

KENOSHA COUNTY DEPARTMENT OF HUMAN SERVICES

Annual Report 2016



JIM KREUSER, COUNTY EXECUTIVE
JOHN JANSEN, DIRECTOR

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Human Services Committee

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 Dayvin Hallman, Vice Chair
 Andy Berg
 Leah Blough
 Rick Dodge
 John Poole
 Greg Retzlaff

Human Services Board

John O' Day, Chair
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 Michael Goebel
 Ellen Kupfer
 Richard Willoughby



From the Director

Welcome to the 2016 Kenosha County Department of Human Services (KCDHS) Annual Report. 2016 was another stellar year of program delivery and performance. I am often asked, why is KCDHS so successful year after year in providing high quality services? There are many components that fit into our recipe for success of which include:



- The support of the County Executive and County Board
- Assessing needs
- Developing innovative and creative programming
- Obtaining feedback on services
- Open communication
- Transparency
- Strong philosophy of collaboration with many community partners
- Cultural sensitivity
- Nonjudgmental – treat people with respect
- Show compassion
- Adequate funding
- High quality dedicated county and contracted staff
- Tracking program outcomes
- Do not rest on laurels – always looking at how to do things better
- Passionate about work
- High ethical standard
- Doing what it takes to get the job done
- Effective leadership
- Advocacy efforts
- Quality improvement initiatives
- Flexibility in services

This list certainly is not all inclusive but does hit upon many of the key ingredients that make us so successful in delivering high quality services to our community. I would like to recognize the hard work that is done by staff and our community partners. It goes without saying that without these important relationships, we would clearly not be as effective and efficient in our delivery of services. I thank everyone for their dedication towards making KCDHS a first-class agency.

Finally, I would be remiss if I did not mention that one of our key leaders retired in December, 2016. Adelene Greene, who dedicated her successful career to helping others, retired from her position as the Director of the Kenosha County Division of Workforce Development. Adelene led her Division through many changes, most recently entering into a consortium with Racine County to provide economic support services to our citizens in need. Through her leadership the consortium has become recognized as one of the top performers in the State. Her commitment, compassion and advocacy to assist people was a driving force in our community. I thank her for her dedication and I am confident that we will continue to build off of these strengths under our current leadership.

Should you have any questions or request for more information, please do not hesitate to contact the Office of Director.



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	Y2016 Expenditures*
Office of the Director	\$1,012,549
Aging & Disability Services	\$17,178,257
Brookside Care Center	\$17,205,434
Children & Family Services	\$22,763,168
Division of Health	\$8,154,322
Medical Examiner	\$820,847
Veterans Services	\$282,094
Workforce Development	\$15,701,308
TOTAL	\$83,117,979

* Unaudited as of 2/15/17.



Office of the Director

Fiscal Management

The Department of Human Services (DHS) 2016 *unaudited* expenditures totaled \$83,117,979. Of the total Department 2016 adopted budget of \$85.4M, county levy was \$13.7M. The remaining revenue of \$71.7M is received from federal, state and various grant allocations.

2016 Highlights

One of the most challenging goals during the budget process is to continue to provide effective and efficient program services to meet the needs of Kenosha County residents without burdening the taxpayer. It has been the consistent overriding goal of DHS to pursue and acquire non-levy revenue sources to sustain the current level of services all divisions provide to the clients and families of Kenosha County. The future budgets for DHS will be a challenging opportunity to come together to meet the demands of reduced resources and increased service levels for Kenosha county residents. With our collective DHS fiscal staff experience, this challenge will be met by increasing non-levy revenue and implementing cost savings throughout the Department wherever possible.



Laurie Staves
Chief Financial Officer
Department of Human
Services

Contract Management and Monitoring



Dianne (Niesen) Forsyth
Contract Manager
Department of Human
Services

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 2016, KCDHS contracted with 108 providers through 200 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

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.



Doug Bartz
Job Center Manager

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 Rapid Response grant. That grant covers employees laid off from specific companies in Kenosha, Racine and Walworth Counties.

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 Out-of-School youth to find employment or obtain a 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 2016.

- **18,659** total visits to the Kenosha County Job Center's Employment Central
- **2,675** people attended Job Fairs, Targeted Recruitments and On-sites hosted by **Business Services**
- **2,338** youth work permits issued
- **901** job seekers have received employment through Job Center (WIOA) efforts
- **1,270** job seekers utilized the computer lab for a total of 2,019 hours
- **2,791** students attended 345 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 Development and Support

RHB Technology Solutions, Inc.

