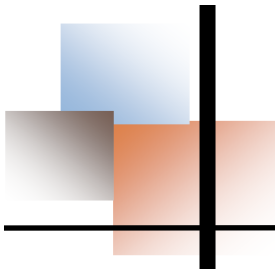


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# 2013 Annual Report

## Kenosha County Department of Human Services





# Kenosha County Department of Human Services 2013 Annual Report



Jim Kreuser, County Executive  
John Jansen, Director

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Editor:	Photos:
Sharon Davis, KCDHS Secretary	Ed Jakes and Brad Reichert

RHB Technology Solutions, Inc.  
Kenosha County Job Center/ Human Services Building  
8600 Sheridan Road, Kenosha, WI 53143



# From the Director

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Welcome to the 2013 Kenosha County Department of Human Services annual report. This report by no means is intended to capture all that is done within the Human Services Department because quite frankly that would increase the volume of this report to epic proportions. What you will find within the following pages are summaries of information on the number of people served and highlights of the various programs that the divisions under Human Services provide.

The Department of Human Services has long been recognized as providing top-notch services. This has not been the result of a haphazard approach to system development; instead, we have developed a tried and true formula that breeds success. In dissecting this formula for success, a number of characteristics stand out. Walk through any area of this building and you will find caring and compassionate staff that treat people with respect and dignity. County staff and our contracted partners are all dedicated to providing first class services to those who seek our assistance.



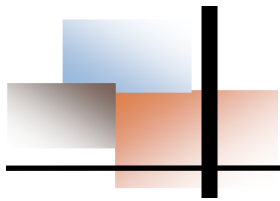
Some other characteristics of the formula for success are flexibility and creativity. Developing high level services require both of these traits. Brookside Care Center is recognized as the top nursing home in the area. At the Job Center, we pride ourselves on being a “one-stop shop” that is designed to meet whatever the need is of the person before us. This could not be accomplished without the ability to be flexible with our service delivery and creative in the development of programs.

Another important aspect of success is program evaluation. In order to continue to provide effective services, it is vital that evaluation of programs is ongoing. Resting on one’s laurels can eventually lead to stagnation and less than effective programming. As a result, the DHS is constantly reviewing programs for effectiveness and adjusting levels as needed. This has been a driving force in our ability to be recognized as a leader in the delivery of services.

Additional features for success that are exhibited are those of openness and transparency. Because of the size and the scope of services provided within Human Services, maintaining open communication and transparency in what we do is paramount to assisting the public in gaining awareness of what we have to offer. This also provides the DHS with constructive feedback on the delivery of services and recommendations for adjustments if necessary.

Finally, we pride ourselves on providing cost effective services to our constituents. Being fiscally responsible with the funds we receive is a guiding principle in all that we accomplish. This permits the balance of controlled costs and program development. Funding sources are leveraged to provide the most cost effective way to develop and manage services.

In closing, I hope as you peruse the report that you are left with a sense of the dedication and commitment that all staff have in providing quality, cost effective services that are designed to meet the needs of our citizens.



# Department of Human Services

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## MISSION STATEMENT

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

Division	Y2013 Expenditures*
Office of the Director	\$894,048
Aging & Disability Services	\$15,299,225
Brookside Care Center	\$14,818,358
Children & Family Services	\$18,272,295
Division of Health	\$7,116,040
Medical Examiner	\$720,405
Veterans Services	\$237,865
Workforce Development	\$16,340,958
<b>TOTAL</b>	<b>\$73,699,194</b>

\* Unaudited as of 4/7/14.



# Office of the Director

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## 2013 HIGHLIGHTS

### Fiscal Management

As of April 7, 2014, Department of Human Services (DHS) 2013 *unaudited* expenditures totaled \$73,699,194. Of the total Department 2013 adopted budget of \$71.5M, county levy was \$12.7M. The remaining revenue of \$58.8M 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,  
Chief Financial Officer,  
DHS Fiscal Services



Dianne (Niesen) Forsyth,  
Contract/Lease 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 to authorized users.

In 2013, KCDHS contracted with 119 providers through 206 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 KUSD, GCA, Trostel, John Sterling & Cenveo.



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.

The WIA Adult program provides services to adults age 18 and older who are seeking assistance for job seeking and training. Both the Dislocated Worker and Adult programs plan job search and retraining services and offer scholarships for job skills training.

The WIA Youth program provides youth with education support and job readiness coaching. Youth that are ages 14 through 21 and also low-income are served in this program. The primary goals of this program are for youth to complete their High School education and continue to job skills training, employment, education or military service.

The information provided in the bullet points below, highlights employment related activities in the Kenosha County Job Center for 2013.

- **29,224** total visits to the Kenosha County Job Center's Employment Central
- **1,230** active employer relationships with **Business Services**
- **846** utilized **Department of Vocational Rehabilitation (DVR)** services
- **1,334** job seekers have received employment through our efforts
- **5,533** job seekers attended the 370 Workshops and Job Fairs that were offered
- **366 students** through GTC out-reach program with **50 GED's** obtained

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 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



Brian Crehan

Ed Jakes

Brad Reichert

## Development and Support

RHB Technology Solutions, Inc.

In 2012<sup>3</sup> The Department of Human Services (DHS) contracted with RHB Technology Solutions, Inc., for information systems design, development and support. The 35+ active applications, which serve staff and management in all of the DHS divisions, have been designed and maintained as part of the initiative to broaden and improve automation enjoyed by the department, clients and collaborating service providers.

During 2013, 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 2013, labor-intensive business processes were streamlined including

- A new application (Health MA Reporting) application was deployed. The system is primarily designed to capture and electronically report Division of Health MA related activity. This application allows users to maintain information related to services provided by the PNCC and TCM programs. The application also provides the ability to generate and submit claims for MA Reimbursement
- The M/A Reimbursement Tracking System (*MARTS*) was further enhanced to support billing for the Division of Health PNCC and TCM services. In 2013, nearly 65,000 claims and \$1.8 million dollars of Medicaid revenue was processed and paid using MARTS.
- A new application (*Veterans Drug Court Data Management System*) was deployed. This application is collaborative effort between Kenosha and Racine Counties designed to capture, share and report upon veterans taking part in the Veterans Drug Court program.

## 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 either new or continuation awards in 2013:

**Jennifer Madore, MSW**  
Coordinator

**Mayia Corcoran, MS**  
Associate

**Julio Escobedo, BS**  
**Mary Jane Landry-Wilkens**  
Special Projects

### CHILDREN'S TRUST FUND

#### **Family Resource Center (CONTINUATION)**

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

**\$150,000**

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

#### **Wisconsin Partnership Program - UW School of Medicine and Public Health Healthy Families**

***Kenosha Division of Children and Family Services (NEW)***

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

**\$400,000**

The Healthy Families Kenosha program will reduce infant mortality by expanding home visitation and case management services. Goals are to develop appropriate parental expectations, improve parent-child interactions, support healthy child development, reduce child maltreatment, improve family functioning, enhance social emotional support, and increase access to concrete supports by families.

### WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES

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

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

**\$333,781**

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

### WISCONSIN OFFICE OF JUSTICE ASSISTANCE

#### **Youth Gang Diversion Program (CONTINUATION)**

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

**\$124,350**

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

#### **Juvenile Accountability Block Grant Program (CONTINUATION)**

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

**\$ 15,378**

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

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

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**Alcohol and Other Drug Abuse Pilot Program (CONTINUATION)****Juvenile Intake Services****\$151,510**

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

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**STATE OF WISCONSIN, DEPARTMENT OF JUSTICE**

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**JAG Problem-Solving Courts (CONTINUATION)****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 (CONTINUATION)****2<sup>nd</sup> 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 (FUNDED)****Division of Aging and Disability Services****\$35,493**

Funds were 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.

# Division of Aging & Disability Services

## MISSION

The Division of Aging and of Disability Services (DADS) seeks to inspire hope, provide help, facilitate and advocate for quality of life among older persons, persons with disabilities and those challenged by mental illness and/or alcohol and other drug abuse.

## 2013 HIGHLIGHTS

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



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

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

**LaVerne Jaros, Director**

## DIVISION DESCRIPTION

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



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

## Information, Assistance and Access at the ADRC



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

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

## SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

### Short-Term Assistance

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

### Equipment Loan Closet

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

### Adult Protective Services

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

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

### Benefit Assistance

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



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

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

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

### Senior Dining

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

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

*"Meals great, staff caring, volunteers great."*

*"The cooks who prepare this food are outstanding!"*

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



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

### Home Delivered Meals

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



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

### Transportation

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

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

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

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

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

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



*"Drivers are excellent!"*

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

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

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

### Alzheimer's & Family Caregiver Support

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

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

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

### Friendly Visitor

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

### Chore Service

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

### Guardian Assistance

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

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

### Westosha Community Center

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



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

### Long Term Care Worker Project

Turnover of direct care workers affects the availability and quality of long term care for our vulnerable citizens. Worker recognition, recruitment and training events were organized with the Kenosha Long Term Care Workforce Alliance.



### Health and Wellness

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



### Outreach and Education

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

#### Website

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

### Presentations and Events

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



### Reflecting Diversity

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



### Reaching our LGBT Population

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

### Publications

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

**Chronicle** - mailed 6 times to 10,600 households

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

**Service Directories** - 3,827

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

**Files of Life**—1,757



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

# MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES

## Community Intervention Center

CIC at Kenosha Human Development Services, is the hub and link to most of the division's behavioral health services.

