed for 45 older and disabled persons. Another 17 persons received help with snow removal.

Guardian Assistance

Guardians are needed when adults are determined by the court to be incompetent and require a surrogate decision-maker. 39 volunteer guardians were matched with 52 persons in 2013 through Goodwill's Volunteer Guardianship Program.

"Lillian is 84 and lives in a nursing home. Her family lives out of town and she rarely has visitors. Since I've become her guardian, we've talked a lot about her son. I sent him a photo of his mother. He now writes to her more often and includes his artwork. Nursing home staff told me Lillian blossomed since I've been her guardian. It's heartwarming to see her smile when I arrive. When I leave I tell her that I'll see her soon and she says 'I hope so.'" JF

Westosha Community Center

261 older adults participated in activities offered at the Westosha Community Center in Bristol. Bingo, cards, painting, board games, billiards, Wii bowling, ceramics and crafts were among the



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

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.



Health and Wellness

- **Lighten Up**, a pilot study, with U.W. Madison, is an 8 week class to increase well-being. 4 classes were offered in 2013, attended by 65 older adults.
- 63 people attended chronic disease self-management classes: 4 **Living Well with Arthritis** classes and 1 Healthy Living with Diabetes.
- The **Falls Prevention Coalition** provided community education to reduce Kenosha's high rate of falls among the elderly: including a fall forum with 80 attendees.
- 11 **Sure Step** in-home assessments were conducted for older people with a history of falls.
- 45 people attended 4 **Stepping On** Falls Prevention classes organized by KAFASI.
- The **Care Transitions Coalition** tested and measured several interventions to reduce re-hospitalizations of persons 65+, some showing significant promise.
- 222 persons attended the **Fun N Fit Disability Resource Fair** with 27 exhibitors including the Whitewater wheelchair basketball team, mouth painting, rock climbing, Tai Chi, and more.



Outreach and Education

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

Website

With the redesign of the Kenosha County website, our consumers and their caregivers have greater access to information, events, and resources.

Presentations and Events

78 presentations and events were held for consumer and professional education, including the Older Americans Month luncheon, Fun N Fit Disability Resource Fair, state budget forums, Falls Prevention Forum, Transportation Public Hearing, Dementia Care forums, Elder Abuse Awareness Day, and others.



Reflecting Diversity

Outreach Specialists focused significant effort in reaching our community's African-American and Hispanic or Latino residents. Our Service Directory and many other materials have been translated into Spanish. About 28 individuals participated in the monthly meetings of the Ethnic Elders Group.



Reaching our LGBT Population

With a community presentation and discussion of the award-winning film *Gen Silent*, the ADRC partnered with the community to educate over 200 people about the unique challenges of lesbian, gay, bisexual and transgendered seniors.

Publications

The ADRC maintains and distributes up to date information on a vast array of community resources.

Chronicle - mailed 6 times to 10,600 households

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

Service Directories - 3,827

Fun N' Fit Resource Guide - 500

Files of Life—1,757



More: Last Fall the ADRC received 180 calls about access to health insurance, helped 87 people complete applications, and 26 enroll in the Marketplace. Thank you to staff & volunteers who helped an uninsured public anxious for health care coverage.

MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES

Community Intervention Center

CIC at Kenosha Human Development Services, is the hub and link to most of the division's behavioral health 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. Staff also conduct suicide assessments of persons referred by the Kenosha County jail.

	2008	2009	2010	2011	2012	2013	
Contacts	6,777	5,980	6,015	5,985	7,930	8,878	12% increase in Crisis contacts!
Jail Assessments	421	437	399	469	527	608	15% increase in jail assessments!

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 2013 there were 495 emergency detentions and 236 new Chapter 51 commitments., a 13% increase over the previous year.

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.

	2008	2009	2010	2011	2012	2013
Admissions	612	665	717	665	735	793
Avg stay-days	3.68	3.25	3.37	4.39	3.51	3.21



Mental Health/Substance Abuse Resource Center

The Resource Center had an average of 248 contacts a month in 2013, and increase of 35%! 99 screens conducted for mental health case management services and 567 individuals helped with applications for outpatient psychiatric services and counseling, a 6% increase. Benefit assistance was provided for 111 persons with mental illness—a financial impact of \$361,876. **A special drive by resource center staff helped enroll over 300 people in health insurance under Medicaid and the Marketplace!**

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

Medication Assistance

608 people were helped with medication prescribed for serious and persistent mental illness. 595 prescriptions were filled through pharmaceutical companies' programs for the indigent, at a value of \$257,370!

Inpatient Services

Inpatient care for psychiatric emergencies and medical detoxification are a significant portion of the division's budget and is reviewed. Daily including state mental health institutes and other mental health hospitals.

