



## **2014 Annual Report**

# **Kenosha County Department of Human Services**



# Kenosha County Department of Human Services 2014 Annual Report



Jim Kreuser, County Executive  
John Jansen, Director

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Editor: Sharon Davis, KCDHS Secretary      Photos: 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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Kenosha County is booming. During 2014, the Department of Human Services played a vital role in helping the citizens obtain employment, meeting health needs, strengthening families and keeping children safe, providing access to financial assistance programs, care and services to the elderly and disabled, access to care for people with mental illness and addiction and support for our veterans.

The Human Services building and staff played a crucial role in assisting individuals in obtaining employment. We have hosted many on-site recruitment sessions with numerous local employers. In addition, staff has held numerous special information sessions for some large employers to inform the job seeker of the characteristics and skill set that the employer seeks in their employees. These sessions and the hiring events drew thousands of people to our building with many of them becoming gainfully employed.



The Division of Aging and Disability Services (DADS) continued to serve more of our citizens in a variety of areas. Over 500 persons with mental illness gained access to health insurance through enrollment in Medicaid or the Market Place. The equipment loan closet served over 50% more people and *My Life* was launched with the Kenosha News reaching over 22,000 households. In addition, the Aging and Disability Resource Center had a record number of contacts reaching 12,999.

Brookside Care Center (BCC) had a record number of admissions totaling 593 people. Their reputation in the community as being the nursing home of choice helps maintain their high census. As a result of strategic census management, once again BCC did not rely on any tax levy for financial support.

The Division of Children and Family Services (DCFS) and partner agencies continue to operate a highly successful summer youth employment program for at-risk youth. In 2014, 247 young people between the ages of 14-21 worked at 39 job sites located throughout the county. Since the program's inception in 2009, there has been an average 47% decrease in juvenile arrests in comparison to 2008.

The Division of Health continues to provide a variety of health related services to our community. Their Walk-in Clinics provided services to 11,194 clients. In 2014, the Child Car Seat Program provided 211 car seats at low or no cost to families. Six medication drop boxes are now operational with a total of 7,242 pounds of medication collected since 2012. Environmental Health conducted 1,390 inspections in local restaurants, retail food establishments, farmers market, food dealers and special events.

The Medical Examiner's office continues to perform at a high level. 1,355 deaths were reported to this office with 166 autopsies conducted. They were involved in 305 scene investigations and signed 270 death certificates.

The Division of Veterans Services assisted families of 359 deceased veterans in obtaining burial benefits. This office helped veterans receive USDVA home loans totaling over \$39 million. In addition, they were successful in helping disabled county veterans and/or surviving spouses apply for and receive from the USDVA over \$34 million in disability compensation or pension.

The Division of Workforce Development (DWD) answering message center received 254,089 phone calls in 2014 and a total of 81,656 people received services through DWD and DCFS. The satellite office located at the Kenosha County Center assisted over 20,000 eligible families residing in the western portion of the county.

As you can see within this report, 2014 was a very busy and productive year for Human Services. I am proud of the work done by county staff and our partner agencies. Together we continue to make a positive impact on lives in our county.



# 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                    | Y2014<br>Expenditures* |
|-----------------------------|------------------------|
| Office of the Director      | \$926,554              |
| Aging & Disability Services | \$15,029,723           |
| Brookside Care Center       | \$16,732,734           |
| Children & Family Services  | \$20,373,801           |
| Division of Health          | \$7,804,867            |
| Medical Examiner            | \$697,276              |
| Veterans Services           | \$253,855              |
| Workforce Development       | \$16,261,456           |
| <b>TOTAL</b>                | <b>\$78,080,266</b>    |

\* Unaudited as of 4/7/14.



# Office of the Director

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## 2014 HIGHLIGHTS

### Fiscal Management

The Department of Human Services (DHS) 2014 *unaudited* expenditures totaled \$78,080,266. Of the total Department 2014 adopted budget of \$74.1M, county levy was \$12.7M. The remaining revenue of \$61.4M is received from federal, state and various grant allocations.

One of the most challenging goals during the budget process is to continue to provide effective and efficient program services to meet the needs of Kenosha County residents without burdening the taxpayer. 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. 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,  
Department of Human  
Services

### Contract Management and Monitoring



Dianne (Niesen) Forsyth,  
Contract/Lease Manager

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 2014, 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 SuperValu, Cenveo & Sealed Air.



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 issued a dislocated Worker Training Grant 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.

- **30,095** total visits to the Kenosha County Job Center's Employment Central
- **2,451** active employer relationships with **Business Services**
- **1,790** youth work permits issued
- **3,022** job seekers have received employment through Job Center efforts
- **4633** job seekers attended the 100+ Workshops and **78 recruitment events** that were offered
- **341 students** through GTC out-reach program with **4,173** hours spent in lab

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 2014, 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 2014, 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 2014, labor-intensive business processes were streamlined including

- A new application (UA Tracking System) was designed and deployed this year. The application is designed to assist Social Workers and Supervisors in monitoring compliance of scheduled UA tests. The application electronically has access to test results reducing paperwork.
- The M/A Reimbursement Tracking System (MARTS) was updated to accommodate continuing changes to MA Billing requirements. In 2014, over 90,000 claims and \$2.3 million dollars of Medicaid revenue were processed and paid using MARTS.
- The Laboratory Management System (LMS) was further enhanced to support the electronic submission of encrypted data to the DEA's National Forensic Laboratory Information System (NFLIS). NFLIS data helps provide a comprehensive picture of our Nation's drug problem and is used in strategic and tactical drug control plans, policies and operations.

## 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 2014:

Jennifer Madore, MSW  
Coordinator

Mayia Corcoran, MS  
Associate

Julio Escobedo, BS  
Mary Jane Landry-Wilkens

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### CHILDREN'S TRUST FUND

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#### **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 (CONTINUATION)**

**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.

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### WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES

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#### **Brighter Futures Initiative (NEW)**

**Division of Children and Family Services**

**\$250,000**

The Kenosha County Division of Children and Family Services, in partnership with the Kenosha Unified School District (KUSD), proposes to implement The Seven Challenges Program, Girls Circle and Positive Behavioral Interventions and Supports at Hillcrest School which houses two alternative educational programs. Students are generally referred to Bridges through an expulsion abeyance issued by KUSD's Administrative Review Committee. The TIME Program is for students with emotional or cognitive disabilities, adjudicated delinquents returning from out-of-home placements and other high risk students that have not been successful in less restrictive environments. An AODA prevention component includes the implementation of Project ALERT for all 7th grade students at Mahone Middle School. The goals of Kenosha County's Brighter Futures Initiative are to reduce delinquent and violent behavior, reduce drug and alcohol use, and increase adolescent self-sufficiency.

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

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#### **Juvenile Justice Alcohol and Other Drug Abuse (AODA) Program (NEW)**

**Division of Children and Family Services**

**\$278,268**

The Juvenile Justice AODA Program (JJAP) expands workable sentencing alternatives for first-time offenders through the use of Deferred Prosecution Agreements and treatment for substance use and potential co-occurring mental health and environmental concerns. Two evidence-based programs, The Seven Challenges and Motivational Interviewing, are provided. Both interventions are client-centered methods that work with individuals and families to explore change from their perspective and current life circumstance. The Seven Challenges does not narrowly focus exclusively on drug use, but provides adolescents with an opportunity to identify and solve co-occurring, underlying psychological problems that motivate their drug use.



**Intravenous Drug Enhancement Grant- Prevention (CONTINUATION)****Division of Aging and Disability Services****\$55,000**

IV Drug Enhancement Prevention Services incorporates the Center for Disease Control and Prevention's evidence-based practices to prevent Hepatitis C among IV drug users including Hepatitis B/C testing, STD/STI screenings, HIV testing and counseling on walk-in basis at the Kenosha County Health Clinic. The Kenosha Human Development Services (KHDS) continues to assist with Crisis Intervention Training for law enforcement and Crisis Intervention Partner training for community personnel to enhance their understanding of addiction and the program's role resources and response. KHDS will continue outreach at community homeless programs with education and support for those who have recovery needs. In addition to on-going training for KARE Center staff, two staff persons will receive more intensive recovery training and be more significantly involved in the early recovery stages of those utilizing the KARE Center for social detoxification. KHDS will bring services to the Bridges Community Center, where people are comfortable and more willing to meet, and provide information and educational/support group meetings covering addiction and recovery issues impacting our community.

**Intravenous Drug Enhancement Grant- Early Intervention (CONTINUATION)****Division of Aging and Disability Services****\$157,800**

The Kenosha Human Development Services (KHDS) Recovery Coordinator oversees individuals' plan of treatment, consults with the Mental Health and Substance Abuse Resource Center and Adult Crisis in providing outreach and intervention services, assessing intravenous (IV) drug users' stage of change, assessing treatment needs, bridging the network to outpatient services at Oakwood Clinical Associates (OCA), and providing follow-up and on-going support to participants. The Recovery Coordinator will also act as an advocate in the Community for the IV drug users. KHDS will identify and train at least two dedicated KARE Center staff to assist the IV Recovery Coordinator in helping individuals utilizing the KARE Center for social detoxification due to intravenous drug use by providing support, monitoring and linkage to other community resources as individuals are prepared to move forward in their recovery process. The Adult Crisis Unit supervisor will enhance working relationships with community homeless programs. OCA will add an Outreach Recovery Coach to its service array and continue to provide outpatient counseling to include individual, family and group therapy. Open ended groups will continue to include: Motivational Interviewing Group, Opiate Specific Recovery Group, Co-occurring Disorders Group and Opiate Specific Continuing Care Group. Closed eight-week group series will include: Women and Trauma; Pain; and Emotional Regulation. OCA will continue to provide rapid access to treatment, referrals to adjunct services and recommendations for family therapy and self-help groups.

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**WISCONSIN DEPARTMENT OF JUSTICE**

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**Youth Gang Diversion Program (CONTINUATION)****Division of Children & 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.

**Treatment Alternative and Diversion (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.

**Crisis Intervention Team Training (NEW)****Division of Aging and Disability Services****\$47,106**

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.

