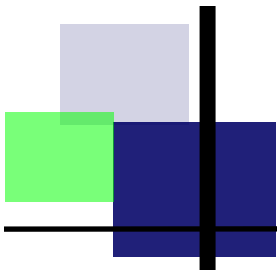




2015 Annual Report

Kenosha County Department of Human Services





Kenosha County Department of Human Services 2015 Annual Report



Jim Kreuser, County Executive
John Jansen, Director

TABLE OF CONTENTS

Human Services Committee of the **Kenosha County Board of Supervisors**

Dayvin Hallmon, Chair
David Arrington
Leah Blough
Erin Decker
Michael Goebel
Anita Johnson
Greg Retzlaff

Kenosha County Human Services Board

John O'Day, Chair
Rick Dodge
Virgil Gentz
Michael Goebel
Ron Johnson
Ellen Kupfer
Vacant
Richard Willoughby

From the Director	1
Department of Human Services	2
Office of the Director	3
Division of Aging & Disability Services	6
Brookside Care Center.....	15
Division of Children and Family Services	19
Division of Health	25
Medical Examiner	32
Division of Veterans Services	33
Division of Workforce Development	38
Appendices	
• Boards and Staff	53

Editor: Pamela Jepson, 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

Welcome to the 2015 Kenosha County Department of Human Services annual report. The Department of Human Services is guided by the following 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.

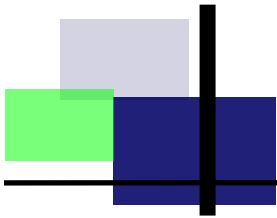
As you can see from the information provided in this report, we fulfill our mission in countless ways, each and every day. The highly dedicated and compassionate staff are the reason we are able to assist many people with a variety of services. We pride ourselves on customer service, high quality programming, creativity and flexibility. When complex problems are presented we do not take the position that nothing can be done. Instead we look forward to the challenge and work together to solve the dilemma. Not surprisingly, many of our services and programs are recognized for their high quality, efficiency and effective delivery and we expect nothing less.

Another important part of how we do business is through our Board and Committee structure. The County Board Supervisors and citizens who are members of various committees provide the Human Service Department with valuable input on a wide variety of topics. Their viewpoints help strengthen our service delivery. In addition, the information they learn assists us in spreading the word about the wide variety of services that we offer.

The Department of Human Services has had a long history of advocacy. We work closely with our fellow Counties, various State Departments and Legislators in order to ensure that we have the resources and policy support necessary to provide high quality services. We recognize the importance of the continuation of building these partnerships in order to make sure that our citizens' needs are addressed.

I would like to thank everyone who has had a part in making the Kenosha County Department of Human Services the strong, highly efficient operation that it is today.





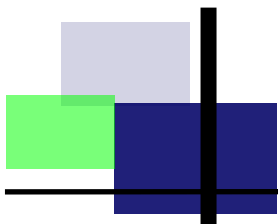
Department of Human Services

MISSION STATEMENT

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

Division	Y2015 Expenditures*
Office of the Director	\$945,157
Aging & Disability Services	\$16,201,525
Brookside Care Center	\$16,049,806
Children & Family Services	\$21,204,279
Division of Health	\$7,532,269
Medical Examiner	\$771,046
Veterans Services	\$259,545
Workforce Development	\$15,417,216
TOTAL	\$78,380,843

* Unaudited as of 2/15/16.



Office of the Director

2015 HIGHLIGHTS

Fiscal Management

The Department of Human Services (DHS) 2015 *unaudited* expenditures totaled \$78,380,343. Of the total Department 2016 adopted budget of \$97.5M, county levy was \$12.9M. Included in the total 2016 adopted budget was \$18.2M of bonded expenditure for the Brookside expansion project. The project is expected to begin in the 1st quarter of 2016. The remaining revenue of \$66.4M 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



Dianne (Niesen) Forsyth,
Contract/Lease Manager

Contract Management and Monitoring

Kenosha County Department of Human Services (KCDHS) strives to maintain high standards of openness, fairness, quality and integrity in its contracting practices. KCDHS provides central contract management 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 2015, KCDHS contracted with 100 providers through 204 contracts supporting a variety of 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 Innovation and Opportunity Act (WIOA), 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). WIOA programs include the Dislocated Worker, Adult and Youth programs.

The WIOA 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

The WIOA 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 WIOA Youth program provides youth with education support and job readiness coaching. Youth that are ages 14 through 24 and also low-income are served in this program. The primary goals of this program are for youth to complete their High School or Post Secondary 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 2015.

- **23,466** total visits to the Kenosha County Job Center's Employment Central
- **4,738** people attended Job Fairs, Targeted Recruitments and On-sites hosted by **Business Services**
- **2,313** youth work permits issued
- **2,177** job seekers have received employment through Job Center (WIOA) efforts
- **1,932** job seekers utilized the computer lab for a total of **3,916** hours
- **2,609** students attended **302** workshops held by the PCDU (Professional Career Development Unit)

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 WIOA 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

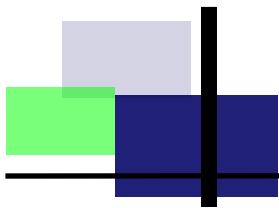
RHB Technology Solutions, Inc.

In 2015, 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 2015, 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 2015, labor-intensive business processes were streamlined including

- The eWiSACWIS Reporting Utility (EWR) was enhanced to provide additional summary and detail reports concerning placement activity. These reports provide DCFS supervisors and staff customized output not available from within eWiSACWIS.
- The M/A Reimbursement Tracking System (MARTS) was updated to accommodate continuing changes to MA Billing requirements. In 2015, over 140,000 claims and \$4.5 million dollars of Medicaid revenue were processed and paid using MARTS.
- The ADRC IAA Management System (ADRC) was enhanced to comply with updated State of Wisconsin Encounter Reporting electronic submission guidelines.
- The Veterans Drug Court-Data Management System (VDC) was further enhanced to provide additional data collection and reporting capabilities to support the Racine/Kenosha program.



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.

2015 HIGHLIGHTS

- Consumers and other stakeholders in Kenosha County and throughout the state mobilized to let legislators know the importance of local Aging & Disability Resource Centers and their wish to have a voice in the direction of community-based long term care.
- DADS secured a 2-year grant and initiated community training to become a more dementia friendly county.
- Enrollment of eligible consumers in insurance resulted in reduced 2015 HSD expenses by \$1,376,742 for outpatient counseling, psychiatry, medication and inpatient costs from 2013.
- Though emergency detentions dropped 13% and civil commitments by 9%, due to the limited capacity of our local non-IMD inpatient behavioral health provider, admissions to the state institutes grew by 71% at considerable cost.
- Use of Advanced Nurse Practitioners and tele-psychiatry helped to address the shortage of psychiatrists however the issue remains a community challenge.
- The work of the Care Transitions Coalition tracked the county's 30-day Medicare hospital readmission rate down from 19% to 9.5%, a huge accomplishment for the community.



Thanks to the hard work and support of our service network staff, policy makers, volunteers, advocates and other community partners, services have been improved and expanded to meet the needs of increasing referrals despite certain community resource shortages!

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>	<u>2015</u>
Home Visits	987	1,139	1,073	1,082	1,208
Enrollments	366	311	377	357	394

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:	26
AFCSP & NFCSP/JD (Caregiver Support)	71
Elder Abuse Direct Service Grant	36
Housekeeping (JD Fund):	89

Benefit Assistance

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

	<u>2013</u>	<u>2014</u>	<u>2015</u>
EBS Contacts	1,181	1,266	1,034
EBS Cases	402	429	416
EBS Persons	291	303	310
Monetary Impact	\$596,268	\$548,407	\$954,403
Benefit Presentations	22	33	29
DBS Cases— PD/DD	229	290	213
Monetary Impact	\$456,184	\$709,422	\$937,454

Mr. S was facing a municipal fine for an unauthorized building on his property because it didn't have a vehicle title. Mr. S lives with a post traumatic brain injury. His trailer serves as his workshop where he can work for short periods of time, then go to his home and rest. Mr. S describes himself a "Old time Wisconsin," needing to do something with his hands and maintain skills even though he was told he could not work. Mr. S grew up working on the land and building things with his father. He called the ADRC after spending seven months trying to title the trailer. ADRC's Disability Benefit Specialist worked with the Department of Transportation and three months later Mr. S's homemade trailer received a title.



Volunteer Guardian Assistance

23 new volunteers started as guardians in 2015 ending the year with 40 volunteer guardians matched with 65 guardianships. The estimated annual monetary value of this program is also over \$58,500.

Equipment Loan Closet

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
People Served	272	241	467	711	912
Items Borrowed	378	409	754	1,427	1,484
Items Donated	427	857	1,033	871	1,007
Cash Donations	\$643	\$244	\$654	\$1,039	\$3,835

Caregiver Support & Dementia Care

Dementia Care Consultations-Families	98
Memory Screens— Persons	217
Dementia education & outreach events	101
Memory Connections-Families served	6
LEEPS— Persons served	6
Powerful Tools Classes held	5

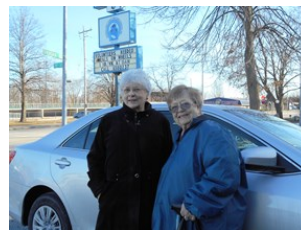
Adult Protective Services

Referrals:	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	422	373	438	552
Cases Opened			381	470
Reasons for referrals:				
Physical Abuse:			9%	11%
Neglect:			2%	2%
Self-neglect			4%	3%
Financial Exploitation			14%	5%
Welfare Checks			42%	42%
Guardianship			27%	25%
Annual Reviews			214	204
Guardianships			135	126

Transportation

The Kenosha Achievement Center and KAFASI volunteers provided rides, for older persons and persons with disabilities. Western Kenosha County Transit provided trips to work, school, medical appointments, shopping and other destinations.

Trips:	<u>2013</u>	<u>2014</u>	<u>2015</u>
Care-A-Van	22,766	22,695	23,349
Western Transit	14,675	12,118	15,307
Volunteer Transp	7,491	8,321	7,807



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

Senior Dining

28,596 nutritious noontime meals and companionship were provided for 934 persons 60+ at county and city dining sites, Monday-Friday. The program is administered by Kenosha Area Family and Aging Services.

Meal Site	Participants			Meals		
	2013	2014	2015	2013	2014	2015
Kenosha Senior Center	307	293	288	8825	9424	9204
Lakeside Towers	81	78	82	6841	7005	6688
Parkside Baptist Church	101	101	129	6896	5347	5417
Westosha Community Center	152	162	161	2943	3226	3257
Twin Lakes New Life Church	115	130	92	2375	2237	1759
Rainbow Lake Trailer Court	37	35	29	839	731	765
YMCA/Boys & Girls Club	74	88	42	711	428	551
Special Activity	255			474		
Sharing Center		70			860	955
Total	1,039	957	934	29,904	29,258	28,596

"Meals great, staff caring, volunteers great."

"The cooks who prepare this food are outstanding!"

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

Senior Dining Participants

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>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Meals	39,859	40,203	40,260	40,366
People	264	287	272	277



Friendly Visitors

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Consumers	11	125	126	126
Volunteers	61	76	74	73
Volunteer Hours	4,283	4,700	4,207	4,035



Westosha Community Center

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.

Health and Wellness

<u>Classes</u>	2014	2015
Lighten Up	3	4
Living Well	2	2
Healthy Living with Diabetes	2	4
Stepping On	3	4
Sure Step In-Home Assessments	23	23

"I learned that my health is manageable. Stress is a factor in my life and I can control it. I make better choices in my life." "I've gained a more positive attitude and outlook on my life and the motivation toward wanting to achieve my goals." "I have learned to accept myself for who I am. I have learned to be more positive than negative! It makes a big difference!"

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>	<u>2015</u>
Presentations	111	80	62	123	96
Attendance	4,337	2,946	2,182	2,814	3,191

Reaching Out 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>2013</u>	<u>2014</u>	<u>2015</u>
My Life		148,050	266,400
Ads	33	39	48
PSAs	13	9	45

Events

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



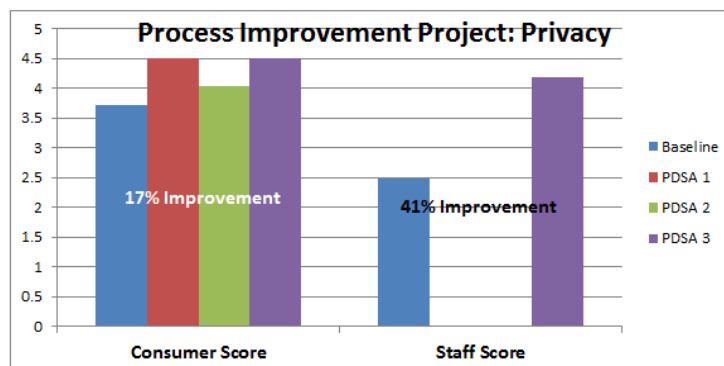
Coalition Support.

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

**Turnover of direct care workers affects availability and quality of care for vulnerable citizens. The Kenosha Long Term Care Workforce Alliance We Care campaign is educating policy makers on the need for better wages and benefits for care workers. Collaboration with the Food Share Employment Training Program provided CBRF training for participants, 85% of whom obtained employment in healthcare. Additional recognition, recruitment and training events were provided by the Alliance.*

Assuring and Improving Quality

ADRC is committed to the principle of continuous quality improvement. At least two quality initiatives are completed each year. The ADRC Board has a Quality Subcommittee that meets quarterly to review the resource center's annual quality plan and progress. As a result of QI projects in 2015 donations to the equipment loan closet increased and the satisfaction of staff and consumers with customer \ privacy increased.