### Adult Crisis Intervention

Adult Crisis provides 24-hour/seven day/week intervention to de-escalate, stabilize and optimally improve the immediate situation for persons struggling with mental health issues, suicidal feelings, alcohol and drug abuse problems and other issues. Staff also conduct suicide assessments of persons referred by the Kenosha County jail.

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

### Emergency Detention/Protective Services

Wisconsin counties are responsible for the cost of emergency and protective hospital placement for persons who don't have insurance and are at risk of harm to themselves or others due to mental illness or alcohol or drug issues. In 2013 there were 495 emergency detentions and 236 new Chapter 51 commitments., a 13% increase over the previous year.

### KARE Center

A licensed 11-bed community based residential facility, the KARE Center provides a safe, supportive, short-term environment for people with mental health or AODA issues who are in crisis or transition.

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



### Mental Health/Substance Abuse Resource Center

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

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

### Medication Assistance

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

### Inpatient Services

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

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

## Community Services

### Psychiatric Services

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

### Counseling

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

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

## SUCSESSES

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

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

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

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

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

M's Counselor

## Community Support Program and Comprehensive Community Services

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

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

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

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

## Residential Services

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



## Supported Apartment Programs

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

## Bridges Community Center

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

## Intoxicated Driver Program

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

## Intravenous Drug Use Outreach

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

## Crisis Intervention Training

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

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

## Alternatives to Incarceration: Jail Diversion

### Jail Diversion

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

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

## Alternatives to Incarceration: Drug & Alcohol Treatment Court

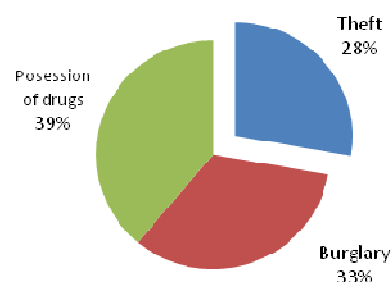
Individuals referred are in need of treatment as a result of a conviction for drug related offenses. The drug court team recommends who to enter, with the district attorney the final gatekeeper. If approved an individual is placed in the program as a condition of a court imposed sentence which is the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

### Participant and Graduate Highlights

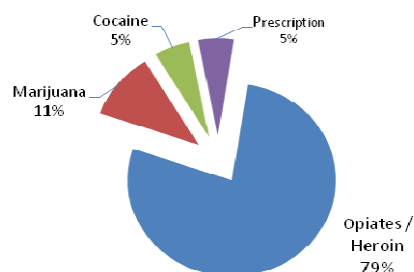
- One participant facilitated getting the first Heroin Anonymous Meeting up and running. Multiple Drug Court participants as well as other community members attend the meeting weekly.
- Of the 9 Drug Court Graduates 0 have been convicted of new crimes. 1 recently graduated from UW-Parkside and 3 others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

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

### Participant Offense



### Drug of Choice



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

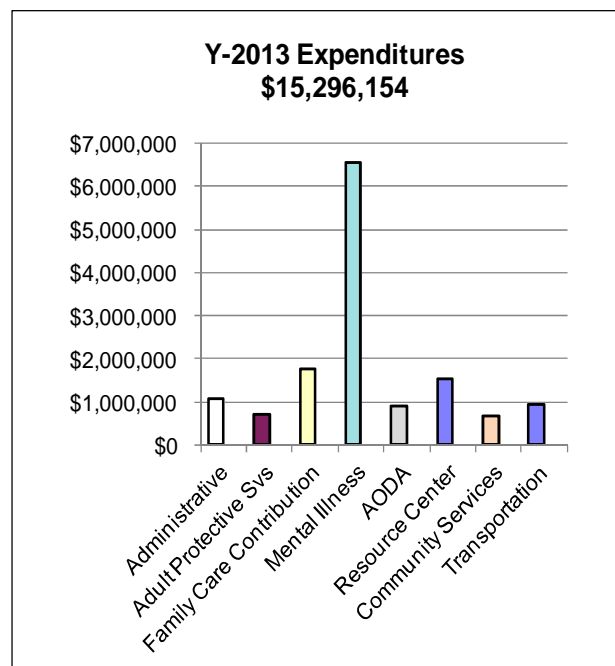
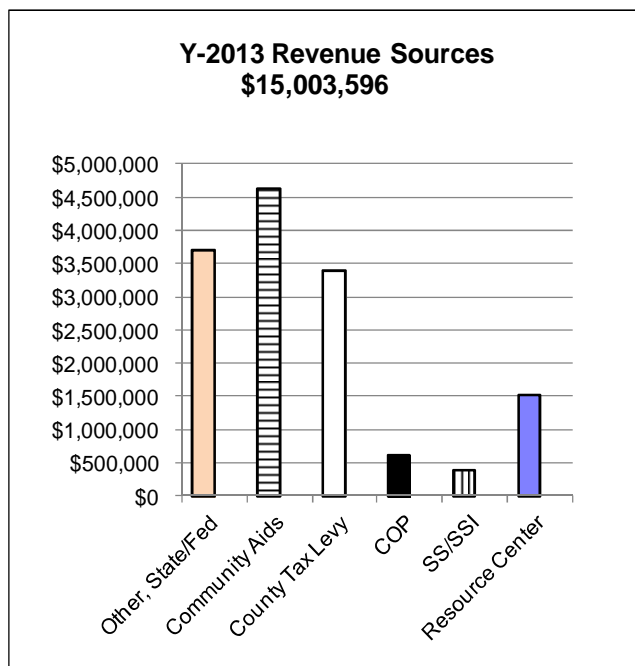
*Mary, 27, has been in the Drug Court program 64 weeks and has been clean for 63. She started using marijuana at age 15 and heroin by age 22. At the time of her assessment for Drug Court she reported she had been to multiple treatment facilities and had been in jail and on probation many times before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

### Alternatives to Incarceration: Behavioral Health Treatment Court

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

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

### Division of Aging and Disability Services



# BROOKSIDE CARE CENTER

## MISSION STATEMENT

Brookside Care Center is committed to enhancing the quality of life for its clients by respecting each individual's rights and assisting them to reach their highest possible level of health and independence. We focus on the details to ensure safe and competent delivery of services with the client in the center of all decision making. By living this mission, we are able to remain the nursing home and rehabilitation center of choice in our community.

## 2013 HIGHLIGHTS

Once again, we broke our previous record, by admitting 488 patients in 2013. That is a 27 % increase in our rehabilitation business. Our reputation in the community for being the nursing home of choice helps us maintain our high census. Strategic census management has significantly improved our financial position and has eliminated our dependence on tax levy support. In 2013, we once again closed the books with a surplus.



Brookside Care Center was voted "Best in Kenosha 2012" for Senior Care / nursing homes in 2012 and 2013.

**Frances Petrick, Director**

At Brookside, we are continuously seeking ways in which to improve upon the quality of care and services. In 2013, Brookside was selected as one of one hundred nursing homes from Wisconsin to participate in the Music and Memory Initiative, a program supported by the Department of Health Services (DHS) to bring enjoyment to residents with Alzheimer's and related dementias through the gift of personalized music. Another goal of this initiative is to reduce residents' reliance on antipsychotic and anti-anxiety medications through personalized music. It is hoped this will help reduce agitation and sundowning behavior and enhance engagement and socialization to foster a calmer social environment.

Another initiative Brookside is participating in is the Interact Program. This program has been instrumental in improving care transitions and reducing re-hospitalizations.

In hopes of preventing our residents' exposure to influenza, we were selected to participate in a high dose influenza study. Our residents were given a high dose of the vaccine, and we closed 2013 without a single influenza case. Our staff also achieved a 99% influenza vaccination rate.

Through engagement with United Health Insurance, we were able to offer our residents a Medicare Program called Optum Care Plus. This program has been quite popular and affords the participants the benefit of having an advanced nurse practitioner working with them on site at Brookside.

## 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.

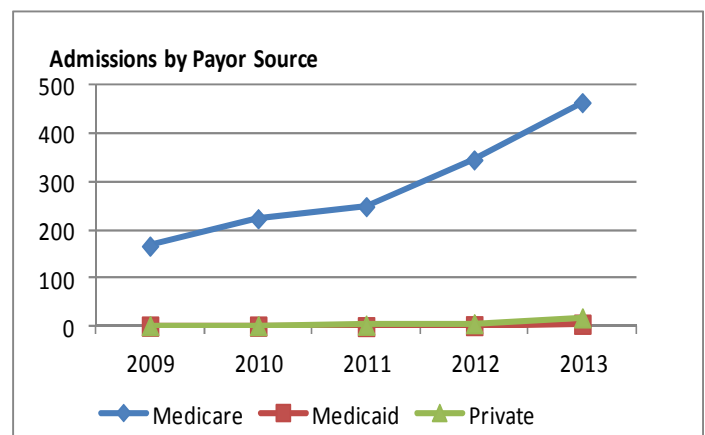
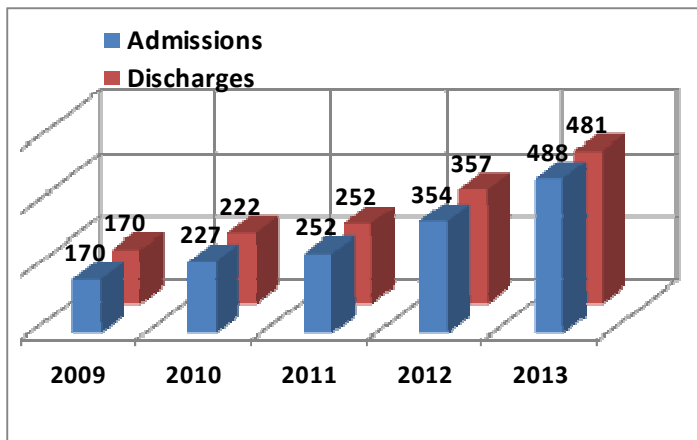
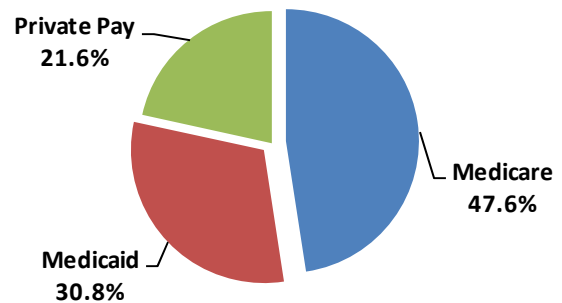
The daily cost per patient for 2013 was \$275.25, an increase of +1.83% over 2012. Staff salaries and benefits account for 71.5% of the costs or \$196.75 per day.