	2008	2009	2010	2011	2012	2013
Hospital Admits	661	647	587	234	615	722
Beds per day	7.14	4.78	5.01	3.35	4.44	5.63
Avg stay-days	4.4	4.02	3.12	5.65	4.73	2.85

Community Services

Psychiatric Services

Local psychiatric services were provided for 660 clients, a 4% increase over the previous year.

Counseling

Oakwood Clinic provided outpatient mental health and alcohol or drug assessment and goal-centered therapy. 54% of patients attained or partially attained their services goals.

Program	Patients	Percentage
Mental Illness	152	35%
Alcohol & Other Drug Abuse	92	21%
Intoxicated Driver	120	27%
IV Drug Abuse	47	11%
Treatment Court	25	6%
TOTAL	436	100%

SUCSESSES

"In August I had my last drink of alcohol—a 16 oz can of Steel Reserve. I had always casually drank with family and friends. There wasn't a problem until I got fired from my job. I started drinking every night, then during the day. I don't remember the point that I became full blown dependent on it.

In 2009 my dad woke to find me seizing on the floor and called 911. I feel bad that my mom had to see my 2nd seizure at the hospital. I stayed 3 nights. This happened because I decided not to drink that night as my stomach hurt so bad. After discharge I went home and got hammered. This continued for 3 more years. I drank my breakfast, lunch, dinner, and a midnight snack. When I woke up after not drinking for a few hours my whole body would shake uncontrollably. I talked to myself about being okay with dying and thought that I dug myself so deep a hole, I was hopeless to get out of it. Then I lost control of my legs. My dad took me to a hospital that discharged me after one night, then another hospital and another. After the 3rd discharge, my mom took me to a rehab center in Waukegan but they wouldn't take me because I couldn't walk.

My family talked me into getting outpatient help. I was exhausted and went through the motions they wanted to see. After a couple of group meetings at Oakwood I began to relate to these people.

After 8 months I'm still meeting with a counselor. We discuss life, not just my addiction, also coping exercises. I feel better than I ever have before. What helped me most was family first, and the wonderful people at Oakwood. I am focused, I can eat, my hands don't shake and I can walk anywhere I want. I put smiles on people's faces and I have a smile on mine."

"M had a dependence on Xanax and marijuana but had not used in a few months due to jail time. He was determined not to go back to using and return to jail. He struggled for a few months while waiting for his medication to start working. When it did, he began making changes. He got a job and regained confidence he forgot he had. He left an abusive relationship and eventually found a new, healthy one. After years of abuse and dependence, he was discharged from treatment over a year sober, in a happy relationship, and minimal problems with his mental illnesses."

M's Counselor

Community Support Program and Comprehensive Community Services

148 persons with serious and persistent mental illness received CSP services through Kenosha County and another 20 through Family Care in 2013, involving intensive case management, vocational services, medication management and other comprehensive services. 88 persons received CCS, a strength-based, recovery oriented intervention.

African American	19.22%
American Indian	.39%
Asian	.78%
Bi-racial	1.57%
Caucasian	73.33%
Hispanic	4.71%

113 participants completed the Recovery Oriented Systems Indicator (ROSI) survey. The tool was developed by consumers with 42 outcome measures important to recovery. Among many positive responses:

- 98% felt that staff supported their self-care or wellness.
- 96% feel that staff see them as equal partners in treatment.
- 91% said that they have at least one person who believes in them.

Residential Services

46 people who are unable to live independently were supported in residential facilities or adult family homes.



Supported Apartment Programs

85 persons participated in KHDS Supported Apartment Program. SAP provides fairly intense, short-term stabilization services to consumers who have experienced a crisis and are in need of stabilization and support until they can be linked to ongoing service like CSP or until they are no longer in crisis. PALS (Partnership for Autonomous Living) provided additional support to 20 CSP consumers who without the extra help, would have a very difficult time living independently. The program works with consumers to learn the skills they need to live independently. Likewise Crabtree Residential Supported Apartments provided support to 11 CSP participants.

Bridges Community Center

Bridges is a consumer-lead drop in center open for persons living with a severe and persistent mental illness. In 2013 Bridges had a membership of 260 consumers and an average daily attendance of 38 people and an unduplicated monthly attendance of 126. Bridges conducts various groups focused on recovery and wellness as well as art and leisure. There were 433 sessions in 2013 with an average attendance of 9 persons per group. Bridges also provides lunch to on average 21 people per day and provides a structured setting for peer support and socialization.

Intoxicated Driver Program

The Hope Council served 605 clients through its Intoxicated Driver Program. In partnership with our division a state grant enhanced the program with biomarkers, a more effective way of testing for abstinence, and peer recovery coaches who assisted clients in recovery.

Intravenous Drug Use Outreach

There were 347 outreach contacts with 121 persons, primarily heroin users, to link them with specialized drug treatment services. 38 people went for clinical treatment. 5-8 clients a week participated in drop-in group sessions.