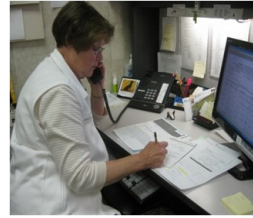
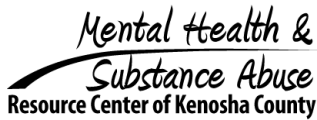


2015 BEHAVIORAL HEALTH SERVICES

The Community Intervention Center at Kenosha Human Development Services, including the Mental Health Resource Center and Crisis Intervention is the front door to most of our behavioral health (mental health & substance use disorder) services.

Mental Health/Substance Abuse Resource Center

The Resource Center averaged 222 contacts a month in 2015 and conducted 137 screens to determine eligibility for behavioral health services. The center helps individuals access behavioral health resources while assisting with applications for health insurance through Badger Care or the Health Insurance Marketplace. The impact has been dramatic, 158 people were enrolled in insurance and benefit assistance was provided for 75 persons, with a financial impact of \$518,742.



Medication Assistance

143 people were helped with medication prescribed for serious and persistent mental illness. 335 prescriptions were filled at a cost of \$16,157.

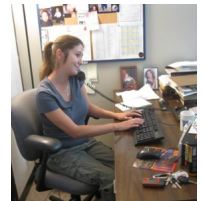
Adult Crisis Intervention

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

	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Contacts:	6,777	5,980	6,015	5,985	7,930	8,878	9,015	8,973
Jail Assessments:	421	437	399	469	527	608	846	793

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 2015 there were reductions in emergency detentions (494 total, -12%) and new Chapter 51 commitments (215 total, -9%) from 2014.



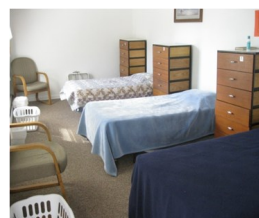
KARE Center

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>	<u>2015</u>
Admissions:	665	717	665	735	793	767	702
Average stay-days:	3.25	3.37	4.39	3.52	3.04	3.42	3.64

Inpatient Services

Inpatient care for psychiatric emergencies and medical detoxification are a significant portion of the division's budget and thus is reviewed thoroughly. Admissions include state mental health institutes and other mental health hospitals. Note increase in Badger Care IMD admits.



	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Hospital Admits	647	587	234	615	722	558	268
Total Paid Beds	1,757	1,849	1,414	1,975	2,353	2,172	3,113
Average stay-days	6.78	6.69	5.61	5.23	6.74	9.05	11.61

2015 BEHAVIORAL HEALTH SERVICES

Psychiatric Services

County-funded outpatient psychiatric services were provided for only 5 clients in 2015, down from 287 in 2014. This decrease from the previous year due to the availability of health insurance for many of our clients through the Affordable Care Act.

Counseling

Oakwood Clinic provides behavioral health assessment and goal-centered therapy, individually and in groups. Again, the impact of Badger Care expansion is evident from the reduced reliance on county funding for therapy.

County Funded Counseling		
Year	Patients	Sessions
2010	305	3240
2011	289	2488
2012	424	4323
2013	436	4095
2014	161	1066
2015	48	356

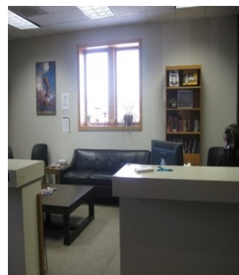
"...I'm so glad to have someone like you here...I knew I was supposed to meet you because you've been where I've been...Tell Keri thank you..."

Program participant of the newly developed Recovery Coach



Community Support Program & Comprehensive Community Services

169 persons with serious and persistent mental illness received CSP services through Kenosha County and another 13 through Family Care in 2015, involving intensive case management, vocational services, medication management and other comprehensive services. 123 persons received CCS, a strength-based, recovery oriented intervention.



CSP	2011	2012	2013	2014	2015
People served	163	162	148	159	169
Contacts	35,282	36,293	31,993	38,547	38,692
CSP Family Care					
People served	14	18	20	19	13
Contacts	3,950	5,891	5,239	4,198	4,531
CCS					
People served	70	75	88	90	123
Contacts	9,853	10,233	11,528	14,421	19,156

130 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:

- 95% felt that staff treated them with respect regarding their cultural background.
- 92% felt that staff respected them as a whole person.
- 95% said that they have at least one person who believes in them.

Intoxicated Driver Program

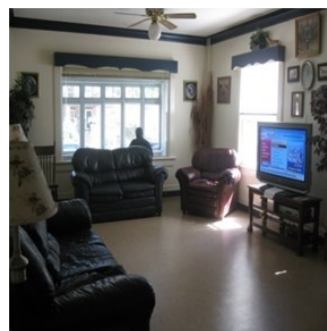
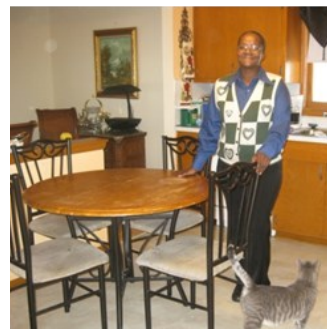
The Hope Council served 546 clients (-5%) through its Intoxicated Driver Program. In partnership with our division a state grant enhanced the program with bio-markers, a more effective way of testing for abstinence, and peer recovery coaches who assisted clients in recovery.



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 41 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.



Bridges Community Center

Bridges is a consumer-lead drop in center open for persons living with a severe and persistence mental illness. In 2015 Bridges had a membership of 366 (+19%) consumers and an average daily attendance of 41 people and an unduplicated monthly attendance of 137. Bridges conducts various groups focused on recovery and wellness as well as art and leisure. There were 922 (+7%) group sessions in 2015. Bridges also provides lunch to an average 35 (+66%) people per day and provides a structured setting for peer support and socialization.

Crisis Intervention Training

Crisis Intervention Training is a 5 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 165 officers from departments in Kenosha County were trained through 2015. Measured outcomes included 97% felt better prepared to respond to a crisis, 82% could recognize symptoms, 82% acquired skills, and 93% of law enforcement knew how to link citizens with behavioral health issues to services. The public can now request a CIP officer be assigned to a call. Through 2015, 538 people participated in the 2 day Crisis Intervention Partnership trainings held for other professionals and volunteers.

Specialty Court Services: Providing Hope, Purpose, A Chance for Recovery

BEHAVIORAL HEALTH JAIL DIVERSION PROGRAM

The Behavioral Health Jail Diversion Program (BHJD) is for individuals with a mental health diagnosis who have incurred criminal charges. Program participants enter a 12 month Hold Open Agreement with the court system in which they agree to participate in this behavioral health treatment program while their criminal charges remain open. They meet weekly with the program coordinator who ensures they are linked to mental health services. 28 clients were served through the BHJD program in 2015, with 8 successful program completions.

“David” is a young married man with a child who entered the Behavioral Health Jail Diversion Program following an incident with his parents resulting in his criminal charges. David has Bipolar Disorder. He experiences night terrors, auditory and visual hallucination, and seizures. Due to his symptoms he had lost employment. These stressors were enhanced by his inability to afford co-pays for mental health treatment, resulting in mounting medical debt and missed treatment. David had been hospitalized twice within a few months prior to entering BHJD. The program coordinator helped him access Medicaid to cover medical co-pays and transportation. The Benefit Specialist helped him apply for SSI. He entered the Partial Hospitalization Program at Rogers Memorial Hospital for intense treatment. David appreciates the treatment and structure. Medication monitoring and a case worker were arranged through the Community Support Program (CSP). The lives of David and his family have benefited. He is now medically stable, visibly happier and hopeful about his future.

DRUG TREATMENT COURT PROGRAM

Individuals referred to the Drug Treatment Court (DTC) are in need of treatment as a result of a conviction for drug related offenses. The DTC team recommends individuals with the district attorney the final gatekeeper. Those accepted are placed in the program as a condition of a court imposed sentence resulting in a negotiated plea agreement. In 2015 33 individuals were referred to DTC, nine accepted and three pending. Participant offenses included Possession of drugs (43%), Burglary (33%) and Retail Theft (24%). Among 951 urinalysis tests only 48 (5%) were positive for illicit drugs or alcohol. Sanctions included writing assignments, increased treatment, increased community support meetings, increased court appearances, community service work crew and jail.

“Theresa” entered the Drug Treatment Court program on February 12, 2015 and hit the ground running. She met all of her many requirements early on. During her time in phase one she attended her five weekly community support meetings, attended her treatment as recommended, worked with a sponsor, made it to all of her weekly court appearances and probation appointments. She never missed any of her random urinalysis tests or weekend breathalyzer tests. She did all of these things while working full time and complying with all of her requirements to get her daughter back in 2016, which she is looking forward to.

* Please note in regard to the “Drugs of Choice” chart that many of our participants struggle with multiple drugs and that chart is only reflecting their primary choice. It is also important to know that most of our participants also struggle with alcohol.*

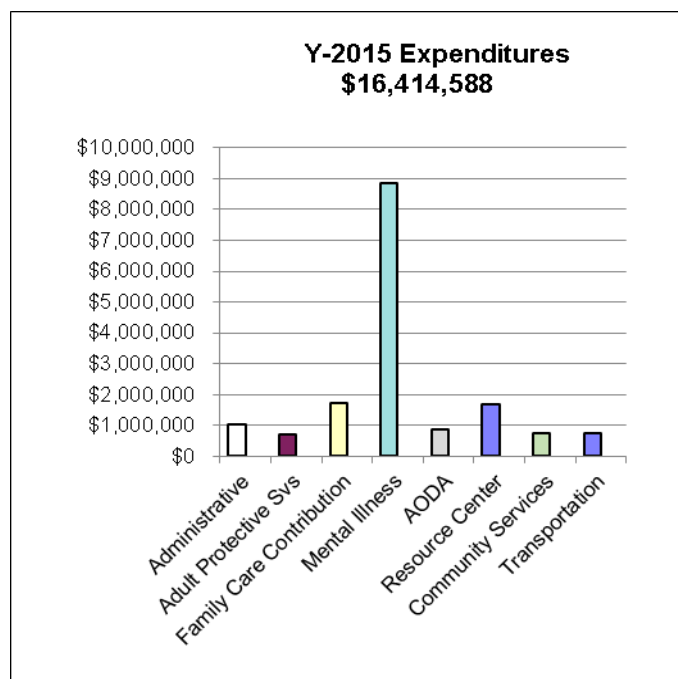
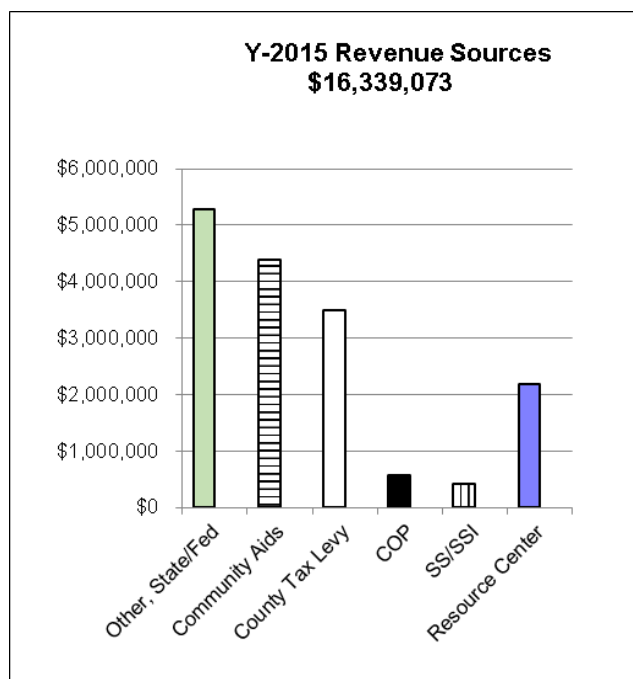
BEHAVIORAL HEALTH TREATMENT COURT

Behavioral Health Treatment Court, supervised by a team of court and treatment professionals, involves individuals with a mental illness or co-occurring disorder. It accepts Alternative to Revocation cases and Deferred Prosecution Agreements. Participants are placed on probation for two years, checking in weekly with a agent and case manager. They are subject to random urinalysis and linked to support and employment services.

“Marquita” 24, entered Behavioral Health Treatment Court (BHTC) in December 2013, and graduated September 2015. Marquita was unstable and non-compliant with medications when she began BHTC. Her physical appearance and apartment up-keep had declined. She isolated herself, fearful of coming out into the community. BHTC linked her to a psychiatrist, case management and medication monitoring through the Community Support Program. Marquita participated in an Obsessive Compulsive Disorder program at Roger’s Memorial Hospital. She became more stable and less symptomatic. Marquita eventually enrolled in the Division of Vocational Rehabilitation (DVR) and began working part-time. At one point she had two part-time jobs, was able to move into a new apartment she always wanted, began participating in support meetings and living a stable and sober life. Six months after graduation, Marquita is working full-time, has been crime free, sober, mentally stable. “I feel like I’m a better citizen of society. When I started the treatment court, I really didn’t want to participate, but I’m glad that I didn’t give up, and glad the treatment court didn’t give up on me. I didn’t think I was going to graduate. I could not have done this on my own. I thank the treatment court for everything. My mom still has a daughter, and I am alive. You save my life. I feel like I have a new mindset, and outlook on life, and treatment court is the reason.”