*Note: All financial information is unaudited as of April 7, 2014.*

2013 and 2012 Total Patient Cost Per Day				
Expense Category	2013 Costs	2013 %	2012 Costs	2012 %
Staff \$	196.75	71.5%	\$ 203.12	75.1%
Contractual Services \$	41.37	15.0%	\$ 32.20	11.9%
Supplies \$	14.16	5.1%	\$ 14.04	5.2%
Utilities \$	5.44	2.0%	\$ 5.71	2.1%
Other \$	9.35	3.4%	\$ 7.97	2.9%
Depreciation \$	8.18	3.0%	\$ 7.26	2.7%
<b>Total \$</b>	<b>275.25</b>	<b>100.0%</b>	<b>\$ 270.30</b>	<b>100.0%</b>

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

**Brookside Care Center  
2013 Resident Revenue By Payor Source**





Family is a central focus at Brookside Care Center. Each year we bring families together on our campus for an old-fashioned picnic complete with hamburgers, brats, corn-on-the-cob, and a classic car show.

When we cannot bring families to our residents, we bring our residents to their families. This resident was able to participate in his granddaughter's wedding ceremony and share her joy via Skype.



An old wagon from the public works garage adapted for wheelchairs and filled with Brookside Care Center residents, made for an enjoyable ride through our Petrifying Springs Park on a beautiful autumn day. We certainly hope to make this an annual event.



Halloween brings out the creative talents in our residents as they prepare for the pumpkin decorating contest. Other residents are filling bags with candy to distribute to our trick-or-treaters.





There is something for everyone to enjoy at Brookside Care Center. Our Recreation Department organizes activities that appeal to all interests and all levels of ability.



# 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.

## 2013 Highlights

Since 2009, the Division of Children and Family Services has led county-wide Gang Prevention efforts aimed at deterring youth from becoming involved with gangs and criminal behavior. The Kenosha County's gang prevention strategy is based on concepts of the Office of Juvenile Justice and Delinquency Prevention (OJJDP) Comprehensive Gang Model. This model uses an integrated approach to targeting gangs. This integrated service array has been shown to reduce juvenile crime and gang activity in many communities. The five components of the model are Opportunities Provision, Community Mobilization, Social Intervention, Suppression, and Organizational Change and Development. The Kenosha County Gang Intervention Supervisor, Ms. Donna Rhodes, has developed a comprehensive gang prevention plan that incorporates these five components and this plan is revised annually.



Through our collaborative efforts with the community, we are working together to keep Kenosha a safe place for youth and families.

**Ron Rogers, Director**

## Opportunities Provision/ Summer Youth Employment Program

The goal of the Opportunities Provision component is to ensure that youth have positive alternatives to gang involvement. This is accomplished through Kenosha County's successful Summer Youth Employment Program. The program provides an opportunity for at-risk youth to work at mentored work sites to gain valuable work experience, earn money, and participate in positive educational activities for eight weeks during the summer. Kenosha County, in partnership with the Boys and Girls Club of Kenosha, Community Impact Programs, Kenosha Unified School District and various area businesses, have run this eight-week employment program since 2009.

In 2013, 213 young people age 14-21 worked at 45 job sites. Examples of job sites include:

- Vista Packaging
- Popeye's Chicken
- Viggano's Insurance
- Illusion Hair Design
- Village of Pleasant Prairie
- Sheridan Medical Nursing Facility
- Youth Employment in the Arts
- Gateway Technical College
- Kenosha County Parks including KD Park, Petrifying Springs, and the Kemper Center

In addition to working, school age youth attend educational programming to increase employment and life skills. Students who successfully completed the education component received ½ credit toward graduation. In 2013, 111 school aged youth from KUSD received the ½ credit.

2013 was the 5<sup>th</sup> year we've run a Summer Youth Employment Program for at-risk youth. Since the program's inception in 2009, 1,130 at-risk youth have been employed through this program. In the five summers we have run the program, we have seen a decrease in juvenile arrests during the summer months in comparison to the summer of 2008. In the summer of 2013, the Kenosha Police Department reported a 40% decrease in juvenile arrests in comparison to 2008.



The 2013 Youth Employment in the Arts employed teenagers ages 14-16 to produce art for the Kenosha community. The mural, depicted above, is displayed in the Kenosha County Human Services Building. County Executive Jim Kreuser dedicated the mural with the artists and their families in December, 2013. A corresponding mosaic of Kenosha County is displayed in the Kenosha County Center.

### Community Mobilization

In 2013, the Community Mobilization component was addressed through several activities. Community meetings entitled Save our Sons, Save our Sisters, Save our Selves (SOS) were held with parents, youth, community agency staff, school personnel and clergy. Parent meetings focused on gang/crime prevention, parenting skills, and education about the juvenile justice system. Youth meetings focused on gang/crime prevention, decision making, healthy alternatives to gang involvement and the consequences of gang activity/crime. In addition, the Gang Intervention Supervisor and several community members/organizations organized an anti-violence rally in June 2013, to promote community safety and build camaraderie among neighbors.

Other Community Mobilization activities provided elementary and middle school gang prevention education for youth, parents and teachers, neighborhood strengthening activities including National Night Out on August 6, 2013 at the Boys & Girls Club of Kenosha and Wesley United Methodist Church, and family movie nights at Grace Lutheran Church in June, July, and August 2013. The Gang Intervention Supervisor also continued the “Knowing your Neighbors IS Gang Prevention” and “Proud to be Gang Free” campaigns by attending community events to distribute gang prevention information. These events included Food Folks and Spokes, The Convoy of Hope, Juneteenth Day, and many events sponsored by the Kenosha Unified School District and the Boys & Girls Club of Kenosha.

### **Social Intervention**

Social Intervention is addressed through the Kenosha County Gang Prevention Project and through work on specific community issues as they arise.

The **Kenosha County Gang Prevention Project** is an outreach-oriented program targeted toward the reduction and prevention of youth engagement in gangs and delinquent behavior. This project and its activities are designed to reduce gang influence in the Kenosha area by developing and implementing positive alternatives to gang membership. Intervention services can include outreach to youth and families, individual risk/needs assessment, case management, educational, social, recreational, and family services, service referrals, and coordinated service delivery. Two Kenosha neighborhood-based organizations run Kenosha County's Gang Prevention Project: The Boys & Girls Club of Kenosha and Community Impact Programs, Inc.

In 2013, the Gang Intervention Supervisor worked with the Kenosha Police Department, Kenosha Unified School District, and Kenosha Transit Authority to address parents' and students' concerns about the bus transfer station in downtown Kenosha. With the large number of students arriving at the transfer station at the same time, problems would sometimes occur with fighting and disorderly behavior by some students. New policies were developed to ensure a safe ride for all citizens and students. These policies included bus drivers checking passes to ensure that the youth should be on buses traveling downtown, bus drivers being able to suspend ridership due to disruptive behavior, an increase police presence at peak times, and School Resource Officers having a presence at the transfer station after school. These efforts continue and have reduced the number of problems at the transfer station.

Another Social Intervention effort is the Kenosha County Gang Task Force. The group is composed of individuals from various disciplines including law enforcement, adult probation, social services, schools, and community agencies. The Task Force meets once per month and its primary role is to share information about gang activities and trends, intervention services, and community outreach efforts.

### **Suppression**

The Kenosha County Gang Intervention Supervisor supervises two DCFS Court Services Unit case managers assigned to adjudicated delinquent youth who have risk factors making them susceptible to gang activity. These case managers assess youth with the **Youth Assessment and Screening Instrument** and use evidence-based practices like Positive Youth Development and graduated sanctions to mitigate risk and improve successful completion of court supervision for gang involved youth.

The Kenosha County Gang Intervention Supervisor has a close working relationship with local law enforcement agencies including the Kenosha Police Department, Kenosha County Sheriff's Department, and the Department of Corrections Probation and Parole Department. They collaborate on neighborhood strengthening activities like National Night Out, work to expand Neighborhood Watch Groups, and communicate about trends in the community. Members of these organizations are also members of the Kenosha County Gang Task Force.

### **Organizational Change and Development**

Ms. Donna Rhodes, Kenosha County's Gang Intervention Supervisor, leads and implements all elements of the 2013 Kenosha County Gang Prevention Plan. This includes involving organizations such as the local school districts (Kenosha Unified School District, Wilmot, Westosha), the faith-based community, law enforcement, the business community and community agencies to collectively address the issue of youth gangs and delinquency. Through this collaboration among key stakeholders in the Kenosha County community, we are working together to keep Kenosha a safe place for our youth and families.