## 2014 HIGHLIGHTS

- Adult Crisis was busy with a 39% increase in jail assessments.
- Kenosha and Racine initiated a Regional Comprehensive Community Services consortium, allowing both counties to expand community mental health services.
- Over 500 persons with mental illness gained access to health insurance for the first time in 2014 through enrollment in Medicaid or the Marketplace under the Affordable Care Act.
- *My Life* was launched with Kenosha News, doubling our printed outreach to over 22,000 households
- The equipment loan closet served over 50% more people in 2014.
- An initiative with corporate guardianships and recruitment of volunteer guardians resulted in savings of about \$88,000.
- Service to Kenosha's Hispanic elders improved with the addition of bi-lingual volunteer drivers who provided 455 rides, and the start of Diabetes Self-Management classes in Spanish.



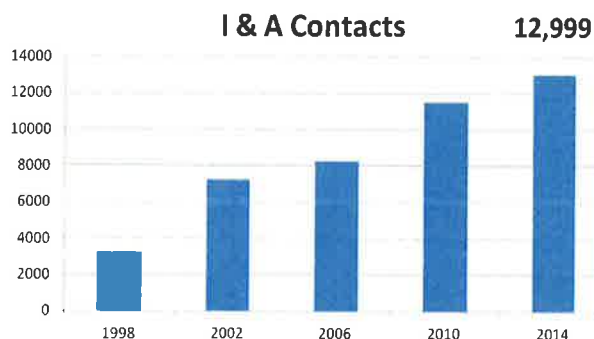
Thank you once again to the policy makers, staff, providers, volunteers, advocates and other community partners who make Kenosha County services among the best in the state and make our community a great place in which to live, work and grow old!

**LaVerne Jaros, Director**

## DIVISION DESCRIPTION

The Division of Aging and Disability Services manages programs for older adults and adults with disabilities, mental illness and/or alcohol-drug problems. We utilize federal, state and county funding; contracts with over 50 service providers; and the support of many volunteers and dedicated staff. Three oversight committees, the Commission on Aging, Mental Health/AODA Services Committee and Aging and Disability Resource Center Board provide invaluable guidance. The Aging & Disability Resource Center in the Human Services Building and the Mental Health/Substance Abuse Resource Center on 8th Avenue are Kenosha's gateways to information and services.

## Information, Assistance and Access at the ADRC



## WHY PEOPLE CALL THE ADRC

|                                 |                                 |                              |
|---------------------------------|---------------------------------|------------------------------|
| Basic Needs --food, shelter     | Family Caregiver Assistance     | Housing/Residential Options  |
| Financial, health insurance     | Health Related Issues           | Transportation               |
| Long Term Care, in-home support | Equipment Loan Closet           | Education, recreation        |
| Housekeeping, chore services    | Guardianship, power of attorney | Abuse, neglect, exploitation |

## SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

### Long Term Care Options Counseling

|             | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-------------|-------------|-------------|-------------|-------------|
| Home Visits | 987         | 1,139       | 1,073       | 1,082       |
| Enrollments | 366         | 311         | 377         | 357         |

### Short-Term Assistance

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

|   |    |
|---|----|
| SNAP (Special Needs Assistance Program: | 22 |
| AFCSF & NFCSP/JD (Caregiver Support)    | 63 |
| Elder Abuse Direct Service Grant        | 33 |
| Housekeeping (JD Fund):                 | 88 |

### Equipment Loan Closet

|                       | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-----------------------|-------------|-------------|-------------|-------------|-------------|
| <b>People Served</b>  | 350         | 272         | 241         | 467         | 711         |
| <b>Items Borrowed</b> | 503         | 378         | 409         | 754         | 1,427       |
| <b>Items Donated</b>  | 588         | 427         | 857         | 1033        | 871         |
| <b>Cash Donations</b> |             | \$643       | \$244       | \$654       | \$1,039     |

Wheelchairs      Walkers Bath benches      Canes  
Toilet risers      Commodes

### Chore Service

Through the Sheriff's Work Crew, windows were washed, bushes trimmed, grass raked and other chores done for older and disabled persons: 51

### Benefit Assistance

Elder and Disability Benefit Specialists provide help with Medicare, Social Security and other benefits and Medicare workshops for the public.

|                       | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-----------------------|-------------|-------------|-------------|-------------|
| EBS Contacts          | 1,010       | 990         | 1,181       | 1,266       |
| EBS Cases             | 511         | 521         | 402         | 429         |
| EBS Persons           | 350         | 348         | 291         | 303         |
| Monetary Impact       | \$420,495   | \$526,406   | \$596,268   | \$548,407   |
| Benefit Presentations | 23          | 38          | 22          | 33          |
| DBS Cases- PD/DD      | 229         | 402         | 229         | 290         |
| Monetary Impact       | \$911,018   | \$967,209   | \$456,184   | \$709,422   |

### Affordable Care Act

|                              |     |
|------------------------------|-----|
| Assistance with applications | 117 |
| Completed enrollments        | 102 |
| Information only help        | 96  |

### Adult Protective Services

|                          |             |             |             |             |
|--------------------------|-------------|-------------|-------------|-------------|
| Referrals:               | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|                          | 405         | 422         | 373         | 438         |
| Cases Opened             |             |             |             | 381         |
| Reasons for referrals:   |             |             |             |             |
| Physical Abuse:          |             |             |             | 9%          |
| Neglect:                 |             |             |             | 2%          |
| Self-neglect             |             |             |             | 4%          |
| Financial Exploitation   |             |             |             | 14%         |
| Welfare Checks           |             |             |             | 42%         |
| Guardianship             |             |             |             | 27%         |
| Target Group             |             |             |             |             |
| Aging                    |             |             |             | 67%         |
| Physically Disabled      |             |             |             | 15%         |
| Developmentally Disabled |             |             |             | 15%         |
| Mentally Ill             |             |             |             | 4%          |

|                |     |
|----------------|-----|
| Annual Reviews | 214 |
| Guardianships  | 135 |

A quality improvement project involving a review of corporate guardianships in 2014 resulted in an annual cost savings of \$44,000!

### Volunteer Guardian Assistance

13 new volunteers started as guardians in 2014 ending the year with 37 volunteer guardians matched with 49 wards, plus 11 in process. The estimated annual monetary value of this program is also over \$44,000.

### Caregiver Support & Dementia Care

|                                      |     |
|--------------------------------------|-----|
| Dementia Care Consultations-Families | 129 |
| Memory Screens- Persons              | 118 |
| Dementia education & outreach events | 101 |
| Memory Connections-Families served   | 6   |
| LEEPS- Persons served                | 6   |
| Wisconsin Caregiver Call In          | 18  |
| Powerful Tools Classes held          | 6   |
| Powerful Tools Class registrants     | 48  |
| Powerful Tools Class completers      | 32  |

### Transportation

|                  |             |             |             |             |
|------------------|-------------|-------------|-------------|-------------|
| Trips:           | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
| Care-A-Van       | 22,751      | 23,069      | 22,766      | 22,695      |
| Western Transit  | 14,981      | 18,135      | 14,675      | 12,118      |
| Volunteer Transp | 7,263       | 6,825       | 7,491       | 8,321       |





## Senior Dining

Nutritious noontime weekday meals and companionship were provided at county and city dining sites. Monday-Friday.

|                            | <u>Participants</u><br><u>2013</u> | <u>Participants</u><br><u>2014</u> | <u>Meals</u><br><u>2013</u> | <u>Meals</u><br><u>2014</u> |
|----------------------------|------------------------------------|------------------------------------|-----------------------------|-----------------------------|
| Kenosha Senior Center      | 307                                | 293                                | 8,825                       | 9,424                       |
| Lakeside Towers            | 81                                 | 78                                 | 6,841                       | 7,005                       |
| Parkside Baptist Church    | 101                                | 101                                | 6,896                       | 5,347                       |
| Westosha Community Center  | 152                                | 162                                | 2,943                       | 3,226                       |
| Twin Lakes American Legion | 115                                | 130                                | 2,375                       | 2,237                       |
| Rainbow Lake Trailer Court | 37                                 | 35                                 | 839                         | 731                         |
| YMCA/Boys & Girls Club     | 74                                 | 88                                 | 711                         | 428                         |
| Special Activity           | 255                                |                                    | 474                         |                             |
| Sharing Center             |                                    | 70                                 |                             | 860                         |
| <b>Total Meals</b>         |                                    |                                    | <b>29,430</b>               | <b>29,258</b>               |



## Home Delivered Meals

Older Americans Act funds pay for some of the meals delivered by volunteers of Kenosha Area Family and Aging Services to people 60 years of age and over who are homebound and unable to prepare their own meals.

|        | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|--------|-------------|-------------|-------------|-------------|
| Meals  | 43,168      | 39,859      | 40,203      | 40,260      |
| People | 204         | 264         | 287         | 272         |



## Friendly Visitors

|                 | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-----------------|-------------|-------------|-------------|-------------|
| Consumers       | 117         | 11          | 125         | 126         |
| Volunteers      | 80          | 61          | 76          | 74          |
| Volunteer Hours |             | 4,283       | 4,700       | 4,207       |



## Westosha Community Center

381 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.

## Long Term Care Worker Project

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



## Health and Wellness

|                               | <u>Classes</u> |
|-------------------------------|----------------|
| Lighten Up                    | 3              |
| Living Well with Arthritis    | 2              |
| Healthy Living with Diabetes  | 2              |
| Stepping On                   | 3              |
| Sure Step In-Home Assessments | 23             |

"I learned that breaking tasks down into smaller pieces to make them more doable so I don't let things pile up."

"I am more self-motivated. I am beginning to care more about other people and their needs. I get up now, everyday, focusing on a daily goal."

"I learned that emotions, such as stress, depression, and anxiety affect my diabetes."

## 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, consumers and their caregivers have greater access to information, events, and resources.

### Presentations

|               | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|---------------|-------------|-------------|-------------|-------------|
| Presentations | 111         | 80          | 62          | 123         |
| Attendance    | 4,337       | 2,946       | 2,182       | 2,814       |



### Outreach to Persons of Color

The Minority and Hispanic Outreach Specialists focus on reaching African-American and Hispanic or Latino residents. About 28 individuals participated in the monthly meetings of the Ethnic Elders Group.



