



Kenosha County Department of Human Services

2012 Annual Report



Kenosha County Department of Human Services 2012 Annual Report



Jim Kreuser, County Executive
John Jansen, Director

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Doug Noble, Chair (thru 4/12)
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Editor: Sharon Davis, KCDHS Secretary	Photos: Ed Jakes and Brad Reichert, RHB Technology Solutions, Inc.
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Kenosha County Job Center/ Human Services Building
8600 Sheridan Road, Kenosha, WI 53143



From the Director

It is my pleasure to present to you the 2012 Kenosha County Department of Human Services (DHS) annual report. As I reflect back on the sixteen years that this report has been produced, there are many recurring themes that have consistently appeared over time. The first to be noted is the strong leadership provided by the DHS management team. Managers are always seeking ways to provide state of the art services in the most cost effective manner. Through their tireless efforts, the DHS has evolved into a highly functional unit of government.



Next to be recognized are the county staff and our contracted service partners. These staff can best be described as professional and dedicated. They are highly trained and committed to providing the best services possible to our citizens. Over the years, staff has provided insight and suggestions on how to better serve the citizens of our county. Through their endeavors, our citizens receive top notch services that assist them in addressing their needs.

Kenosha County DHS has long been known for its collaborative systemic approach in the advancement of the art of service delivery. The leadership of DHS over the years has consistently recognized the value of joining with community partners in an effort to maximize resources for the efficient delivery of services. This highly effective model ensures that there is a streamlined approach to service delivery while avoiding the duplication of services in our community. This leads to a fiscally responsible service delivery system.

Another area in which the DHS continues to excel is the innovative development of state of the art programs. The DHS has never taken a “cookie cutter” approach to programming. Instead, programs are designed to meet individual needs and delivered at times that are convenient to those who are seeking assistance. All programs are measured for their effectiveness, and outcomes are reported on a regular basis to ensure integrity and value. In short, we provide programs to the citizens that are flexible and programs that work.

Philosophically, the DHS has always taken on a positive can-do attitude in its approach to addressing issues that arise. This tactic has helped to keep a focus on doing what it takes to meet the growing needs of our citizens. It also contributes to the development of creative, fiscally sound, innovative services. Having this philosophy culturally ingrained adds to the resourcefulness of staff as they creatively plan and develop the DHS service network.

Finally, I behalf of the DHS, I would like to thank the many citizens who volunteer their time as members of our Boards and Committees. The DHS appreciates the advice and advocacy that it has received from these groups. In addition, the DHS is grateful for the support and guidance it receives from the County Executive’s office. Working together helps staff build a strong, successful DHS.



Department of Human Services

MISSION STATEMENT

To develop, coordinate, and administer a comprehensive network of services to children, youth, families, the elderly, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems; to preserve and strengthen families, while protecting children from high-risk or abusive situations; to empower individuals and families to become law-abiding and economically self-sufficient; to assure the delivery of public health services necessary to prevent disease; to protect, promote and preserve a healthy citizenry and environment; to advise and assist military veterans; to provide high quality nursing home services to the elderly and medically disabled; to advocate on behalf of these constituencies on the local, state and national level.

Division	Y2012 Expenditures*
Office of the Director	\$676,925
Aging & Disability Services	\$14,578,505
Brookside Care Center	\$14,751,534
Children & Family Services	\$20,760,463
Division of Health	\$7,283,674
Medical Examiner	\$676,357
Veterans Services	\$272,561
Workforce Development	\$20,961,857
TOTAL	\$79,961,876

* Unaudited as of 4/1/13.



Office of the Director

2012 HIGHLIGHTS

Fiscal Management

As of April 1, 2013, Department of Human Services (DHS) 2012 *unaudited* expenditures totaled \$79,961,876. Of the total Department 2012 adopted budget of \$76.6M, county levy was \$12.4M. The remaining revenue of \$64.2M 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. 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



Dianne Niesen,
Contract Manager

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, Medical Examiner's Office, 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.

KCDHS has developed contracting practices in keeping with applicable State, Federal and other funding source requirements. A comprehensive internal Contract Management System (CMS) (department-wide database application) supports and streamlines the central management and monitoring of contracts. This system serves as a management tool to maintain purchaser and provider detail, create legally consistent contract documents, and provide contracted service information and data for specialized management reports. The CMS also provides a single department-wide contract document repository to support storing and management of contracts and related documents and Request for Proposal (RFP) information.

In 2012, KCDHS contracted with 117 providers through 202 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.

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 Kenosha Unified School District, General Converters Assembly, Trostel, and John Sterling.



Doug Bartz
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 were 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 with job search 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 below highlights employment-related activities in the Kenosha County Job Center for 2012.

- **149,133** total visits to the Kenosha County Job Center
- **1,022** active employer relationships with **Business Services**
- **764** utilized **Department of Vocational Rehabilitation (DVR)** services
- **1,001** job seekers have received employment through our efforts
- **5,189** job seekers attended the 370 Workshops and Job Fairs that were offered
- **554 students** through GTC out-reach program using **9,000+ hours**

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 regional 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.



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

In 2012, 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.

Brian Crehan Ed Jakes Brad Reichert

During 2012, 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 2012, labor-intensive business processes were streamlined including

- The Children's Long-Term Support - CLTS was enhanced to provide automated Service Authorization submittals and Claims processing eliminating manual data entry.
- The Medical Examiner Daily Operations Assistant was enhanced to support to additional data collection, invoicing automation and remote access capabilities.
- The M/A Reimbursement Tracking System (*MARTS*) was further enhanced to support billing for Psychotherapy services. In 2012 nearly 60,000 claims and \$1.6 million dollars of Medicaid revenue was processed and paid using MARTS.
- A new application (*eWiSACWIS Reporting*) was deployed to provide enhanced reporting capabilities against the Wisconsin Statewide Automated Child Welfare Information System (WISACWIS) datasets.

Planning and Evaluation
NJM Management Services, Inc.

In addition to grant-funded program oversight, outcome measurement reporting, and special projects such as the annual Juvenile Justice Report, Planning and Evaluation staff provide coordination and technical support for state and federal funding applications. The following grants were new awards in 2012:

Jennifer Madore, MSW
Coordinator

Mayia Corcoran, MS
Associate

Julio Escobedo, BS
Mary Jane Landry-Wilkens
Special Projects

WISCONSIN OFFICE OF JUSTICE ASSISTANCE

JAG Problem-Solving Courts

Division of Aging and Disability Services

\$116,233

Funds will be used by the Kenosha County Department of Human Services and Behavioral Health Treatment Court Team to implement the **Kenosha County Behavioral Health Treatment Court (BHTC)** Program. The BHTC Program is a supervised, comprehensive treatment program for adult offenders of non-violent crimes diagnosed with a significant mental illness. Funding for a BHTC Coordinator-Service Facilitator, team training, a data management system, incentives and monitoring tools, supportive employment services, and evaluation services will be utilized to improve participants' mental health, quality of life and increase public safety.

JAG Problem-Solving Courts

Second Judicial District of Wisconsin (Kenosha, Racine, Walworth)

\$116,882

Funds will be used by the **Second Judicial District's Veterans Treatment Court (SJDVTC)** to hire a full-time coordinator, develop case tracking and statistical systems, evaluate impacts, and fund training for the interdisciplinary team to stay current with research and practices for the court. The SJDVTC honors veterans by restoring them to a productive life by providing judicial support, treatment and supervision thereby enhancing public safety. The program diverts eligible veteran-defendants with substance dependency and/or mental illness charged with felony or misdemeanor non-violent criminal offenses, to a specialized criminal court docket. The goals are to improve access to veterans' services, identify the veteran and expedite movement through the system, facilitate sobriety, improve their health and well-being, and reduce veterans' criminal recidivism. The SJDVTC is district-wide, thereby consolidating resources from Kenosha, Racine and Walworth counties.

Crisis Intervention Team Training

Division of Aging and Disability Services

\$ 35,493

Funds will be used by Kenosha County to implement **Crisis Intervention Team Training** for law enforcement officers. The 5-day, 40 hour training program includes basic information about mental illnesses and how to recognize them; information about the local mental health system and local laws; learning first-hand from consumers and family members about their experiences; verbal de-escalation training, and role-plays. The training will equip officers with tools for responding more safely and compassionately to people with a mental illness, resulting in improved public safety, reduction in officer injuries, and more humane treatment for individuals with serious and persistent mental illness.

U.S. DEPARTMENT OF JUSTICE

Forensic Science Improvement Grant

Division of Health & Medical Examiner's Office

\$175,000

The Kenosha County Division of Health – Public Health Laboratory will improve the quality and timeliness of forensic services by upgrading technology through the purchase of equipment, assistance with the annual ASLCD/LAB accreditation fee, a part-time forensic chemist, and staff development opportunities for Laboratory staff. The Medical Examiner's Office will improve forensic operations by purchase of a freezer, tablets, database enhancements, and staff development opportunities.

WISCONSIN CLEARINGHOUSE FOR PREVENTION RESOURCES

Transformation Wisconsin- The Transform Wisconsin Fund

Division of Health

\$300,000

Healthy People Kenosha County will mobilize community resources to increase children and family access to and awareness of fun and safe places to be active, access to and education of healthy foods and smoke-free apartments to live in, and decrease access to other tobacco products.

WISCONSIN PARTNERSHIP PROGRAM - UW SCHOOL OF MEDICINE AND PUBLIC HEALTH

Dismantling Racism - Planning Grant

Division of Health

\$ 50,000

The Dismantling Racism Planning grant will bring together multi-disciplinary stakeholders to develop a Dismantling Racism Team, which will work together to develop a Community Approach to Dismantling Racism. Goals are to develop a Dismantling Racism Team; review and summarize literature on racism and dismantling racism strategies; conduct a Dismantling Racism Summit to garner community input; develop a Community Approach to Dismantling Racism report based on community responses and available literature; and host a Dismantling Racism Symposium to build community support for the report.

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.