## 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.

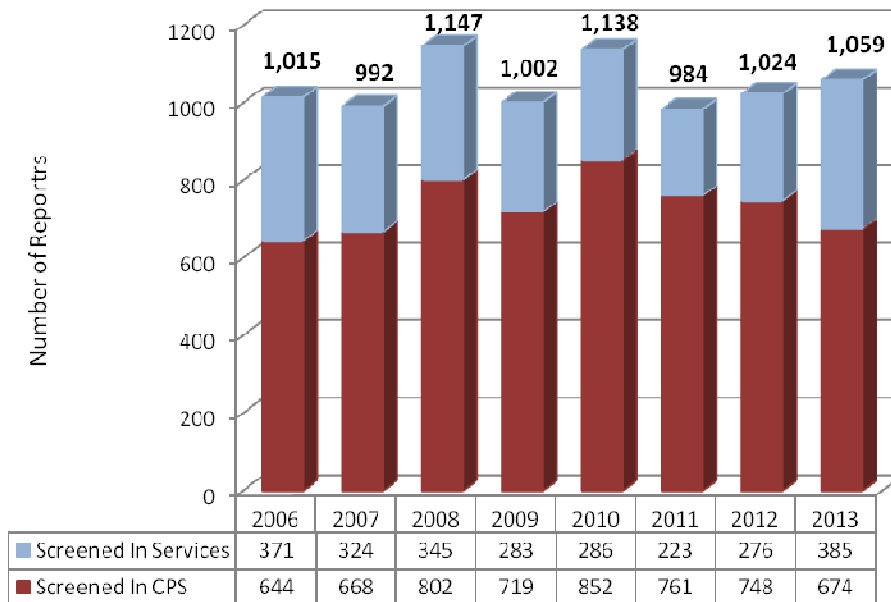
Once it has been determined that a call into the Access Office meets the statutory requirement to begin a Child Protective Services Initial Assessment, it is then assigned to an initial assessment social worker. The primary responsibility of an initial assessment social worker is to conduct a comprehensive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

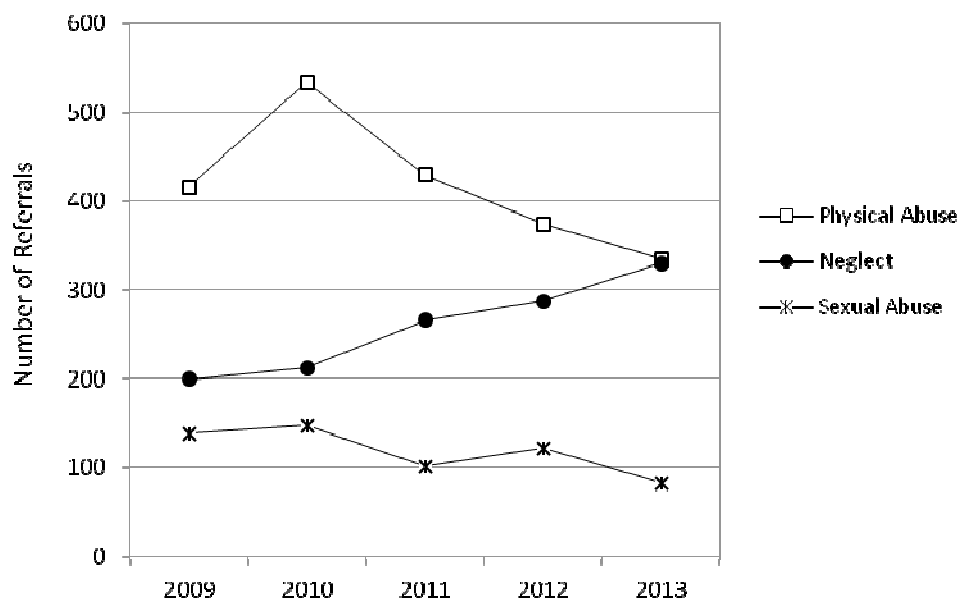
### Total Screened-In CPS and Child Welfare Services

The total number of screened-in Child Protective Service (CPS) and Child Welfare Services cases fluctuated from 2006 to 2013. There was a **13%** increase from 2006 to 2008 (from 1,015 to 1,147), followed by a **14%** decline from 2008 to 2011 (to 984), and an **8%** increase from 2011 to 2013 (to 1,059).



The percentage of CPS cases screened in increased **14%** from 2006 to 2011, followed by a **14%** decline from 2011 to 2013. The lowest percentage of CPS cases screened in was in 2006 (at **63%**), and the highest percentage was in 2011, when they accounted for **77%** of all screened in

### Child Abuse & Neglect Referrals by Type



There are different types of child maltreatment. The number of physical abuse reports declined **37%** from 2010 to 2013. On the other hand, reports of neglect have steadily increased, with a **66%** increase from 2009 to 2013. Reports of sexual abuse have fluctuated; however, reports overall decreased **44%** from 2010 to 2013.

**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.

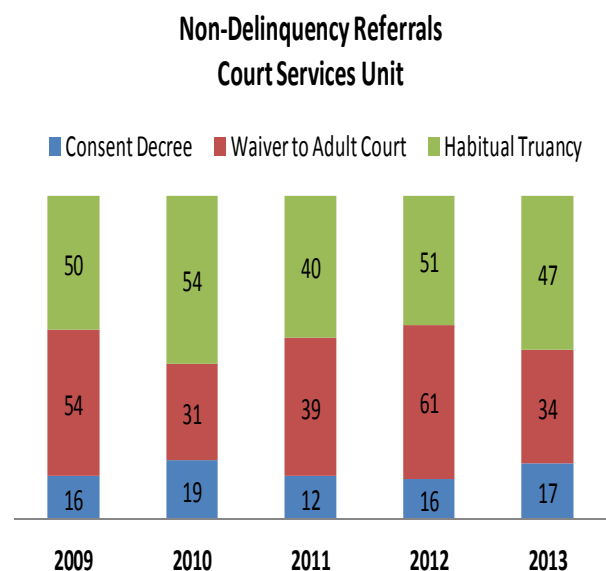
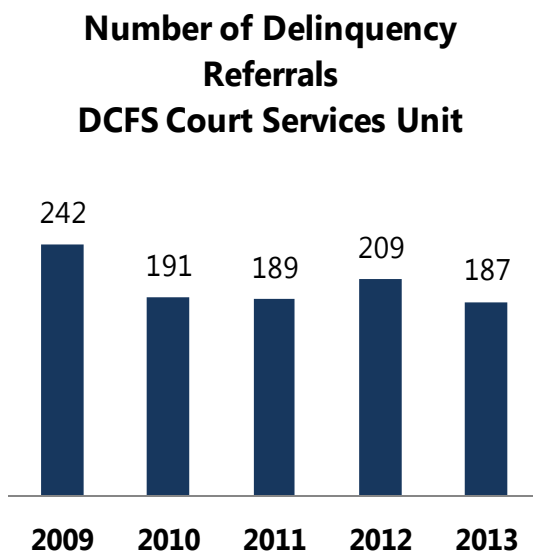
## **DCFS CONTRACTED SERVICES**

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.

**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 **21%** decrease between 2009 and 2010, the total number of referrals to the Court Services Unit have remained relatively steady.
- Referrals for delinquency, representing the largest proportion of referrals to the Unit, decreased by just over **15%** in 2013.
- The number of referrals for waiver into adult court has fluctuated from year to year, increasing by **56%** in 2012 followed by a **44%** decrease in 2013.
- Referrals for habitual truancy have remained fairly steady during the past 5 years, ranging from **40** in 2011 to **54** in 2010. The Court Services Unit began accepting truancy referrals in 2003, reaching a high of **80** referrals in 2007.
- The number of consent decrees, representing the smallest proportion of referrals to the Unit, has not exceeded **20** per year since 2007.

DCFS Court Services Unit - Total Number of Referrals	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	362	295	280	337	285



# 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.

## 2013 HIGHLIGHTS

**National Public Health Accreditation** — In November 2013, the Kenosha County Division of Health (KCDOH) announced that it had achieved national accreditation through the Public Health Accreditation Board (PHAB). The national accreditation program works to improve and protect the health of the public by advancing the quality and performance of the nation's Tribal, state, local, and territorial public health departments. The KCDOH is one of the first of hundreds of health departments across the country that are preparing to seek accreditation through PHAB, the independent organization that administers the national public health accreditation program.

According to Cindy Johnson, "We are pleased and excited to be one of the first health departments in the nation to achieve national standards that foster effectiveness and promote continuous quality improvement. The accreditation process helps to ensure that the programs and services we provide are as responsive as possible to the needs of our community. With accreditation, the KCDOH is demonstrating increased accountability and credibility to the public, funders, elected officials and partner organizations with which we work."

**Private On-Site Wastewater Treatment System** — In 2013, the Environmental Health Section took over the private on-site wastewater treatment system program (septic program) from the Kenosha County Department of Planning and Development.

**Quality Improvement Initiatives Recognized** — One of the Kenosha County Division of Health's 2013 quality improvement projects on healthy birth outcomes was recognized on the Public Health Quality Improvement Exchange (PHQIX) website. The KCDOH wanted to expand and enhance its prenatal care coordination (PNCC) and reproductive health services. Specifically, KCDOH sought to increase the number of healthy birth outcomes by providing women with life action planning tools that included education resources and referrals to help them attain timely reproductive care, access to local prenatal services, and essential early intervention services. This initiative demonstrated an increase in PNCC participation and improved the number of referrals from the Women, Infants, and Children (WIC) program and Nurse of the Day clinics.