Administrative Support MIS Staff: Brian Crehan – Ed Jakes – Brad Reichert

In 2016, The Department of Human Services (DHS) contracted with RHB Technology Solutions, Inc., for information systems design, development and support. The 30+ 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 2016, 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 2016, labor-intensive business processes were streamlined including:

- A new application (*CCS Case Management System*) was deployed. This application provides a centralized and comprehensive solution for administration of the Comprehensive Community Services program (<http://www.co.kenosha.wi.us/1640/Comprehensive-Community-Services>). The application is utilized by the department and its 20+ partner agencies in oversight and management of the CCS program. In 2016, over 80,000 services were documented resulting in over \$5 million dollars in Medicaid revenue....an increase of over 50% from 2015.
- The Laboratory Management System (LMS) was enhanced to support adjustments to the electronic transfer of water testing results to the State DNR. Various other electronically created documents from the system were also implemented.
- The M/A Reimbursement Tracking System (MARTS) was updated to accommodate continuing changes to MA Billing requirements. In 2016 over 150,000 claims and \$7.4 million dollars of Medicaid revenue were processed and paid using MARTS.
- The ADRC IAA Mgmt. System (ADRC) was enhanced to comply with updated State of Wisconsin Encounter Reporting electronic submission guidelines.
- The Families First Project Case Mgmt. System (FFP) was updated with additional capabilities to support the electronic transfer of data to the WI Program Participation System (PPS).





Division of Aging and Disability Services

Mission Statement

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.



2016 Highlights

- Emergency detentions dropped by 24%, to 398 in 2016 and civil commitments by 31%, to 164. However, with shrinking local inpatient capacity, admissions to the state institutes remained high, at considerable cost.
- The Comprehensive Alcohol and Drug Treatment Program was launched in 2016 surpassing referral goals. 44 people received injections of Vivitrol, an evidence-based, medication-assisted treatment for addiction. 95% have not recidivated.
- County-funded outpatient psychiatric services dropped from 287 clients in 2014 to only five in 2016 due to the availability of health insurance through the Affordable Care Act and Medicaid.
- A campaign to create a dementia friendly community included training for families, business employees, caregivers and emergency responders.
- Benefit Specialist staff helped 189 people during Medicare's Part D Open Enrollment period – 130% increase over 2015.
- Western Transit ridership grew 27% and Care-A-Van trips increased 18% over 2015 figures improving the mobility of elders, persons with disability and rural Kenosha County residents

We are so grateful to our division and contracted service network staff; to policy makers, volunteers, advocates and other community partners. Through these partnerships services continue to improve and expanded to meet the needs of our vulnerable populations. It is such an honor to serve this community.

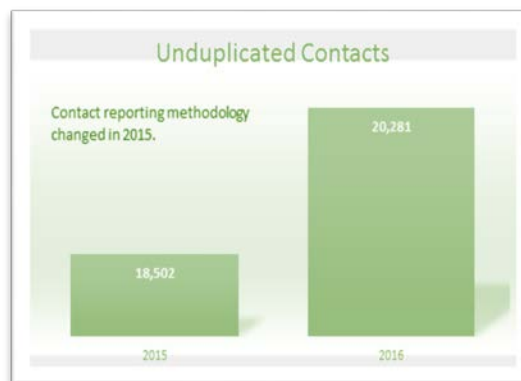
LaVerne Jaros
Director

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.

SERVICES FOR OLDER PERSONS AND PERSONS WITH DISABILITIES

Information, Assistance and Access at the ADRC



Why People Call the ADRC

Basic Needs --food, shelter
Financial, health insurance
Long Term, in-home care
Housekeeping, chore services

Family Caregiver Assistance
Health Related Issues
Equipment Loan Closet
Guardianship, power of attorney

Housing/Residential Options
Transportation
Education, recreation
Abuse, neglect, exploitation

Long Term Care Options Counseling

	2012	2013	2014	2015	2016
Home Visits	1,139	1,073	1,082	1,208	1,210
Enrollments	311	377	357	394	384

"I was amazed by the help we received for my sister. Every person we talked to was very understanding and gave us all we needed - thank you and God bless - keep up your awesome customer services."

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.

	2015	2016
SNAP – Special Needs Assistance Program	26	18
AFCSP & NFCSP / JD – Caregiver Support	71	61
Elder Abuse Direct Service Grant	36	19
Housekeeping – JD Fund	89	51

Equipment Loan Closet

	2012	2013	2014	2015	2016
People Served	241	467	711	912	989
Items Borrowed	409	754	1,427	1,484	1,962
Items Donated	857	1,033	871	1,007	1,306
Cash Donations	\$244	\$654	\$1,039	\$3,835	\$2,009

Caregiver & Dementia Support

Dementia Care Consultations-Families	110
Memory Screens– Persons	121
Dementia education & outreach events	38
Memory Connections-Families served	5
LEEPS– Persons served	10
Powerful Tools Classes held	3

Adult Protective Services

	2014	2015	2016
Referrals	438	552	568
Cases Opened	381	470	459
Reason			
Physical Abuse	9%	11%	10%
Neglect	2%	2%	1%
Self-neglect	4%	3%	1%
Financial Exploitation	14%	5%	14%
Welfare Checks	42%	42%	48%
Guardianship	27%	25%	26%
Annual Reviews	214	204	200
Guardianships	135	126	123

"Thank you for the assistance, support and compassion!"

"I don't know what our family would have done without your help with our mother."

Volunteer Guardian Assistance

With 11 new volunteers in 2016 ending 41 volunteer guardians were matched with 63 wards. The estimated annual monetary value of this program is over \$105,588.