2012 HIGHLIGHTS

- Kenosha County's mental health service network successfully responded to increased demand: Adult Crisis contacts up by 32% , jail assessments by 12% , hospital admissions by 163%, psychiatric services by 7%.
- Western County Transit trips increased by 21% last year. Riders advocated strongly a public meetings for continued service.
- A needs assessment was completed with 457 survey returns from older persons, persons with disabilities and guardians.
- *Lighten Up*, a pilot study with UW Madison showed promising preliminary results in improving well being and depression scores among older adults.
- The Drug and Alcohol Treatment Court and Jail Diversion Program for persons with mental illness, though relatively new have demonstrated significant successes in reducing recidivism and improving life outcomes for the participants.
- A Care Transitions Coalition was formed with hospitals and other local stakeholders to study and improve the rates of re-hospitalization among persons 65 years of age and over.



It is said, "It takes a village" and that is certainly true in Kenosha County. I'm humbled by the dedication of our many public and private organization partners, staff, volunteers and advocates. Our community continues its leadership in service, innovation, citizen engagement and cost effectiveness. What a great place to live and work. Thank you to all who help make it so.

LaVerne Jaros, Director

DIVISION DESCRIPTION

The Division of Aging and Disability Services administers programs 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 volunteers. 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 Services Manager and many invaluable county and contract agency staff whose dedication to our customers is unsurpassed.

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



Information, Assistance and Access at the ADRC



IAA staff received 920 contacts a month in 2012. Foremost (over 20%) were for basic needs such as food, housing and income. Long term care concerns came in a close second. Face-to-face long term care options counseling was provided for 900 people. Of those, 407 received a functional screen to determine eligibility for Wisconsin's community based care alternatives and 366 enrollments were processed for Family Care, Partnership or IRIS. Remaining contacts were for diverse issues including health, transportation, legal and benefit problems, housing and adaptive equipment.

"Thank you so much for your help. As a side note, I deal with many different businesses and many customer service people, so I know the difference between bad and good customer service. You are not only on the good side, you are in the top 1% of the good side. The world needs more people like you!!" R.L.

SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

Short-Term Assistance

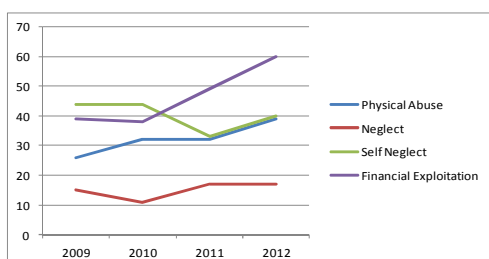
One-time purchases or short-term services such as grab bars or respite care were provided for 131 older persons, persons with disabilities and family caregivers.

Equipment Loan Closet

The Aging & Disability Resource Center operates a medical equipment loan closet in partnership with Society's Assets. 241 people borrowed 409 items, including bath benches, wheelchairs, canes, walkers and other items. 857 items were donated.

Adult Protective Services

422 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 94 guardianships and conducted 241 in-person annual reviews and court reports for persons protectively placed. APS also provided outreach and education to 740 community members and assisted 61 individuals with completing a Power of Attorney for Health Care.



Benefit Assistance

990 contacts were made with older adults about benefits. 521 cases were opened for 348 individuals needing additional assistance, resulting in a positive monetary impact of \$526,406. A 65% increase in Medicare trainings reached 552 people through 38 workshops.



Outpatient hospital stays like Emergency Room or "Observation" do not qualify an individual for subsequent Medicare coverage in a Nursing Home. With help from the Benefit Specialist, Mary and John were reimbursed \$8,000 from their Medicare supplement policy under a Wisconsin law requiring a Medicare supplement to cover rehabilitation in a Nursing Home regardless of Medicare coverage.

Another 402 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 \$967,209.

Mr. B. had worked construction his whole life. In his mid-50s he suffered from back and rotator cuff injuries. Several surgeries and physical therapy provided little relief. He applied for SSDI in 2006 and following a denial, in 2007 saw the Disability Benefit Specialist who helped him with another appeal which was denied. After years of documentation and appeals to higher levels of review his benefits were approved in 2012, retroactively!

Home Delivered Meals

Through federal Older Americans Act funds, volunteers delivered 39,859 meals to 264 people 60 years of age and over who were homebound and unable to prepare their own meals.

"I thought I could do my own but as it turned out, it's perfect because my blood sugars came back to normal, my cholesterol dropped - it takes all the guess work out of it and the food tastes great." "The volunteers are absolutely terrific!" - Meals on Wheels Participants

Senior Dining

29,227 nutritious noontime meals and companionship were provided for 1,115 persons 60+ at two county and three city dining sites, Monday-Friday. Over 25% new participants were introduced to the Senior Dining Program through outreach monthly meals offered at the YMCA and the Boys & Girls Club. The program is administered by Kenosha Area Family and Aging Services.

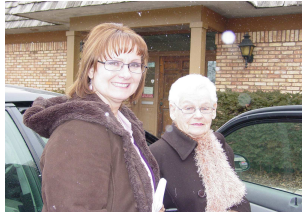


	Participants	Meals
Kenosha Senior Center	311	9,041
Lakeside Towers	99	6,184
Parkside Baptist Church	96	6,696
Westosha Community Center	141	3,087
Twin Lakes American Legion	148	3,445
Rainbow Lake Trailer Court	40	921
Other	280	774

"My husband and I have greatly benefitted from this program. My health has been gradually improving since coming. After several months of enjoying the meals my husband's doctor has taken him off most of his medications."
- Lynda and Tom

Transportation

The Kenosha Achievement Center provided 23,069 Care-A-Van rides and KAFASI volunteers provided 6,825 rides for older persons and persons with disabilities.



"Your drivers take such good care of me! I feel safe. It is a wonderful program and I feel like I am going on a 'joy-ride' when I am with them."
- Millie, Rider for 7 years



Western Kenosha County Transit provided 18,135 trips to work, school, medical appointments, shopping and other destinations. This is a 21% increase over last year.

Chore Service

With the help of the Sheriff's Work Crew, windows were washed, bushes trimmed, grass raked and other chores performed for 62 older and disabled persons. Another 20 persons received help with snow removal.

Friendly Visitor

61 KAFASI volunteers provided 4,283 hours of companionship and emotional support to 113 older adults through in person visits and phone calls.

New research from Ohio State University shows lonely people are more likely than others to produce inflammatory compounds in response to stress, a factor implicated in heart disease and other chronic disorders.

Westosha Community Center

72 older adults participated in 2,325 hours of activities offered at the Westosha Community Center in Bristol. Bingo, cards, painting, board games, billiards, Wii bowling, ceramics and crafts were among the favorites.

Guardian Assistance

Guardians are needed when adults are determined by the court to be incompetent and require a surrogate decision-maker. 23 new volunteer guardians were recruited by Goodwill, Inc. in 2012 and a total of 36 volunteers provided 65 guardianships.

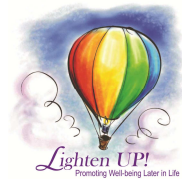
Long Term Care Worker Project

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 increase well-being. The class was offered 8 times and attended by 65 older adults.
- The **Falls Prevention Coalition** focused on education to reduce Kenosha's high rate of falls among the elderly: a forum with 80 attendees, senior group presentations, distribution of prevention materials by hospitals, EMTs and others.
- **19 Sure Step** in-home assessments were conducted for older people with a history of falls.
- The **Kenosha County Care Transitions Coalition** was formed to improve coordination and interventions across settings to reduce avoidable hospitalizations.
- The ADRC's **Healthy Lifestyle blog** more than doubled it's traffic with 1,711 unique visitors.
- 300 persons attended the **Fun N Fit Disability Resource Fair** with 27 exhibitors including the Whitewater wheelchair basketball team, scuba diving, 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

2,946 persons attended 80 presentations and events held for consumer and professional audiences, including 340 seniors at the annual Older Americans Month lunch featuring a performance by the Tremper Golden Strings.



Ethnic Elders

The Minority Outreach Specialist met 159 individuals about services and opportunities for involvement. 25 people participated in the Ethnic Elders group meetings and volunteered for community service activities including mothers day bouquets for nursing home residents.



Hispanic Outreach

The Hispanic Outreach Specialist has provided translation and cultural support to help 61 consumers access needed services and provided information and education to 207 community members.

Publications

The ADRC maintains up to date information on a vast array of community resources, distributed to consumers and service organizations.

Chronicle - mailed 6 times to 11,000 households

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

Service Directories - 4,225 distributed

Carelink Newsletter - 9,600 distributed

Fun N' Fit Resource Guide - 500 distributed

Files of Life

1,550 Files of Life were distributed. These are magnetized pockets to keep on the refrigerator with information for emergency medical personnel.



Assessing Community Needs

The Division of Aging and Disability Services completed an analysis of unmet needs and service gaps among older persons and persons with physical or developmental disabilities. In the spring of 2012, over 2,000 surveys were distributed throughout the county. 457 (22%) surveys were returned. Additionally the division held several focus groups and public meetings. The needs assessment identified these concerns or areas for which more available services or supports are desired:

1. Transportation
2. Daytime recreation
3. Affordable housekeeping
4. Medical services and health concerns
5. Financial concerns
6. Learning about programs and finding services

This information is being used by the division and its oversight committees to guide its advocacy and planning mandates.

Age	Number of Respondents	Percent
< 29	18	4%
30-49	25	6%
50-64	97	21%
65-79	157	34%
80 +	114	25%
Unspecified	46	10%
Total	457	100%

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. Staff also conduct suicide assessments of persons referred by the Kenosha County jail.

	2008	2009	2010	2011	2012
Contacts	6,777	5,980	6,015	5,985	7,930
Jail Assessments	421	437	399	469	527

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 2012 there were 461 emergency detentions and 209 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.



In 2012 an arrangement was made with Crabtree Crisis Support Apartments to provide immediate temporary housing of at-risk individuals to relieve the heavy utilization of the KARE Center. Total admissions in 2012 for both facilities were 735, an 11% increase from the previous year. Average length of stay was 3.51 days, down from 4.39.

Mental Health / Substance Abuse Resource Center

There were 2,208 contacts to the resource center for various issues, 92 screens conducted for mental health services and 534 individuals helped with applications for outpatient psychiatric services and counseling. Benefit assistance was provided for 117 persons with mental illness—a financial impact of \$501,200. Several homeless persons were fast tracked for disability determinations allowing them access to housing and more permanency.