"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 three 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 407 communicable diseases were reported to the Division of Health in 2013 and 356 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 satellite offices 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 7:00 a.m. to 5:00 p.m., Wednesday and Thursday from 7:00 a.m. to 12:00 p.m. and the WIC Wellness Center Tuesday, Wednesday and Friday from 8:30 a.m. to 3:30 p.m., the 2nd Tuesday of the month from 9:30 a.m. to 5:30 p.m., and the 2nd Saturday of the month from 9:30 a.m. to 2:30 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.

Activity	Units
Reportable Communicable Diseases	407
Active TB Cases	0
HIV Antibody Testing	353
Immunizations	5,361
Influenza Vaccinations	1,207
Lead Poisoning Screenings	147
Pregnancy Tests	417
Sexually Transmitted Disease Screenings	1,384
Dental Varnishing	1,225
TB Skin Tests	625
Walk-ins; Nurse of the day	10,338
Paternity Testing	805
Child Health Exams	50

### 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 1,881 home visits were conducted in 2013.

### 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 363 clients were served in 2013.

### 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 2013, 849 women were referred from WIC and 459 of them qualified for the PNCC program.

### **Nurse Family Partnership Program**

A mom-baby health program that promotes long-term success for first time moms, their babies, and the community. Nurses deliver the support first-time moms need to have a healthy pregnancy, become knowledgeable and responsible parents, and provide their babies with the best possible start in life. The relationship between mother and nurse provides the foundation for strong families, and lives for forever changed—for the better.

### **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 2013, 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 106 of these cribs were provided in 2013.

### **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 2013, a total of 205 car seat checks were conducted and 146 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 16,273 students, with 22% having prevalent and potentially life-threatening health conditions. In 2012-2013, 1,111 emergency healthcare plans were completed, 3,189 (20%) students were on medication, and 13,177 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 2013, the Kenosha County Suicide Prevention Initiative:

- Increased coalition membership. 25 new members added in 2013.
- Provided QPR (Question, Persuade, Refer) training to 1,067 individuals.
- Quarterly College Advisory Board meetings held.
- Continue to monitor the coalition’s growth using the strategic plan.
- Since November 2012, 11,100 cable gun locks have been distributed. Data has been collected for 2,793 of the locks that were distributed. 24 counties participated, 91% Caucasian, 51% males, 36% were 25-44 years old, and 32% were 45-64 years old.
- Updates made to the Mental Health Guide, Community Resource Card, and Counseling Services Sheet.
- Quarterly Kenosha County Self-Harm and Death Analysis Review Team (SDART) meetings held.
- Assessing and Managing Suicide Risk training held (77 people from SE WI were trained).
- 1<sup>st</sup> Clergy Summit was held (72 people attended).
- Prevent Suicide Kenosha County hosted International Survivors of Suicide Day (15 people attended).
- Naloxone and Methadone presentations were given during coalition meetings.

### **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 6,699 individuals in 2013, with an average monthly caseload of 4,028.

## 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	1,019
Inspections (Routine/Follow-up)	1,006
Consultations	475
Consumer Complaint Investigations	102



### Lodging Facilities

The program enforces regulations that seek to ensure a safe, healthy and sanitary environment in hotels, motels, tourist rooming houses, bed and breakfast establishments, and mobile home parks.

Activity	Units
Facilities Licensed	54
Inspections (Routine/Follow-up)	56
Consultations/Complaint Investigations	28

### Recreational Sanitation

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

Activity	Units
Facilities Licensed	82
Inspections (Routine/Follow-up)	79
Consultations/Complaint Investigations	69

### 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 2013, there were 1,060 complaint investigations and 1,533 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	139
Bite Consultations/Follow-ups	257
Animal Nuisance Complaints/Consultation	69

### 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 87 investigations, follow-ups and consultations in 2013.

## 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	1
Air Quality Investigations	25
Radiation Samples Collected	8
Human Health Hazard Complaints	17



## 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	437
Well Consultations	54
Well Surveys/Inspections	35

## 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, syphilis testing, and spore testing. A total of 685 samples were tested in 2013.

## 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 573 samples were tested in 2013.

## 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 7,806 samples were tested in 2013.

## 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 1,246 samples were tested in 2013.

## 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 141 samples were tested in 2013.



## HUD LEAD BASED PAINT HAZARD REDUCTION PROJECT

The Division of Health was awarded a three-year, \$2,480,000 million grant from Housing and Urban Development (HUD) for Lead-Based Paint Hazard Reduction in June, 2012. The grant awarded 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. In addition to reducing lead hazards, units will be inspected for Health and Safety hazards such as asthma and allergy triggers, moisture concerns, home safety and unintentional injury, and indoor air quality. Radon test will also be conducted on all inspections. 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 conducted the following activities:

- Provided appropriate levels of abatement services including clearance testing for 74 residential units;
- Continued to increase the pool of qualified lead abatement contractors by providing scholarships for 31 persons;
- Provided an outreach service which included lead-based paint risk assessments and in-home education for 161 residential units.

# 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	166,915
Total Number of Deaths	1,354
Total Deaths Reported	1,272
Suicides	24
Accidents	108
Homicides	4
Naturals	1,108
Undetermined	5
Pending	15
Non-Human Remains	2
Phone Investigations (non-hospice)	179
Hospice Investigations	651
Scene Investigations	268
Total Cremations	740
Cremation Only	154
Disinterments	2
Anthropology Examinations	2
Autopsies	163
External Examinations	68
Medical Record Reviews	9
Death Certificates Issued	241

## 2013 HIGHLIGHTS

There were 1,354 deaths in Kenosha County in 2013, of which 1,272 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 163. 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, 68 cases required an external examination. KCMEO signed a total of 241 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.

## 2013 HIGHLIGHTS

- The United States Department of Veterans Affairs (USDVA) guaranteed 336 home loans to county veterans at a total amount of \$60,007,947.
- The United States Department of Veterans Affairs (USDVA) paid disabled county veterans and/or surviving spouses \$28,919,000 in disability compensation or pension.
- Assisted families of 241 deceased veterans in 2013 in obtaining burial benefits, government head stones and casket flags.
- Assisted 107 veterans apply for WI GI Bill. Only 8 were denied as a result of less than honorable discharges.
- 17 veterans received emergency Health Care or Subsistence Aid Grants from the WDVA in the amount of \$6,827.13.
- 151 Kenosha County veterans/spouses received \$556,369 in property tax credits filed July 1, 2012 to June 30, 2013.

**Total KCDVS expenditures for 2013 were \$262,450.**



“This year, 2,032 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. ”

**Derrell W. Greene, Director**



## **PROGRAMS AND SERVICES**

### **LOAN PROGRAMS:**

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

### **TRAINING PROGRAMS:**

#### **Veterans 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 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 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 2013**

#### **Stand Down**

Racine/Kenosha Stand Down was held on October 26th at the Kenosha County Job Center. Hosted 92 veterans of which 24 were homeless or at risk of being homeless. Services provided included counseling, housing, employment and training, clothing, toiletries, barbering, federal, state and community-based veteran specific services.

#### **World War II Memorial**

On September 8, 2013, at the Union Grove Nursing Home, Kenosha County was proud to host the presentation, in cooperation with Pillars of Honor Inc., a non-profit organization, 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. to see the replica. The afternoon featured a patriotic program that included 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.

#### **Vietnam Moving Wall**

During the week of Sept. 12th - 16th, the Vietnam Moving Wall was stationed in Pleasant Prairie, WI. This provided an opportunity for the community to see a replica of the wall in Washington D.C. The week featured a patriotic program that included a formal presentation of the colors, live patriotic musical performances, guest speakers, members of the military and representatives from multiple Veteran Service Organizations.

# 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.

## 2013 HIGHLIGHTS

The average number of people employed per month increased during 2013 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 continued to rebound in 2013.

Year	Population	Labor Force	Avg. Employed per Month	Avg. Unemployed per Month
2013	167,936	87,139	80,176	6,962
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

The average monthly labor force is estimated to have increased from 85,997 in 2012 to 87,139 in 2013. Many Kenosha County residents continue to commute for employment. An estimated 45.5% 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 26.2 minutes.

## Kenosha County Workers and Transportation Mode

COMMUTING TO WORK	Number	%
Workers 16 years and over	79,000	
Car, truck, or van -- drove alone	67,545	85.5%
Car, truck, or van -- carpooled	6,320	8.0%
Public transportation (excluding taxicab)	711	0.9%
Walked	1,422	1.8%
Other means	1,264	1.6%
Worked at home	1,659	2.1%
Mean travel time to work (minutes)	26.2	

Source: 2012 American Community Survey



"Workforce Development staff provided services that extend to 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 2013, the number of people seeking DWD services was significant as the economy continued to recover. The local unemployment rate declined slightly in 2013. DWD staff assisted during these challenging economic times, offering a wide array of services that included BadgerCare, Child Care, Child Support, Family Care, Food Share, Children First, Dislocated Worker Training, and Wisconsin Works."