Friendly Visitors

	2013	2014	2015	2016
Consumers	125	126	126	124
Volunteers	76	74	73	89
Volunteer Hours	4,700	4,207	4,035	4,062



Benefit Assistance

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

15 "Welcome to Medicare" workshops were held for 170 people new to Medicare. The ADRC partnered with Walgreens Pharmacies to have a Benefit Specialist on site during Senior Days and Medicare's Open Enrollment period. Material will be permanently displayed in all stores next year.



"Your staff helped me keep my shop trailer. She saved my happiness."

"Thank God I had your staff to help me with Medicare and Medicaid. I was lost and it was taking a toll on my life. Thanks ADRC for helping people like me and others to find their way in life."

	2014	2015	2016
EBS Cases	429	416	NA
EBS Persons	303	310	426
Presentations	33	29	28
Monetary Impact	\$548,407	\$954,403	\$1,309,545
DBS Cases – PD / DD	290	213	277
Monetary Impact	\$709,422	\$937,454	\$1,231,865

Senior Dining

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

"Food is great, wonderful volunteers, very friendly & kind."

"Soo good. It was a special meal for me because I'm the last in my family to come from Germany. It gave me a good feeling (bratwurst, German potato salad, & red cabbage)"

Meal Site	Participants			Meals		
	2014	2015	2016	2014	2015	2016
Kenosha Senior Center	293	288	258	9,424	9,204	9,537
Lakeside Towers	78	82	94	7,005	6,688	5,649
Parkside Baptist Church	101	129	115	5,347	5,417	4,909
Westosha Community Center	162	161	173	3,226	3,257	3,515
Twin Lakes New Life Church	130	92	68	2,237	1,759	1,686
Rainbow Lake Trailer Court*	35	29	25	731	765	417
YMCA / Boys & Girls Club	88	83	67	428	551	397
Sharing Center	70	-	59	860	955	1,110
Total	957	934	859	29,258	28,596	27,220

* Site closed August 2016.

Home Delivered Meals

Older Americans Act funds pay for many 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.

	2013	2014	2015	2016
Meals	40,203	40,260	40,366	42,362
People	287	272	277	248



Westosha Community Center

Older adults participated in activities offered at the Westosha Community Center in Bristol. Bingo, line dancing, chair yoga and exercises, pool, ceramics, birthday celebrations were among the favorites. About 88 people benefited from donated bread distribution and 21 persons participated in a new Aging Mastery Program class.

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	2014	2015	2016
Care-A-Van	22,695	23,349	27,483
Western Transit	12,118	15,307	19,432
Volunteer Transportation	8,321	7,807	8,278

*"I'd be lost without bus service."
"Amazing drivers. Don't change a thing."
"Everyone is so patient. They are so great."*

Outreach and Education Presentations

	2012	2013	2014	2015	2016
Presentations	80	62	123	96	117
Attendance	2,946	2,182	2,814	3,191	3,191

Publications

	2014	2015	2016
My Life	148,050	266,400	266,400
Ads/PSAs	48	93	83



Events

- Older Americans Month Luncheon
- Care Worker Recognition Lunch
- Senior and community expos
- Senior Advocacy Training

Coalition Support

- Care Transitions Coalition
- Aging & Disability Consortium
- Long Term Care Workforce Alliance
- Falls CoalitionsCare Giver Coalition



Reaching Persons of Color

Minority and Hispanic Outreach Specialists reach out to African-American and Hispanic residents and support meetings of the Ethnic Elders Group.



Health and Wellness

Classes	2014	2015	2016
Lighten Up	3	4	5
Living Well	2	2	2
Healthy Living with Diabetes	2	4	3
Stepping On	3	4	4

"I learned that I have strengths I have used throughout my life I didn't know I had. " The class helped me to hear how

Toward a Dementia Friendly Kenosha

The number of persons with dementia is growing. Through grants and support from community partners DADS facilitated several initiatives to help individuals with dementia live in safety and dignity.

- Church choir for persons with dementia
- SPARK programs at the museum and Pringle Nature Center
- Dementia friendly environmental assessments for banks, libraries, restaurants, churches and others
- Staff and volunteer training for transit drivers, church groups, library and bank staff
- 1:1 counseling with families
- Training for care workers and crisis responders to avoid behavioral challenges.
- LEEPS exercise program for persons with early dementia

Continuous Quality Improvement in Aging & Disability Services

DADS is committed to continuous improvement.

- "Mission Possible" was an effort to increase participation in the ADRC's evidence-based health and wellness classes. Project class registration increased 45% from the previous year and the attendance rate, 38%.
- Facilitated by the ADRC's QA Specialist, Care Transitions Coalition member efforts have resulted in lower Medicare hospital re-admissions.
- The ADRC started providing Wednesday morning assistance with Powers of Attorney for Health Care.
- "Hearing loops" were installed in two meeting rooms to help people with hearing aids more fully participate in classes and meetings.



Caring for the People Who Care

DADS provides staff support for the Kenosha County Long Term Care Workforce Alliance which promotes recognition for direct care workers and advocates with policy makers for improved compensation to reduce the turnover in such an important service.