*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 \$159,220, and through funding from the division for 505 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 and stays in other mental health hospitals. With daily monitoring 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	2012
Hospital Admissions	661	647	587	234	615
Beds per day	7.14	4.78	5.01	3.35	4.44
Avg Length of Stay-days	4.4	4.02	3.12	5.65	4.73

Community Services

Psychiatric Services

Local psychiatric services were provided for 636 clients, a 7% increase over the previous year.

Counseling

Oakwood Clinic provided outpatient mental health and alcohol or drug assessment and goal-centered therapy for 424 individuals funded by the Division in 2012. 313 persons were discharged in 2012 and 111 continued treatment. Among those discharged 60% successfully completed treatment!

Program	Patients Treated	Percentage
Mental Illness	117	28%
Alcohol & Other Drug Abuse	75	18%
Intoxicated Driver	170	40%
IV Drug Abuse	36	8%
Treatment Court	26	6%
TOTAL	424	100%

Counseling continued. . .

SUCCESES

"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." ✨

"I don't think I would still be alive if I didn't find out about KHDS and Oakwood at an AA meeting. I was suicidal and everyone helped so much." ✨

"He didn't think he had a problem. Drinking daily was normal. As he progressed with the group he saw the consequences of alcohol use. He decided to try sobriety but drank on and off for a month, hiding it from the group. Later he stopped drinking and told the group that he was drinking earlier. As treatment progressed and he remained sober, there were signs of anxiety and attention deficit disorder interfering with his daily functioning. He went for a psychiatric evaluation and is on medication. After years of procrastination when he was drinking he has now organized the piles of paperwork that had accumulated and is attending AA meetings." ✨

Community Support Program and Comprehensive Community Services

162 persons with serious and persistent mental illness received CSP services through Kenosha County and another 18 through Family Care in 2012, involving intensive case management, vocational services, medication management and other comprehensive services. 75 persons received CCS, a strength-based, recovery oriented intervention.

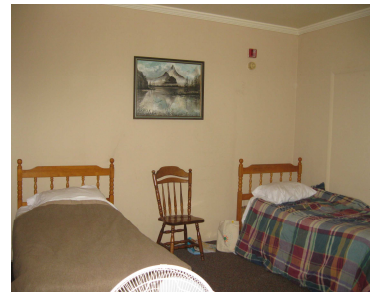
African American	20.39%
American Indian	.39%
Bi-racial	.78%
Caucasian	72.16%
Hispanic	6.27%

Female	48%
Male	52%

110 participants completed the Recovery Oriented Systems Indicator (ROSI) survey. The tool was developed by consumers with 42 outcome measures important to recovery. The 2012 survey found an increase in positive responses to questions about staff support and understanding of their needs and experiences.

Residential Services

38 people who are unable to live independently were supported in residential facilities or adult family homes, a 19% reduction from the previous year due to significant efforts to assess consumers' readiness and support their move to greater independence in a supported apartment, a more desirable and less costly alternative.



Supported Apartment Programs

109 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 30 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 Support 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 2012 Bridges had a

membership of 260 consumers and an average daily attendance of 39 people, with an unduplicated monthly attendance of 121 persons. Bridges provides various support groups centering around recovery and wellness. In 2012 Bridges held 397 groups with an average attendance of 8 persons per group. Bridges also provides lunch to on average 24 people per day and provides a structured setting for peer support and socialization.

Intoxicated Driver Program Enhancement

The Hope Council served 101 clients through an enhancement grant for the Intoxicated Driver Program. The grant provided peer recovery coaches who assisted in the clients' walk in recovery. At the end of 2012, 67 clients continued to be engaged in programming.

Intravenous Drug Use Outreach

Outreach was provided to 91 persons, primarily heroin users, to link them with specialized drug treatment services.

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 15 officers were trained in 2012 (85 to-date).

87 persons in 2012 (263 to-date) participated in three 2-day Crisis Intervention Partnership trainings held for other professionals and volunteers who may encounter a crisis involving someone with a mental illness.

THANK YOU

To Kenosha 's National Alliance on Mental Illness (NAMI) and all of our other community partners.

Alternatives to Incarceration: They Work! Kenosha County Drug and Alcohol Treatment Court

Annie (not her real name) is 45 years old. She had been a career woman and mother of seven. Her marriage was failing and to spend more time with her children she took a job at a bar. In a few months she had met the wrong man and started using drugs with him. She lost everything to her addiction to crack/cocaine—her jobs, her children, her home, and worst of all, according to Annie, was losing herself. She was grateful the day she was arrested because it stopped her cycle of use and abuse. She was also thankful for being offered Drug Court. During her time with Drug Court she has slowly rebuilt her life. She got a full time job, has been going for her business degree at UW-Parkside, got her driver's license back and purchased a car. She helped move her mother from Las Vegas to live with her so Annie could provide for her mother's care needs. Most importantly Annie was reconnecting with her children and being allowed to have them overnight again. Annie graduated from drug court in October. She has remained dedicated to the recovery community, is still involved in Drug Court and plans to be a member of the alumni group. ✨

Drug and Alcohol Treatment Court was organized to enhance public safety and offender accountability by providing intensive supervision, treatment and services to convicted nonviolent drug dependent offenders with the goals of reducing recidivism and increasing the quality of life for citizens of Kenosha County. This evidence-based model is supported by the local judiciary, district attorney, public defender, Department of Human Services, Department of Corrections and local agencies.

Individuals are identified who are in need of treatment as a result of a conviction for drug related offenses. Prior to admission each participant is clinically screened. The drug court team determines who will be recommended 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.

28 people were served in Drug Court in 2012. There were four graduates. All are employed full time and two of them also attend college. All four have maintained their sobriety and have not committed any new crimes. Drug Court's second drug-free baby was born in October. 21 people are currently active. Capacity is 25 which should be reached in 2013.

Jack, 41, has been clean for 32 weeks. He had been using marijuana and alcohol from age eight. Between 13-15 years of age he was smoking marijuana daily and dabbling in cocaine. In his early 20's he used a lot of cocaine but would stop if he had a job. By 38 he started using heroin and started burglarizing to support his habit. Since being in drug court, Jack has three part time jobs, lives in a supportive living environment, receives treatment and is very active in the recovery community. ✨

Bill is 49 and had been using alcohol and marijuana since age 10, cocaine at 24 and crack at 26. He attempted treatment over five times. He's been in drug court for 35 weeks and has been clean the entire time. He attends support group meetings nearly daily and is an inspiration to other participants half his age. ✨

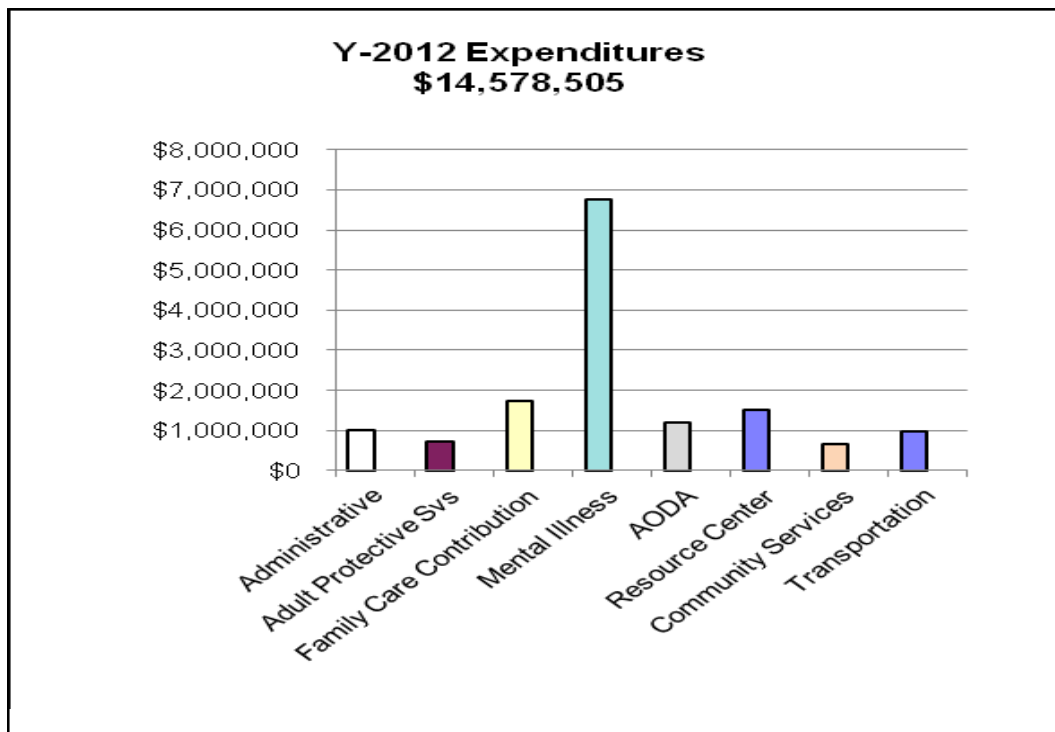
Alternatives to Incarceration: They Work!

Jail Diversion Program

The jail diversion program began in 2010 to safely return non-violent misdemeanor offenders to the community with the support they need to assure recovery and to reduce their rate of recidivism in the criminal justice system. 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.

- 91 referrals have come from the Kenosha County court system and the community.
- 25 clients have participated and discharged from the program
- Of the 25, 19 (76%) successfully completed the program.
- Of the 76% successful completions, 72% have not committed any new offenses within a year.
- 19 clients were in the program at year's end
- Of the 44 participants there were: 25 male, 19 female
- Client ethnicity included: 30 Caucasian, 8 African-American, 4 Hispanic, 2 bi-racial

Division of Aging and Disability Services



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.

2012 HIGHLIGHTS

Brookside Care Center, as affectionately referred to by one of our past residents as the “Jewel of Kenosha”, continues to provide excellent skilled nursing and rehabilitation services to the residents of Kenosha County. Brookside Care Center served a record number of Kenosha County residents in 2012 with 356 admissions that included a daily average of almost 34 rehabilitation residents - a 15% increase over 2011. Strategic census management has significantly improved our balance sheet and eliminated our dependence on tax levy revenues – Brookside Care Center closed the books on 2012 with a surplus.