**Adelene Greene, Director**

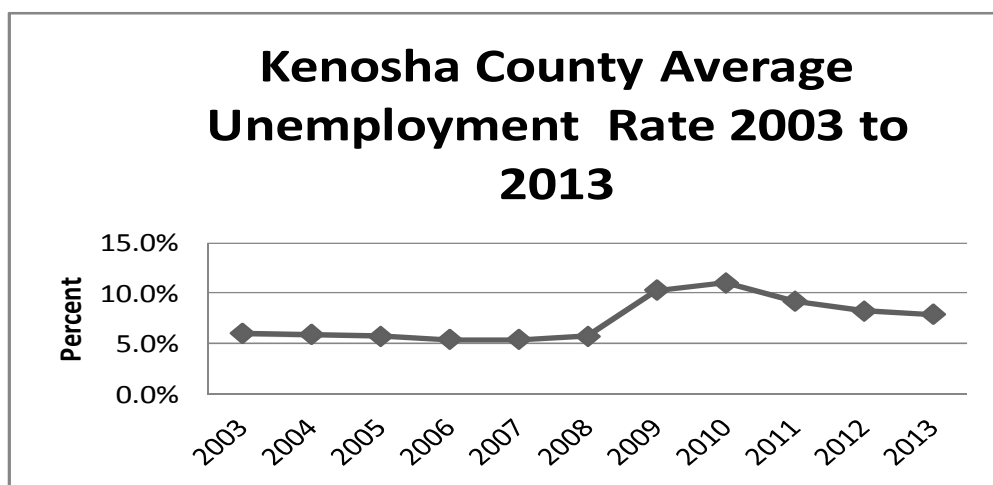
The average annual earnings in Kenosha County are \$28,731.

Median household income for 2013 in Kenosha County is \$54,172.

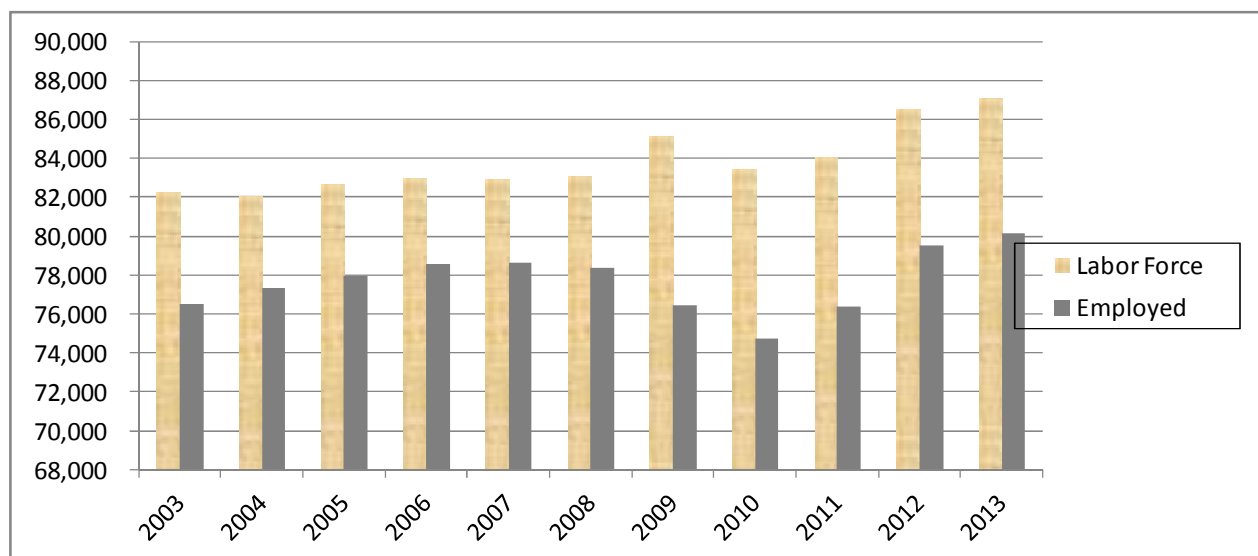
Employment Central is the hub of the Job Center for job seekers. A full range of self-service and staff assisted services are available to help job seekers to prepare for and connect with job opportunities. Special services are available for Veterans as well as laid off employees certified for Trade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

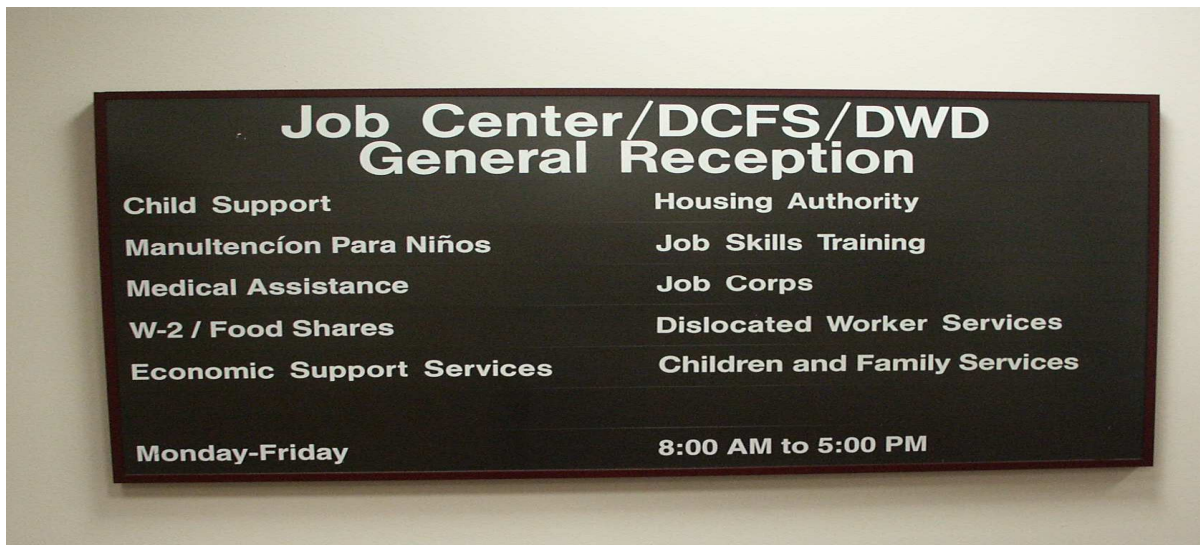
The Southeast Wisconsin Job or Workforce Development Centers also use ResumeMatrix.com as a recruitment tool for employers. Job seekers list a thumbnail of their work skills and education which can be viewed by employers who then can link to the job seeker's resume for further review and contact. This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

[Jobcenterofwisconsin.com](http://Jobcenterofwisconsin.com) is available on-site as well as through the Internet. [Jobcenterofwisconsin.com](http://Jobcenterofwisconsin.com) is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. This site includes a resume listing service and links to other job search support. For 2013 and beyond, the Department of Workforce Development (DWD) is working on making several technological advances to JCW to make it more user friendly and plan to add more advanced job matching.



### Kenosha County Employment Picture 2003 to 2013





## PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of programs and public services from two primary locations, the Kenosha County Job Center and western Kenosha County Center. During 2013, 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 75<sup>th</sup> 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 2013, 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 2013, 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 2013, a total of 65,712 people (an average of 5,476 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 2013, the A/M Center received a total of 276,966 calls. The walk-ins and calls dropped in volume from previous years due to the internet on-line services and the availability of the Call Center.



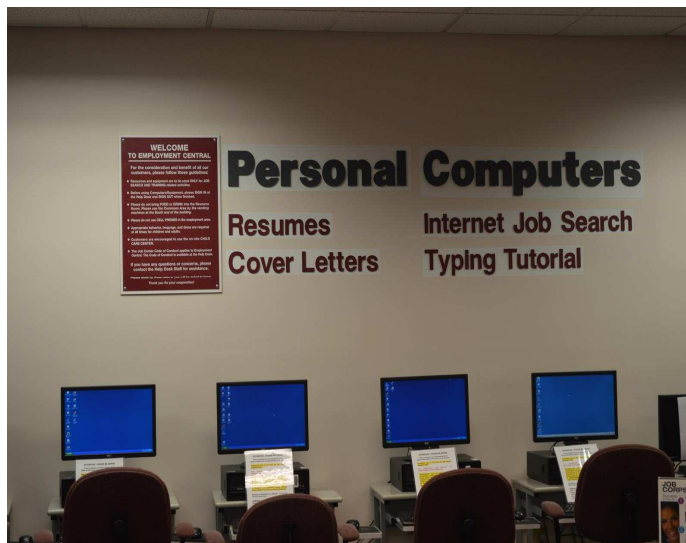
**Employment Central** features the technology and resources to assist job seekers in finding meaningful employment in Kenosha and the surrounding community. In the fall of 2013, 20 of the 30 computers in Employment Central were upgraded with WYSE computer devices. Concurrent with the computer upgrades are knowledgeable staff who can assist any job seeker with questions regarding the registration process in Job Center of Wisconsin, online applications or resume revisions. In addition to the personal assistance offered to each customer, several workshops are conducted bi-weekly or monthly on topics like Choice, Change and Adjustment, Career Exploration, Mock Interviewing, State Employment and Talent – It Comes With Experience for workers over the age of 40. Initiatives are taken to develop flyers to assist job seekers with learning how to set up an email account, send emails, attachments etc. Weekly job postings are available every Monday morning that highlights the newest job orders in the [Jobcenterofwisconsin.com](http://Jobcenterofwisconsin.com) Job

Board for Job Seekers to use. Staff take pride in successfully reaching out to all job seekers and frequently refers individuals to Partner Agencies for additional services beyond their employment needs.

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 2013, the total number of customers that visited Employment Central was 29,224. Staff in Employment Central provided 5,136 significant services to these customers, while 26,635 customers received core or informational services.