## Publications

|           | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-----------|-------------|-------------|-------------|-------------|
| Chronicle | 66,000      | 66,000      | 66,000      | 28,838      |
| My Life   |             |             |             | 148,050     |
| Ads       |             |             | 33          | 39          |
| PSAs      | 25          | 31          | 13          | 9           |

### Events.

Older Americans Month Luncheon  
Direct Careworker Recognition Luncheon  
Elder Abuse Awareness Month Forum  
Fun N Fit Disability Resource Fair  
Senior and community expos



### Coalition Support.

Care Transitions Coalition  
Aging & Disability Consortium  
Long Term Care Workforce Alliance  
Falls Coalition  
Caregiver Coalition

## Assuring and Improving Quality

| Type                         | #   | Avg<br>1-4<br>Scale | Top "Outcomes"  |
|------------------------------|-----|---------------------|---|
| Options Counseling           | 118 | 3.4                 | --Understand my situation better<br>--Know who to call in the future and resources appropriate for my need  |
| Disability Benefit Assistant | 25  | 3.6                 | --Greater peace of mind<br>--Greater understanding of my benefits   |
| Elder Benefit Assistant      | 45  | 3.7                 |   |
| Guardianship                 | 5   | 4                   | --Greater understanding of guardian role<br>--Know who to call in the future and resources appropriate for my need<br>--More confident in my guardian role<br>--Greater peace of mind |

*"Thanks for all the hard work you people do - it is greatly appreciated! I am 92 years old - Everything is so complicated for older folks - and expensive. Everyone was so helpful. I am very happy. Thank you so much."*



## MENTAL HEALTH/ALCOHOL AND OTHER DRUG ABUSE SERVICES

Community Intervention Center at Kenosha Human Development Services is our door to most behavioral health services.

### Mental Health/Substance Abuse Resource Center

The Resource Center averaged 233 contacts a month in 2014 and conducted 133 screens to determine eligibility for mental health case management services. The center helps individuals access psychiatric medications while assisting with applications for health insurance through Badger Care or the Health Insurance Marketplace. 68 individuals were enrolled in insurance during 2014. Benefit assistance was provided for 81 persons at a financial impact of \$560,887!



### Medication Assistance

57 people were helped with medication prescribed for serious and persistent mental illness. 144 prescriptions were filled through pharmaceutical companies' programs for the indigent, at a value of \$73,835!

### 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.

|                   | <u>2008</u> | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Contacts:         | 6,777       | 5,980       | 6,015       | 5,985       | 7,930       | 8,878       | 9,015       |
| Jail Assessments: | 421         | 437         | 399         | 469         | 527         | 608         | 846         |

### 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 2014 there were 558 emergency detentions (+13%) and 236 new Chapter 51 commitments (+5%).

### 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.

|                    | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Admissions:        | 665         | 717         | 665         | 735         | 793         | 767         |
| Average stay-days: | 3.25        | 3.37        | 4.39        | 3.51        | 3.21        | 3.31        |



### 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.

|                   | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |  |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|--|
| Hospital Admits   | 647         | 587         | 234         | 615         | 722         | 558         | * 2.79 beds for Kenosha County funded admissions |
| Beds per day      | 4.78        | 5.01        | 3.35        | 4.44        | 5.63        | 5.95*       |  |
| Average stay-days | 4.02        | 3.12        | 5.65        | 4.73        | 2.85        | 3.90        |  |

## COMMUNITY SERVICES

### Psychiatric Services

County-funded psychiatric services were provided for 287 clients, a 44% decrease from the previous year due to the first time availability of health insurance for many of our clients through the Affordable Care Act.

### Counseling

Oakwood Clinic provide outpatient mental health and alcohol or drug assessment and goal-centered therapy., individually and in groups. County-funded clients dropped by 63% in 2014 due to consumers having coverage under the Affordable Care Act.

| Program            | Patients   | Percentage  |
|--------------------|------------|-------------|
| Mental Illness     | 32         | 20%         |
| Alcohol & Other    | 11         | 7%          |
| Intoxicated Driver | 84         | 52%         |
| IV Drug Abuse      | 8          | 5%          |
| Treatment Court    | 26         | 16%         |
| <b>TOTAL</b>       | <b>161</b> | <b>100%</b> |



*"... A lifetime of events I wish I couldn't remember. My counselor's dedication and his gift are exactly what I need to heal. No matter how difficult the session is, he always brings me back to my calm place."*  
Program participant

### Intoxicated Driver Program

The Hope Council served 576 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.

### Community Support Program & Comprehensive Community Services

159 persons with serious and persistent mental illness received CSP services through Kenosha County and another 19 through Family Care in 2014, involving

intensive case management, vocational services, medication management and other comprehensive services. 90 persons received CCS, a strength-based, recovery oriented intervention.



|                        | 2010   | 2011   | 2012   | 2013   | 2014   |
|------------------------|--------|--------|--------|--------|--------|
| <b>CSP</b>             |        |        |        |        |        |
| People served          | 169    | 163    | 162    | 148    | 159    |
| Contacts               | 35,527 | 35,282 | 36,293 | 31,993 | 38,547 |
| <b>CSP Family Care</b> |        |        |        |        |        |
| People served          | 15     | 14     | 18     | 20     | 19     |
| Contacts               | 985    | 851    | 1,255  | 1,231  | 691    |
| <b>CCS</b>             |        |        |        |        |        |
| People served          | 64     | 70     | 75     | 88     | 90     |
| Contacts               | 6,691  | 9,853  | 10,233 | 11,528 | 14,421 |



108 participants completed the Recovery Oriented Systems Indicator (ROSI) survey. The tool was developed by consumers with 44 outcome measures important to recovery. Among many positive responses:

- 94% felt that staff treated them with respect regarding their cultural background.
- 92% felt that staff respected them as a whole person.
- 94% said that they have at least one person who believes in them.

### Bridges Community Center

Bridges is a consumer-lead drop in center open for persons living with a severe and persistence mental illness. In 2014 Bridges had a membership of 307 consumers and an average daily attendance of 41 people and an unduplicated monthly attendance of 136. Bridges conducts various groups focused on recovery and wellness as well as art and leisure. There were 852 group sessions in 2014. Bridges also provides lunch to on average 21 people per day and provides a structured setting for peer support and socialization.



## Supported Apartments and Residential Services

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

67 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 23 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 CSP participants.

St. James Manor



Transcorp



Care-A-Lot



## 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. In partnership with NAMI Kenosha, the Kenosha Police Department and Gateway Technical College 26 officers from departments in Kenosha County were trained in 2014, 136 to- date!

118 persons in 2014, 473 to-date, participated in two 2-day Crisis Intervention Partnership trainings held for other professionals and volunteers.

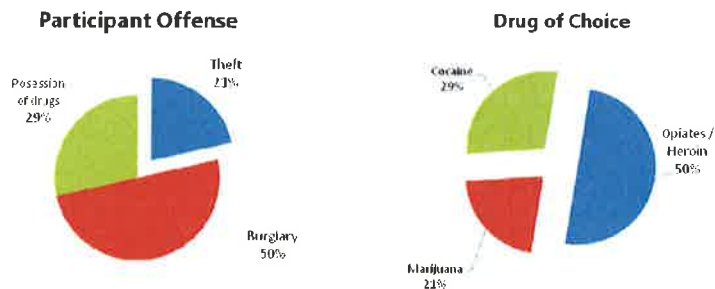
## Jail Diversion

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 coordinator who meets weekly with clients, monitors follow through with agreed-upon interventions and supports their steps toward recovery. 19 persons were served in 2014 with 7 successful completions. Mary, 52, entered the following a charge of retail theft with several

prior convictions. She has a diagnosis of Major Depression and Panic Disorder and struggled with an addiction to pain medications, often having slurred speech, poor balance, and missed appointments. Since participating in the program Mary has worked hard, improved her mental and emotional stability, decreased medications under doctor's supervision. She now rarely misses appointments, regularly attends support groups, counseling, and has become involved in a faith community.

## 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 individuals 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. Between 1/1/2014 and 12/31/2014, 37 individuals have been referred to Drug Court. Of those, 10 were accepted into Drug Court 4 are still pending. Out of the 23 not accepted 9 were denied due to violent offenses, 6 did not have the criminal background required, 4 were denied due to being on probation/charges in another county, 2 were denied due to delivery charges, and 1 person was revoked instead while another declined Drug Court's offer. Of the 37 referrals, 25 were white, 7 black and 5 Hispanic. Gender went from being nearly equal last year to- 86% male and 14% female this year.



"Sam" entered Drug Court in August, 2013 and graduated in February, 2015, just over the 18 month minimum. Sam's time in the program was flawless. He never received a single violation, all of his UAs tested clean, and he was very dedicated to his treatment. He chose to attend SMART (Self-Management and Recovery Training) meetings as opposed to traditional 12 step meetings but thrived there and built a great relationship with his mentor. He was an inspiration for others in the Drug Court because he started from rock bottom and brought himself to the top. Sam had begun drinking and smoking marijuana at 14. At 16 he was a passenger in a car accident that shattered his hip. He was on morphine in the hospital and during recovery, but once his doctor took him off his prescriptions, he began using pain killers off the streets. At 26 he started using heroin. Today, thanks to Drug Court and his own determination, he has his wife and three children back; regained his old job with his father, as well as his father's trust. He is now the family man he always wanted to be and may even own the family business some day.