Customer Service

"I had the most, amazing experience ever!!!!!! To begin with I received the warmest welcome that I can ever remember in a business office. The ladies were polite, courteous, loving, interested, instant, caring, personal, and no one looked down on me (tears). I did not have to wait long, before I was seen. I felt comfortable waiting. I felt like it was one of my closest family members or closest friends, taking care of my needs. I would pray and hope that this organization, would last forever. It is very needful, useful and helpful. I pray and hope that everything good comes to the staff at ADRC because I believe that they put their utmost of everything good for people in what they do!!!!!! I am a better person for knowing you. God bless you."

2016 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 181 contacts per month in 2016 and conducted 190 screens, a 39% increase over 2015, to determine eligibility for behavioral health services. The center helps individuals to access behavioral health resources while assisting with applications for health insurance through Badger Care or the Health Insurance Marketplace. The impact has been dramatic with 230 people were enrolled in insurance and benefit assistance provided for 124 persons, with a financial impact of \$331,841.

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

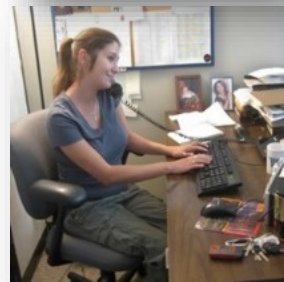


Medication Management

108 people received medication prescribed for serious and persistent mental illness.

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. Referrals from the Detention Center and Jail have gone down as the jail has increased its mental health staff.



	2009	2010	2011	2012	2013	2014	2015	2016
Contacts	5,980	6,015	5,985	7,930	8,878	9,015	8,973	8,563
Jail Assessments	437	399	469	527	608	846	793	187

Emergency Detention/Protective Services

Wisconsin counties incur 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, alcohol or drug issues. In 2016 there were reductions in emergency detentions by 24% to 398 and new Chapter 51 commitments by 31% to 164 from 2015.

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. Plans are underway for a new, larger and more accessible site for the center.

	2009	2010	2011	2012	2013	2014	2015	2016
Admissions	665	717	665	735	793	767	702	728
Average Length of Stay	3.25	3.37	4.39	3.52	3.04	3.42	3.64	3.36



Inpatient Services

Inpatient care for psychiatric emergencies and medical detoxification are a significant portion of the division's budget and thus is reviewed thoroughly. Emergency Detention (ED) hospital admissions include state mental health institutes and other mental health hospitals.

	2009	2010	2011	2012	2013	2014	2015	2016
ED Hospital Admits	504	413	391	461	495	558	494	398
Total Paid Beds	1,757	1,849	1,414	1,975	2,353	2,172	3,113	3,143
Average stay-days	3.48	4.47	3.61	4.28	4.75	3.89	6.30	7.89

Psychiatric Services

County-funded outpatient psychiatric services continued for only 5 clients in 2016, down from 287 in 2014 due to the availability of health insurance for many of our clients through the Affordable Care Act and Badger Care (Medicaid) for single adults.

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
2011	289	2,488
2012	424	4,323
2013	436	4,095
2014	161	1,066
2015	48	356
2016	10	49



"... 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.

Comprehensive Alcohol & Drug Treatment Program

The new "Vivitrol Program" facilitated by the Professional Services Group in partnership with the Division of Health and DADS combined Medication Assisted Treatment, intensive case management and other evidenced based interventions to reduce relapse and recidivism of persons with addiction coming out of jail. The program received 40 referrals from the Detention Center and 103 from the community, completing 90 intakes and providing 44 people with Vivitrol (naltrexone) injections. 95% have not recidivated or relapsed, 90% were in stable housing, 76% are employed, and 93% report significant reductions in cravings.

Intoxicated Driver Program

The Hope Council served 548 clients through its Intoxicated Driver Program. The program used biomarker testing as an effective way to test for abstinence and provided Recovery Coaches to assist clients and their families or significant others.

Community Support Program & Comprehensive Community Services

169 persons with serious and persistent mental illness received CSP services through Kenosha County and another 23 through Family Care in 2016, involving intensive case management, vocational services, medication management and other comprehensive services. 203 persons received CCS, a strength-based, recovery oriented intervention.

CSP	2012	2013	2014	2015	2016
People Served	162	148	159	169	169
Contacts	36,293	31,993	38,547	38,692	36,622
Family Care					
People Served	18	20	19	13	23
Contacts	5,891	5,239	4,198	4,531	5,113
CCS					
People Served	75	88	90	123	203
Contacts	10,233	11,528	14,421	19,156	23,709



118 participants completed the Recovery Oriented Systems Indicator survey. The tool was developed by consumers with 44 outcome measures important to recovery. Among many positive responses 97% felt that staff respected them as a whole person. And 95% said that they have at least one person who believes in them.