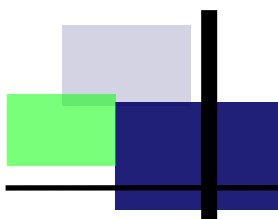
Funding for DADS Services

Division, departmental and provider staff work hard to generate funding for the service needs of our vulnerable populations while trying to minimize local financial burden. Only 21% of DADS budget is funded with county levy. County expenses for psychiatric treatment, pharmacy and other mental health services decreased as eligible individuals were enrolled in health insurance under the Affordable Care Act. However hospital expenses increased significantly as the availability of local mental health beds shrunk requiring the use of state mental health institutes with county dollars, for stabilization and treatment for persons experiencing serious behavioral health episodes.



Mental Health Access Study

Kenosha County like communities throughout the country, is suffering a shortage of psychiatrists and mental health hospital beds for persons in crisis. A study was initiated in 2015 to determine the extent of the problem and what community stakeholders can do to improve access to needed care. Work groups will be engaged in 2016 to address the recommendations of the study.



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.

2015 HIGHLIGHTS

Business is booming. In 2015 we admitted 592 people to Brookside. That is an 4.7% 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. In addition to being voted "Best of Kenosha County 2015" we also received "Best of Kenosha County 2015" for memory care service, a new distinction.



Brookside Care Center was voted "Best in Kenosha" for Senior Care / nursing homes in 2012, 2013 2014 and 2015.

Frances Petrick, Director



We are building! Our goal is to improve the residents experience by creating a new building for rehabilitation and a new large therapy gym. Our existing nursing home will be transformed to better support the needs and desires of our residents providing them with a more home-like environment, which fosters independence and choice.

We are dedicated to providing quality for our residents. We are adopting the QAPI (Quality Assurance and performance Improvement) approach. QAPI is the way in which we use processes to provide quality improvements. Our mission is to be a "World Class provider of person directed services for those who require short-term rehabilitation and long-term care by offering a continuum of services for clients to access when needed, in order to remain autonomous and connected".

DIVISION DESCRIPTION

Brookside Care Center is a Medicare/Medicaid certified nursing home, serving Kenosha County residents in need of skilled nursing care and those in need of short-term recuperative and rehabilitation services.

SERVICES

Brookside provides 24-hour registered nursing care, rehabilitation, pain management, restorative care, physical, occupational and speech therapy services, respiratory care, wound care, intravenous therapy, post-surgical care and hospice care.

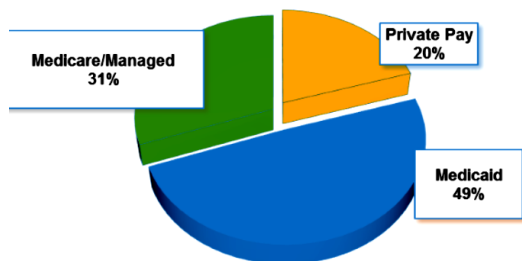
As another service to Kenosha County citizens, the dietary department added another Meals on Wheels route and is now serving 597 hot meals and 165 cold meals a month.

The daily cost per patient for 2015 was \$300.04, an increase of + 6.97% over 2014. Staff salaries and benefits account for 71.1% of the costs or \$213.29 per day.

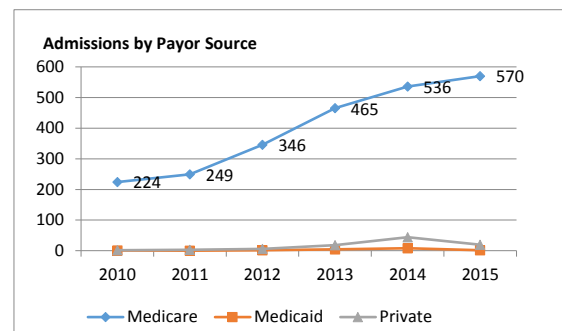
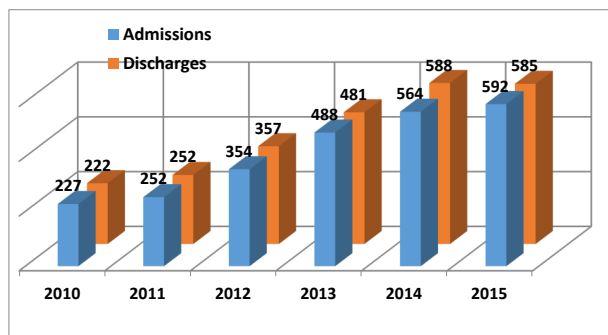
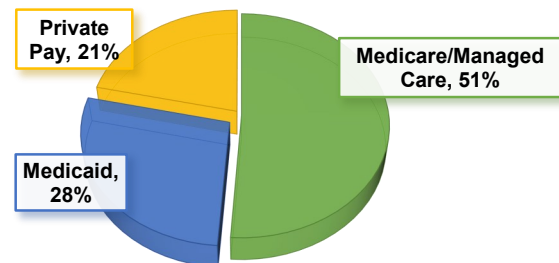
Note: All financial information is unaudited as of March 7, 2016.

Expense Category	2015 Costs	2015 %	2014 Costs	2014 %
Staff	\$ 213.29	71.1%	\$ 199.20	71.0%
Contractual Services	\$ 51.59	17.2%	\$ 44.44	15.8%
Supplies	\$ 18.14	6.0%	\$ 15.15	5.4%
Utilities	\$ 5.20	1.7%	\$ 5.50	2.0%
Other	\$ 7.20	2.5%	\$ 8.12	2.9%
Capital Outlay	\$ 4.62	1.5%	\$ 8.08	2.9%
Total	\$ 300.04	100.0%	\$ 280.49	100.0%

**BROOKSIDE CARE CENTER
2015 RESIDENT CENSUS BY PAYOR
SOURCE**



**BROOKSIDE CARE CENTER
2015 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 receives a proud "2nd Place" Ribbon.

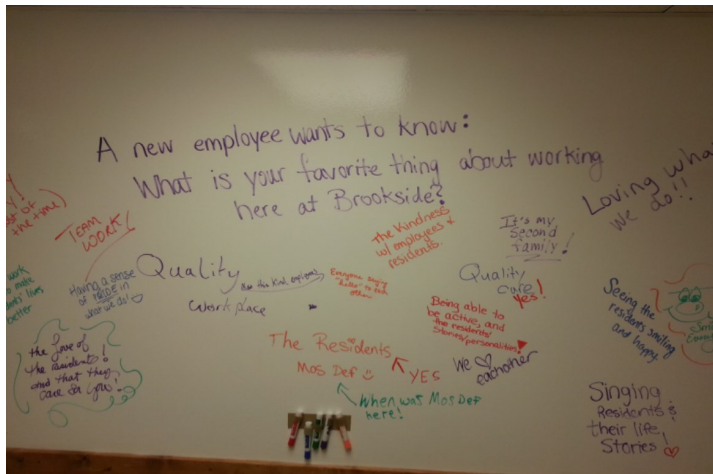


The "Silver Bells" perform for the annual picnic.

Senior Olympics-
Go Team Brookside!!!



Brookside Care Center resident enjoying the "sun and fun" during our annual picnic!



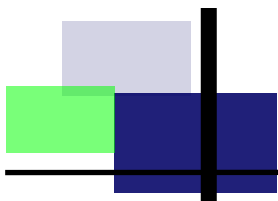
Employees voices can be heard and seen through our interactive question board.



We get all kinds of visitors during our annual picnic. Here a resident enjoys talking with Kenosha's very own "KingFish" mascot!

One of our many unique events displaying our resident's talents for the "Music and Memory" Art Show.





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.

2015 Highlights

The most significant highlight in 2015 has been the expansion of services for children with special needs within the Kenosha County Division of Children and Family Services. This expansion has been made possible through two Medicaid funded programs: the Children's Long-Term Support Waiver and Comprehensive Community Services.



In 2015 we expanded two programs, the Children's Long-Term Support Waiver and Families First, to help more children with special needs.

Ron Rogers, Director

The Children's Long-Term Support (CLTS) Waiver is a Medicaid funded program for children diagnosed with one or more of the following: developmental disabilities, severe emotional disturbances, and physical disabilities. The program provides case management services to these families to improve the lives of children through supporting the child and the family with case planning, in-home services and in-home supports. This program supports children with significant special needs so they can live full lives in the family home. Children can remain in this program through their 21st birthday. In 2015, we added capacity to serve an additional 45 families, increasing our average daily census from 190 families to 235 families.

Comprehensive Community Services (CCS) is a program that provides an array of community-based psychosocial rehabilitative services that assists individuals throughout the life span with mental health and/or substance abuse issues, to facilitate recovery. This Medicaid funded program historically has been structured so that 60% of the costs of the community-based services are paid through Medicaid and the remaining 40% were paid through county tax levy. In 2014, the State provided an incentive for expansion of CCS. If counties would work together to form a region, the State would pick up the remaining 40% of the cost of the CCS program. Kenosha and Racine formed a region, and as of December 1, 2014, we became certified as a region for Comprehensive Community Services. During this process, Kenosha County identified that adults in the Comprehensive Community Services program would continue to receive services in Kenosha County through Kenosha Human Development Services, and children and their families would receive services through our existing Families First program and other community based service providers.

Families First (Comprehensive Community Services) provides families of children experiencing severe emotional disturbance, other mental health diagnoses and substance abuse diagnoses, with supportive services to facilitate recovery, keep the family intact, prevent out-of-home placement and improve educational opportunities for children. Families First uses a strength based Wraparound model and believes that a team approach to developing case plans and services is best to serve families. This team approach includes both formal members (teachers, social workers, therapists), informal members (clergy, friends, relatives), the child(ren) and, of course the parents. The Families First philosophy is committed to the belief that the best way to care for families is to draw from the family strengths and incorporate those strengths into an effective, measurable, individualized treatment plan. The implementation of this plan results in an improved quality of life for the child with the diagnosis, a reduction in children being separated from their parents and an overall improvement in family functioning.

Comprehensive Community Services provides an array of services to the child and the family. These include traditional individual and family therapy, as well as office-based medication management. However, the clear strength of the CCS program is the wide array of services that are provided to the child and family within the community. These services can be provided in the family home, and many of them can also work with the child/youth within the community at other settings. The goal of CCS is to work with families where they are, and build off family strengths to improve the life of a child and their family. These services include, but are not limited to:

- Service Planning
- Individual Skills Development and Enhancement, for both parent and child
- Employment Related Skill Training
- Peer Support
- Psychotherapy, both In Home and Outpatient-Based Family and Individual Therapy
- Substance Abuse Treatment
- Wellness Management and Recovery Support Services

In early 2015, 66 children/youth and their families were enrolled in Families First. At the end of 2015, Kenosha County had 167 children/youth and their families enrolled in the Families First program. 117 of these qualified and were enrolled in Comprehensive Community Services.

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.

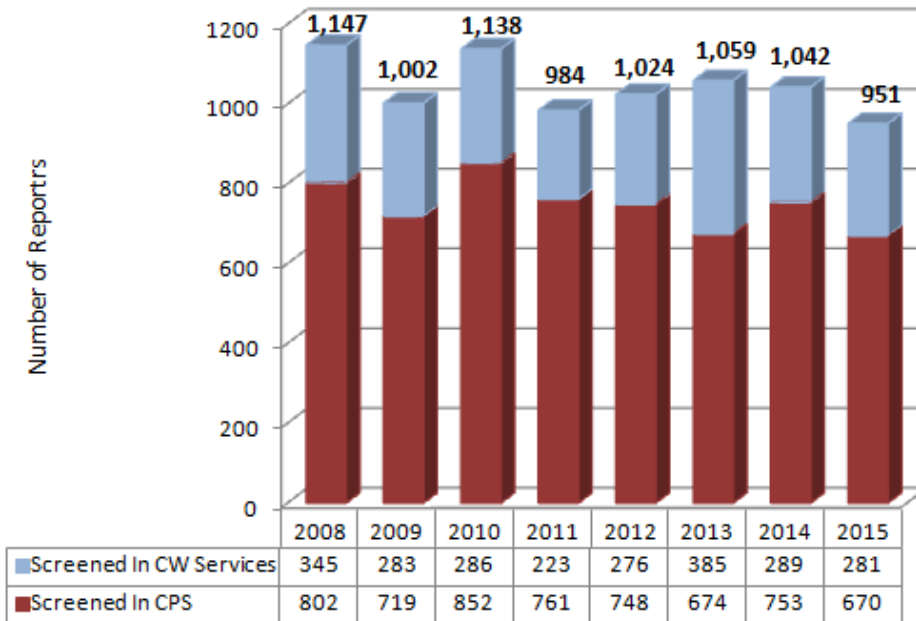
Once it has been determined that a call into the Access Office meets the statutory requirement to begin a Child Protective Services Initial Assessment, it is then assigned to an initial assessment social worker. The primary responsibility of an initial assessment social worker is to conduct a comprehensive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