## A Graduation from Drug Court



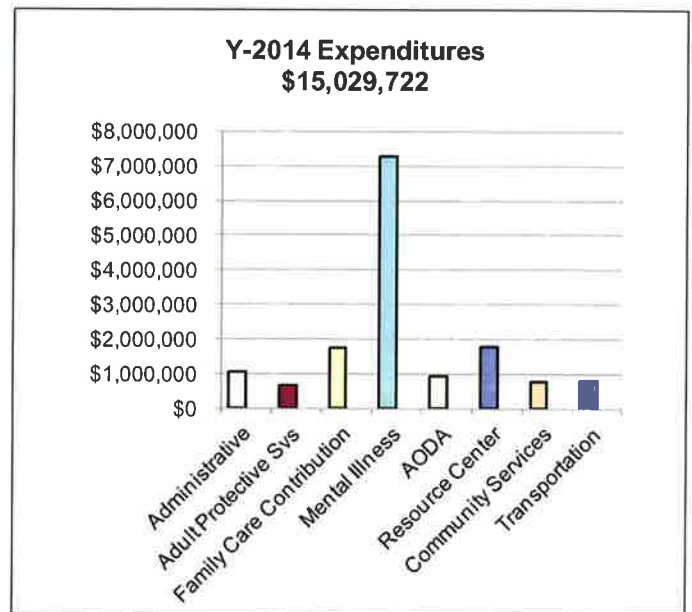
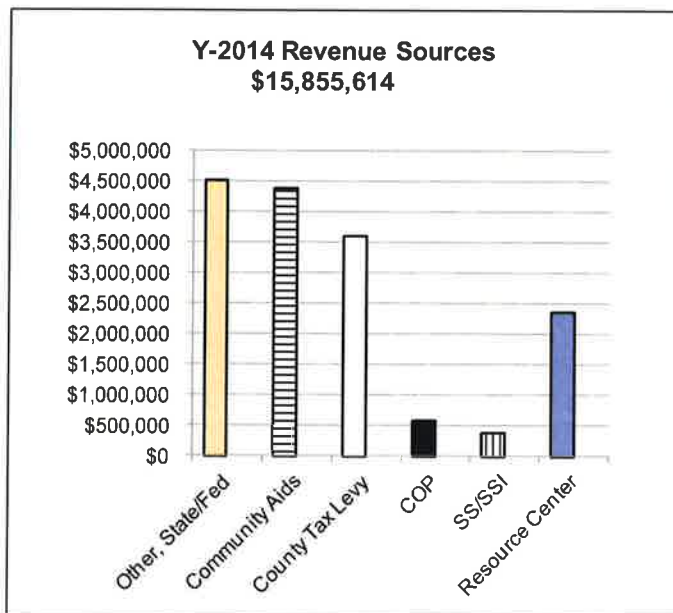
## Alternatives to Incarceration: Behavioral Health Treatment Court

Kenosha County's Behavioral Health Treatment Court is a comprehensive treatment program for adult offenders of non-violent crimes diagnosed with a significant mental illness. Goals of the program include achievement of educational and/or employment goals, stable housing, improved relationships, and decreased law enforcement contacts.

In 2014 there 11 individuals were accepted into the program. Around half of the participants were female and just under half were either African American or Hispanic. Of those admitted to BHTC in 2014, two have graduated (17%), 3 were removed from the program due to non-compliance (25%), 2 did not participate due to a failure to engage them in programming (17%), and 5 remain active in the program (41%). All BHTC participants are under psychiatric treatment, receive outpatient counseling and case management services, attend community support groups, and participate in random urinalysis testing.

*Lorenzo is a 54-year old man with a diagnosis of Schizophrenia. He entered the Behavioral Health Treatment Court (BHTC) as an Alternative to Revocation (ATR). Upon his release from jail, he immediately entered the Columbus House, a halfway house for the Department of Corrections, for 60 days and successfully completed his residency. While at Columbus House, BHTC linked Lorenzo to a psychiatrist for medications and treatment at Oakwood Clinical Associates for mental health and AODA counseling. He was approved for the Community Support Program in which he received case management and medication monitoring services. Weekly office visits with his Probation Officer, and random urinalysis at Probation & Parole and the Kenosha County Health Clinic were administered. He provided a total of ninety-nine random urinalysis, all of which were negative for substances. Lorenzo was able to receive Social Security benefits, obtain his own apartment, and gain custody of his daughter who he is now raising on his own. He has been working hard to create a program designed to work with offenders with mental health, and drug or alcohol issues to help with their criminal thinking process. He hopes to one day run a support group for the BHTC program and community, and has become a mentor with the BHTC alumni group. He has not committed any new offenses, and continues to remain clean and sober.*

## 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.

## 2014 HIGHLIGHTS

Business is booming. In 2014 we admitted 593 people to Brookside. That is an 18% increase over the previous year. We are proud to be serving so many Kenosha County citizens. 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. Once again in 2014, we closed the books with a significant surplus.



Brookside Care Center was voted "Best in Kenosha" for Senior Care / nursing homes in 2012, 2013 and 2014.

**Frances Petrick, Director**

As stated in our mission, the staff at Brookside are committed to enhancing the quality of life for the clients that we serve. At Brookside, we are continuously seeking ways in which to improve upon the quality of care and services. A new initiative was started called "Memories in the Making" This program is specifically geared to tap into memories of the clients with Alzheimers dementia, through art. Staff facilitators help guide these clients in painting their memories and engaging in reminiscing. This program, although in its infancy has been very worthwhile and participants enjoy the quiet of creation and oral journaling.

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

After participating in a High Dose Influenza study, the results were very positive in reducing the number of cases of influenza as well as the severity of the cases. As a result, our Medical Director, Dr. Scott Feldy, and Director of Nurses, Barbara Beardsley, agreed that the annual flu vaccine offered at Brookside will be of the high dose variety.

Great things are happening at Brookside Care Center. The proposed building and renovation project was approved by the Kenosha County Board, and planning meetings with the staff and architects have begun. The staff and residents are excited about the new things to come and the opportunity to enhance the living, working and rehabilitation space we offer to Kenosha County citizens.

## 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.

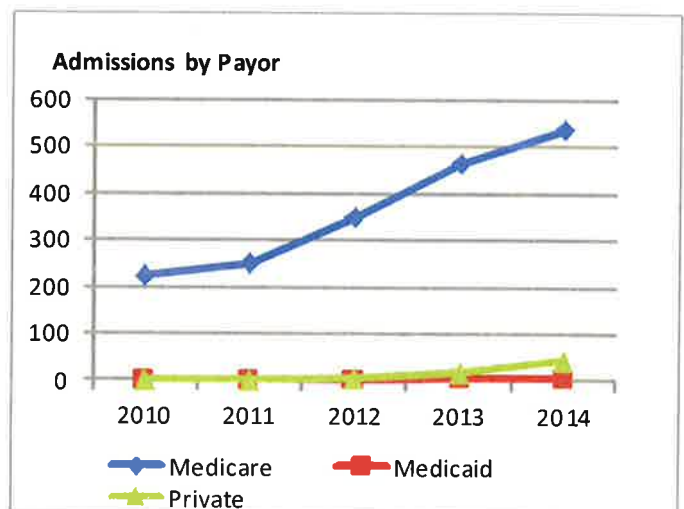
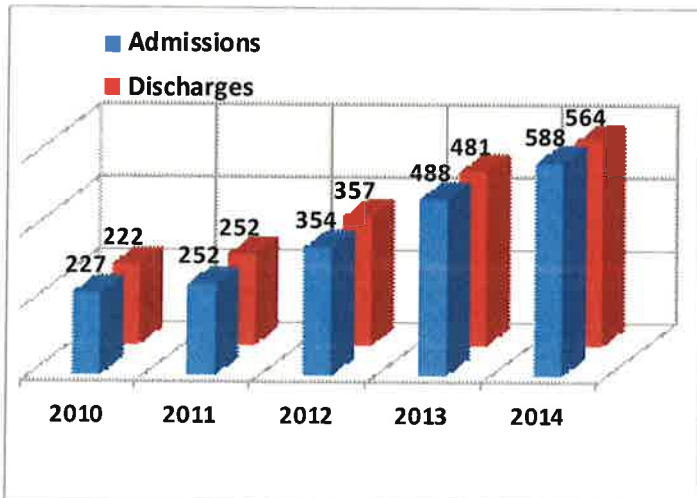
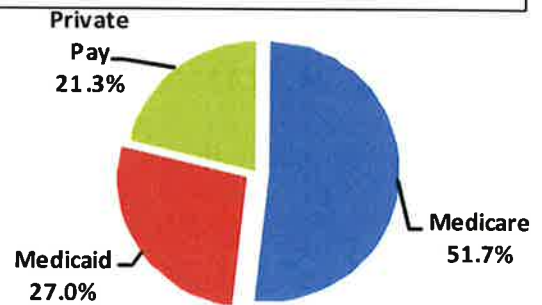
The daily cost per patient for 2014 was \$280.49, an increase of +1.87% over 2013. Staff salaries and benefits account for 71.0% of the costs or \$199.20 per day.

*Note: All financial information is unaudited as of May 26, 2015.*

| 2014 and 2013 Total Patient Cost Per Day |                  |               |                  |               |
|--|------------------|---------------|------------------|---------------|
| Expense Category                         | 2014 Costs       | 2014 %        | 2013 Costs       | 2013 %        |
| Staff                                    | \$ 199.20        | 71.0%         | \$ 196.75        | 71.5%         |
| Contractual Services                     | \$ 44.44         | 15.8%         | \$ 41.37         | 15.0%         |
| Supplies                                 | \$ 15.15         | 5.4%          | \$ 14.16         | 5.1%          |
| Utilities                                | \$ 5.50          | 2.0%          | \$ 5.44          | 2.0%          |
| Other                                    | \$ 8.12          | 2.9%          | \$ 9.35          | 3.4%          |
| Depreciation                             | \$ 8.08          | 2.9%          | \$ 8.18          | 3.0%          |
| <b>Total</b>                             | <b>\$ 280.49</b> | <b>100.0%</b> | <b>\$ 275.25</b> | <b>100.0%</b> |

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

**Brookside Care Center  
2014 Resident Revenue By Payor Source**





The Senior Olympics is an annual event sponsored by the Tri-County Activity Professionals for residents from facilities in Kenosha, Racine, and Walworth counties. Here, a Brookside resident carries the torch for the torch lighting ceremony.



Bowling is one of 9 sports that the Senior Olympians can compete in.

These two residents brought home individual ribbons for having the highest scores in their sports, helping Kenosha County bring home the gold medal.





Brookside Care Center residents return to Petrifying Springs Park for what has turned into an annual hay ride on an old wagon from the public works garage that was adapted for wheelchairs..



Meeting weekly, residents express themselves through watercolor painting during their sessions of Memories in the Making, an art program sponsored by the Alzheimer's Association.



Residents enjoy a nice sunny summer day as they attempt to fly their homemade kites. This was the first time flying a kite for many of the residents.



The Golden Heart Café is open daily, allowing residents, staff, and visitors to Brookside Care Center the opportunity to purchase soups, sandwiches, salads, desserts, specialty coffee drinks and other

# 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.

## 2014 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.



247 at-risk youth gained valuable work experience and skills through our Summer Youth Employment Program.

**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 2014, 247 young people aged 14-21 worked at 39 job sites. Examples of job sites include:

- Festival Foods
- Popeye's Chicken
- Stinebrink's Piggly Wiggly
- Rasch Construction
- 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 Fox River Park

In addition to working, school aged youth attend educational programming to increase employment and life skills. Students who successfully completed the education component, received ½ credit toward graduation. In 2014, 124 school aged youth from KUSD received the ½ credit.