#### **Equipment, Programs and Opportunities available to Visitors:**

- 30 computers with Internet access and printing capabilities
- 1 computer is designated to assist individuals with disabilities
- Ability to set up email accounts
- WorkNet for labor market and wage information
- Resume Matrix
- Resume Writing Software
- Accessibility to copy and fax machines and use of telephone services
- Employer Onsite Recruitments
- Veteran Employment Services
- Trade Adjustment Assistance
- Individual Assistance
- Occupational Outlook Information – publications and online
- Civil Service Typing tests
- Career Counseling Services
- WiscJobs state employment opportunities
- Skill Explorer website



#### **[Jobcenterofwisconsin.com](http://Jobcenterofwisconsin.com)**

#### **Connecting Employers and Job Seekers in Wisconsin**

The State of Wisconsin has a user friendly website for **job seekers** and employers to connect with each other. A matching system that codes both resumes and job orders allows the system to "match" potential **job seekers** to employers. **Job Seekers** have the ability to search job orders by using key words, job titles, company names or job order numbers to search for job orders that they can apply to. [Jobcenterofwisconsin.com](http://Jobcenterofwisconsin.com) (JCW) has the capability of allowing a job seeker to send their JCW profile or a new feature allows a job seeker to upload a professional resume, cover letter and references to a job posting.

**Employers** have the capability of submitting job orders to JCW 24/7. There is also a built-in feature especially for Military Veterans. This is a "24 hour Veteran Hold" which allows Veterans to access and apply for the position before the general public. Once the job order is released, an employer has access to the resume database to search for his/her own candidates. Emails can be sent to prospective job seekers stating that they have reviewed the resume on JCW and are asking for this prospective job seeker to contact them for the interview. In 2013, 290,814 job seekers statewide used the [jobcenterofwisconsin.com](http://www.jobcenterofwisconsin.com) site. More than 8,664 employers registered on this site. A record number of 201,887 job openings were posted in 2013. On any given day over 45,000 job openings are available statewide.

A tri-county collaborative effort resulted in the first Job Fair EXPO held at U.W. Parkside field house on May 22, 2013. A total of 92 employers and over 531 job seekers attended the event. Each job seeker was pre-screened and given a ticket prior to the event to ensure that the expectations of the employers were met and to reach out to job seekers the importance of their attire, energy level, elevator speech and the requirement of a professional resume at this event.

**Other valuable information on ‘thejobcenterofwisconsin.com’ site includes the following topics:**

- **New!** Skill Explorer
- Job Fairs throughout the State of Wisconsin
- Information for Laid off Workers
- Labor Market Information
- Equal Rights Division
- Vocational Rehabilitation Services
- ACCESS Health and Nutrition Benefits
- Job Seeker Tips/Advice
- WI Manufacturing Skills Training
- Featured Industries ( Agriculture, Trucking , Manufacturing)
- Career Planning Tools
- NCRC Certificate Information



**Career Counseling**

Career counseling was available to all job seekers in either a group workshop or by individual appointment. Topics that were discussed included career development and career exploration. Individuals were given the opportunity to access online WisCareers and Career Cruising. These online assessments allowed individuals to identify a career choice and then research the area to identify labor market information for the State of Wisconsin, and wages offered. Assistance is provided in determining the training and education needed to pursue this goal.

In addition, a new workshop was developed to assist job seekers the opportunity for professional critiquing of their resumes and cover letters which is critical in today's job searching techniques. This service was provided in a group workshop entitled Open Resume Review and also in individualized appointments.

The Kenosha Area Professional Networking Group was designed to assist the professional job seeker in a social networking environment. Members are encouraged to share job leads, tips, resources, and personal experiences as well as networking. This service is provided online on LinkedIn.

In 2013, career counseling staff provided 1,556 services to job seekers that included Re-Employment Services (RES), Trade Adjustment Assistance, and Job Seeker Tools.

### **Re-Employment Services (RES):**

In collaboration with the Unemployment Insurance Office and a federal law change in May 2013, all individuals who are filing or receiving unemployment insurance are required to register on [jobcenterofwisconsin.com](http://jobcenterofwisconsin.com) and attend a 3 hour Re-Employment Services Orientation Workshop. Weekly re-employment workshops were held minimally twice a week in Employment Central. As an early intervention process, claimants are scheduled to attend this informational meeting specifically designed to assist claimants from dislocation status to employment in the shortest amount of time. Topics such as the value of networking, social media, career development, resume review, interviewing techniques and NCRC certification are discussed. After the formal presentation is completed each claimant meets individually with a staff person for a short triage session to review their job readiness and discuss what services may still be needed to make them successful. Referrals are often made to our Partner agencies like Division of Vocational Rehabilitation, Veteran Services, RES-Care, Gateway Technical College, Kenosha Literacy Center to mention a few.



In 2013, staff met with 1,968 unemployed job seekers through the RES Workshops. RES staff referred 2,014 claimants to partner services. Some job seekers were referred to more than one partner service. This is a significant rise in numbers over 2012.

### **Trade Adjustment Assistance:**

The Trade Adjustment Assistance Act of 1974 (TAA) is a federal program that provides special assistance to workers who lose their jobs as a result of increased foreign imports or, under certain conditions, a shift of production outside of the United States. In order to be eligible for Trade program benefits and services, the worker **must** be a worker who lost their job at a company certified by the Department of Labor as a Trade affected location. The goal of the TAA Program is to help dislocated workers obtain suitable reemployment as quickly as possible. Suitable employment is defined as a job of equal or higher skill level with wages not less than 80% of those earned at adversely affected employment at the time of layoff. The **Trade Adjustment Assistance (TAA)** Program provides assistance such as [job search](#), [relocation assistance](#) and [retraining](#) to help dislocated workers obtain new suitable employment as quickly as possible. The **Trade Readjustment Allowance (TRA)** is a benefit of the TAA Program, and is a [weekly allowance](#) payable to a participant enrolled in training, or waived from training. TRA is payable after entitlement to unemployment insurance has been exhausted. The TAA Program is closely coordinated with the **Workforce Investment Act (WIA) Dislocated Worker Program**. Continue to access services through the Dislocated Worker Program while considering your options under the TAA Program.

In 2013, there were 194 students enrolled in various training programs under TAA. 62 completed training and 26 obtained employment with an average wage of \$20.78.

## Job Seeker Tools:



### **SKILL Explorer**

Skill Explorer looks beyond job titles to match you with new opportunities related to the skills and training you already have. Jobs you may not have considered. It's a smart way to widen your career options and find a great job.

#### Job Seekers

Skill Explorer looks beyond job titles to help job seekers explore new occupations that share similar skills and knowledge with their current job or a job of interest.

#### Employers

Employers can use this tool to target needed skill sets that can aid in developing position descriptions and training needs.

#### Educators and Workforce Professionals

Educators and workforce professionals can use this tool to assist students and customers identify transferable skills, career pathways opportunities and training needs.

## 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 in today's workforce. The three skills measured are: Applied Mathematics, Reading for Information and Locating for Information. Each certificate is signed by the Governor and shows that an individual has demonstrated the 3 proficiencies. In 2013 staff assisted the job seekers by providing testing to obtain the NCRC and 16 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, on-line 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 **1,308** individuals were provided **2,792** services in **2013**.

**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 2013 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (20 events with 946 job seekers), job fairs (5 held with 164 employers and 1,572 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 1,307 job orders posted representing 4,772 job positions in 2013.
- Resume Matrix. This website had a total of 1,411 resumes requested by 123 employers.
- Employer events held: pre-set interviews, orientations, etc. (11 events with 43 employers attending and 1,054 job seekers).
- Regional Labor Law Clinic - 41 employers and 49 attendees.
- A total of 986 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.

### **Wisconsin Works (W-2) Program:**

Wisconsin Works (W-2) is funded through the State of Wisconsin Department of Children and Families. ResCare Workforce Services is contracted with the State of Wisconsin Department of Children and Families to provide services for the Wisconsin Works programs in Kenosha, Racine, Washington, Walworth, Ozaukee, and Washington counties. Not only are services provided for W-2 participants from ResCare staff, but also Wisconsin Job Centers and Partner Agencies.

Wisconsin Works (W-2) is based on work participation and personal responsibility. The program provides assistance with the participants meeting their employment and career goals. The program provides employment preparation services, case management, and cash assistance to eligible families. Under W-2, there is no entitlement to assistance. The program is available to low-income parents with minor children who meet eligibility requirements and who are willing to work to their ability.

The goal of Wisconsin Works (W-2) is to provide necessary and appropriate services to prepare individuals to work and to retain viable, self-sustaining employment, which will promote economic growth. In 2013, 634 W-2 participants obtained employment; working 110 hours a month or grossing \$870 per month. Of the 634 employments, 471 retained their employment, lasting 93 days or longer, with 109 of the jobs paying \$11.45 an hour.



**Specialized Services** that require eligibility determination for services are also available. 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), FoodShare Employment & Training (FSET), 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. Starting in October 2013, the Children First Program was replaced by a new program called Supporting Parents Supporting Kids (SPSK).

**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.

2013 Training and Education Data
<ul style="list-style-type: none"> <li>• <b>343</b> job preparation and retention workshops attended by <b>2,056</b> job seekers</li> <li>• <b>1,725</b> job seekers participated in group job search sessions of FSET and Children First/ Supporting Parents Supporting Kids (SPSK)</li> <li>• <b>206</b> individuals served through being a part of the Living Free Program at the Kenosha County Detention Center</li> <li>• <b>264</b> Adults and Dislocated Workers enrolled for WIA services in 2013</li> <li>• <b>366</b> students used the Adult Learning Center for <b>6,205</b> hours of instruction, with <b>50</b> GED/HSEDs achieved</li> <li>• <b>553</b> program participants used the Computer Skills Lab for <b>6,017</b> hours of instruction</li> <li>• <b>1,640</b> additional general public participants used the Computer Skills Lab for available services and resources</li> <li>• <b>50</b> Job Preparation sessions were conducted at the Urban Outreach Center with <b>266</b> individuals served.</li> </ul>



## Kenosha County Child Care Coordination Unit

The Child Care Coordination Unit is one of the key support components in the integrated service delivery system, specifically the Financial and Employment Planning Teams. Child care services and resources are crucial to each participant's involvement in employment and related activities as they progress toward self-sufficiency. The Child Care Coordination Unit is the primary point of contact for child care subsidy assistance; *Wisconsin Shares*, in Kenosha County. 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 2013 - 1,967
- Total children served in 2013 - 3,410
- Total providers paid in 2013 - 164
- Average paid per child—\$2,863



**A Child's Place Child Care Center** supports families working and participating in programs at the Kenosha County Job Center/Human Services Building and the greater community. The state-licensed facility serves children aged 1 week through 12 years old, Monday through Friday, 6:30 a.m. until 6:00 p.m. A Child's Place provides flexible care options including drop in, short term, long term and emergency child care. 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.