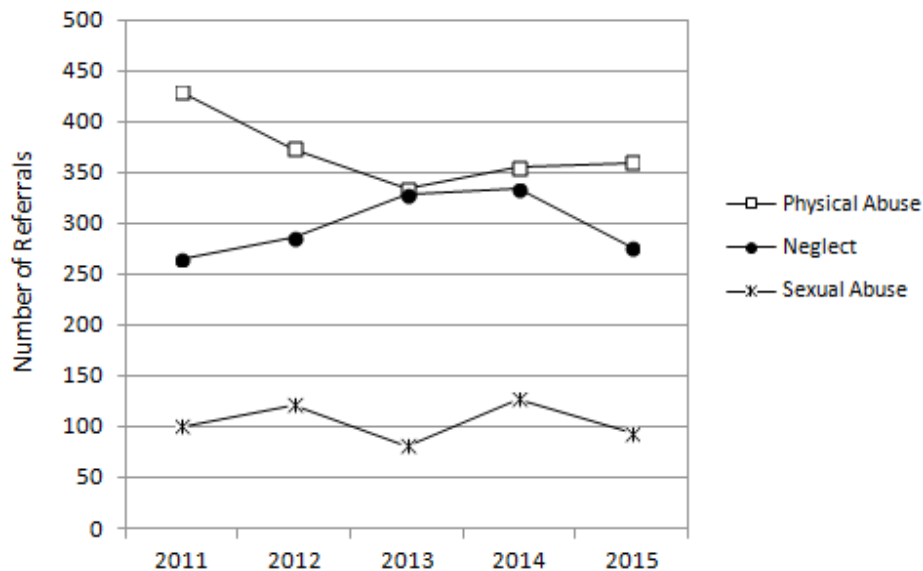
Total Screened-In CPS and Child Welfare Services

The total number of screened in Child Protective Service (CPS) and child welfare services cases fluctuated from 2008 to 2015. There was a **14%** decrease from 2010 to 2011 (from 1,138 to 984), followed by an **8%** increase from 2011 to 2013 (to 1,059) and a **10%** decrease from 2013 to 2015 (to 951)



The percentage of CPS cases screened in increased **7%** from 2008 to 2011 followed by a **7%** decline from 2011 to 2015. 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 **22%** from 2011 to 2013, followed by an **8%** increase from 2013 to 2015. On the other hand, reports of neglect steadily increased from 2011 to 2014 (by **26%**), followed by a **17%** decline in 2015. Reports of sexual abuse have slightly fluctuated over the last 5 years, with a low of 82 reports in 2013 and a high of 128 reports in 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, is Kenosha's Coordinated Services Team Wraparound Project and Kenosha's Comprehensive Community Services Program for children. It is designed to provide families of children experiencing severe emotional disturbance, mental health issues and substance abuse issues with community based treatment and support. The program promotes recovery in children, keeps families intact, prevents out-of-home placement and improves family functioning.

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.

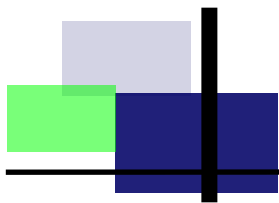
The Juvenile Court Services Unit (CSU) works with youth that have been adjudicated delinquent or referred for habitual truancy. A social worker is assigned to the case investigates and gathers information about the family in order to determine the best course of treatment and services. A treatment plan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

Annual Number of Referrals to the DCFS Juvenile Court Services Unit

<u>REFERRAL TYPE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>AVG</u>	<u>1-YR % CH</u>
Habitual Truancy	40	51	47	71	60	54	-15.5%
<u>REFERRAL TYPE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>AVG</u>	
Consent Decree	12	16	17	14	12	14	-14.3%
<u>REFERRAL TYPE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>AVG</u>	
Waiver to Adult Court	39	61	34	39	54	45	38.5%
<u>REFERRAL TYPE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>AVG</u>	
Delinquency	189	209	187	192	151	186	-21.4%
<u>REFERRAL TYPE</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>AVG</u>	
Total Number of Referrals	280	337	285	316	277	299	-12.3%

- The number of referrals for Habitual Truancy decreased by 15.5% from 2014 to 2015.
- The number of Consent Decrees decreased by 14% from 2014 to 2015.
- Waivers to Adult Court increased dramatically, by over 38% from 2014 to 2015.
- Delinquency referrals decreased 21% from 2014 to 2015.
- The total number of referrals to the Court Services Unit continues to fluctuate. It decreased from 2014 to 2015 by 12%. However, the 5 year average number of referrals remains at 299 referrals per year.

The Juvenile Court Services Unit continues to successfully deter youth from further delinquent behavior. We continue to follow a balanced approach to Juvenile Justice through holding youth offenders accountable, restoring victims of juvenile crime, protecting the community and developing skills and competencies in youth.



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.

2015 HIGHLIGHTS

Electronic Health Records—The Kenosha County Division of Health (KCDOH) has consistently utilized data to determine health priorities and track progress of programs and services. Staff entered relevant client data into an electronic database that captured minimal information and did not prove to be user friendly. Staff also entered program data into several different systems and worksheets which were ineffective and unproductive. Informatics had previously been added to the KCDOH Strategic Plan, and was a priority for the future of the Division.

Almost two years ago, KCDOH management began researching a secure and comprehensive electronic health records system that could centralize all client, financial, and program/service data. This system would streamline data-entry for staff and allow information to be accessed from a central system.

After months of research, collaborating with County IT team members, and interviewing several vendors, the KCDOH selected the product vendor Custom Data Processing (CDP) EZEMRX software with activity tracker and environmental health services module. This system was implemented agency-wide in September 2015. This system is allowing staff to streamline their data entry process, and effectively manage client encounters.

Salmonella Outbreak—In May 2015, the KCDOH investigated a salmonella outbreak among local residents. After conducting several interviews, a local ethnic grocery store proved to be the source of the outbreak. With assistance from the Wisconsin Department of Health Services, KCDOH implemented the Incident Command System (ICS) and conducted over 60 contact investigations. An after action report was then developed outlining the sequence of events and strengths/areas of improvement.

Kenosha ECCS—The KCDOH in partnership with Aurora Health Care, Kenosha County Division of Children and Family Services, Kenosha Unified School District, PSN Family Resource Center, and Kenosha Achievement Center received funding to implement an Early Childhood Comprehensive Systems (ECCS) serving children ages birth-5 years and their families. This system will develop an integrated network of key stakeholders that are knowledgeable about and have access to: social emotional development principles, trauma indicators, trauma informed care, and a system of supportive and educational resources for children and their families. The Kenosha ECCS has coordinated several community trainings and developed an in-depth community resource and referral handbook.



“Our public health professional scientists focus on strength-based care for families, supportive community partnerships, and evidence-based models. We strive to improve health outcomes for 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 530 communicable diseases were reported to the Division of Health in 2015 and 458 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	530
Active TB Cases	2
Immunizations	2,622
Influenza Vaccinations	564
Lead Poisoning Screenings	108
Pregnancy Tests	384
Sexually Transmitted Disease Screenings	962
Dental Varnishing	867
TB Skin Tests	534
Paternity Testing	577
Child Health Exams	81

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 163 clients were enrolled in 2015.



Kenosha County Comprehensive Home Visitation Program (KCCHVP)

The KCCHVP 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, KCCHVP referrals have steadily increased and more women are receiving the care and services they need. In 2015, 756 women were referred from WIC and 471 of them qualified for the KCCHVP.

Parents as Teachers (PAT) Program—In 2015, KCCHVP expanded its programming to include a mom-baby health program that promotes long-term success for mothers with other children in the home. Nurses deliver support to moms and their babies providing professional support and knowledge of parenting skills. In 2015, the PAT Program had 56 total clients.

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 2015, the program assisted 180 total clients with 1,668 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 80 portable cribs distributed to families in 2015.

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 2015, a total of 252 car seat checks were conducted and 184 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.

Healthy People Kenosha County 2020

Healthy People Kenosha County 2020 is a local initiative that partners public health with community representatives from government, public, private, and non-profit businesses and organizations for the purpose of developing a Community Health Improvement Plan (CHIP) for Kenosha County. The overarching goals of the CHIP are consistent with the

national initiative Healthy People 2020, and the State of Wisconsin initiative Healthiest Wisconsin -- to increase quality and years of life and eliminate health disparities. Healthy People Kenosha County 2020 is comprised of six committees that were developed to address the overarching goals in specific areas of concern.

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 17,011 students, with 12% having prevalent and potentially life-threatening health conditions. In 2014-2015, emergency healthcare plans were developed and distributed to school staff to assure the medical safety of 909 students during the school day. In addition, 6,134 students were provided classes on the "Family Life" curriculum and 1,245 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 2015:

- 31 Question, Persuade, Refer (QPR) trainings held, with 946 people trained.
- 6 medication collection boxes operational. 10,901.4lbs. of medication collected since April 2012. 3,659lbs were collected in 2015 alone.
- 189 cable gun locks distributed in 2 counties. New grant started in August of 2015.
- Two years 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.
- Updated mental health resource for Kenosha County of Kenosha



Strategic Prevention Framework Partnerships for Success II Grant

- Drug Impairment Training for Educational Professionals (DITEP) training.
- Drug Recognition Expert (DRE) training.
- Local Heroin Summits.
- 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 5,682 unduplicated individuals in 2015, with an average monthly caseload of 3,949.

Kenosha Lifecourse Initiative for Healthy Families (KLIHF)

In 2010, KLIHF was awarded project funding by the UW School of Medicine and Public Health from the Wisconsin Partnership Program with the goal of improving the health status of African American women over the lifespan, leading to healthy birth outcomes through development of a maternal child health (MCH) Lifecourse Collaborative and a functional community plan.

Kenosha, Racine, Walworth (KRW) Tri-County Tobacco Free Coalition

The Kenosha, Racine and Walworth (KRW) Tri-County Tobacco-Free Coalition is funded by the Wisconsin Tobacco Prevention and Control Program (TPCP), Division of Public Health, Wisconsin Department of Health Services.

KRW Tri-County Tobacco-Free Coalition maintains an active, supportive and diverse coalition membership to achieve TPCP long-term goals. They are to prevent tobacco use initiation by adults and youth, eliminate exposure to second-hand smoke, promote the use of evidence-based practices for the treatment of tobacco dependence and identify and eliminate tobacco-related disparities. The following are highlights of the Coalition's 2015 accomplishments.

- Two action-based quarterly Coalition meetings held in each county and one annual meeting held, a total of 7 Coalition meetings held.
- Two strategic partnerships created between the Coalition and a new community agency or organization; 8 networking partnerships maintained between the Coalition and other community groups and organizations.

- Participation in 12 community events in partnership with other agencies and organizations to share resources and address addiction and tobacco prevention; hosted one community-wide event to celebrate the 5-year anniversary of smoke-free Wisconsin; 16 published media outreach activities completed.
 - 8 other tobacco product (otp) and E-cigarette presentations made to community groups and organizations.
 - 5 Adult Coalition members and 6 youth Coalition members attended the Joint Committee on Finance (JCF) Hearing held on March 20, 2015. 5 Adult Coalition members and two youth Coalition members presented verbal testimonies before members of the Committee. A total of 34 written testimonies were submitted by Coalition members to the Committee. Youth Coalition members represented membership from FACT, the youth-led tobacco prevention advocacy program and Wisconsin Wins (WI Wins), the tobacco youth access program. The verbal and written testimonies supported the continued need for funding of tobacco prevention and control programs.
 - 5 meetings held between Coalition members and legislators to provide the legislators with tobacco prevention and control updates and other tobacco product (otp) education.
 - 10 personal meetings held between the Smoke-free Multi-Unit Housing (SFMUH) Liaison and property owners and managers to provide resources about the Clear Gains Initiative; SFMUH Liaison met with the Kenosha Housing Authority (KHA) to provide support for the prospective Department of Housing Urban Development (HUD) national smoke-free apartment housing policy.
 - Maintained two active groups, for the youth-led tobacco prevention advocacy program, FACT, at Harborside Academy, Kenosha and LakeView Technology Academy (LVTa), Pleasant Prairie; grew membership to 45 new members, held 18 meetings, completed 18 outreach activities, held 4 meetings between FACT youth members and legislators.
 - Conducted 224 tobacco retailer compliance checks in partnership with local law enforcement agencies in three counties as part of the tobacco youth access program, Wisconsin Wins (WI Wins); 12 community outreach and 12 media outreach activities completed
- 2014 - 2015 Comparison:
- Kenosha 2015: 45 checks, 1 sale (2.2% youth access rate);
2014: 45 checks, 0 sales (0%)
- Racine 2015: 105 checks, 15 sales (14.3% youth access rate);
2014: 102 checks, 4 sales (3.9%)
- Walworth 2015: 74 checks, 6 sales (8.1% youth access rate);
2014: 74 checks, 7 sales (9.5%)

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	901
Inspections (Routine/Follow-up)	1,540
Consultations	530
Consumer Complaint Investigations	117



Lodging Facilities

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

Activity	Units
Facilities Licensed	57
Inspections (Routine/Follow-up)	65
Consultations/Complaint Investigations	35

Recreational Sanitation

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

Activity	Units
Facilities Licensed	85
Inspections (Routine/Follow-up)	88
Consultations/Complaint Investigations	24

Solid Waste Control

Enforcement of City of Kenosha Charter #26 - Blighted Lot Ordinance. Garbage, debris and refuse

Activity	Units
Complaint Investigations	1,050
Follow-ups/Clean-ups/Consultations	2,008

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.

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	146
Bite Consultations/Follow-ups	315
Animal Nuisance Complaints/Consultation	24

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 31 investigations, follow-ups and consultations in 2015.

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	7
Human Health Hazard Complaints	47

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	529
Well Consultations	131

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	40
Replacement State Sanitary Permits	69
County Sanitary Permits	8

Asthma Program

Kenosha County was selected as a pilot community for the State Asthma program to reduce the number of Emergency department visits and hospitalizations. The program provides in home education as well as an environmental review to reduce asthma triggers in the home. By the end of 2015, the program had 38 clients enrolled. Participants that completed the six month program showed improvement in their asthma control. The program also started delivery of asthma education to elementary school students between grades 2 – 5. The State asthma program is funded by a grant from the Centers for Disease Control and Prevention.