Crisis Intervention Training

Crisis Intervention Training is a 4-day intensive training for law enforcement, giving officers additional knowledge and tools to diffuse a crisis involving someone with a mental illness. With NAMI Kenosha, the Kenosha Police Department and Gateway Technical College 25 officers were trained in 2013, 110 to-date!

92 persons in 2013, 358 to-date, participated in three 2-day Crisis Intervention Partnership trainings held for other professionals and volunteers.

Alternatives to Incarceration: Jail Diversion

Jail Diversion

The jail diversion program tries to safely return non-violent misdemeanor offenders with a mental illness to the community with the support they need to assure recovery and to reduce their rate of recidivism. Intensive case management is provided by a half-time coordinator who meets weekly with clients, monitors follow through with agreed-upon interventions and supports their steps toward recovery. 29 persons were served in 2013. 14 successfully completed the program.

Sylvia, 30, came to the program following a charge of retail theft, her first criminal offense. She had a diagnosis of anxiety, depression, Bi-polar Disorder and Obsessive Compulsive Disorder. Through the program she began seeing a psychiatrist regularly for her medications and a therapist for counseling. She learned to manage the anxiety from the stressors of her job and her son's illness. She was able to complete the program and continue her employment with the same company.

Alternatives to Incarceration: Drug & Alcohol Treatment Court

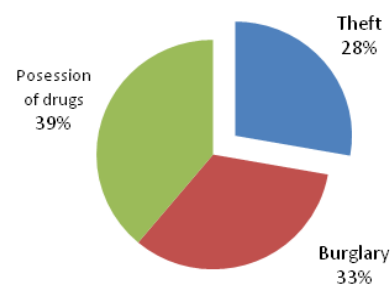
Individuals referred are in need of treatment as a result of a conviction for drug related offenses. The drug court team recommends who to enter, with the district attorney the final gatekeeper. If approved an individual is placed in the program as a condition of a court imposed sentence which is the result of a negotiated plea agreement. 42 people were referred to Drug Court in 2013. Of those, 12 were accepted into Drug Court, 1 was pending, 4 declined and 25 denied.

Participant and Graduate Highlights

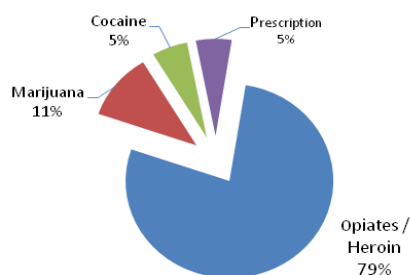
- One participant facilitated getting the first Heroin Anonymous Meeting up and running. Multiple Drug Court participants as well as other community members attend the meeting weekly.
- Of the 9 Drug Court Graduates 0 have been convicted of new crimes. 1 recently graduated from UW-Parkside and 3 others are still attending college.

In 2013, 1,405 urinalysis tests were taken. Only 60 were positive for illicit drugs or alcohol!

Participant Offense



Drug of Choice



Most participants had multiple offenses. Theft includes retail, work-place, credit card fraud, and receiving stolen property. None of the burglaries were armed nor victims at home.

Mary, 27, has been in the Drug Court program 64 weeks and has been clean for 63. She started using marijuana at age 15 and heroin by age 22. At the time of her assessment for Drug Court she reported she had been to multiple treatment facilities and had been in jail and on probation many times before but was looking forward to the structure of Drug Court. Since being in Drug Court she has been going to school full time at Gateway and is a straight "A" student who has been on the Dean's List every semester. While in the program she got her driver's license, insurance, and her own car. She has rebuilt relationships with her family and has made many new friends in the recovery community.

Alternatives to Incarceration: Behavioral Health Treatment Court

Kenosha County's Behavioral Health Treatment Court started in August, 2013. 25 petitions have been submitted, 14 participants accepted and 11 enrolled. 3 participants receive Social Security benefits, 4 are working part-time, 6 are job searching or participating in Work Crew. At the end of 2013 one participant was enrolled in school, 3 in process of enrollment. Nine participants were male, 5 female. Seven were Caucasians, 4 African Americans, and 3 Hispanic. All BHTC participants are under psychiatric treatment, receive out-patient counseling, case management services, attend community support groups, and participate in weekly random UA drops. Of the total 14 past and current participants, 93% (13) participants have not committed any new offenses.

Joseph, 35, has a diagnosis of Bipolar disorder. A single father of two, he lived with his mother over the years, unable to maintain stable housing on his own. Joseph struggled with taking his medications and would abuse substances to self-medicate. He had been hospitalized for psychiatric care 8 times, admitted to the Adult Crisis KARE Center 5 times, and placed on suicide watch when incarcerated 4 times. He never had the desire to work due to the symptoms of his mental illness. In the Behavioral Health Treatment Court Joseph has been clean and sober for 5 months, the longest ever in his adult life. He works part-time and is maintaining his prescription medication regimen.

Division of Aging and Disability Services