Brookside Care Center was voted "Best in Kenosha 2012" for Senior Care / nursing homes.

Frances Petrick, Director

At Brookside, we are continuously seeking ways in which to improve upon the quality of care and services, and maintain a family-centered environment in which our residents are cared for with compassion, dignity and respect.

The Brookside Café, opened in 2012, is a popular lounge area where our residents and visitors regularly gather to visit. The Café has become a favorite spot for everyone, including our staff, to grab some homemade soups, salads, snacks and “signature” sandwiches. The Café represents another successful feature that makes Brookside Care Center unique and special.

The Brookside Care Center experience was expressively summarized by a rehabilitation resident in a satisfaction survey he completed upon his discharge: “Rehab at Brookside was the best decision I made, and if I am ever asked, I will encourage people to come to Brookside if they want the best results and best outcome. Thank you so much for making me feel comfortable, but also for giving me a continuous positive outlook. It has made a huge difference in my life.” - Fernando Lopez

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.

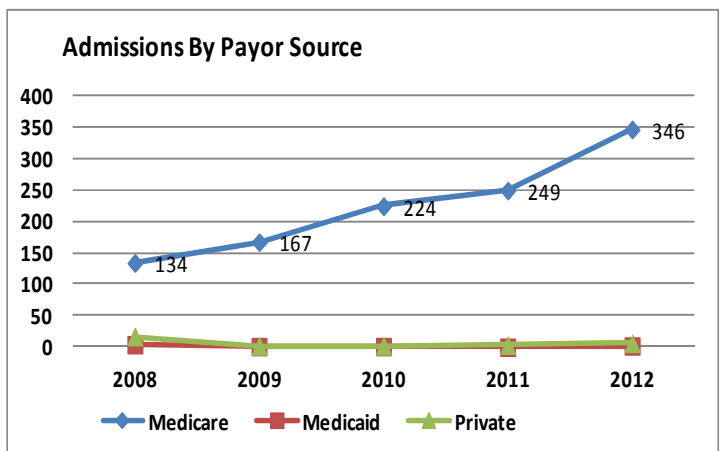
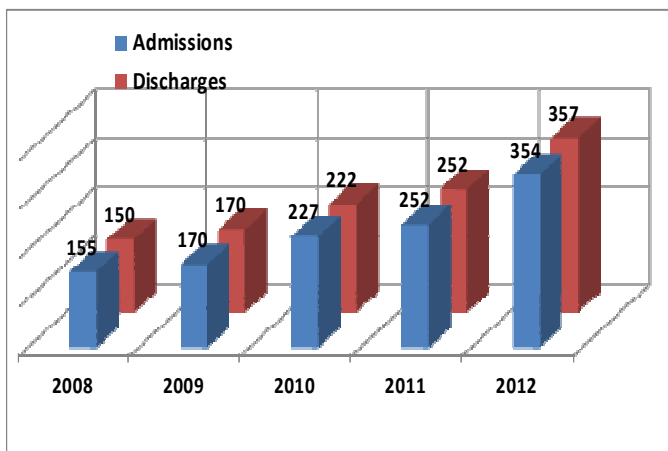
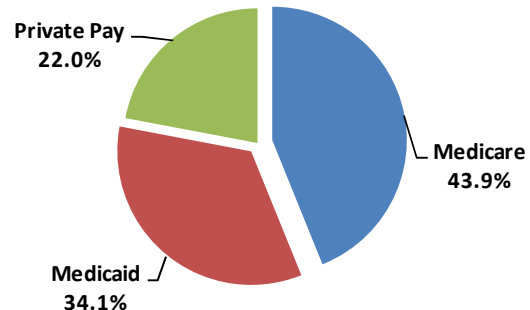
The daily cost per patient for 2012 was \$270.30 an increase of +10.8% over 2011. Staff salaries and benefits account for 75.1% of the costs or \$270.30 per day.

Note: All financial information is unaudited as of April 1, 2013

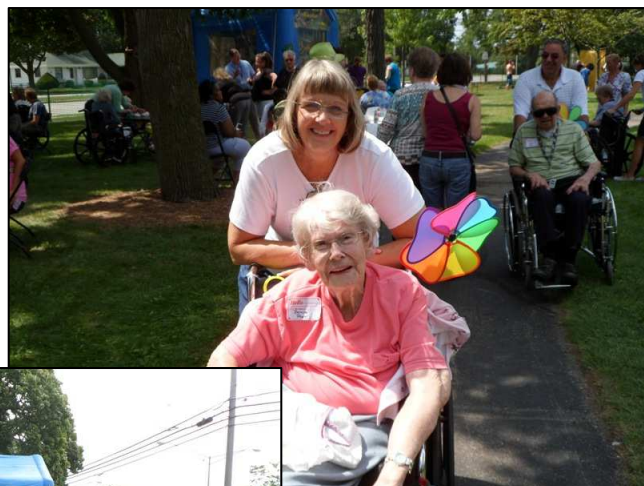
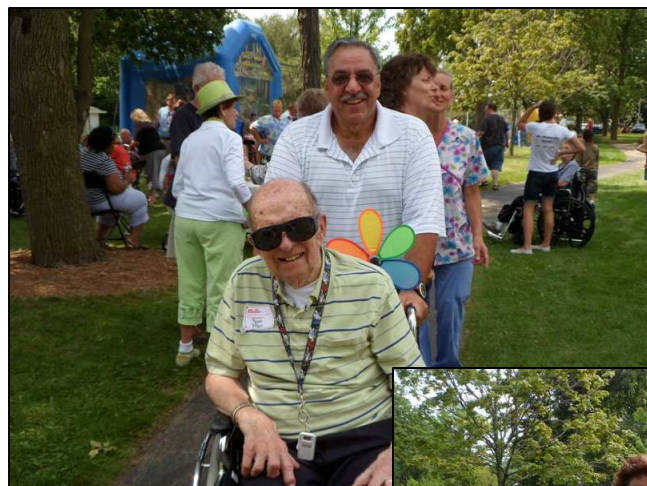
2012 and 2011 Total Patient Cost Per Day					
Expense Category		2012 Costs	2012 %	2011 Costs	2011 %
Staff	\$	203.12	75.1%	\$ 177.90	72.9%
Contractual Services	\$	32.20	11.9%	\$ 24.76	10.1%
Supplies	\$	14.04	5.2%	\$ 13.40	5.5%
Utilities	\$	5.71	2.1%	\$ 5.56	2.3%
Other	\$	7.97	2.9%	\$ 9.23	3.8%
Depreciation	\$	7.26	2.7%	\$ 13.12	5.4%
Total	\$	270.30	100.0%	\$ 243.97	100.0%

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

Brookside Care Center
2012 Resident Revenue By Payor Source



Thanks to our staff, residents, families and friends, Brookside Care Center was voted the “Best of Kenosha County” in 2012 in the Senior Care/Nursing Home category!





We are grateful for all the generous gifts received from our residents, families and friends in the community. Among those donations in 2012 were a bus full of mixed annuals and perennials from a local nursery and gracious family; a refreshment cart from another appreciative family in memory of their loved one; and a refrigerator for the staff break room from a family who wished to provide something to support our staff. In 2012, we developed and distributed donation envelopes to local funeral homes to support the Brookside Care Center Endowment Fund, managed by the Kenosha Community Foundation. A donation to the endowment fund supports future projects and facility expansions.



The Brookside Café opened in 2012 to accommodate the numerous residents, family members and friends who regularly gathered in the “Bird Room” for lunch or a snack. The café has proven to be so successful, we hope to procure donations that will allow us to remodel, and add tables and fixtures, to create an atmosphere that resembles a neighborhood coffee shop.





The Recreation Department covers every holiday and all four seasons in activity planning. In 2012, a trip to Miller Park to cheer on the Milwaukee Brewers (or Chicago Cubs!) highlighted the summer.



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.

2012 Highlights

2012 has been a busy year for the Division of Children and Family Services. The following paragraphs highlight just some of the ways the Division of Children and Family Services (DCFS) has improved the lives of children and families in Kenosha County.

The Child Protective Services Unit and Juvenile Crisis screened in and conducted comprehensive initial assessments of 748 families. Each case involved allegations of physical abuse, physical neglect or sexual abuse of a child or children. We rank as one of the top 8 counties in the state in this area with an average of over 60 child abuse and neglect Initial Assessments occurring monthly. In each case the Initial Assessment process assesses child maltreatment and surrounding circumstances, individual child functioning, adult functioning, disciplinary approaches, parenting practices, family functioning and safety. When a safety assessment reveals children to be unsafe, action is taken immediately to assure child safety. If the home situation is

calm enough so that in-home safety services can assure child safety, they are started immediately. However, when a safety analysis concludes that in-home safety services will not work, children are placed in foster care in order to protect them from further abuse. In 2012, 131 children (56% female, 44% male) were placed in foster care to protect them from abuse and neglect. Of those, 94 children were placed with siblings, 30 sibling groups averaging 3 siblings per home. The ages of the children follow:

- Age 0 to 2 – 28%
- Age 3 to 6 – 42%
- Age 7 to 11 – 18%
- Age 12 to 17 – 11%

Following completion of the Initial Assessment, the case is transferred to the DCFS Ongoing Services Unit. The Ongoing Unit Social Worker develops a case plan with the family and provides services focusing on building protective capacities in parents while eliminating threats to child safety and improving children's well-being. In 2012, 275 families were served in the Ongoing Services Unit. The primary goal of the Ongoing Services Unit is to achieve a safe home for children. The majority of the children return to their parents' care, following improvements in their parents' ability to safely raise their children. When this cannot be achieved, other safe permanent living arrangements for children are pursued. In 2012, 22 children found permanent safe homes through guardianships and 29 children had a Termination of Parental Rights action occur, allowing the children to be adopted.



In 2012, DCFS received a \$240,000/year grant to fund In-Home Safety Services, which have successfully protected 47 children from further abuse, while they remained at home.