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 401 samples were tested in 2015.

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 442 samples were tested in 2015.

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 938 samples were tested in 2015.

Environmental Bacteriology Unit

This unit tests public and private water supplies for the presence of coliform bacteria as well as swimming beaches and recreational water for E.coli bacteria. It also performs food poisoning complaint investigations and insect identification. A total of 1,101 samples were tested in 2015.

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 112 samples were tested in 2015.



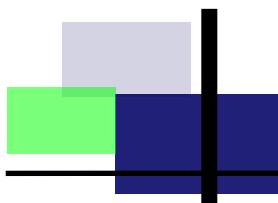
HUD LEAD BASED PAINT HAZARD REDUCTION PROJECT

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. 2015 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.
 - 178 units completed
 - 57 health home interventions
 - 273 inspections completed
 - 119 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

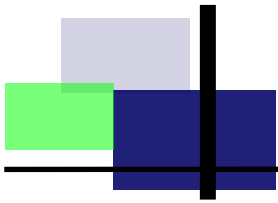
OFFICE OF THE KENOSHA COUNTY MEDICAL EXAMINER	
Population of Kenosha County	167,258
Total Number of Deaths	1,368
Total Deaths Reported	1,278
Suicides	28
Accidents	115
Homicides	8
Naturals	949
Undetermined	7
Pending	4
Non-Human Remains	5
Phone Investigations (non-hospice)	184
Hospice Investigations	669
Scene Investigations	263
Total Cremations	760
Cremation Only (& Courtesy Views)	150
Disinterments	1
Anthropology Examinations	5
Autopsies	149
External Examinations	90
Medical Record Reviews	19
Death Certificates Issued	255

2015 HIGHLIGHTS

There were 1,368 deaths in Kenosha County in 2015, of which 1,278 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 149. 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, 90 cases required an external examination. KCMEO signed a total of 255 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 honor and advocate for veterans, provide quality services and programs for them and their families.

2015 REVIEW AND HIGHLIGHTS

The office processed applications in 2015 (Federal and State) crossing a very broad range of issues including disability compensations, pension, home loans, education, healthcare, death benefits, WI property tax credits, Aid to Needy Veterans Grant, surviving spouse compensation and surviving spouse pensions.

- Cash benefits received by Kenosha County veterans and their families in CY 2015 totaled \$83,260,000 from the United States Department of Veterans Affairs (USDVA). A breakdown of \$33,902M for compensation and pension, \$41,506M for Medical Care, \$7,096M for Education & Vocational Rehabilitation/Employment and \$756,000 for Insurance and Indemnities.
- Cash benefits received by Kenosha County veterans and their families from July 1, 2014 to June 30, 2015 totaled \$1,775,584 from the Wisconsin Department of Veterans Affairs (WDVA). A breakdown of \$677,763 for Property Tax Credit, \$2,080.00 for Medical Care, and \$1,096M for Education & Vocational Rehabilitation/Employment.
- Overall total of benefits received for Kenosha County veterans in CY 2015 was \$85,035,843.00.



“This year, 2,028 veterans and their family members were assisted through the Kenosha County Division of Veterans Services in which they obtained benefits through state, federal and other local programs. Our office team has a sacred commitment to serve those “who have borne the battle” for their families and survivors. We have made significant strides in the delivering of timely services to our Veterans and their families. Our goal is to be the premier advocates for all of our county veterans and their eligible dependents by assisting them with delivery of VA benefits they have earned through their service to our great nation.”

Ali Nelson, Director



FEDERAL VA PROGRAMS AND SERVICES

VA HOME LOAN PROGRAM:

VA helps Veterans, and eligible surviving spouses become homeowners. As part of our mission to serve you, we provide a home loan guaranty benefit and other housing-related programs to help you buy, build, repair, retain, or adapt a home for your own personal occupancy.

EDUCATION BENEFITS:

Post 9/11 GI Bill & Montgomery GI Bill (MGIB)

The Post- 9/11 GI Bill is an education benefit program for individuals who served on active duty after September 10, 2001. The benefits pays the full tuition and fees plus a books and supplies stipend of \$1000 per year.

Veterans who entered active duty for the first time after 1985 might be eligible for 36 months of education benefits under the MGIB.

Educational and Vocational Counseling

Veterans may receive Vocational Rehabilitation and Employment (VR&E) services to help with job training, employment accommodations, resume development, and job seeking skills and coaching. Other services may be provided to assist Veterans in starting their own businesses or independent living for those who are severely disabled and unable to work in traditional employment.

DISABILITY & PENSION PROGRAMS:

Disability Compensation

Disability Compensation benefits are paid to those disabled by injury or disease incurred during active military service.

Survivors Compensation

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;

Non-service Connected Pension

VA helps War Veterans and their families with limited income and who are permanently and totally disabled cope with financial challenges by providing supplemental income through the Veterans Pension and Survivors Pension benefit programs.

Survivors Pension

The Survivors Pension benefit, which may also be referred to as Death Pension for dependents of wartime veterans, is a tax-free monetary benefit payable to a low-income, un-remarried surviving spouse and/or unmarried child(ren) of a deceased Veteran to include home loan guarantee; and educational benefits.



VA Health Care for Veterans

The Veterans Health Administration is America's largest integrated health care system with over 1,700 sites of care, serving 8.76 million Veterans each year.

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.

Burial Benefits

For Burial in a National Cemetery

Burial benefits available include a gravesite in any of our 134 national cemeteries and state cemeteries with available space, opening and closing of the grave, perpetual care, a Government headstone or marker, a burial flag and a Presidential Memorial Certificate, at no cost to the family. Some Veterans may also be eligible for Burial Allowances. Burial benefits are available for eligible spouses and dependents buried in a national cemetery.

Kenosha 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.

Kenosha Miscellaneous Services

KCDVS 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 State Benefits and Services

Health Care Aid Grant – Assistance up to the lifetime maximum of \$7,500 may be provided to qualified eligible applicants for dental care, vision care and hearing care. Approved applicants receive a Description of Benefits (DOB) that lists approved care and the dates of coverage. The applicant gives the DOB to the health care provider that he or she chooses. The health care provider bills WDVA and they pay the provider directly.

Professional/Occupational Licensure www.WisVets.com/Ben-POLicensure.asp

Professional/Occupational Licensure Fee Waiver Program – Allows for one initial license fee waiver per qualified veteran. The waiver is not allowed for renewals; it is for one initial license only.

Under the Veterans Professional/Occupational Licensure Fee Waiver Program, there will be only one initial license fee waiver allowed per applicant.



Professional/Occupational Licensure Military Training Equivalency – Relates to applying a service member's military training towards satisfying the training for various professional licenses.

2011 Wisconsin Act 120 addresses applying a service member's military training toward satisfying the training requirements for various professional or occupational licenses. The applicant must demonstrate to the satisfaction of the credentialing agency or board that oversees a particular license that the instruction obtained by the applicant is substantially equivalent to the instruction required for the initial credential.

Professional/Occupational Licensure Reciprocity—Allows for reciprocal credentials for the spouses of service members whose duty stations (while on active duty) are assigned to Wisconsin.

2011 Wisconsin Act 210, Section 10, allows for reciprocal credentials for the spouses of service members whose duty stations (while on active duty) are assigned to Wisconsin. A reciprocal credential granted under this law expires 180 days after the date the licensing agency or credentialing board issues the reciprocal credential unless, upon application by the holder of the reciprocal credential, the licensing agency or credentialing board extends the reciprocal credential.

Professional/Occupational Licensure Renewal—Relates to professional or occupational licensure renewal requirements for active duty service members and their spouses. 2011 Wisconsin Act 210 addresses professional or occupational licensure renewals for Wisconsin service members that enter active duty and their spouses. Act 210 provides that: Any license that a service member holds (expiring after September 11, 2001), except a license to practice law, does not expire on the expiration date of the license if, on the expiration date, the service member is on active duty. — AND — Any license that the spouse of a service member holds (expiring after September 11, 2001), except a license to practice law, does not expire on the expiration date of the license if the service member is on active duty on the expiration date of the spouse's license and the spouse does not practice under the license while the service member is on active duty because the service member is on active duty.

Veteran Identifier on Wisconsin Driver's License or State ID (Verify – Then Apply) www.WisVets.com/Ben-Plates.asp#V

To be eligible for the Veteran Identifier on your Wisconsin driver's license or ID card you must meet certain requirements related to your term and characterization of military service.

Troops to Teachers, Retraining Grant, Homeless Veterans Assistance, Wisconsin Veterans Homes, Wisconsin Veterans Property Tax Credit, Wisconsin Veterans Cemeteries, Military Funeral Honors, Wisconsin GI Bill, VetEd Reimbursement Grant, Assistance to Needy Veterans Grants, Professional/Occupational Licensure, and Veteran Identifier

Wisconsin State Benefits and Services

Retraining Grant- Recently unemployed or underemployed veterans may receive up to \$3,000 per 12 month period (\$6,000 lifetime max) if they have financial need while being retrained for employment. WDVA must receive a grant application within one year after an applicant is involuntarily laid off or discharged. An applicant must be employed for at least six consecutive months with the same employer or in the same or similar occupation, and at least one day of that employment must have been within that year. Eligible programs include on-the-job training and technical education.

Homeless Veterans Assistance- Veterans who are homeless or at risk of becoming homeless can receive assistance to obtain steady jobs and affordable housing. The program provides for clean, safe and secure housing at Veterans Assistance Centers around the state along with job training, education, counseling, medical care and other services.

Wisconsin GI Bill- Eligible veterans and dependents may receive a waiver (“remission”) of tuition and fees for up to 8 semesters or 128 credits at any UW or Technical College for undergraduate or graduate level study. A recipient must be a state resident for tuition purposes. If eligible, the veteran, spouse and children all will receive the same benefit.

VetEd Reimbursement Grant- The Veterans Education (VetEd) Reimbursement Grant provides tuition and fee reimbursement, based on the character and duration of active duty, to eligible veterans who do not hold a bachelor’s degree. Other eligibility criteria apply. Including family income limits. Veterans must apply within 60 days after the start of the academic term and earn at least a 2.0 GPA at a UW school, technical college, or approved institution of higher learning. You may receive federal Montgomery GI Bill benefits and VetEd for the same semester (limitations apply). Reimbursement is reduced to the extent that tuition and fees have been paid by other grant, scholarships and remissions, including the federal Post 9/11 GI Bill. VetEd cannot be used when also eligible for the Wisconsin GI Bill.

Assistance to Needy Veterans Grants- Applicants who demonstrate financial need and have exhausted other forms of aid may qualify. Grant awards for health care and subsistence aid combined cannot exceed the program’s \$7,500 lifetime limit. Applications for Assistance to Needy Veterans Grants must be submitted through your local County Veterans Service Office. There are strict income and asset limits for this program.

Subsistence Aid Grant- Financial aid may be provided when there is a loss of income due to illness, injury or natural disaster. Grants are awarded for subsistence aid for 30-day periods, up to a maximum of 90 days. Grant awards cannot exceed \$3,000 during any consecutive 12-month period, or the \$7,500 lifetime limit



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.

Wisconsin Veterans Home- Veterans and spouses may receive long-term care at Veterans Home located in King (Waupaca County), Union Grove (Racine County) and Chippewa Falls (Chippewa County). The King locations provides skilled nursing and some domiciliary care, it is a pleasant retirement community where aging or disabled Wisconsin veterans and spouses can spend their retirement years in comfort and dignity. The Union Grove location proves a range of services from assisted living to skilled nursing, it offers a high quality of life in a healthy, safe and enriching environment. Veterans and spouses must apply income and assets to the cost of their care. A portion of the veteran's cost is typically offset by the VA.



Highlights for 2015

Stand Down

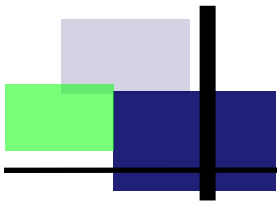
Kenosha/Racine Stand Down was held on October 10th at the Kenosha Job Center. It hosted 145 veterans, providing services which included counseling, housing, employment and training, clothing, toiletries, barbering, federal, state and community-based veteran specific services.

Veterans Service Officer Accreditation

The CVSO and staff attended the following training opportunities to improve office efficiency and to stay abreast of issues impacting veterans and their families:

- National Veterans Services Officers Accreditation Training and Conference, June 1-5, 2015 in Appleton, WI.
- 2015 Fall Wisconsin CVSO Training Conference, October 5-9, 2015 in Baraboo, WI





Division of Workforce Development

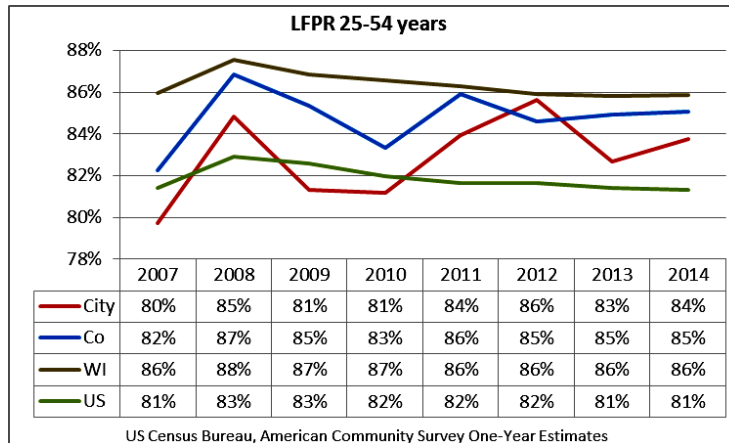
MISSION STATEMENT

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 personal involvement in the administration of policy determined actions and decisions affecting participant lives should contribute to an increase in participant empowerment; and to be accountable to the citizenry for our fiscal administration of these services.