Using the skills and experience gained in the program, 37 (27%) of our youth have obtained unsubsidized employment. Similar programs around the country have an average of 7% of youth obtaining unsubsidized employment.

2014 was the 6<sup>th</sup> year we've run a Summer Youth Employment Program for at-risk youth. Since the program's inception in 2009, 1,377 at-risk youth have been employed through this program. In the six 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. Since program inception, the Kenosha Police Department reported an average 47% decrease in juvenile arrests in comparison to 2008.





The 2014 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 October, 2014. An equally impressive mosaic is displayed in the Kenosha County Center.

### Community Mobilization

In 2014, the Community Mobilization component was addressed through several activities. Community meetings entitled Save our Sons, Save our Sisters, Save our Streets (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.

Other Community Mobilization activities provided elementary and middle school gang prevention education for youth, parents and teachers through the Families and School Together Program (FAST). This program works to improve communication and connectedness between schools, community organizations and families while providing important parenting information and information about keeping kids out of gangs and delinquent behavior.

Other efforts included neighborhood strengthening activities including National Night Out on August 5, 2014 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 2014. 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, Juneteenth Day, Community Days at local elementary school, and many events sponsored by the Kenosha Unified School District, the Boys & Girls Club of Kenosha, and other community agencies.

### **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.

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 2014 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.

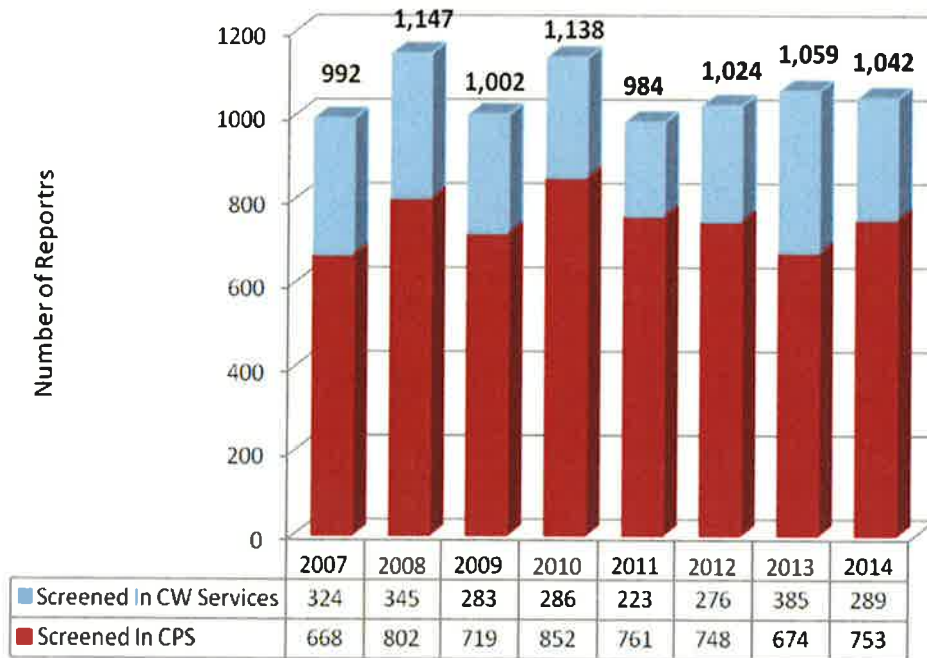
Once it has been determined that a call into the Access Office meets the statutory requirement to begin a Child Protective Services Initial Assessment, it is then assigned to an initial assessment social worker. The primary responsibility of an initial assessment social worker is to conduct a comprehensive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

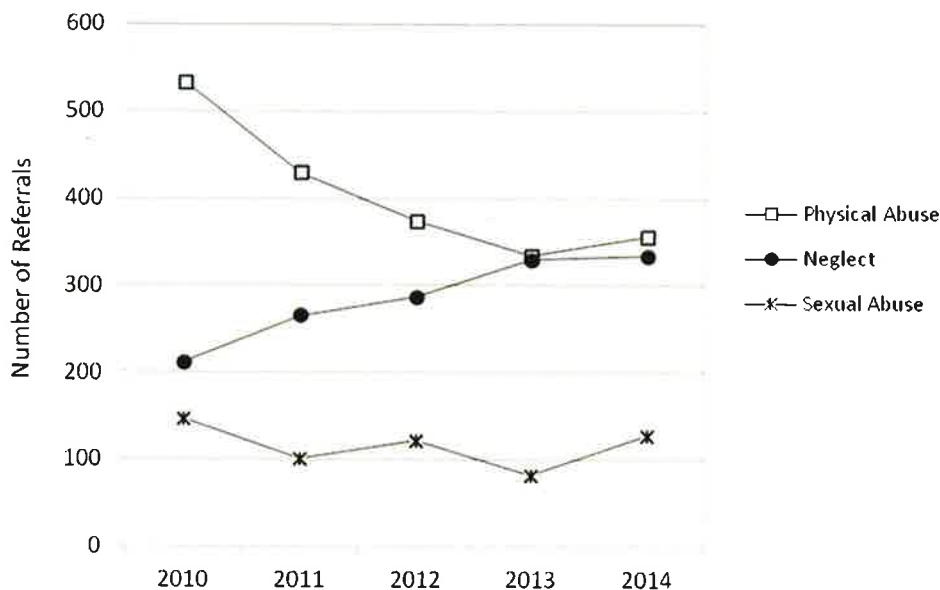
### Total Screened-In CPS and Child Welfare Services

The total number of screened in Child Protective Service (CPS) and Child Welfare Services cases fluctuated from 2007 to 2014. There was a **16%** increase from 2007 to 2008 (from 992 to 1,147), followed by a **14%** decline from 2008 to 2011 (to 984), and a **6%** increase from 2011 to 2014 (to 1,042).



The percentage of CPS cases screened in increased **10%** from 2007 to 2011, followed by a **13%** decline from 2011 to 2013 and an **8%** increase in 2014. The lowest percentage of CPS cases screened in was in 2013 (at **64%**), and the highest percentage was in 2011, when they accounted for **77%** of all screened in cases.

### Child Abuse & Neglect Referrals by Type



There are different types of child maltreatment. The number of physical abuse reports declined **37%** from 2010 to 2013, followed by a **7%** increase in 2014. On the other hand, reports of neglect have steadily increased, with a **58%** increase from 2010 to 2014. Reports of sexual abuse have fluctuated; however, reports overall decreased **44%** from 2010 to 2013, followed by a **56%** increase from 2013 to 2014.

**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 intact, 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.



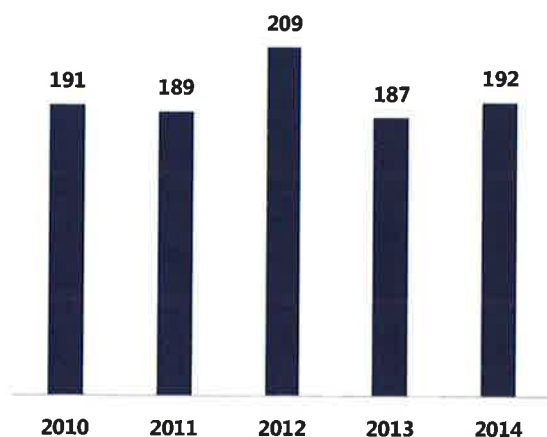
**The Juvenile Court Services Unit (CSU)** works with youth that have been adjudicated delinquent or referred for habitual truancy. A social worker is assigned to the case investigates and gathers information about the family in order to determine the best course of treatment and services. A treatment 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.

- Referrals for delinquency, representing the largest proportion of referrals to the Unit, increased by **3%** in 2014. With the exception of 2012, the number of referrals for delinquency has varied little - between **187** and **192** referrals per year.
- The number of consent decrees referred to the Court Services Unit in 2014 (**n=14**) was slightly below the 4-year average of **16** - decreasing by nearly **18%** in 2014.
- 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 the following year. In 2014 the number increased by nearly **15%**.
- After remaining steady between 2010 and 2013, the number of referrals for habitual truancy increased by **51%** in 2014.
- The number of total referrals to the Court Services Unit has fluctuated in the last 5 years - between a low of **280** in 2011 to **337** to 2012. In 2014, the number of referrals increased nearly **11%** to **316**.

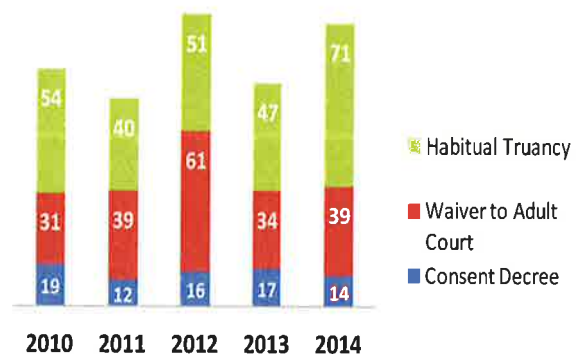
DCFS Court Services Unit - Total Number of Referrals

| <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> | <u>2014</u> |
|-------------|-------------|-------------|-------------|-------------|
| 295         | 280         | 337         | 285         | 316         |

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



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



# Division of Health

## VISION STATEMENT

**HEALTH IS OUR BUSINESS....COMMITTED TO A  
HEALTHY KENOSHA**

## MISSION STATEMENT

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.

## 2014 HIGHLIGHTS

**Local Ebola Planning**—In September 2014, local planning for Ebola began as cases were being seen in the United States. With guidance from the Centers for Disease Control and Prevention (CDC) and the Wisconsin Department of Health Services (DHS), the Kenosha County Division of Health (KCDOH) conducted the following planning activities:

- Implemented a local Incident Command System (ICS) structure.
- Held weekly local preparedness/update meetings.
- Participated in weekly WI DHS Ebola webcasts.
- Modified local sections of the Public Health Emergency Plan (PHEP) to focus on Ebola containment measures.
- Conducted local personal protective equipment (PPE) training for KCDOH, Sheriff's Department, and Medical Examiner staff.
- Held a local Ebola tabletop exercise in October 2014, which included representation from public health, emergency management, law enforcement (city and county), elected officials, community centers, Board of Health, County Executive, Mayor, Medical Examiner, nursing homes, hospitals, water utility, Kenosha Unified School District, Fire Department, and EMS.