Supported Apartments and Residential Services

56 people, unable to live independently, were supported in residential facilities or adult family homes. Another 80 participated in KHDS Supported Apartment Program. SAP provides 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 services or are no longer in crisis. PALS (Partnership for Autonomous Living) provided additional support to 58 CSP consumers who without extra help, would have a very difficult time living independently. The program helps them 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 health diagnosis. In 2016 Bridges had a total membership of 506 consumers, up 38% from 2015, an average daily attendance of 41 people and an unduplicated monthly attendance of 159 people up 16%. Bridges conducts various groups focused on recovery and wellness as well as art and leisure. There were 863 group sessions in 2016 and lunch was served to an average 41 people, providing 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 194 officers throughout Kenosha County have been trained through 2016. Evaluations found that 97% felt better prepared to respond to a crisis, 82% could recognize symptoms, and 93% 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 2016, 634 other professionals and volunteers participated in the 2 day Crisis Intervention Partnership trainings.



SPECIALTY COURT SERVICES: PROVIDING HOPE, PURPOSE, A CHANCE FOR RECOVERY

The Behavioral Health Jail Diversion Program

(BHJD) is for people with a mental illness who have incurred criminal charges. Participants enter a 12 month Hold Open Agreement with the court system in which they agree to participate in this treatment program while their criminal charges remain open. 26 clients were served through the BHJD program in 2016, with 8 successful program completions.

"Mary," 58, was referred to BHJD after incurring retail theft and disorderly conduct charges. Self-identifying as an alcoholic, she had been in recovery for about 10 years until she started taking prescribed narcotic pain medication. She then supplemented her medication with opiates. Mary was treated for depression, which worsened as her dependence on opiates increased. Upon entry into the BHJD, Mary was in severe pain. She had completed opiate withdrawal in jail, and did not have access to anti-depressants. She was reluctant to begin treatment but with the insistence of BHJD, Mary enrolled in partial-hospitalization at Rogers Memorial Hospital. Upon successfully completing that program, she became active in physical therapy, AODA recovery groups, and Comprehensive Community Services. Mary kept active and engaged through groups and community activities. She took her medications regularly and met with BHJD weekly. Her improvement was remarkable.

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 district attorney agreement. Those accepted are placed in the program as a condition of a court imposed sentence resulting in a negotiated plea agreement. In 2016 33 individuals were referred to DTC, five accepted, 2 pending. Of those not accepted, 5 were denied due to jurisdictional issues, 5 were denied due to lack of criminal history, 4 revoked by their agents, 4 for inability to engage in the assessment process, 3 due to delivery for profit, 3 due to past violent offenses, and 2 due to conflict of interest. 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, and 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. 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.

Behavioral Health Treatment Court

This Court accepts Alternative to Revocation cases and Deferred Prosecution Agreements. Participants are placed on probation for two years, checking in weekly with an agent and case manager. They are subject to random urinalysis and linked to support and employment services. In 2016, seven individuals successfully graduated from the BHTC program.

“Elizabeth,” 38, was charged with substantial battery-intended bodily harm and disorderly conduct. The treatment team felt that her crime was the result of her inadequately treated diagnosis of schizoaffective disorder and she was accepted into BHTC. Throughout her participation, “Elizabeth” had negative UA results, attended meetings and support groups, met regularly with her Community Support Case Manager, was consistent in following up using her own calendar, and routinely checked in to report taking her medications as prescribed. After 18 months, she successfully graduated from BHTC with no further in-patient hospitalization stays, continued psychiatric and therapeutic services, on-going participation in support groups and services, and no additional criminal activity.

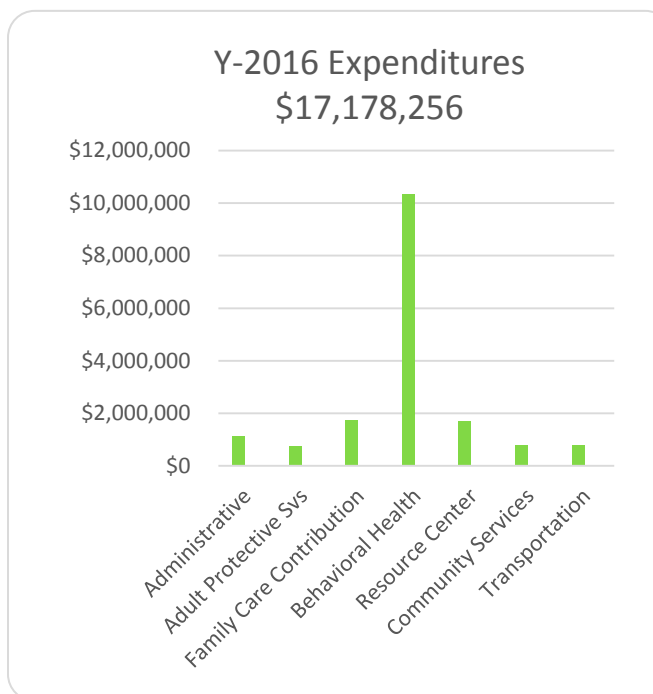
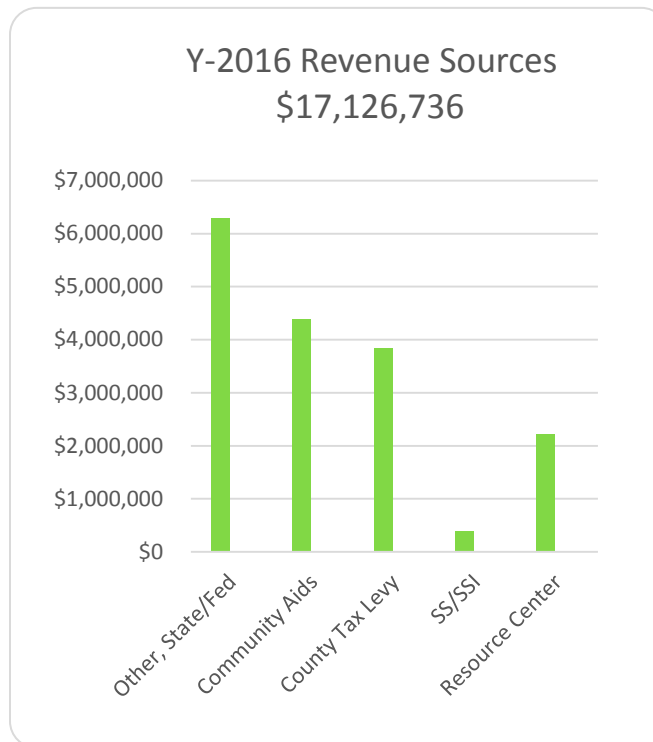
Continuous Quality Improvement in Behavioral Health Services