2015 HIGHLIGHTS

The average Labor Force Participation Rate per year increased during 2014. The following table shows the LFPR from 2007 through 2014, the most up to date information available.

The average yearly labor force is increasing in Kenosha County while both the State and Federal levels are remaining stagnant.



Many Kenosha County residents continue to commute for employment. An estimated 46% of the labor force commuted to work outside of Kenosha County. Kenosha County residents primarily drive alone to work as shown in the following table. The mean travel time to work is 25.8 minutes.

Kenosha County Workers and Transportation Mode

COMMUTING TO WORK	Number	%
Workers 16 years and over	77,758	
Car, truck, or van -- drove alone	65,403	84.1%
Car, truck, or van -- carpooled	5,960	7.7%
Public transportation (excluding taxicab)	715	0.9%
Walked	1,769	2.3%
Other means	1,230	1.6%
Worked at home	2,681	3.4%
Mean travel time to work (minutes)	25.8	

Source: 2014 American Community Survey



"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, Supporting Parents Supporting Kids (SPSK), Dislocated Worker Training, and Wisconsin Works."

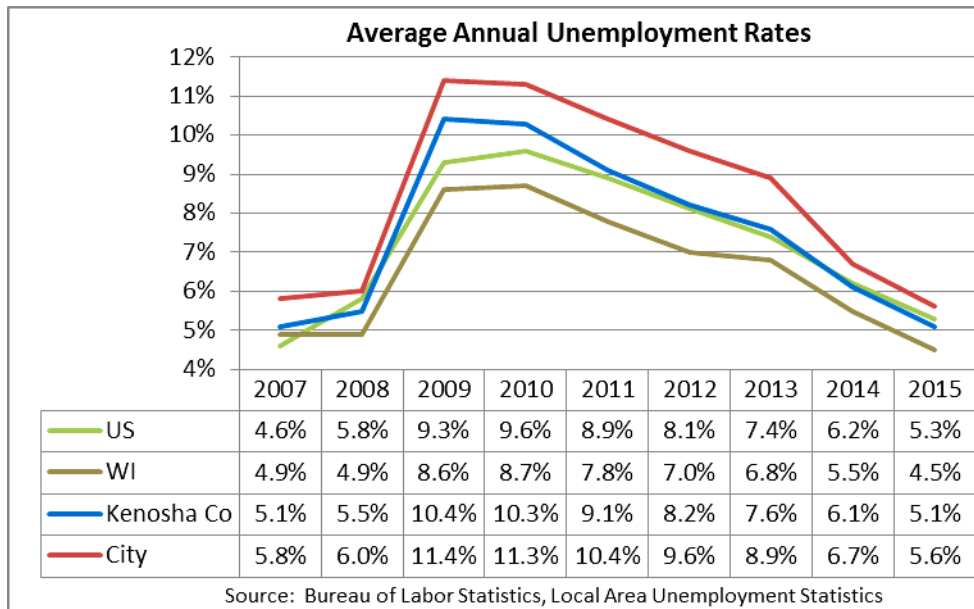
Adelene Greene, Director

The median annual earnings in Kenosha County is \$30,750.

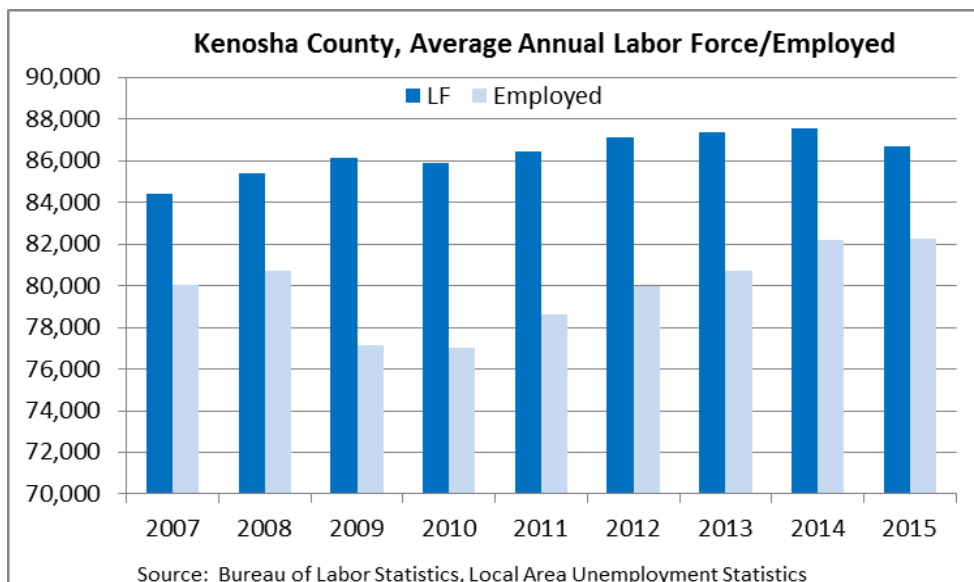
Median household income for 2014 in Kenosha County is \$54,653.

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.

Jobcenterofwisconsin.com is available on-site as well as through the Internet. Jobcenterofwisconsin.com is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. This site includes a resume listing service and links to other job search support. The Department of Workforce Development (DWD) has worked on making several technological advances to JCW to make it more user friendly and included more advanced job matching.



Kenosha County Employment Picture 2007 to 2015





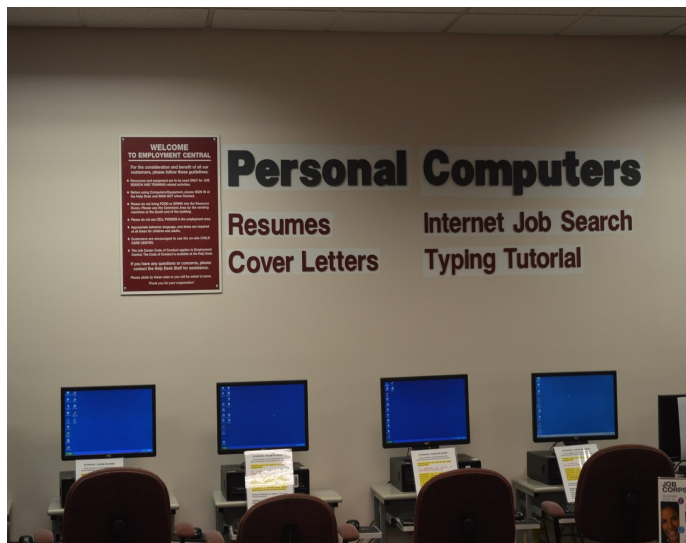
Employment Central – Also known as the Resource Room, is where over 400 people weekly visit our office to receive guidance and assistance while looking for work. Due to the complexity of online applications, many residents of Kenosha and the surrounding area come to our office to utilize the free employment services offered to them. Staff often field questions and phone calls ranging from "who is hiring", "can you help me apply for this job", or "I just lost my job and don't know what to do". This unique clientele who visits our office from 8:00 am – 5:00 pm - Monday thru Friday is provided with a professional environment in order to accomplish their goals of locating employment.

Staff are trained to field each question to determine the type of service needed. Individuals can conduct career and occupational exploration online or meet with the Career Counselor by appointment to discuss their situation in a private office setting. Others are shown how to register on Job Center of Wisconsin and given assistance as to how to use the website to do a productive job search and create/post their resumes online for employers to view. When individuals are in need of help with the interview process they are scheduled to complete a mock interview which is video-taped and played back for the individual as a "self- critique" to improve on their skill in answering general/behavioral based questions, panel interviewing techniques and phone interviewing. Other workshops are conducted on a monthly or bi-monthly basis dependent on what the individuals' specific needs are: Choice, Change and Adjustment Workshop, Career Exploration Workshop, State Employment Workshop, Over 40? Tips & Techniques for Job Searching, Resume Review Workshop, Rebound from Job Loss.

In 2015, the total number of customers that visited Employment Central was 23,196.

The Resource Room Offers Free Job Search Related Use Of:

- 30 computers with Internet access and printing capabilities
- 1 computer is designated to assist individuals with disabilities
- Access to WorkNet for labor market and wage information
- Resume Writing Software - WIN WAY
- Accessibility to copy and fax machines and use of telephone services
- Employer On-site Recruitments
- Veteran Employment Services
- Trade Adjustment Assistance
- Individual Assistance
- Civil Service Typing tests
- Career Counseling Services
- Tap Dance Assessment & Testing Environments



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 (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 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.

In September - 2015:

DWD launched the first phase of new, mobile-friendly employment tools available to employers and job seekers at no cost, 24 hours a day on Wisconsin's online public labor exchange., 'JobCenterofWisconsin.com' (JCW).

Improvements offer JCW users:

- Streamlined registration from over 20 screens to 5 screens
- Improved usability and search features
- Advanced skills matching to connect talent with job postings
- Easier access to integrated labor market information for making informed employment decisions.

The first phase of JCW enhancements move the state's Labor Market Information System (LMIS) toward the ultimate vision of a best-in-class system that uses the latest available data to connect talent with job postings based on skills. It also features a redesigned Labor Market Information landing page that highlights DWD's most requested reports and data to target in-demand careers and drive hiring results.



JCW enhancements strengthen DWD's Unemployment Insurance to Employment (U2E) initiative for modern and aligned Unemployment Insurance (UI) and Employment & Training systems by providing UI claimants with seamless service delivery across systems to quickly and efficiently return to employment. Improvements also integrate other enhanced DWD applications under the JCW name, such as JobNet Business, Skill Explorer and WORKnet.

JCW improvements are the result of cross-divisional staff teams embracing DWD's One Agency values to deliver dynamic, customer-centric employment solutions. Thanks to their dedication, future phased JCW enhancements will be released in 2016.

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 2015, the Career Counselor met with 207 individuals for career counseling and career planning services. This service is open to the public and the numbers doubled since 2014. The career counselor also delivered 49 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):

Job Service also plays a huge role in the lives of individuals who have recently lost their jobs. The process of applying and receiving Unemployment Benefits is extremely complex. Each individual who applies for Unemployment is now mandated to register on Job Center of Wisconsin before their first payment is made. Staff are acquainted with assisting claimants with this process in addition to filing UI claims online, completing orientations and assessments and looking for four jobs each week. Unemployment Offices do not have physical locations for individuals who have questions or concerns about their claims. Our staff take great pride in assisting individuals with the process in order to guarantee payments in a timely manner.



The Kenosha Job Service in collaboration with the Unemployment Insurance Office continues to hold RES/REA workshops for 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 period 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 October of 2015, a grant related program entitled REA was introduced in Kenosha. The purpose of these sessions is similar to the RES orientations but the major difference is having a representative from the Unemployment Office at each session. This individual speaks to the applicants from the UI perspective and discusses the criteria to be eligible for UI, where the money comes from that pays unemployment claims, the adjudication process, ramifications of refusing work, and detailed information about completing the 4 mandatory job search requirements each week. After the group presentation each individual has the opportunity to speak with the UI Representative about their specific claim and with the classroom facilitator will review their career goal, resume, interviewing techniques and general job searching capabilities.

In 2015, staff met with **591** unemployed job seekers through the RES Workshops and **71** 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 unemployment insurance has been exhausted. An additional benefit available to individuals who are over 50 at the time of separation is **Reemployment Trade Adjustment Assistance (RTAA)** which is a salary subsidy for individuals who are reemployed at a lesser pay rate than what they earned at their former job. The TAA Program is closely coordinated with the **Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program**. Individuals may access services through the Dislocated Worker Program while considering participating in the TAA Program. In 2015, five students completed training with seven others actively enrolled, which included two new enrollees. Six individuals took advantage of the RTAA salary subsidy, four of which exhausted those benefits before the year was over. 2015 also saw the passing of the Trade Adjustment Assistance Reauthorization Act which reauthorized the TAA program for an additional six years and changed the group eligibility requirements and individual benefits and services available under the TAA program since 1/1/2014 whereas petitions denied on or after that date were automatically reconsidered for certification.

In 2015, five students completed training with seven others actively enrolled, which included two new enrollees. Six individuals took advantage of the RTAA salary subsidy, four of which exhausted those benefits before the year was over. 2015 also saw the passing of the Trade Adjustment Assistance Reauthorization Act which reauthorized the TAA program for an additional six years and changed the group eligibility requirements and individual benefits and services available under the TAA program since 1/1/2014 whereas petitions denied on or after that date were automatically reconsidered for certification.

Employer Spotlight Series: November 2015

A new endeavor began in November of 2015 spotlighting area employers who are hiring for local positions. In conjunction with the Business Services team, an employer is identified and they are asked to be highlighted at the job center. A table located just outside the resource room is displayed with company banners, flyers, brochures, job orders and application instructions. The service has proved to be extremely valuable to the job seekers who can easily see what the employer is hiring for, visit the resource room and quickly apply. For the employer, it is a great way to gain exposure to job seekers without having a staff person from their office be physically present to market what positions they are looking to fill. This is a free service to the employer. Below is a picture of our featured employer Kenall for the week of November 7, 2015.



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 2015, staff assisted the job seekers by providing testing to obtain the NCRC, and 18 NCRC's were achieved.

Veteran Services:

In July 2014, federal regulations changed to reflect new policy that allows the DVOP (Disabled Veterans Outreach Program Representative) to only work with veterans with significant barriers to employment.