**Expansion of Reproductive Health Services**—Alongside screening and treatment of sexually transmitted infections, clients seen in clinic are assessed for contraceptive use and provided with education and provision of their method of choice. KCDOH clinic forms have been created to make this a stream-lined process for both clients and clinicians.

To increase access to specialized care, a colposcopy clinic has been established and a colposcope, electronic table and all procedural tools have been obtained. These specific clinics occur monthly and is supported through a preceptorship sponsored by Health Care Education and Training.

In addition, Testicular cancer screening is reviewed with male clients seeking services through the Kenosha Sexual Health Awareness Clinic (KSHAC). Written material is provided and verbally reviewed with clients to promote understanding and the importance of screening.



“Our customer friendly, dedicated public health professionals focus on strength-based care for families and supportive community partnerships. We strive to improve the health of all Kenosha County residents where they live, work, and play.”

**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 554 communicable diseases were reported to the Division of Health in 2014 and 392 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        | 554    |
| Active TB Cases                         | 2      |
| HIV Antibody Testing                    | 318    |
| Immunizations                           | 2,164  |
| Influenza Vaccinations                  | 1,214  |
| Lead Poisoning Screenings               | 69     |
| Pregnancy Tests                         | 380    |
| Sexually Transmitted Disease Screenings | 1,160  |
| Dental Varnishing                       | 1,335  |
| TB Skin Tests                           | 586    |
| Walk-ins; Nurse of the day              | 11,194 |
| Paternity Testing                       | 769    |
| Child Health Exams                      | 76     |

### 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. An annual immunization symposium is held to educate local providers, staff, and medical students.

### Family and Reproductive Health Services

Family and 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 198 clients were enrolled in 2014.



### Home Visitation/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 2014, 834 women were referred from WIC and 481 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 education and support first-time moms efforts to have a healthy pregnancy, become knowledgeable and responsible parents, and provide their babies with the best possible start in life. The strength-based relationship built on trust between mother and nurse provides the foundation for strong families, and lives forever changed—for the better. In 2014, the program assisted 148 total clients with 1,624 face-to-face visits.

## 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, with many posted on our website.

### 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 87 portable cribs distributed to families in 2014.

### 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 2014, a total of 261 car seat checks were conducted and 211 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 in the Kenosha Unified School District and Head Start Program. This serves a population of 18,111 students, with 18% having prevalent and potentially life-threatening health conditions. In 2013-2014, emergency healthcare plans were developed and distributed to school staff to assure the medical safety of 1,111 students during the school day. In addition, 11,784 students were

provided classes on the "Family Life" curriculum and 893 students received dental varnish during school hours.

## Prevent Suicide Kenosha County

Prevent Suicide Kenosha County is supported through a grant from the Healthier Wisconsin Partnership Project (HWPP). The following accomplishments were met in 2014:

- 27 Question, Persuade, Refer (QPR) trainings held, with over 600 people trained.
- 6 medication collection boxes operational. 7,242 lbs. of medication collected since April 2012.
- 4,790 cable gun locks distributed in 20 counties.
- One year of data has been reviewed in the Self-Harm and Death Analysis Review Team (SDART) with the goal of providing prevention recommendations for local agencies.
- Hosted 3 Clergy Summits and developed a clergy summit toolkit.

## Strategic Prevention Framework Partnerships for Success II Grant

- 20 people received Drug Impairment Training for Educational Professionals (DITEP) training.
- Two Drug Recognition Expert (DRE) officers were trained from Twin Lakes and Pleasant Prairie.
- Two Heroin Summits held with over 150 attendees.
- Town hall meetings held to provide the opportunity to discuss heroin addiction in our community.

## 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 6,537 unduplicated individuals in 2014, with an average monthly caseload of 4,027.





## 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 |
|-----------------------------------|-------|
| Active Establishments Licensed    | 900   |
| Inspections (Routine/Follow-up)   | 1,390 |
| Consultations                     | 574   |
| Consumer Complaint Investigations | 87    |



### 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)        | 59    |
| Consultations/Complaint Investigations | 33    |

### Recreational Sanitation

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

| Activity                               | Units |
|--|-------|
| Facilities Licensed                    | 80    |
| Inspections (Routine/Follow-up)        | 89    |
| Consultations/Complaint Investigations | 38    |

### 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.

| Activity                 | Units |
|--------------------------|-------|
| Complaint Investigations | 985   |
| Follow-ups/Clean-ups     | 1,693 |

### 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              | 163   |
| Bite Consultations/Follow-ups           | 319   |
| Animal Nuisance Complaints/Consultation | 44    |

### 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 39 investigations, follow-ups and consultations in 2014.

## 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 | 0     |
| Air Quality Investigations     | 4     |
| Human Health Hazard Complaints | 38    |

## 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      | 414   |
| Well Consultations       | 118   |
| Well Surveys/Inspections | 38    |

## Sanitary Code and Private Sewage System Ordinance (Chapter 15)

The principles of Chapter 15 is to regulate the proper siting, design, installation, alteration, use management, and maintenance of all private sewage systems in Kenosha County. The purpose of this Chapter is to promote health, safety, prosperity, aesthetics, and general welfare of the residents of Kenosha County.

| Activity                           | Units |
|------------------------------------|-------|
| New State Sanitary Permits         | 28    |
| Replacement State Sanitary Permits | 49    |
| County Sanitary Permits            | 6     |

## 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 482 samples were tested in 2014.

### 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 333 samples were tested in 2014.

### 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 919 samples were tested in 2014.

### 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 989 samples were tested in 2014.

### 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 134 samples were tested in 2014.



## 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 award also includes funding to address healthy homes issues in 20 units. In 2014 the Division of Health was awarded a three-year \$3,900,000 million for a Lead-Based Paint Demonstration Grant. Additional funding was provided to complete housing based health hazard reduction work in 100 of those homes. 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. The secondary goal is to provide education to these families on the hazards of lead-based paint and to prepare them for relocation during lead abatement of their home. 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. 2014 accomplishments include:

- Provided appropriate levels of abatement services including clearance testing for residential units.
- Continued to increase the pool of qualified lead contractors.
- Provided an outreach service which includes lead-based paint risk assessments and education.
- Provided a full continuum of services including blood samples, reporting, treatment and medical follow-up.
- Stimulated private sector investment in lead hazard control.
- 79 units completed
- 73 inspections completed
- 12 individuals trained

# 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<br>MEDICAL EXAMINER |         |
|--|---------|
| Population of Kenosha County                     | 167,258 |
| Total Number of Deaths                           | 1,405   |
| Total Deaths Reported                            | 1,355   |
| Suicides   | 25      |
| Accidents  | 122     |
| Homicides  | 5       |
| Naturals   | 1,027   |
| Undetermined                                     | 9       |
| Pending  | 1       |
| Non-Human Remains                                | 9       |
| Phone Investigations (non-hospice)               | 198     |
| Hospice Investigations                           | 697     |
| Scene Investigations                             | 305     |
| Total Cremations                                 | 784     |
| Cremation Only (& Courtesy Views)                | 149     |
| Disinterments                                    | 4       |
| Anthropology Examinations                        | 9       |
| Autopsies  | 166     |
| External Examinations                            | 86      |
| Medical Record Reviews                           | 16      |
| Death Certificates Issued                        | 270     |

## 2014 HIGHLIGHTS

There were 1,405 deaths in Kenosha County in 2014, of which 1,355 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 166. Autopsies were not performed in cases of natural death where the reported circumstances, scene investigation, medical history or external examination offered information sufficient to certify the death. All homicides, suicides and most accidental deaths underwent autopsies. In addition to the autopsies, 86 cases required an external examination. KCMEO signed a total of 270 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, is a member of the County's Suicide Prevention Coalition and the Traffic Safety Commission, and is also part of the Self Harm and Death Analysis Review Team.



# 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.

## 2014 HIGHLIGHTS

- The United States Department of Veterans Affairs (USDVA) guaranteed 336 home loans to county veterans at a total amount of \$39,262,566.
- The United States Department of Veterans Affairs (USDVA) paid disabled county veterans and/or surviving spouses \$34,050,000 in disability compensation or pension.
- Assisted families of 359 deceased veterans in 2014 in obtaining burial benefits, government head stones and casket flags.
- 182 Kenosha County veterans/spouses received \$624,127 in property tax credits filed July 1, 2013 to June 30, 2014.

**Total KCDVS expenditures for 2014 were \$258,905.**



"This year, 2,144 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 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.

### **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 2014**

#### **Stand Down**

Kenosha/Racine Stand Down was held on October 11th at the Racine Technical College. It hosted 150 veterans, providing services which included counseling, housing, employment and training, clothing, toiletries, barbering, federal, state and community-based veteran specific services.

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

On September 9, 2014, 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.

# Division of Workforce Development

## MISSION STATEMENT

To create and operate a system that fully integrates Economic Support, Child Support, and other 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 path towards economic independence; to be mindful that our 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.

## 2014 HIGHLIGHTS

The average number of people employed per month increased during 2014 and the number living in Kenosha County slightly increased. The following table shows the population, employment and unemployment numbers for the past six years. It appears that the economy is trending back to pre-recession levels.

| Year | Population | Labor Force | Avg. Employed per Month | Avg. Unemployed per Month |
|------|------------|-------------|-------------------------|---------------------------|
| 2014 | 168,068    | 87,594      | 82,225                  | 5,369                     |
| 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 87,139 in 2013 to 87,594 in 2014. Many Kenosha County residents continue to commute for employment. An estimated 48% of the labor force commuted to work outside of Kenosha County. The mean travel time to work is 25.9 minutes.

The average annual earnings in Kenosha County are \$38,858.

Median household income for 2014 in Kenosha County is \$53,406.



"Workforce Development staff provided services that extend to low income families and single individuals, elderly and disabled persons, as well as unemployed and dislocated workers. Without the programs offered through DWD, many people would be unable to support themselves or their families. In 2014, the number of people seeking DWD services was significant as the economy continued to recover. The local unemployment rate declined again in 2014. DWD staff assisted during these uncertain economic times, offering a wide array of services that included BadgerCare, Child Care, Child Support, Family Care, Food Share, FSET, ACA, Children First, Dislocated Worker Training, and Wisconsin Works."