**Quality** - 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.

**Positive Guidance** - A Child's Place is a Wisconsin demonstration site implementing the Pyramid Model for Social Emotional Foundations in Early Learning. All teachers have been trained in the Pyramid Model and implement positive guidance strategies with children.

**Staff Training** - Teachers have also been trained in the Wisconsin Model Early Learning Standards, The Creative Curriculum, CPR, First Aid, Child Abuse and Neglect, Shaken Baby and Sudden Infant Death Syndrome as well as continuous professional development.

**Family Involvement** - 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, fall and spring open house, family conferences and seasonal celebrations.

**Collaboration** - 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 at a weekly "Parent Talk Lunch". The PSN Health Nurse presented health and safety topics to 20 school aged children enrolled in our summer program. PSN and A Child's Place co-presented Parent Connections, a parenting series based on the Pyramid Model as well.

**2013 Numbers Served** - A Child's Place served 388 individual unduplicated children for 6,607 child care visits. Parent Talk Lunch served 124 individual/unduplicated parents for 270 parent visits. Parent Connections graduated 20 individual / unduplicated parents. Kids Talk served approximately 41 individual/unduplicated school aged children.



## 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 program components include the Emergency Services Network (ESN) services, Wisconsin Home Energy Assistance Program (WHEAP), Holiday House Charities, Fraud Prevention, Quality Control, and indigent burials.



The Economic Support Program operates from two primary 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 2013, as more families applied for public aid as a means to make ends meet with the state of the economy. Unduplicated caseloads climbed to 19,996 families by December, 2013, an increase of 235 from 2012 numbers.

## Universal Casework and the WKRP Call Center

Kenosha and Racine Counties continued their partnership in WKRP (Wisconsin's Kenosha Racine Partners) to deliver Economic Support services to both counties in 2013. The WKRP Call Center experienced a slightly lower number of calls from the previous year, answering 194,247 with an improved average speed of answer at five minutes, exceeding the State's performance requirement.

WKRP continued its business model using universal casework in their Family Ongoing units to tackle the more than 45,000 cases in their combined counties, representing around 8% of the balance of state caseload in Wisconsin. The consistent rise in the caseload proved challenging for workers across the consortium. Applications received for new benefits totaled 28,204 for Kenosha and Racine Counties in 2013. In addition, annual renewals for ongoing cases averaged around 2,500 per month. Six-month report forms for ongoing Food Share and/or Child Care cases averaged around 1,100 per month. Performance requirements for IM Consortia required timely processing ratings of 95% or better in several categories which all consortia struggled with in 2013. WKRP was able to meet and exceed several of these performance ratings.

In addition to managing the current workload, WKRP and all of the other consortia within Wisconsin began to prepare for the new workload associated with the Affordable Care Act. Initial impact measurements for WKRP indicated a loss of about 4,700 adults, either individuals or couples, currently open from Badger Care Plus while we would maintain most of those families' children on the program. WKRP was slated to gain anywhere from 5,000-8,500 cases from newly eligible childless adults who were previously ineligible under program rules. The new rules also had the potential to alter or change eligibility for around 1,000 of our elderly, blind and disabled clients depending upon individual case details.

ResCare Services was awarded the contract to administer the W-2 Program (TANF) in both Kenosha and Racine counties. This did not mean a loss of cases for the WKRP process, but rather a new partner who would determine only the W-2 portion of the case while the counties maintained determining eligibility for Child Care, Food Share, and Health Care programs. More families became eligible for W-2 in 2013, contrasting with the State's hope of reducing this caseload in privatization of the program.

## Program Integrity and Fraud

Program Integrity of our public assistance programs is accomplished through several different facets in partnership with the state. In addition to the tools available within the CARES Worker Web program, such as discrepancy matches and automatic updates of Social Security and Unemployment Compensation information, the State and local agencies conduct Quality Control reviews of cases every month. Further, clients have the ability to have their case reviewed at their request through the Fair Hearing process.

The State has an Office of Inspector General, or OIG. The OIG offers a robust array of programs to identify potential fraudulent use of benefits, by recipients and providers, as well as Food Share trafficking. The OIG has a Fraud Hotline and a website portal where anonymous community members can report their suspicions about program recipients. The OIG works in partnership with the local agencies and consortia to address potential fraud and overpayments that occur with the public assistance programs.

WKRP also operates a local fraud program for Food Share and Health Care programs. Each county operates their own Fraud Hotline where callers can anonymously report suspicions about program recipients. Workers can also refer cases to be reviewed when reported non-financial and financial information proves to be questionable. WKRP has an investigative unit to investigate allegations they receive. Field investigations are also conducted when necessary to determine whether or not fraud and/or overpayment has occurred. Further, each county also operates their own Child Care fraud program which investigates both child care recipient and child care provider fraud and overpayments.

## Economic Support Aging and Disability Unit

This unit consists of five (5) Economic Support Specialists that serve a population with specific needs. The families served by this unit are elderly, blind and/or disabled. One of the programs administered by this unit is Family Care which is designed to help elderly, 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, 2013, the caseload served by this unit was 3,951.

## Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2013. Staff donated their time and talent to assist with many worthy causes to lend support to community-based agencies and local organizations. 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/DHS Collaborations, Kenosha Literacy Council, 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.

## **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 more than 12,000 cases in 2013. Most public assistance recipients are required to cooperate with the Child Support Program; however, citizens at large can apply for child support services. Child support is not a means tested service.

In addition to establishing paternity and enforcing child support orders, Kenosha County has been selected to participate in a new demonstration program supplanting Children First called Supporting Parents Supporting Children (SPSK). The SPSK program is designed to provide enhanced, integrated customer driven service with immediate employment value. The Child Support Program also provides genetic testing to determine parentage in IV-D and juvenile court cases.

## **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.

On Friday, September 13<sup>th</sup>, 2013, the Kenosha County Child Support Agency held its 7<sup>th</sup> Annual Wisconsin/Illinois/Indiana Border Project Conference at the Kenosha County Center. This year the conference included 72 attendees from Wisconsin, Illinois, Indiana, Michigan, Iowa, Nevada, and the federal office of child support; the Office of Child Support Enforcement (OCSE) Region V. There were attendees from many different facets of Child Support; from OCSE Region V Program Specialists, to State IV-D Policy Analysts, Administrators, Central Registry Supervisors, to local agency attorneys and interstate caseworkers. We are working for the improvement of interstate communication, to understanding other state's systems and structure, learning about other state's successes, and adopting other state's best practices.

In addition to the collaborative partnerships with Illinois and Indiana, the Kenosha County Child Support Agency developed the National Child Support Communication Forum. The Forum provides an electronic means of sharing and providing information between child support professionals representing 45 states, Washington D.C., one US Territory (Guam), plus Germany and Canada. By the end of 2013, the Forum had 605 members. The Kenosha County Child Support Agency has become a leader in interstate communication, setting a template for other border counties throughout the nation to follow.

## **Interpreter Services**

In 2013, the Kenosha County Job Center provided 18,833 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 77% of the interpretations while KCJC Partner Agency staff provided 20% and Community interpreters provided 3% of the interpretations. The number of interpreter instances decreased 26% from a total of 23,640 in 2012 to 18,833 in 2013.

When County or Partner staff are not available for interpreting, Kenosha County will utilize Community interpreters for services. In the year 2013, Kenosha County paid \$6,115 for Community interpretation services. This amount should continue to reduce in 2014 due to the availability of a language phone service at a cost effective fee.

## **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 2013, the fall Winter Wraps program delivered 1,689 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,195 needy Kenosha families, the majority with young children. Children between the ages of 0-15 years were given 2,852 gifts during the holiday season.

## Wisconsin Home Energy Assistance Program (WHEAP)

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

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

Kenosha County DWD contracted with United Migrant Opportunity Services (UMOS) to operate the WHEAP Program. The WHEAP Program operates on a federal fiscal year (FFY), i.e. October 1, 2012 through September 30, 2013.

The following tables contain key information for the FFY ending September 30, 2013.

<b>Total Households Applied</b>	7,433	<b>Kind of Assistance (duplicated)</b>		
<b>Total Households Eligible</b>	6,875		<b>Heating</b>	<b>Crisis</b>
<b>Percent eligible/applied</b>	92%			<b>Furnace</b>
		<b>Number of cases (#)</b>	6,875	1,220
		<b>Amount paid (\$)</b>	\$3,253,560	\$321,121
				\$324,720

## 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.

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 grants 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 called Kenosha County SHARES. The SHARES Program gave \$ 150,000 in County tax levy for hunger and shelter related grants in 2013.

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 ESN has its own internet website at 'esnkenosha.org'. The key agencies comprising the ESN in 2013 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



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