In August 2015, a pre-screening form was created and is given to each individual who identifies themselves as a Veteran or a spouse of a veteran. Based on how the pre-screen form is completed, a staff person determines if the DVOP will need to see the individual or if the staff in the resource room will assist the individual with their requests.

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 **794** individuals were provided **1,274** services in **2015**.

The Business Solutions 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 2015 included:

- Recruitment services, including on-site recruitment at the Kenosha County Job Center (81 events with 1,077 job seekers), job fairs (3 held with 140 employers and 1,391 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 1,882 job orders posted representing 7,525 job positions in 2015.
- Employer events held: pre-set interviews, orientations, etc. (10 events with 10 employers attending and 2,170 job seekers).
- Regional Labor Law Clinic - 20 employers and 40 attendees.
- A total of 511 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. For Kenosha County in 2015, 193 W-2 participants obtained employment; working 110 hours a month or grossing \$870 per month. Of the 193 employments, 124 retained their employment, lasting 93 days or longer, working 330 hours or grossing \$2,610 in wages for 93 days. There were 42 participants who obtained part-time employment working at least 15 hours a week, grossing \$470 a month.

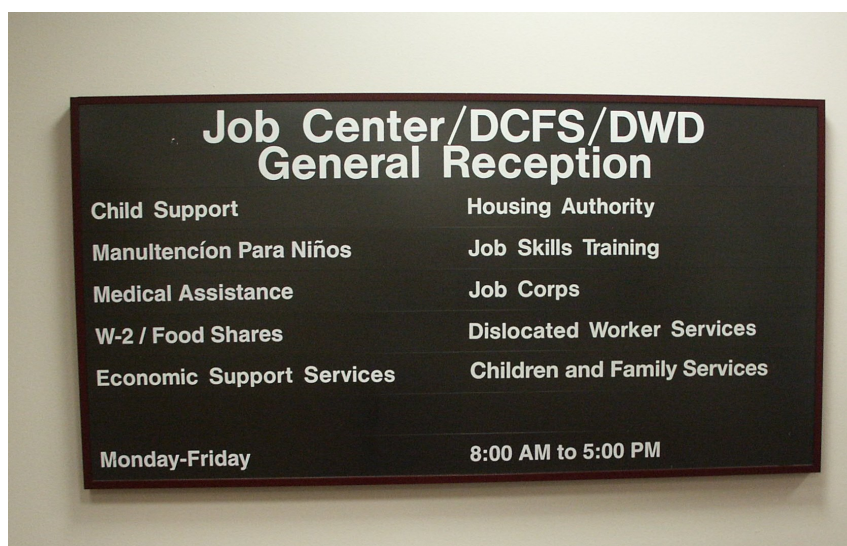


Specialized Services that require eligibility determination for services are also available. These specialized services include Wisconsin Works or W-2 (Wisconsin's TANF program), Food Share, Child Care, and Medical Assistance. The programs are provided through integrated service delivery. Additional staff case-managed services are offered and include the Workforce Innovations and Opportunities Act (WIOA), 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 Federal initiative called Supporting Parents Supporting Kids (SPSK). The SPSK Program engages non-custodial parents in workshops and parenting programs to strengthen relationships.

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/WIOA 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.

2015 Training and Education Data
<ul style="list-style-type: none"> • 394 job preparation and retention workshops attended by 1,104 job seekers • 717 non-custodial parents participated in the Supporting Parents Supporting Kids (SPSK) program with 260 finding employment. • 218 job seekers participated in workshops of FSET and W-2, with 489 FSET entering employment • 210 individuals served through being a part of the Living Free Program at the Kenosha County Detention Center • 158 Adults and Dislocated Workers enrolled for WIA services in 2015 • 907 program participants used the Computer Skills Lab for 4,017 hours of instruction • 1,025 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 389 individuals served.





PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development (DWD) encompasses a broad range of programs and public services from two locations, the Kenosha County Job Center and the western Kenosha County Center. During 2015, both locations had record numbers of people applying for and accessing the services offered by the division.

Kenosha County Job Center

In 2015, 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 receiving individuals scheduled to attend various appointments through the Job Center. During 2015, a total of 67,509 people (an average of 5,626 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 2015, the A/M Center received a total of 258,922 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 service 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 WIOA, Food Share, Medical Assistance, and Child Care programs. Participation declined for these programs in 2015, as more families applied for public aid as a means to make ends meet with the improved economy. Unduplicated caseloads included 20,891 families by December, 2015.

Kenosha County Center - Human Services Satellite Office

The Department of Human Services operates a satellite facility at the Kenosha County Center, 19600 75th Street, Bristol, Wisconsin, with the goal of providing specific services to our communities west of the Interstate. Several Human Services divisions, Job Center services and other contracted community services are available at this location throughout the year. In 2015, nearly 7000 customers came to this location to be served by this staff of 15.

At this location, Economic Support provides services that are modeled after those offered at the Job Center location to customers seeking public assistance benefits like Food Share, Medical Assistance and Child Care Assistance. A self-help area with computers, phone and fax machine is available for customers to submit their applications, renewals or verifications to the department for processing. This same area is available for job seekers to access Job Center services. Economic Support staff located here help to staff the call center, interview customers and process applications and other documents.

The Health Department offers clinic hours and a nurse at this location four days per week. Child Support offers services as an extension of their main office. ResCare Services staff members are available for both the Wisconsin Works (W2) program and the Food Share Employment and Training Program (FSET) clients on select days throughout each week. Women, Infants & Children (WIC) provides services to their eligible families on Thursdays throughout the year. Wisconsin Heating Energy Assistance Program (WHEAP) is also available for their program from October through March each year.

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 2015.

WKRP began the year with 49,423 of the State's total 707,419 cases which constituted 6.99% of the overall caseload. This was the second year of the Affordable Care Act, changes continued with eligibility for many individuals and families occurring 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 continued to experience an influx of applications during the first quarter totaling 12,491. Applications continued throughout the year to total of 45,174 received in 2015. At year-end, WKRP staff issued \$77,434,333 in Food Share benefits to the local community and connected more than 78,000 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 183,520 calls. The monthly average of calls answered was 15,293, with an average speed of answer of 6.42 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 2015.

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 2015 - 1,745
- Total providers paid in 2015 - 125
- Total children served in 2015 - 3,188
- Average paid per child—\$2,867

Program Integrity and Fraud

WKRP's goal is to deliver the right public assistance benefits to the right people at the right time. This means we focus on making sure only qualified individuals and families receive in a timely manner only their fair share of public assistance as outlined through Federal and State Statutes. Insuring that the agency is meeting this goal is critical and is accomplished through different program integrity efforts, both internally as well as in partnership with the State.

The State system we use to determine eligibility, CARES Worker Web, offers an array of tools that assist us in verifying information with other agencies, like Child Support, Social Security and Unemployment Compensation just to name a few. Workers receive automatic updates and work items through the system which assists in insuring the correct information has been included in case processing. Federal, State and local agencies conduct periodic quality control reviews of randomly selected cases every month. WKRP submits to on-site visits and evaluations from the State related to customer service, internal processes and overall business models on a yearly basis. Further, customers have the ability to have their cases reviewed at their request through a Fair Hearing process if they feel the agency has acted inappropriately. Each of these processes can uncover situations where customers may have been overpaid due to errors made by the customer or the agency. All overpayments, regardless of how the error was made, are required to be repaid by the customer.

Another type of overpayment occasionally occurs. Fraud occurs when customers provide information to the agency in an effort to obtain benefits they may not be eligible to receive. WKRP has a fraud unit with dedicated staff located in both counties that works daily to detect and prevent fraud from occurring. Both counties offer a fraud hotline and website portal where community members can anonymously report their suspicions about program recipients. Workers may refer cases to be reviewed when non-financial and financial information that is reported proves to be questionable. The State offers a number of red-flag reports to the local agencies where cases have been identified to be reviewed. Further, WKRP has a field investigation unit that will go into the community to gather required information necessary to determine whether or not fraud has occurred. Again, all overpayments are required to be repaid by the customer. Other punitive actions can be taken against customers who've engaged in fraud as well.

WKRP works closely with other counties and the State to help foster quality and integrity in our local agency processes. There are several State Income Maintenance and Child Care Advisory subcommittees which focus on State reporting, policy discussions and interpretations as well as sharing best practices. WKRP also collaborates with other organizations, like the State's Office of Inspector General (OIG) and the Wisconsin Association on Public Assistance Fraud (WAPAF), to further enhance our fraud efforts.

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 2015, the caseload served by this specialized unit was 4,505.

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 2015. 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 continues 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, the 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.

We did not hold a Border Project meeting in Kenosha this year. But key members of the Border Project did present at the 2015 National Child Support Enforcement Association Leadership Symposium in Milwaukee, Wisconsin in August. Our presentation was focused on our history of accomplishments with the Border meetings that occurred in Kenosha, Wisconsin.

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 2015, the Forum had 773 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 2015, the Kenosha County Job Center provided 16,111 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 83% of the interpretations while KCJC Partner Agency staff provided 14% and Community interpreters provided 3% of the interpretations. The number of interpreter instances decreased 9% from a total of 17,381 in 2014 to 16,111 in 2015.

When County or Partner staffs are not available for interpreting, Kenosha County will utilize Community interpreters for services. In the year of 2015 Kenosha County paid \$5,415.50 for Community interpretation services. While the amount of expenditure was expected to remain below \$5,000.00 Kenosha County experience economic employer success. Kenosha County provided language and sign language interpreters at the employer interview sessions held within the Kenosha County Job Center.

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 2015, the fall Winter Wraps program delivered 1,529 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,234 needy Kenosha families, the majority with young children. Children between the ages of 0-15 years were given 3,048 gifts during the holiday season.

Community Involvement
Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2015. 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 the Spanish Center of Kenosha to operate the WHEAP Program. The WHEAP Program operates on a federal fiscal year (FFY), i.e. October 1, 2014 through September 30, 2015.

The following tables contain key information for the FFY ending September 30, 2015.

Total Households Applied	7,205	Kind of Assistance (Duplicated)		
Total Households Eligible	6,574			
Percent Eligible/Applied	91%			
		Heating	Crisis	Furnace
Number of cases (#)		6,574	1,772	233
Amount paid (\$)		\$2,596,280	\$410,636	\$392,292

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.

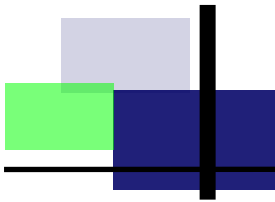
With the increasing economic conditions, many people are at risk and may have to seek ESN services. The agencies involved with the ESN provide such key resources as food, shelter, clothes, some limited medical care, as well as counseling and referral to other resources in the community.

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 \$ 175,000 in County tax levy for hunger and shelter related grants in 2015.

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 2015 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



Kenosha County Department of Human Services

BOARDS AND STAFF

Office of the Director

John Jansen, Director

Office of the Director Staff

Doug Bartz
Katie Bohn
Mayia Corcoran
Sharon Davis
Rebecca Freund
Sandi Heal
Ed Jakes
Nina Jones
Michael Juers
Kathy Kowal
Larry LaPoint
Matthew Leys
Jennifer Madore
Jenni Mattie
Susan Morrill
Nanci Nedweski
Dianne Niesen
Tom Orendorff
Priscilla Reisenauer
Brad Reichert
Connie Rinaldi
Laurie Staves
Debbie Tinker
Jeff Wilson

Management Team

John Jansen, Director
Doug Bartz
Adelene Greene
Derrell Greene
Patrice Hall
LaVerne Jaros
Cynthia Johnson
Dianne Niesen
Ron Rogers
Laurie Staves

Division of Aging & Disability Services

LaVerne Jaros, Director

Division of Aging & Disability Services Staff

Pam Anderson
Lori Belanger
Markita Brewster
Carolyn Feldt
Jayne Katt
Lane Masoud
Terri Niesen
Nicole Tridle
Jim Truchan
Tracey Wheeler
Paula Wokwicz

ADRC Contracted Staff

Susan Anderson
Ashley Bardwell
Cara Beck-Goettge
Mary Bengston
Heather Bieniarz
Lori Bourque
Heidi Bradley
Paula Clark
Rachel DeWildt
Rebecca Dutter
Janice Erickson
Sherry Farrell
Kathy Ford
Renee Foy
Sara Frost
Mary Geraghty
Patricia Harrington
Kelly Heck
Nancy Hofstetter
Becca Holtze
Bridgette James
Stephanie Karls
Pat Koehler
Lisa Koenen
Annette Kraus
Jessica Kwapi
Pauline Lorenz
Tricia Madore
Sandor Mariani
Diana Martinson
Renee Masche
Abigail Mederos
Arely Ortiz
Shelly Rudy
Helen Sampson
Diane Walton
Heather Zielinski

Kenosha County Commission on Aging

Herschel Ryales, Chair
Lillian Brown
John Calamari
Rick Dodge
Ruth Fangmeier
Daniel Neururer
Sandra Riese
Martha Sanchez
Carol Ann Schaufel

Mental Health/AODA Services Committee

Jack Rose, Chair
Angela Cunningham
Gail Gentz
Michael Goebel
Mark Modory
Angelina Montemurro
Pat Singer

Aging & Disability Resource Center Board

Pam DeVuyst
Susan Fennell
Linda Gotsche
Jamal Hasan
Erin Larkin
Jolie McKenna
Kathy Otto
Kim Preston
Lisa Rasmussen-Zanin
Jack Rose
June Sinkfield