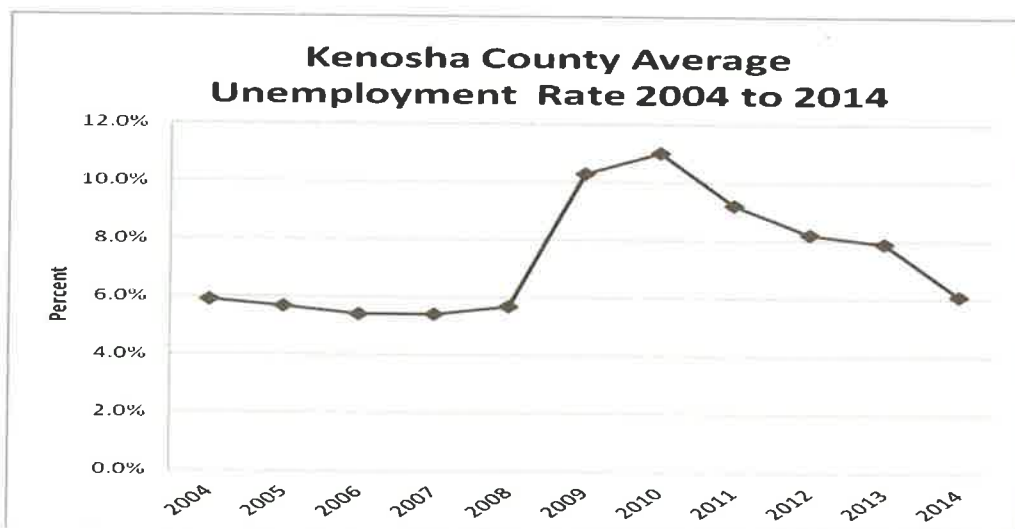
**Adelene Greene, Director**



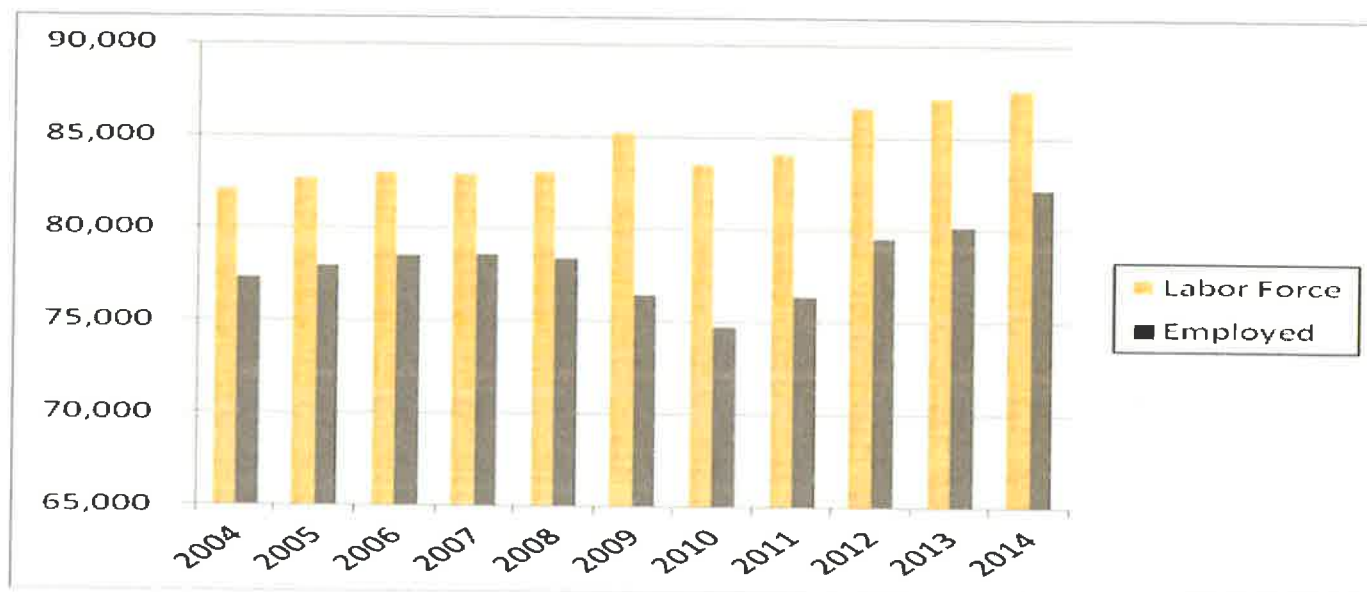
Employment Central is the hub of the Job Center for job seekers. A full range of self-service and staff assisted services are available to help job seekers to prepare for and connect with job opportunities. Special services are available for Veterans as well as laid off employees certified for Trade 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](http://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) (JCW) 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 2014 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





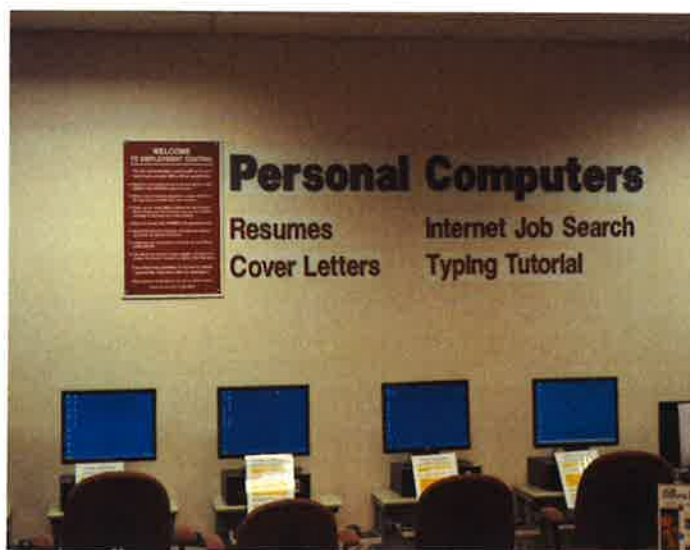
**Employment Central** features the technology and resources to assist job seekers in finding meaningful employment in Kenosha and the surrounding community. In the fall of 2013, 20 of the 30 computers in Employment Central were upgraded with WYSE computer devices. Concurrent with the computer upgrades 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 e-mail account, send e-mails, 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 the unemployed and underemployed 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 2014, the total number of customers that visited Employment Central was 30,095.

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

- 30 computers with Internet access and printing capabilities
- 1 computer is designated to assist individuals with disabilities
- Ability to set up e-mail 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 On-site Recruitments
- Veteran Employment Services
- Trade Adjustment Assistance
- Individual Assistance
- Occupational Outlook Information – publications and online
- Civil Service Typing tests
- Career Counseling Services
- Wisc.Jobs 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. E-mails 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.

**Other valuable information on 'jobcenterofwisconsin.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.

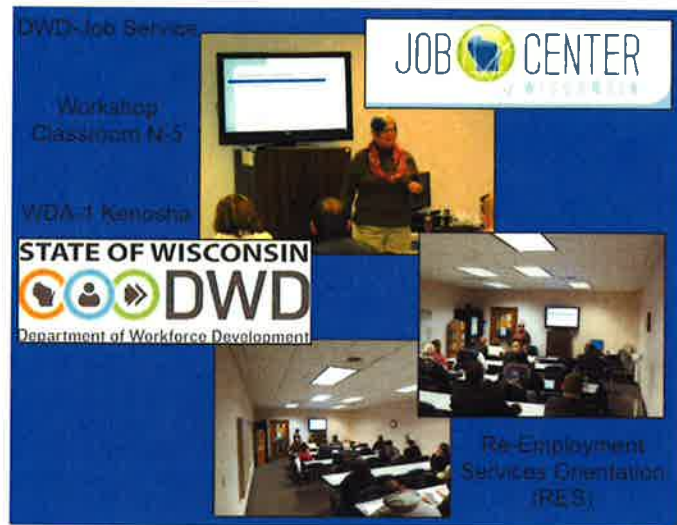
In addition, a new workshop was developed to assist job seekers the opportunity for professional critiquing of their resumes and cover letters which is critical in today's job searching techniques. This service was provided in a group workshop entitled Open Resume Review and also in individualized appointments.

In 2014, the Career Counselor met with 166 individuals for career counseling and career planning services. The career counselor also delivered 40 workshops on various career related topic such as:

- *Rebound from Job Loss: Jump into your new Career!*
- *Resume Review*
- *Mastering the online Job Search*

### **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, and are required to look for employment, are now required to 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 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 2014, staff met with 963 unemployed job seekers through the RES Workshops and 87 Re-employment sessions were held..

### **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 2014, there were 47 students enrolled in various training programs under TAA. 32 graduated, and of those graduates, 27 found employment.



### 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 2014, staff assisted the job seekers by providing testing to obtain the NCRC, and 18 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 **1,180** individuals were provided **2,059** services in **2014**.



**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 2014 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (57 events with 1,209 job seekers), job fairs (5 held with 106 employers and 815 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 1,549 job orders posted representing 3,765 job positions in 2014.
- Resume Matrix. This website had a total of 1,160 resumes requested by 38 employers.
- Employer events held: pre-set interviews, orientations, etc. (17 events with 17 employers attending and 3,033 job seekers).
- Regional Labor Law Clinic - 40 employers and 43 attendees.
- A total of 933 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 2014, 771 W-2 participants obtained employment; working 110 hours a month or grossing \$870 per month. Of the 771 employments, 576 retained their employment, lasting 93 days or longer, working 330 hours or grossing \$2,610 in wages for 93 days. There were 289 participants who obtained part-time employment working at least 15 hours a week, grossing \$470 a month.