DADS and its partners in behavioral health services are committed to quality improvement in service to our customers as demonstrated by a number of initiatives.

- The Evidenced Based Practices of Moral Reconciliation Therapy (MRT) and Motivation Interviewing (MI) were embedded in the newly developed Treatment Court.
- Motivational Interviewing training was provided to providers of Comprehensive Community Services (CCS).
- Wait time was reduced and enrollment increased for Comprehensive Community Services.
- DADS applied for and received a grant to equip adult and juvenile crisis workers with tablets to access needed information while in the field.
- DADS applied for and received a state technical assistance grant to reduce mental health institute admissions which resulted in improved crisis-law enforcement protocol and reduced hospitalizations.

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.





Brookside Care Center

Mission Statement

Brookside Care Center is committed to enhancing the quality of life for its clients by respecting each individuals rights and assisting them to reach their highest possible level of health and independence. Our vision to be a World Class provider of person directed services.

2016 Highlights

Another record has been broken! In 2016 we admitted 636 residents. That is a 7 % increase compared to last year. Our average length of stay for our short-term clients has decreased by almost 7 days, which is a measurement of how busy we have been. 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. Once again, Brookside was voted "Best of Kenosha County for Senior Care and Memory Care for 2016. We attribute our success to our dedicated and talented staff who we refer to as Brookside "GEMS". (Going the Extra Mile).



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. At the close of 2016 we will move toward a new dietary management company called Unidine. This move will enhance our food service by offering only fresh and made from scratch food. We will continue to serve Kenosha County citizens with several routes for Meals on Wheels.

The daily cost per patient for 2016 was \$303.77, an increase of +1.24% over 2015. Staff salaries and benefits account for 72.3% of the costs or \$219.59 per day.

Note: All financial information is unaudited as of February 28, 2017.

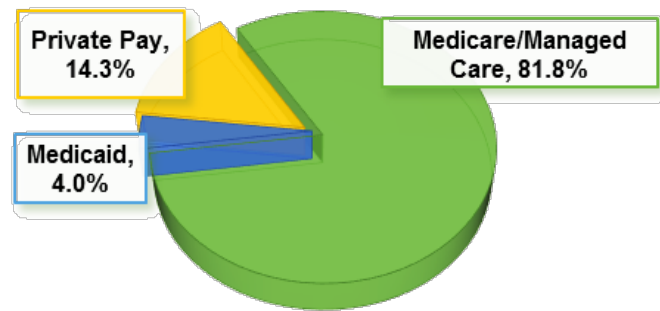
2016 and 2015 Total Patient Cost Per Day				
Expense Category	2016 Costs	2016 %	2015 Costs	2015 %
Staff	\$ 219.59	72.3%	\$ 213.29	71.1%
Contractual Services	\$ 51.89	17.1%	\$ 51.59	17.2%
Supplies	\$ 18.68	6.1%	\$ 18.14	6.0%
Utilities	\$ 5.17	1.7%	\$ 5.20	1.7%
Other	\$ 7.18	2.4%	\$ 7.20	2.5%
Capital Outlay	\$ 1.26	0.4%	\$ 4.62	1.5%
Total	\$ 303.77	100.0%	\$ 300.04	100.0%



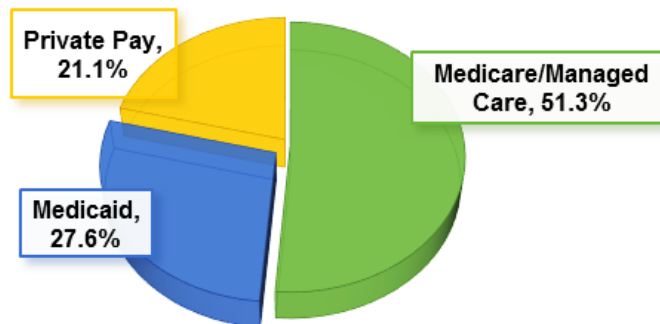
Brookside Care Center was voted "Best in Kenosha" for Senior Care / nursing homes in 2012, 2013 2014, 2015 and 2016.