Ron Rogers, Director

The Court Services Unit works with youth that have been adjudicated delinquent or referred for habitual truancy. In 2012, 510 youth and their families were served in this unit. The majority of the youth were adjudicated delinquent of misdemeanor offenses. The Court Services Unit practices a balanced approach to Juvenile Justice and as such adheres to the following principles:

- Holding youth accountable for their actions.
- Protecting the community from further crime committed by youth.
- Restoring victims of juvenile crime.
- Accurately assessing youth and families' needs and strengths in order to develop and implement effective treatment plans.
- Improving youth competencies in a number of areas to prevent further delinquent behavior.

In 2012, 71% of youth whose case closed with DCFS were free of new charges while under supervision.

DCFS continues to help families with children with severe emotional disturbance and children that have disabilities. Families First (Kenosha's Coordinated Services Team – Wraparound Project) continues to provide families of children experiencing severe emotional disturbance with support services to keep them intact, improve children's well-being, prevent out-of-home placements and improve educational opportunities for children. This voluntary program is committed to the belief that the best way to care for families is to draw from the family's strengths and incorporate those strengths into an effective and measurable individualized service plan. In 2012, 96 children with severe emotional disturbance and their families were served in this program. In addition, the Children's Long Term Support Waiver Program is available for children diagnosed with developmental disabilities, severe emotional disturbances and physical disabilities. This Medicaid funded program provided services for 127 children and their families throughout 2012. Finally, the Birth to 3 Program provides early intervention services to young children (age birth to 3) who are experiencing a 25% delay within one or more functional areas. Birth to 3 places an emphasis on the parent as an expert about their child and professional staff provide the parent knowledge regarding the child's disability/delay, so that the parent can better address their children's needs. In 2012, 384 children and their parents were served in this program.

In 2012, the Kenosha community continued to benefit from two grant funded programs administered by DCFS. The first is the Community Response Program. The \$187,500 Community Response Program, funded through a grant from the Children's Trust Fund and local county levy, successfully prevented child abuse and neglect in every family that successfully completed the program. This voluntary program works with families at high risk for both child abuse and neglect and future involvement with the child protective services system. During 2012, the program provided services to 109 families with 163 children. All of the families that successfully exited the program did not have a substantiated case of child abuse and neglect within six months of case closure.

The second program, the In-Home Safety Services Program, began 03/20/12. It is funded through a \$240,000 grant awarded to DCFS from the State of Wisconsin, Department of Children and Families. The program provides in-home safety services to families involved with the Ongoing Services Unit due to issues of child abuse and neglect. The program's focus is child safety and the In-Home Safety Services Program provides intense, up to seven days a week, in-home safety services to families so that children can remain at home with their parents while their parents work on issues that impact their ability to safely parent their children. In 2012, the program served 17 families with 42 children. There was no reoccurrence of child maltreatment with any of the children involved in this program in 2012. Of the 17 families, 14 successfully closed within 2012, thus reducing these children's exposure to secondary trauma associated with placement into foster care.

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 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.

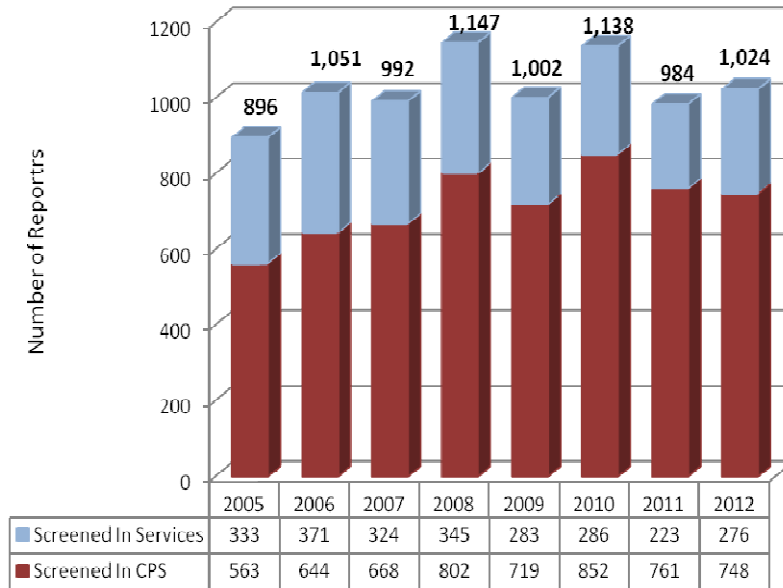
Once it has been determined that a call into the Access Office meets the statutory requirement to begin a Child Protective Services Initial Assessment, it is then assigned to an initial assessment social worker. The primary responsibility of an initial assessment social worker is to conduct a comprehensive 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.

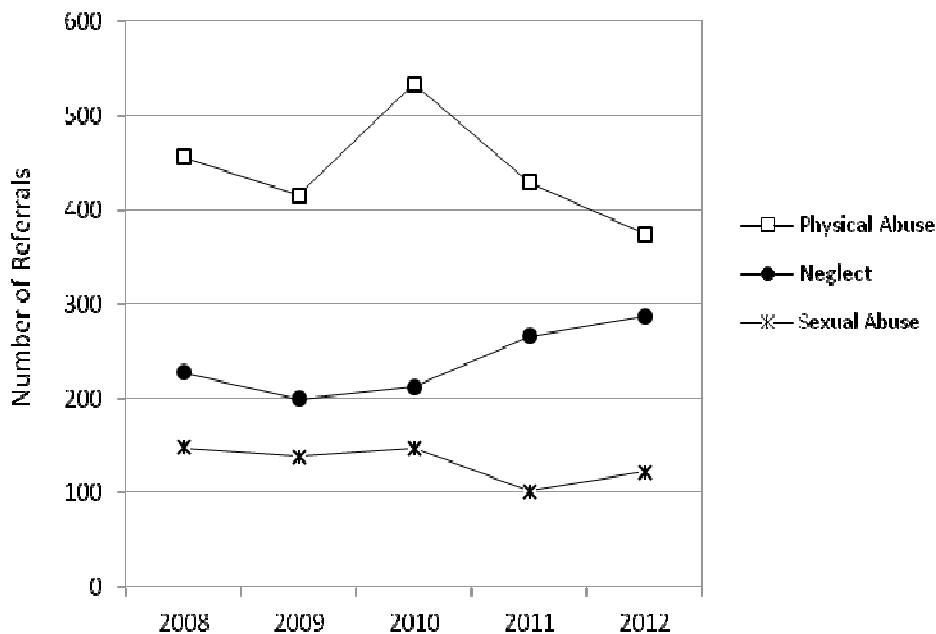
Total Screened In CPS and Child Welfare Services

The total number of screened in Child Protective Service (CPS) and child welfare services cases fluctuated from 2005 to 2012. 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), and a **4%** increase in 2012 (to 1,024).



The percentage of CPS cases screened in increased **14%** from 2005 to 2011, followed by a **4%** decline in 2012. The lowest percentages of CPS cases screened in were in 2005 and 2006 (at **63%**), and the highest percentage was in 2011, when they accounted for **77%** of all screened in cases.

Child Abuse & Neglect Referrals by Type



There are different types of child maltreatment. The number of physical abuse reports declined **30%** from 2010 to 2012. On the other hand, reports of neglect have steadily increased, with a **44%** increase from 2009 to 2012. Reports of sexual abuse have fluctuated, with a **31%** drop from 2010 to 2011, followed by a **17%** increase from 2011 to 2012.

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.

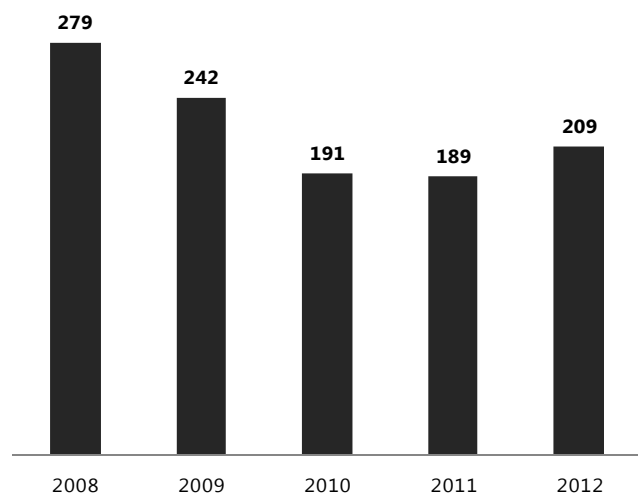
The Birth to 3 Program provides early intervention services to children aged 0-3 who have developmental delays and who meet the functional eligibility criteria for the program (25% delay within one or more functional areas). All children found eligible receive services. There is no waiting list. Services 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.

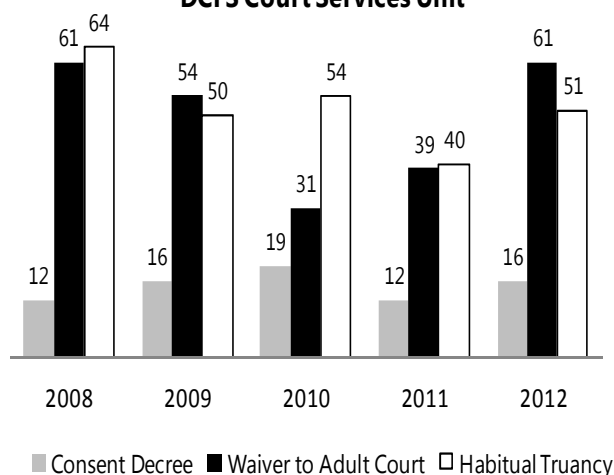
- After a steady decrease between 2008 and 2011, the total number of referrals to the Court Services Unit increased just over **20%** in 2012.
- Referrals for delinquency, representing the largest proportion of referrals to the Unit, increased by almost **11%** in 2012 (189 to 209).
- Referrals for waiver into adult court increased another **56%** in 2012 (39 to 61), following an increase of **26%** in 2011 (31 to 39).
- Habitual truant referrals increased by almost **28%** in 2012 (40 to 51). The Court Services Unit began accepting truancy referrals in 2003, reaching a high of 80 referrals in 2007.
- Consent decrees, representing the smallest proportion of referrals to the Unit, increased by **33%** in 2012 (12 to 16). The number of consent decrees has not exceeded 20 per year since 2007.