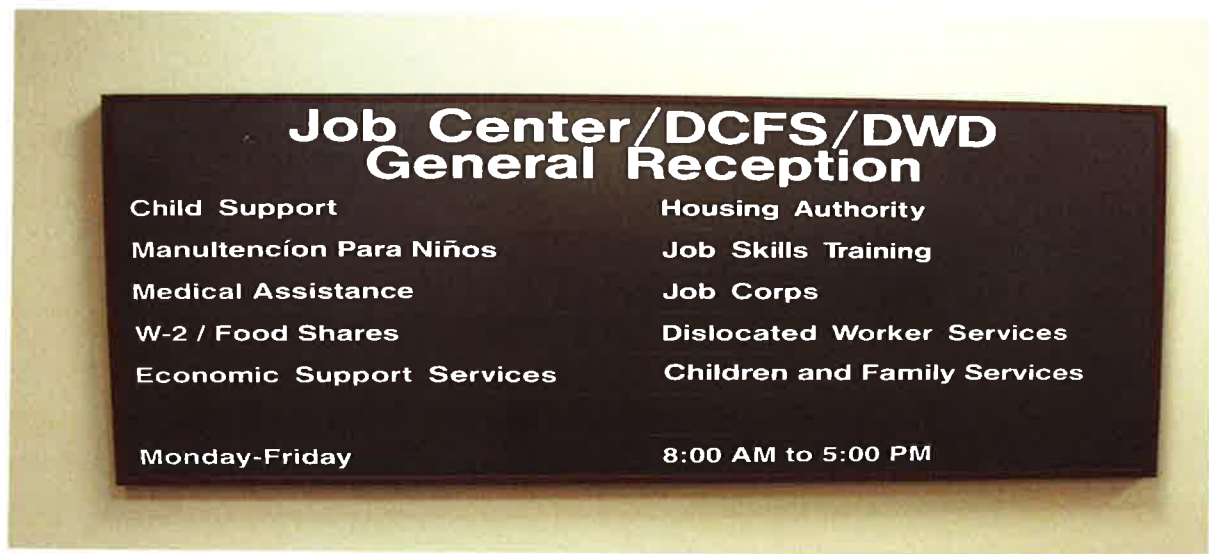
**Specialized Services** that require eligibility determination for services are also available. These specialized services include Wisconsin Works or W-2 (Wisconsin's TANF program), Food Share, Child Care, and Medical Assistance. The programs are serviced through integrated service delivery. Additional staff case-managed services are offered and include the Workforce Investment Act (WIA), Trade Adjustment Act (TAA), FoodShare Employment & Training (FSET), Job Corps, 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 basic 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.

#### 2014 Training and Education Data

- **441** job preparation and retention workshops attended by **2,454** job seekers
- **1,270** job seekers participated in group job search sessions of FSET (through 6/30/14) and Supporting Parents Supporting Kids (SPSK)
- **542** job seekers participated in workshops of FSET (eff 7/1/14) and W-2, with **149** entering employment
- **203** individuals served through being a part of the Living Free Program at the Kenosha County Detention Center
- **259** Adults and Dislocated Workers enrolled for WIA services in 2014
- **620** program participants used the Computer Skills Lab for **4,761** hours of instruction
- **1,022** additional general public participants used the Computer Skills Lab for available services and resources
- **51** Job Preparation sessions were conducted at the Urban Outreach Center with **462** individuals served.





## 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 the western Kenosha County Center. During 2014, both locations had record high numbers of people applying for the services offered by the division.

### Kenosha County Job Center

In 2014, 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 and friendly 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, FSET, 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 2014, a total of 81,656 people (an average of 6,805 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 2014, the A/M Center received a total of 254,089 calls. The walk-ins and calls dropped in volume from previous years due to the internet on-line services and the availability of the Income Maintenance Call Center.





## **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 WIA, Food Share, Medical Assistance, and Child Care programs. Participation increased for these programs in 2014, as more families applied for public aid as a means to make ends meet with the state of the economy. Unduplicated caseloads climbed to 21,914 families by December, 2014, an increase of 1,918 cases from 2013 numbers.

### **Kenosha County Center - Human Services Satellite Office**

The Department of Human Services operates a satellite facility at the Kenosha County Center, 19600 75<sup>th</sup> Street, Bristol, Wisconsin, with the goal of providing services to our communities west of the Interstate. Several Human Services divisions, Job Center services, as well as other contracted community services are available at this location throughout the year.

Economic Support team members provide the same services as those available at the Job Center location such as a self-help area for clients, interviewing clients, staffing the call center, and processing applications, renewals and changes for the public assistance programs, including FoodShare, Child Care, Badger Care, and other Medical Assistance programs. During 2014, this office assisted over 20,000 eligible families residing in the western portion of Kenosha County to access public assistance programs.

Job Center services are provided including assessments and other testing services, as well as a resource room for job seekers. The Health Division and Child Support provide services as an extension of their main offices. Women, Infants & Children (WIC) provide their services to eligible families on Thursdays throughout the year. Wisconsin Heating Energy Assistance Program (WHEAP) is also available to take applications for their program during the heating season.

Contracted services also shared space at this location in 2014. ResCare Services staff were available for both the Wisconsin Works (W2) program and the Food Share Employment and Training Program (FSET) clients on select days throughout each week.

## WKRP Income Maintenance Consortium and the Call Center

Kenosha and Racine County Income Maintenance agencies continued their partnership as WKRP, Wisconsin's Kenosha Racine Partners, to deliver Economic Support services to both counties in 2014.

WKRP began the year with 46,182 of the State's total 662,175 cases which constituted 6.97% of the overall caseload. With the implementation of the Affordable Care Act, changes in eligibility for many individuals and families occurred throughout the State. Some individuals and families were now ineligible and required to apply for health insurance through the Federally Facilitated Marketplace, while other individuals found themselves eligible to receive medical assistance through the county as childless adults. Due to these changes, WKRP experienced an influx of applications during the first quarter totaling 16,829. Applications continued throughout the year to total of 53,702 received in 2014. At the end of December, WKRP had 49,189 cases of the State's total 701,708 cases constituting 7.01%. At year-end, WKRP staff issued \$88,256,989 in Food Share benefits to the local community and connected more than 80,000 individuals per month to medical services.

The WKRP Call Center also continued to serve the combined caseload of Kenosha and Racine County by fielding the majority of the phone calls to the agencies. With a "touch it once" philosophy, call center agents answered general questions, interviewed clients, and processed applications, renewals and other changes. By the end of the year, call center agents answered more than 214,180 calls per month with an average speed of answer of 5.51 minutes. Despite the challenges, at year-end, WKRP managed to meet or exceed all of the State's Performance Measurements in timely and quality processing of applications, renewals, SMRFs as well as the performance criteria set forth for call center performance. In fact, WKRP typically ranked amongst the top three consortia in nearly all performance measures throughout 2014.

## 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 Income Maintenance Team and Financial and Employment Planning Team. 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 and payments, information-sharing, technical support and training opportunities. During 2014, the Child Care Unit served the following unduplicated counts:

- Total families served in 2014 - 1,891
- Total children served in 2014 - 3,289
- Total providers paid in 2014 - 131
- Average paid per child—\$3,006



## A Child's Place Child Care Center

After 17 years of providing support for working families and those participating in programs at the Kenosha County Job Center / Human Services Building and the greater community, A Child's Place Child Care Center closed effective August 29, 2014.

The staff worked diligently to support families through this transition and assisted them in finding alternate child care services. From January 1st through August 29th, a Child's Place Child Care Center served 313 individual unduplicated children for 4,253 child care visits.

## **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, like 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 fraudulent use of benefits, by recipients and providers, as well as things like 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 non-financial and financial information that is reported proves to be questionable. WKRP has an investigative unit that investigates allegations that they receive. Field investigations are also conducted when necessary to determine whether or not fraud and/or overpayment have occurred. Further, each county also operates their own Child Care fraud programs which investigate both child care recipient and child care provider fraud and overpayments. In 2014, WKRP's combined program integrity efforts generated over \$975,000 in overpayment claims and future cost savings of more than \$167,000.

## **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 changes from month to month as individuals come on and off the programs of assistance. At the end of December 2014, the caseload served by this specialized unit was 4,712.

## **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 2014. 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, like many other programs.

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. The Child Support Unit uses various administrative tools to enforce child support orders and collect child support payments.

## 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 19<sup>th</sup>, 2014, the Kenosha County Child Support Agency held its 8<sup>th</sup> Annual Wisconsin/Illinois/Indiana Border Project Conference at the Kenosha Civil War Museum. This year the conference included 70 attendees from Wisconsin, Illinois, Indiana, Michigan, Iowa, Nevada, Oneida Nation, Forest County Potawatomi, 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 2014, the Forum had 697 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 2014, the Kenosha County Job Center provided 17,381 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 76% of the interpretations while KCJC Partner Agency staff provided 21% and Community interpreters provided 3% of the interpretations. The number of interpreter instances decreased 8% from a total of 18,883 in 2013 to 17,381 in 2014.

When County or Partner staffs are not available for interpreting, Kenosha County will utilize Community interpreters for services. In the year of 2014 Kenosha County paid \$4,431 for Community interpretation services. This amount is expected to remain at or about the same amount for the year 2015.

## 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 and December through a community effort commonly known as Holiday House.

In 2014, the fall Winter Wraps program delivered 2,118 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,265 needy Kenosha families, the majority with young children. Children between the ages of 0-15 years were given 3,018 gifts during the holiday season.

## Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2014. 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.



## 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, 2013 through September 30, 2014.

The following tables contain key information for the FFY ending September 30, 2014.

|                                  |       |  |                |                |
|----------------------------------|-------|--|----------------|----------------|
| <b>Total Households Applied</b>  | 7,640 | <b>Kind of Assistance (duplicated)</b> |                |                |
| <b>Total Households Eligible</b> | 7,083 |  | <b>Heating</b> | <b>Crisis</b>  |
| <b>Percent eligible/applied</b>  | 93%   |  |                | <b>Furnace</b> |
|                                  |       | <b>Number of cases (#)</b>             | 7,083          | 787            |
|                                  |       | <b>Amount paid (\$)</b>                | \$3,135,981    | \$200,833      |
|                                  |       |  |                | \$492,799      |

## 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 2014.

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 2014 were:

AIDS Resource Center  
 American Red Cross in Southeastern Wisconsin  
 Catholic Charities  
 City of Kenosha Housing Authority  
 CUSH (Congregations United to Serve Humanity)  
 ELCA Urban Outreach Center  
 First Step Services  
 Goodwill Industries  
 Kenosha Community Health Center  
 Kenosha County Division of Health  
 Kenosha County Division of Workforce Development  
 Kenosha County UW-Extension  
 Kenosha Human Development Services  
 Kenosha Police Department

Kenosha Unified School District -  
 Homeless & Displaced Program  
 Legal Action of Wisconsin, Inc.  
 Prevention Services Network  
 Racine/Kenosha Community Action Agency  
 Racine/Kenosha Nutrition Education Program  
 The Salvation Army (servicing Kenosha County)  
 Shalom Center (Kenosha County Interfaith Human  
 Concerns Network)  
 Sharing Center  
 Twin Lakes Area Food Pantry  
 UMOS (United Migrant Opportunity Services)  
 United Way of Kenosha County  
 Women and Children's Horizons



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