Frances Petrick
Director

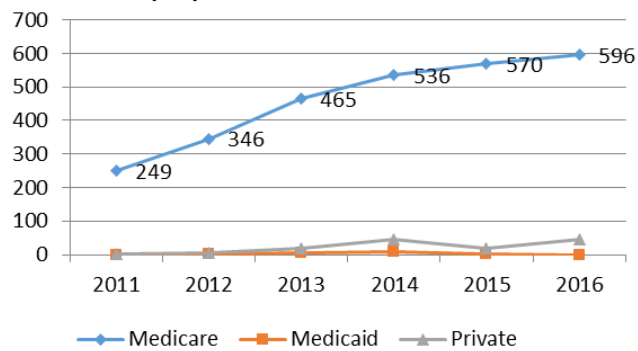
BROOKSIDE CARE CENTER 2016 CENSUS REVENUE BY PAYOR SOURCE



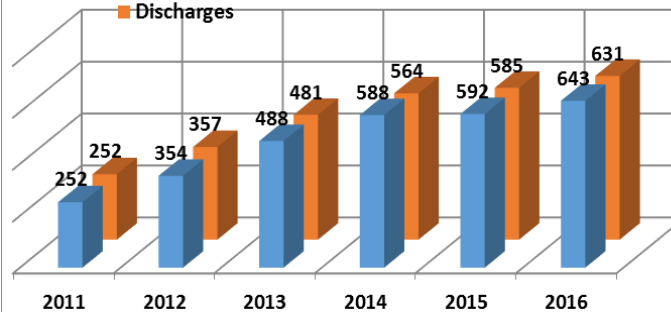
BROOKSIDE CARE CENTER 2016 RESIDENT REVENUE BY PAYOR SOURCE



Admissions by Payor Source



Admissions Discharges





Some residents join Kenosha County Executive, Jim Kreuser (far right) and Administrator, Fran Petrick (far left) with breaking ground for the new construction project.



The second annual Art Show celebrated some of our talented residents who participated in our Memories in the Making art program, offered through the Alzheimer's Association.

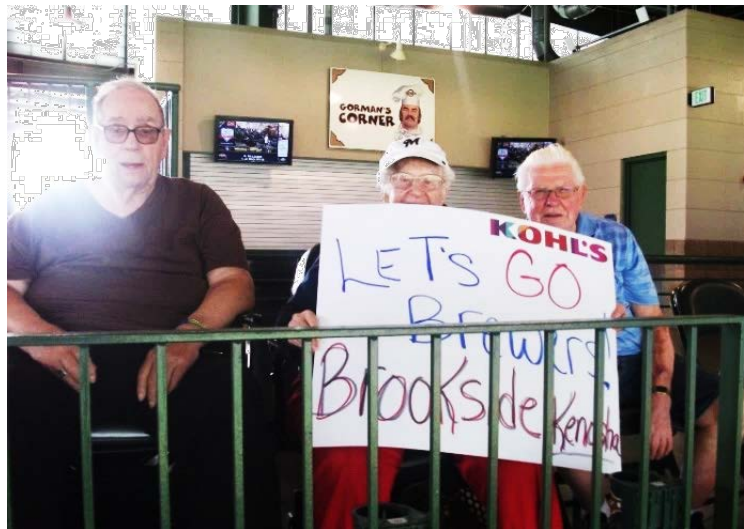


Residents, staff, family, and community members enjoyed shopping at the annual craft fair that featured 25 vendors which included a couple of Brookside Care Center residents.

A resident gets ready to head back to Brookside Care Center after a stop at Mars Cheese Castle. Other new locations for bus trips this year included: Harley Davidson store, milkshakes at Andrea's Gifts, Bong State park for fishing, and many new restaurants.



Let's go Brewers!
A couple of residents and a volunteer cheer on the Brew Crew at the annual trip to a Brewer's game.



Here we kick off the holiday season with a concert from Christian Life School band, orchestra, and choirs.





Brookside's team of athletes helped Kenosha County bring home the silver medal at the 30th annual Senior Olympics hosted by the Tri-County Activity Professionals for residents in facilities from Kenosha, Racine, and Walworth counties. Two of our residents brought home individual ribbons for high scores in their sports.



One of our most looked forward to events for our residents and their families is our annual family picnic featuring delicious food, live entertainment, a dunk tank, Elvis the Kingfish, and classic car show. New in 2016 was free custard donated by a local Culver's restaurant.

It was a delicious treat on that mid-August afternoon!



Brookside families enjoying the picnic.