DCFS Court Services Unit - Total Number of Referrals	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>1 YR DIF</u>
	416	362	295	280	337	20.4%

**Number of Delinquency Referrals
DCFS Court Services Unit**



**Non-Delinquency Referrals
DCFS Court Services Unit**



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.

2012 HIGHLIGHTS

Nurse Family Partnership/Home Visitation Program—KCDOH received a Nurse Family Partnership (NFP) Home Visiting Program grant to support and educate first-time mothers from low-income households. NFP is an evidence-based program designed that each mother will be partnered with a registered nurse early in her pregnancy and receive ongoing nurse home visits that continue through her child's second birthday. Research proves that every dollar invested in NFP can yield more than five dollars in return. The goals of NFP include: Improve pregnancy outcomes, improve child health and development, and improve economic self-sufficiency of the family.

Lab Accreditation—The KCDOH Lab achieved recognition and recertification by meeting international standards for Crime Laboratories through ASCLD accreditation in Forensic Science.

Budget Benchmarks—Fiscal accountability achieved by divisional staff as the KCDOH exceeded our Revenue benchmarks and remained below our Expenditures.

Wisconsin Transformation Grant

KCDOH received a Transform WI Fund grant to improve community health by increasing children and family access to and awareness of fun and safe places to be active, access to and education of healthy food, access to smoke-free apartments to live in and decrease access to tobacco products.

Pertussis Outbreak

KCDOH communicable disease staff investigated 145 confirmed case reports for Pertussis (Whooping Cough), a contagious bacterial disease that affects the respiratory tract. Left untreated, pertussis is known as the cough of 100 days. In a typical year, our county receives 3 confirmed case reports for pertussis.

Environmental Health Data System

KCDOH Environmental Section initiated an electronic data system, HealthSpace, to efficiently collect and store environmental health inspections of restaurants, schools, and other programs that are reported to the State of Wisconsin.



“Our highly professional and skilled team of public health experts are dedicated to serving the public. We strive for continued quality improvement and accountability in our daily practice. Our Health team is committed to improving the health of all Kenosha County residents.

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

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 574 communicable diseases were reported to the Division of Health in 2012 and 504 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 7:00 a.m. to 6:00 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., Tuesday from 1:00 p.m. to 6:00 p.m., Wednesday and Thursday from 7:00 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	504
Active TB Cases	2
HIV Antibody Testing	452
Immunizations	6,288
Influenza Vaccinations	1,767
Lead Poisoning Screenings	7,278
Pregnancy Tests	543
Sexually Transmitted Disease Screenings	1,572
Dental Varnishing	880
TB Skin Tests	796
Walk-ins; Nurse of the day	11,360
DNA Testing	809
Child Health Exams	62

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 975 home visits were conducted in 2012.

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 389 clients were served in 2012.

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 2012, 878 women were referred from WIC and 447 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 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 2012, 52 school age children attended “Kids Talk” and 342 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 Sudden Infant Death Syndrome (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 102 of these cribs were provided in 2012.

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 2012, a total of 249 car seat checks were conducted and 168 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 37 schools the Kenosha Unified School District and the Head Start Program. This serves a population of 17,147 students, with 3,182 having prevalent and potentially life-threatening health conditions. In 2011-2012, 944 emergency healthcare plans

were completed, 2,421 (14%) students were on medication, and 12,412 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 2012, the Kenosha County Suicide Prevention Initiative:

- Increased coalition membership
- Provided QPR (Question, Persuade, Refer) training to 441 individuals
- Held the first College Advisory Board Sharing Session
- Provided a comprehensive week of suicide prevention activities to residents of Kenosha County
- Developed a strategic plan for the coalition
- Distributed 2,065 cable gun locks
- Updated and distributed the Mental Health Guides
- Held the first Kenosha County Self-Harm and Death Analysis Review Team (SDART) meeting
- Participated in the Healthy People Kenosha County Steering committee, as well as the Mental Health committee

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 6,970 individuals in 2012, with an average monthly caseload of 4,174.

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	1,079
Inspections (Routine/Follow-up)	1,462
Consultations	592
Consumer Complaint Investigations	98



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	57
Inspections (Routine/Follow-up)	75
Consultations/Complaint Investigations	35

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	73

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 2012, there were 1,022 complaint investigations and 1,362 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 complaints on animal nuisances such as animal waste and excessive number of animals per household. This program licenses and regulates kennels and pet shops in the City of Kenosha.

Activity	Units
Animal Bite Investigations	106
Bite Consultations/Follow-ups	219
Animal Nuisance Complaints/Consultation	28

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 142 investigations, follow-ups and consultations in 2012.

Environmental/Human Health Hazards

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

Activity	Units
Noise Complaint Investigations	3
Air Quality Investigations	20
Radiation Samples Collected	24
Human Health Hazard Complaints	19



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	519
Well Consultations	140
Well Surveys/Inspections	38

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 and maintains ASCLD certification for forensic testing as a crime lab.



Clinical Microbiology/Serology Unit

Examines specimens and performs diagnostic testing for enteric pathogens, strep throat cultures, gonorrhea testing and syphilis testing. A total of 765 samples were tested in 2012.

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 469 samples were tested in 2012.

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 5,567 samples were tested in 2012.

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 1,270 samples were tested in 2012.

Blood Lead Analysis

Performs preliminary testing on capillary and venous blood samples to determine lead levels. Analyzes samples from Division of Health clinics. A total of 124 samples were tested in 2012.



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 and another \$2,480,000 in June, 2012. The grant awarded in 2012 also includes funding to address Healthy Homes issues in 20 units. 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 with the \$4 million and 150 residential units with the \$2,480,000;
- Continue to increase the pool of qualified lead abatement contractors;
- Provide an outreach service which includes lead-based paint risk assessments and education;
- Provide a full continuum of services including blood samples, reporting, treatment and medical follow-up.

HUD HEALTHY HOMES DEMONSTRATION PROJECT

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

The primary goal of the **Kenosha Communities Partnership** was to identify and remediate health hazards in housing where environmental conditions may contribute to a child's illness with a focus on asthma and allergies or to identify and reduce the likelihood of slips, trips and falls for persons over the age of 65. Remediation consisted of education, supplies and minor 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. Over the three years of this project 147 residential units were completed.

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.



**Patrice Hall,
Medical Examiner**

OFFICE OF THE KENOSHA COUNTY MEDICAL EXAMINER	
Population of Kenosha County	167,293
Total Number of Deaths	1,507
Total Deaths Reported	1,254
Suicides	22
Accidents	104
Homicides	3
Naturals	1,110
Undetermined	10
Pending	2
Non-Human Remains	3
Phone Investigations (non-hospice)	182
Hospice Investigations	656
Scene Investigations	298
Total Cremations	699
Cremation Only	115
Disinterments	0
Anthropology Examinations	3
Autopsies	166
External Examinations	56
Medical Record Reviews	6
Death Certificates Issued	228

2012 HIGHLIGHTS

There were 1,507 deaths in Kenosha County in 2012, of which, 1,254 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 166. 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, 56 cases required an external examination. KCMEO signed a total of 228 death certificates.

Patrice Hall, MS, D-ABMDI is the first lay-person Medical Examiner for Kenosha County. In addition to overseeing the current caseload, Patrice Hall serves on the Child Death Review Team and is a member of the County's Suicide Prevention Coalition and Traffic Safety Commission.



Division of Veterans Services

MISSION STATEMENT

Welcome to the Kenosha County Veterans Service Office. Our mission is to assist veterans and their families with obtaining local, state and federal benefits. We help them by facilitating the claims application process and assist them in completing numerous other legal documents. We are committed to advocate for veterans, provide quality services and programs for them and their families.

2012 HIGHLIGHTS

- The United States Department of Veterans Affairs (USDVA) guaranteed 325 home loans to county veterans at a total amount of \$56,735,921.
- The United States Department of Veterans Affairs (USDVA) paid disabled county veterans and/or surviving spouses \$29,953,250 in disability compensation or pension.
- Assisted families of 292 deceased veterans in 2012 in obtaining burial benefits, government head stones and casket flags.
- Assisted 70 veterans apply for WI GI Bill. Only 10 were denied as a result of less than honorable discharges.
- 18 veterans received emergency Health Care or Subsistence Aid Grants from the WDVA in the amount of \$10,286.
- 139 Kenosha County veterans/spouses received \$510,565 in property tax credits filed July 1, 2011 to June 30, 2012.

Total KCDVS expenditures for 2012 were \$275,450.



“This year 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; aid to needy veterans, assisting returning veterans from OIF/OEF, providing education and assistance on new programs such as the Veterans Assistance Retraining Program (VRAP) 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. ”



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 Assistance Retraining Program (VRAP) Congress passed, and the President has signed into law, the VOW to Hire Heroes Act of 2011. Included in this new law is the Veterans Retraining Assistance Program (VRAP). VRAP offers up to 12 months of training assistance to unemployed Veterans.

The VRAP offers 12 months of training assistance to Veterans who:

- Are at least 35 but no more than 60 years old
- [Are unemployed](#) on the date of application
- Received an other than dishonorable discharge
- Are not be eligible for any other VA education benefit program (e.g.: the Post-9/11 GI Bill, Montgomery GI Bill, Vocational Rehabilitation and Employment Assistance)
- Are not in receipt of VA compensation due to unemployability
- Are not enrolled in a federal or state job training program

EDUCATION BENEFITS:

Education

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.



Highlights for 2012

Stand Down

Racine/Kenosha Stand Down was held on 25 August at the Racine Veterans Center, honoring Richard Beyer, the Racine CVSO who we lost in June of 2011. Hosted 99 veterans of which 24 were homeless or at risk of being homeless. Service provided included; counseling, housing, employment and training, clothing, toiletries, barbering, federal, state and community based veteran specific services.