Brookside Care Center

Frances Petrick, Director

Brookside Care Center Staff

Abrego, Karen
Acance, Jeffrey
Adams, Natasha
Aguirre, Yaneth
Ahmad, Izhar
Ambrosini, Ariel
Anderson, Jasmine
Anderson, Lori
Anderson, Steven
Andrade, Stephanie
Andresen, Theresa
Ashmus, Atsuko
Bacus, Leslie
Bale, Benjamin
Bayley, Lisa
Beardsley, Barbara
Bell, Tasha
Bentz, Jenifer
Bonner, Latasha
Borden, Rachael
Brantley, Daisy
Brey, Heather
Brisette, Brittany
Brothers, Rebecca
Brown, Michelle
Bryant, Redelia
Bugalecki, Donna
Burroughs, Jennifer
Cabell, Titania
Cappitelli, Paul
Castillo, Bertha
Champagne, Delores
Chavez, Maria Carlota
Cheema, Shahnaz
Christofferson, Diana
Clark, Barbara
Clark, Peggy
Collins, Coretta
Constableo, Christine
Conway, Nicole
Cronk, Stephanie
Curtis-Coleman, Jasmine
Dahl, Ashley

Damask, Danielle
 Davis, Diona
 Dean, Nicole
 Delgado, Erika
 Devoe, Ashley
 Diaz, Christine
 Diem, Kellye
 Doan, Kim
 Dodge, Ramona
 Dyutka, James
 Echevarria, Eli
 Eckert, Joshua
 Eirschele, Jessica
 Enriquez, Chonna
 Ervin, Trevera
 Escalante, Emelda
 Farris, Aleisha
 Fazzari, Jennifer
 Fenton, Laurie
 Fergerson, Antonette
 Ferraro, Craig
 Fisher, Kayla
 Fisher, Ronnie
 Fisher, Stephanie
 Flores, Francisca
 Flores, Hazel
 Frazier, Theopera
 Gabbey, Sarah
 Galvan, Evelyn
 Garcia, Alyssa
 Garcia Rodriguez, Guadalupe
 Garcia, Julio
 George, Timothy
 Ginter, Amy
 Ginter, Sean
 Gittens, Kristina
 Gittens, Randi
 Godines, Maria
 Goetz, Melissa
 Grandberry, Tiara
 Greene, Alisha
 Gunderson, Diane
 Gutierrez, Maria
 Haarbauer, Nicole
 Hall, Sheena
 Hamdiu, Vahide
 Hardin, Lurline
 Hargraves, Cynthia
 Harms, Kristine
 Haubrich, Rosemary
 Heister, Jenifer
 Henkes, Rachel
 Herbst, Kathryn
 Hirsch, Brianna
 Hough, Eva
 Hurtado, Ruby
 Ide, Paula
 Iverson, Austin
 Iverson, Renee
 Jackl, Jessica
 Jackl, Robin
 Jackson, Pamela
 Jessen, Jeannie
 Johnson, Deena
 Johnson, Eleonora
 Johnson, Julia
 Johnson, Me'Lisa
 Johnson, Michele
 Jones, Angela
 Jones, Patrice
 Jones, Tiffany

Kalappurackal, Alice
 Kalcic, Kenneth
 Katt, Jayne
 Kavis, Cynthia
 Kirby, Terianne
 Kirkorian, Patricia
 Knoedler, Lisa
 Kosloske, Aurora
 Kovac, Karen
 Kovacevic, Cortny
 Kozak, Christine
 Kresal, Kristin
 Kriederman, Mark
 Krueske, Lana
 Landry, Nicole
 Langston, Dale
 Larson-Chromcik, Allysa
 Leslie, Kreg
 Liefbroer, Nancy
 Ling, Janet
 Loew, Teresa
 Londre, Annette
 Lucas, Marsha
 Maika, Erica
 Manuel, Maria
 Marshall, Tracy
 McCall, Patricia
 McClain, Scott
 McClamy, Crystal
 Medina, Marie Irene
 Metcalf, Kathleen
 Miller, Melinda
 Million, Kathy
 Miner, Barbara
 Modder-Border, Karen
 Moilanen, Kristi
 Moore-Simonsen, Carleen
 Morones, Amber
 Moss, Mandy
 Munoz, Debra
 Museitef, Ana Rita
 Nelson, Valerie
 Newberry, Janie
 Niccolai, James
 Niermann, Catherine
 Nieves, Nicole
 Noble, Mary
 Nonevich, Sonja
 Noon, Brittany
 Oakley, Jermaine
 O'Brien, David
 O'Dell, Stephen
 Olson, Christina
 Oseman, Toni
 Osinga, Dana
 Owens, Sadayia
 Palmer, Marie
 Panosian, Lisa
 Parks, Jennifer
 Paskewicz, Tara
 Pehlivan, Lynn
 Peralta, Gilda
 Peterson, Melissa
 Peterick, Frances
 Phillips, Deleen
 Phillips, Jessica
 Piekarski, Linda
 Pobocan, Salve
 Powell, Patricia
 Prisk, John
 Puckett, Krystal

Puntillo, Teri
 Quello, Cynthia
 Rachev, Alexandra
 Rachev, Christine
 Rashid, Saudia
 Regina, Amy
 Regina, Brittany
 Reyes, Angelica
 Reyes, Maria
 Robertson, Debra
 Robinette, Clair
 Sakonyi III, Frank
 Sanchez, Lilliana
 Sanders, Clarissa
 Sanders, Debra
 Saucier, Emma
 Sawyer, Marcyanne
 Schenning, Byamba
 Schuch, Gerald
 Schultz, Heidi
 Scott, Rosa
 Selovich, Janel
 Smith, Gilda
 Smith, Marlinda
 Smith, Wendy
 Sosa, Jacob
 Spargur, Molly
 Stich, Kathleen
 Stich, Kay
 Stich, Rachael
 Swift, Kristen
 Szarbaiko, Robert
 Szarbaiko, Sharon
 Taylor, Lindsay
 Thomas, Barbara
 Thomas, Kristina
 Thomas, Tracy
 Thompson, Cassandra
 Thornton, Latice
 Toepfer, Nicole
 Treskow, Darlene
 Trull, Loretta
 Tucker, Janice
 Urosevic, Milica
 Valiauga, Jadvyga
 Vanosdol, Randy
 Varnell, Shirley
 Villalobos, Amber
 Wasinack, Rachel
 Watters, Autumn
 Weatherspoon, Trina
 Webb, Lauren
 Weitzel, Patricia
 Wells, Charles
 Wicks, Alyssa
 Williams, Karen
 Williams, Minnie
 Willis, Tammy
 Wilson, Sherie
 Woods, Amber
 Yankunas, Deanna
 Zbirko, Olga
 Zizzo, Helen
 Zorc, Chivaughnne

Brookside Care Center Trustees

Robert Pitts, Chair
 Edna Highland
 Ron Johnson (eff 9/14)
 Richard Kessler
 Gabe Nudo (thru 8/14)
 John O'Day

**Division of
 Children and Family Services**

Ron Rogers, Director

**Division of
 Children and Family Services
 Supervisory Staff**

Eric Calvino
 Chris Hribal
 Nidhi Khare
 Debbie McGrain
 Nancy Ramsey
 Donna Rhodes
 Susanne Smith
 Sarah Ortiz

**Division of
 Children and Family Services Staff**

Ann Ashmus
 Jason Burke
 Pamela Condos
 Cassandra De La Rosa
 Donna Dickenson
 Annette Disjardin
 Kim Emery
 Louise Gagliano
 Catherine Haberstroh
 Racheal Haller
 Lisa Hansen
 Sarah Hansen
 Julie King
 Michelle Lang
 Shirley Marano
 Kristin Mathis
 Rachel Merino
 Marc Micklas
 Linda Mitchell
 Rochelle Moore
 Clarice Noel
 Julie Ortiz
 Sarah Ortiz
 Bacia Pehi
 Kristi Petersen
 Ralonda Price
 Lisa Quadros
 Lisa Retzlaff
 Lynn Schmeckel
 Heidi Schubkegel
 Margaret Seiber
 Sirena Simpson
 Amanda Smelker
 Allen Smith
 Susanne Smith
 Alanna Spanjers
 Kimberly Voss
 Emily Widen

Division of Health

Cynthia Johnson, Director

Division of Health Staff

Diane Bosovich
 Dawn Bruce-Ernst
 Louise Caracciolo
 Bridget Cardinali
 Beth Carroll
 Molly Casarsa
 Robin Casarsa
 Elizabeth Clay
 Laura Davidson
 Lindsay Deinhammer
 Kathy Dykstra
 Denise Gilbert
 Gabrielle Hargrove
 Alaina Engholt-Hutton
 Marilyn Hunttoon
 Carrie Kalberg
 Pam Kavalauskas
 Mike Kemen
 Karen Kersting
 Sherri King
 Brianna Knuuti
 Kira Krause
 Annie Lakatos
 Misty Lesnjak
 Ryan Lesnjak
 Allison Maedke
 Jenni Mattie
 Anna McCreery
 Mark Melotik
 Sara Merkes
 John Meyer
 Sarah Milkie
 Lisa Mueller
 Erin Owens
 Joan Pacetti
 Gwen Perry-Brye
 Lori Peters
 Alex Priesgen
 Krystal Rafenstein
 Elizabeth Rebollar
 Steven Rea
 Elizabeth Rebollar
 Nancy Reeves
 Tom Reck
 Lorena Retana
 Jodee Rizzitano
 Debbie Rueber
 Kristin Schroyer
 Pat Shumaker
 Steven Schwimmer
 Elizabeth Smith
 Pamela Smith
 Darlene Specht
 Allisia Stewart
 Gean Swiatko-Klee
 Amanda Turra
 Gianna Ventura
 Martha Villabolos
 Gregory Vogel
 Megan Wargolet
 Julianne Weaver
 Lorma Wendt
 Stacey Wians
 Brad Wozniak
 Ron Zupinski

Board of Health

Dr. Diane Gerlack, M.D.
 Dr. James C. Foster, M.D., M.P.H., Chair
 Dr. Rita Kadamian, R.N., M.S.N., D.N.P.
 Dr. Mary Sue Lux, D.V.M.
 Dr. Mario Maritato, D.D.S.
 Supr. John O'Day
 Linda Weiss, R.N., M.S.N., Vice-Chair
 Dr. M. Regner, D.V.M.
 Supr. Mark Modory
 Jeanne Sanchez-Bell

Medical Advisors to the Division of Health

Dr. Diane Gerlach, M.D.
 Steve Schwimmer, D.O.

Office of the Medical Examiner

Patrice Hall, Medical Examiner

Office of the Medical Examiner Staff

Kristan Binninger
 Lou Denko
 Gary Homeier
 James Huff
 Ana Longoria
 Jennifer Schroeter
 Jesse Swarten
 Samantha Tomczak
 Eric Zoromskis

Division of Veterans Services

Derrell Greene, Director

Division of Veterans Services Staff

Jennifer Blasi
 Michael Rosko

Veterans Service Commission

Charles Burmeister
 Tom Fredericksen
 James Schmidt

**Division of
 Workforce Development**

Adelene Greene, Director

Economic Support Program Management

Diana Moreland
 Jesse Noyola
 Kimm Peters
 Debbie Schwandt

Economic Support Program Staff

Jason Barthule
 Shalonda Black
 Roberta Biscaglia-Glassen
 Roberta Bloner
 Nicole Boyer
 Artisha Canada
 Jernisha Cooper
 Crystal Czarnecki
 Melanie Deeter
 Jalexmar Delgado

Margaret DesArmo
Barb Ferber
Barb Goode
Coral Gustin
Jane Gyurina
Terri Hannes
Cassandra Harris
Joe Hazelton
Rhonda Hemming
Debbie Jacobsen
Andra Jacobsen
Mary King
Nicole Keehn
Kathy Koessl
Nahahme Lee
Tina Llanas
Gretchen Martinez
Rachel McCravens
Melissa Merfeld-Westland
Bianca Miller
Samantha Murray
Alex Rosales
Kirsten Ruzicki
Alejandra Serrano
Shirley Stribling
Mara Swartz
Shannon Wade
Kristin Walter
Yvette Wright
Cindy Zanotti

Child Support Program Management

Tom Buening
Dustin Feeney
Heather Iverson
Nina Taylor
Lori Thoennes
Debra Zarovy

Child Support Program Staff

Donna Adams
Kristine Andrew
Amy Brenner
Lois Day
Laura Ervin
Carol Gonzales
Amy Gross
Ruth Harper
Linda Hughes
Valerie Jensen
Michelle Kozmer
Laura Kroll
Julie Lichter
Carly Morrone
Lynda Pfeiffer
Carla Ponce
Heather Puchter-Hefty
Susan Puckett
Karen Reget
Gayle Schwartz
Marni Sirks
Christine Steinseifer
Sue Thorpe
Karl Zuberbuehler
Tiffany Zuberbuehler

Workforce Development Board

Don Gillespie, Chair
Bryan Albrecht
Manoj Babu
Doug Bartz
Mary Becker
Carmen Castro
Ken Fellman
Deborah Ford
Ronald J. Frederick
Nicholas Galich
Virgil Gentz
Sheronda Glass
Adelene Greene
Dr. Michelle Hancock
Benjamin Harbach
Brooke Infusino
John Jansen
Terri Johnson
Amy Mlot
Lou Molitor
Tracy Nielsen
Rene O'Connor
Frank Pacetti
Scott Pierce
Michael Pollocoff
Ron Stevens
Jennie Tunkieicz
Chris Weyker
Bill Whyte
Brian Wolf
Gregory Woodward