World War II Memorial

On September 9, 2012, Kenosha County was proud to host the presentation, in cooperation with Pillars of Honor Inc., a non-profit organization, a of the Original Scale-Model of National WWII Memorial. This provided an opportunity for those WWII veterans and their families that were unable to visit the actual WWII memorial in Washington D.C. The afternoon featured a patriotic program that will include a formal presentation of the colors, live patriotic musical performances, a historical presentation of the WWII Memorial, guest speakers, members of the military and representatives from multiple Veteran Service Organizations.

Veterans Court

Assisted in the establishment of a Veterans Court for the Second Judicial District of Wisconsin that includes the counties of Kenosha, Racine and Walworth. The mission of the Veterans Treatment Court of the Second Judicial District of Wisconsin is to honor veterans by restoring them to a productive life by providing judicial support, treatment and supervision thereby enhancing public safety.

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.

2012 HIGHLIGHTS

The average number of people employed per month increased during 2012 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 was slowly rebounding in 2012.

Year	Population	Labor Force	Avg. Employed per Month	Avg. Unemployed per Month
2012	167,293	85,997	78,868	7,129
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

The average monthly labor force is estimated to have increased from 84,127 in 2011 to 85,997 in 2012. Many Kenosha County residents continue to commute for employment. An estimated 60.8% of the labor force commuted 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	74,460	
Car, truck, or van -- drove alone	62,693	83.1%
Car, truck, or van -- carpooled	7,356	9.7%
Public transportation (excluding taxicab)	995	1.3%
Walked	1,133	1.5%
Other means	1,118	1.5%
Worked at home	2,165	2.9%
Mean travel time to work (minutes)	25.9	

Source: 2011 American Community Survey



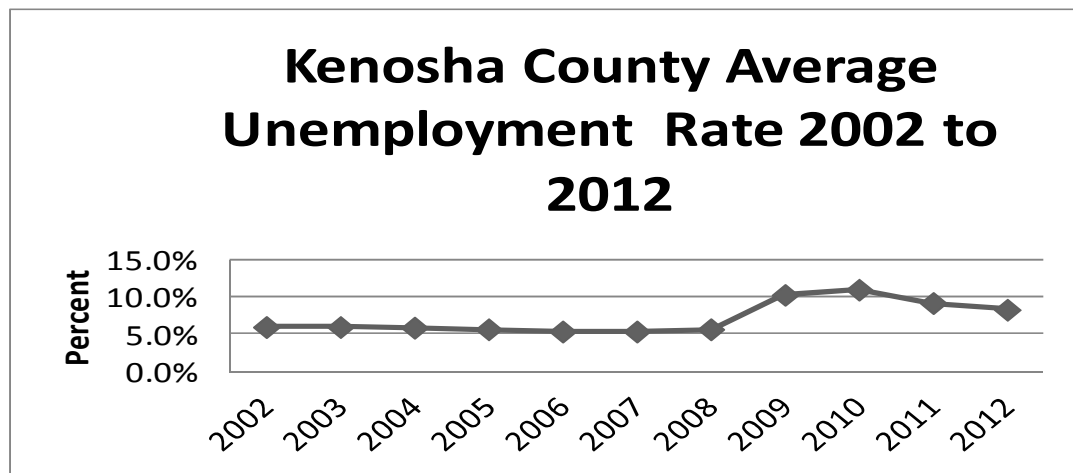
"Workforce Development provides services that offer a safety net for low income families and individuals, elderly and disabled persons, as well as the unemployed and dislocated workers. Without the programs offered through DWD, many people would be unable to support themselves or their families. In 2012, the number of people seeking DWD services hit record highs as the economy remained depressed. The local unemployment rate came down slightly in 2012. DWD staff assisted during these tough economic times, offering a wide array of services that included BadgerCare, Child Care, Child Support, Family Care, Food Share, Transitional Jobs, Dislocated Worker Training, and Wisconsin Works."

The average wage in Kenosha County was just over \$20.00 per hour in 2012.

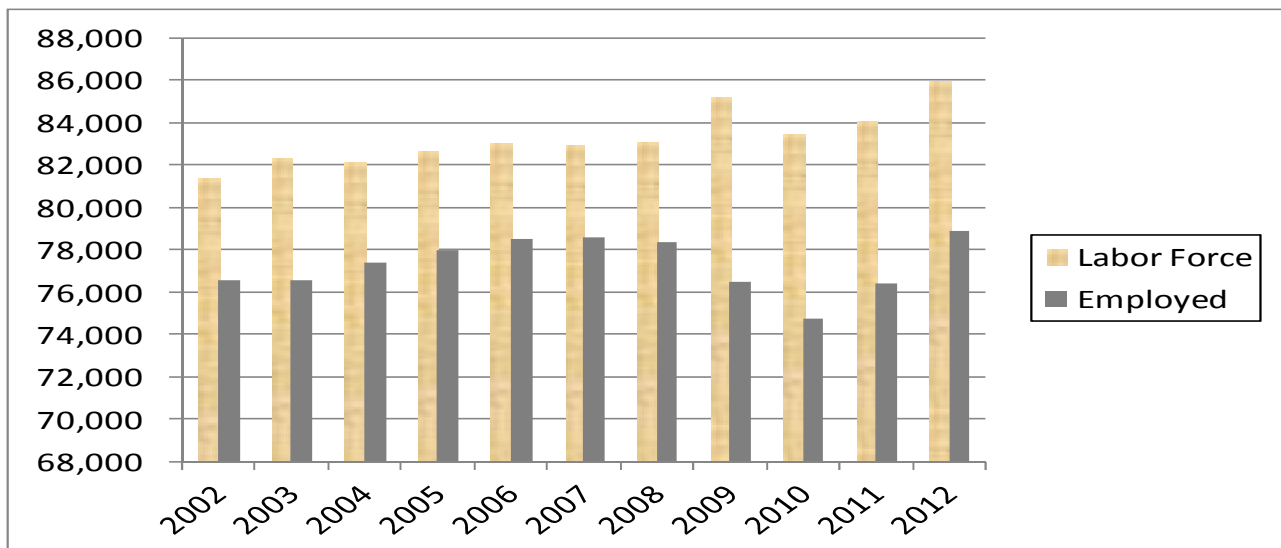
Employment Central is the hub of the Job Center for job seekers. A full range of self-service and staff assisted services are available to help job seekers to prepare for and connect with job opportunities. Special services are available for Veterans as well as laid off employees certified for Trade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

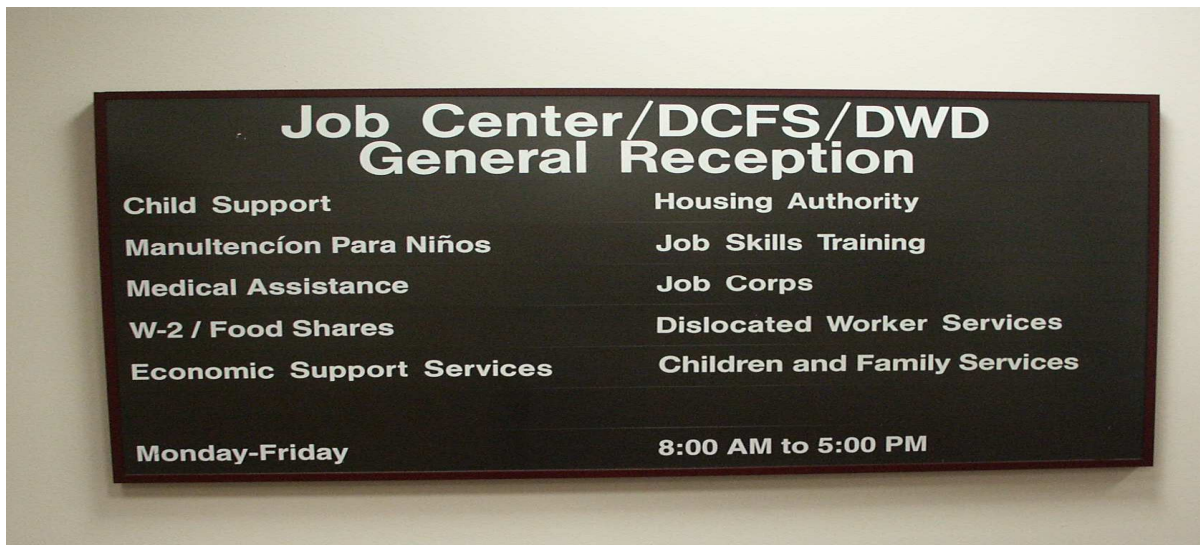
The Southeast Wisconsin Job or Workforce Development Centers also use ResumeMatrix.com as a recruitment tool for employers. Job seekers list a thumbnail of their work skills and education which then can be viewed by employers who then can link to the job seeker's resume for further review and contact.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



Kenosha County Employment Picture 2002 to 2012





PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of programs and services from two primary locations, the Kenosha County Job Center and western Kenosha County Center. During 2012, both locations had all-time high numbers of people applying for the services offered by the division.

Kenosha County Center Office

The Department of Human Services operates a satellite facility at the Kenosha County Center, 19600 75th Street, Bristol, Wisconsin. Public assistance programs of Wisconsin Works (W-2), FoodShare, Child Care, Child Support, Badger Care, and other Medical Assistance programs are administered by staff from Economic Support and Child Support. During 2012, 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 2012, 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. FoodShare, Child Care, Medical Assistance, W2, 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 receipting individuals scheduled to attend various appointments through the Job Center. During 2012, a total of 88,486 people (an average of 7,373 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 system and messaging services. In 2012, the A/M Center received a total of 327,480 calls. Of this figure, 323,434 calls received a live voice and 4,046 calls were answered by the automated answer information line.

In 2012, the W-2 program assistance provided by General Reception staff came to an end as a new provider will administer the W-2 program in 2013. However the number of individuals receiving some type of assistance from General Reception staff is expected to continue to grow throughout 2013.

Employment Central features the technology and resources help 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 takes 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 so that the job seeker is ready to successfully interview for that career opportunity that suits their needs and credentials. In 2012, the total number of customers that visited Employment Central was 41,257. Staff in Employment Central provided 16,304 significant services to these customers, while 25,935 customers received core or informational services.



Equipment, Programs, and Opportunities available to Visitors:

- 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
- Employer 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 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 is available 24 hours a day, 7 days a week. In 2012, 70,300 job seekers statewide used the Jobcenterofwisconsin.com site. More than 6,700 employers registered on this site. A record number of job openings posted on the site last year - well over 158,000 - far exceeding 151,000 postings the previous year. On a given day, the site has approximately 40,000 employment opportunities 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 are 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 **1,502** unemployed job seekers through the RES workshops. RES staff referred **883** 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.



Trade Adjustment Assistance:

Training programs such as the Trade Readjustment Act Program provide retraining services to Kenosha residents

TAA staff provided **182** Eligibility Screenings in 2012.

TAA staff conducted **5** orientations to job seekers who were working for an employer who was downsizing or closing. There were **102** students enrolled in various training programs under the TAA program as of 12/31/2012.

33 individuals obtained employment with an average wage of \$13.96.

TAA Chrysler Project: During 2012, **120** workers were served in TAA. **7** completed training and **29** obtained employment with an average wage of \$15.32.

Job Seeker Tools:

TapDance Live is an Internet-based software package that allows you to administer a series of tests to assess applicant and employee skill levels in typing, math, grammar, spelling, data entry, numeric keypad use, word processing, and spreadsheet creation. You can quickly and easily customize TapDance so that it administers the kind of skills tests you need.

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 2012, staff assisted job seekers by providing testing to obtain the NCRC and **54** 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 **1,816** individuals were provided **4,165** services in **2012**.

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 2012 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (27 events), job fairs (5 hosted with 187 employers and 2,372 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 3,526 job orders posted representing 7,416 job positions in 2012.
- Resume Matrix. This website had a total of 1,205 resumes requested by 236 employers.
- Publications and forums. There were six employer newsletters distributed, marketing portfolios, and employer forums, including a Regional Labor Law Clinic.
- A total of 2,611 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 901 unemployed job seekers attended those sessions.

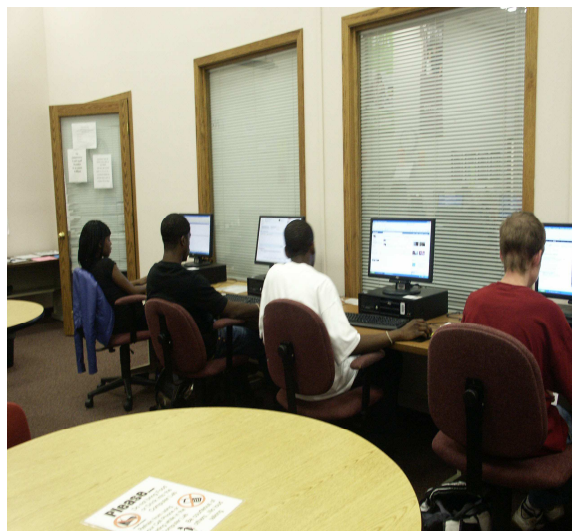
Overall, the increased number of posted job orders and total number of open positions demonstrated that hiring activity continued to increase in 2012.



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 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.

2012 Training and Education Data
<ul style="list-style-type: none"> • 237 job preparation and retention workshops attended by 1,243 job seekers • 1,722 job seekers participated in group job search sessions • 252 individuals served through being a part of the Living Free Program at the Kenosha County Detention Center • 471 Adults and Dislocated Workers enrolled for WIA services in 2012 • 554 students used the Adult Learning Center for 9,163 hours of instruction, with 24 GED/HSEDs achieved • 633 program participants used the Computer Skills Lab for 9,653 hours of instruction • 1,224 additional general public participants used the Computer Skills Lab for available services and resources • 79 students in the Homebound Adult Basic Education Support Program received individualized instruction and 2 were awarded an HSED, GED or HSD and 7 returned to the workforce • 94 Transitional Jobs program participants placed in subsidized employment positions (377 Program To Date), with 66 securing unsubsidized employment (108 Program To Date)



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 2012, we served the following unduplicated counts:

- Total families served in 2012 - 2,142
- Total children served in 2012 - 3,717
- Total providers paid in 2012 - 216
- Average paid per child—\$2,766



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 in, 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 2012, A Child's Place served 597 individual children for 8,804 child care visits.

A Child's Place maintains a 4 star YoungStar quality rating. This rating is given to Wisconsin programs that meet elevated levels of quality standards. The process involves evaluation of Education and Training, Learning Environment and Curriculum, Business and Professional Practices and Health and Wellness.

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 indicates that our program maintains fidelity to the program.

Through collaboration with the Division of Health, Community Impact WIC, UW Extension, Racine Kenosha Nutrition Education, Kenosha Area Family and Aging Services and Prevention Services Network; A Child's Place helped provide health and literacy information to approximately 429 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 were 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, Quality Control, and 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 living 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. Participation increased for these programs in 2012 as more families applied for public aid as a means to make ends meet with the struggling state of the economy. Unduplicated caseloads soared to 19,761 families by December, 2012, an increase of 4,378 from 2011 numbers.

Universal Casework and the WKRP Call Center

Kenosha County and Racine County Economic Support Agencies joined forces to form WKRP, Wisconsin's Kenosha Racine Partners, as prescribed by the State's requirement that all counties form consortia across the State in an effort to meet reduced funding and streamline services to our communities. Kenosha and Racine's call center staff came together for WKRP's Call Center, answering more than 212,550 calls throughout 2012, and doing so with an average speed of answer of 7.7 minutes by December, 2012, which exceeded the State's performance requirement.

WKRP chose to also continue with universal casework in their Family Ongoing units when their combined total caseload jumped to more than 40,000 families in Kenosha and Racine counties. With the job market not bouncing back as expected, more families in southeast Wisconsin continue to depend upon Food Share, Badger Care Plus, and Child Care Assistance to make ends meet. The consistent rise in the caseload proved challenging for workers across the consortium, with monthly renewals averaging around 950 per county, and applications for aid received at a rate of 1,178 per month, with a 2012 total of 14,136. Performance requirements for IM Consortia required timeliness ratings of 90% or better in several categories, the majority of which WKRP was able to meet or exceed.

In conjunction with the consortia formation, the State took on receiving and scanning of all verification documents and formed the Centralized Data Processing Unit (CDPU). Recipients used a centralized mailing address or fax number to send in their verification and documentation for the applications to this agency that in turn created an electronic file of the documents for local workers to process. While initially this process was problematic and difficult to understand by recipients, by the end of second quarter, CDPU was running much smoother and creating some of the efficiencies needed.

Economic Support Aging and Disability Unit

This unit consists of five (5) Economic Support Specialists that serve a population with specific needs. One of the programs administered by this unit is Family Care which is designed to help elderly, blind and/or disabled individuals 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 co-located within the Aging and Disability Resource Center (ADRC) at the Kenosha County Job Center. The Economic Support Specialists work closely with staff at the Aging and Disability Resource Center (ADRC) to deliver the best services possible to the community.

The caseload administered by the Economic Support Specialists changed from month to month as individuals came on and off the programs of assistance. At the end of December, 2012, the caseload served by this unit was 3,912.

Child Support Program

The Child Support Program was established in 1976 to establish paternity, child support court orders and, when necessary, to enforce child support court orders. The Child Support Program managed 12,000 cases in 2012. 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 2012, there were approximately 245 non-custodial parents enrolled and served in the Children First program. The Child Support Program provides genetic testing services to determine parentage in IV-D and juvenile court cases. Genetic samples are obtained in a non-invasive manner by swabbing the inner facial cheek. Approximately 1,000 participants were genetically tested in 2012.

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 44 states, Washington D.C., plus Germany and Canada. By the end of 2012, the Forum had 481 members. The Kenosha County Child Support Agency is truly universal.

Interpreter Services

In 2012, the Kenosha County Job Center provided 23,640 duplicated instances of language and sign interpretations to individuals who accessed services at the Kenosha County Job Center (KCJC) and Kenosha County Center (KCC). Spanish interpretations accounted for 99% of the total. Kenosha County employees provided 80% of the interpretations, while KCJC Partner Agency staff provided 18% and Community interpreters provided 2% of the interpretations. The number of interpreter instances increased 3% from a total of 22,884 in 2011 to 23,640 in 2012.

When County or Partner staff are not available for interpreting, Kenosha County will utilize Community interpreters for services. In the year of 2012, Kenosha County paid \$ 9,078 for Community interpretations services. This amount should be reduced in 2013 due to the availability of a language phone service at a cost effective fee.

Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP provided heating and electricity assistance to eligible households with a “heating energy burden” or “electricity burden”, as defined by WHEAP guidelines.

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 United Migrant Opportunity Services (UMOS) to operate the WHEAP Program. The WHEAP Program operates on a federal fiscal year (FFY), i.e. October 1, 2011 through September 30, 2012.

The following tables contain key information for the FFY ending September 30, 2012.

Total Households Applied	7,791	Kind of Assistance (duplicated)		
Total Households Eligible	7,215			
Percent eligible/applied	93%			
		Heating	Crisis	Furnace
Number of cases (#)		7,215	1,439	133
Amount paid (\$)		\$3,514,578	\$408,253	\$261,341

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 2012, the fall Winter Wraps program delivered 1,675 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,214 needy Kenosha families, the majority with young children. Children between the ages of 0-12 years were given 2,493 gifts during the holiday season.

Community Involvement
Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2012. Staff donated their time and talent to assist with many worthy causes to help community-based agencies and local organizations with a variety of projects. Among the long list of community activities supported by DWD staff were: Leadership Kenosha, American Cancer Society/Relay for Life, Healthy People Kenosha County 2030, LIHF-Lifecourse Initiative for Healthy Families, Kenosha Kindness Week, Community Unity Breakfast, Kenosha County Early Childhood Consortium, KUSD, Kenosha Literacy Council, Boys and Girls Club, Holiday House, 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, and Career Days at various Kenosha Unified School District locations. Staff in DWD demonstrated their compassion and commitment to the Kenosha community through their countless volunteer hours devoted to these and many other community-based organizations.

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 2012.

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 2012 were:

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



Kenosha County Department of Human Services

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