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.

2016 Highlights

One of the most important responsibilities of county government is responding to children who may be victims of child abuse or neglect. Kenosha County continues to be a leader in the state in protecting children from child abuse and neglect, improving the well-being of children when abuse and/or neglect has occurred and finding safe permanent homes for children who have been victims of child maltreatment.

In 2016, our Child Protective Services Unit completed 694 initial assessments (investigations of child abuse and neglect). An initial assessment involves face-to-face interviews with all adults and children living in the home, a thorough walk-through of the home to assess for safety concerns and numerous collateral contacts. This process gathers the following information:

Child maltreatment and surrounding circumstances, a determination if abuse/neglect has occurred, child functioning of each child in the home, adult functioning for each adult in the home and adult parenting practices, discipline approaches and overall family functioning. In addition, each initial assessment includes a safety assessment and an analysis of the families need for ongoing services to keep children safe. Each initial assessment should be completed and approved by a supervisor within 60 days of the start of the assessment process.

When it is determined that a family will require ongoing services to meet the goal of assuring that children are safe, action is initiated in Juvenile Court in order to place the children under court jurisdiction. This allows DCFS to work with the family through the authority of a court order.

Every year, 84 to 100 families need court-ordered ongoing services to assure children are safe. These families are transferred to an Ongoing Services Unit Social Worker who develops a plan with the family to improve the parent's protective capacities and eliminate threats to child safety. In this process, services are provided to the family and children are often placed in foster care to assure their safety, while parents make needed changes.

Highlights of our work with families in 2016 includes the following:

- 98.8% of initial assessments were completed and approved within the 60 day state guideline
- 92.2% of initial face to face contact with a family member during the initial assessment, occurred within the prescribed state timeline.
- At the close of 2016, we had 148 children in foster care, and 47 children in treatment foster care
- 99.64% of all children placed in foster care were seen in person each and every month to assess their safety and well-being
- Zero children were maltreated while in out-of-home care
- 144 children who were in out-of-home care were safely reunified with a parent
- 74.3% of reunited children were safely reunited to their parents care in 12 months or less
- 42 children had Termination of Parent Rights (TPR) actions completed in court so they could find a safe permanent home through adoption
- 9 children found a safe permanent home through transfer of guardianship to a relative



Kenosha County is a leader in the state in protecting children from child abuse and neglect.

Ron Rogers
Director

DIVISION DESCRIPTION

The Division of Children and Family Services (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 – Comprehensive Community Services for Youth, the Children's Long-Term Support Waiver Program and the Birth to 3 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.

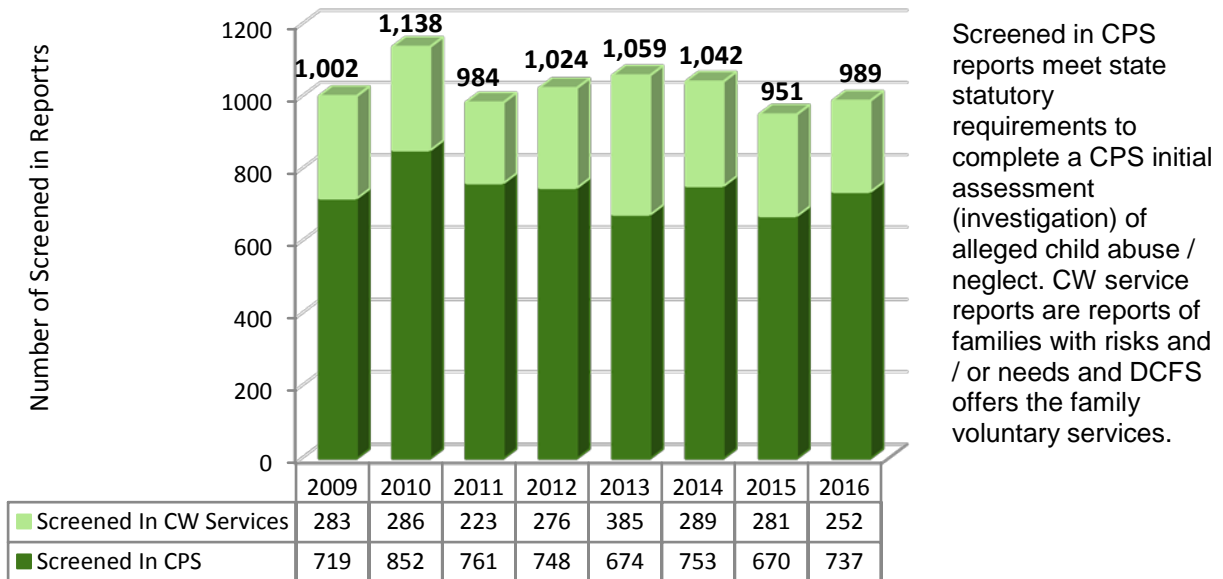
The Child Protective Services Unit (CPS) includes Kenosha County's Access Office and the initial assessment social workers that investigate reports of alleged child maltreatment. The CPS Access Office is responsible for receiving, analyzing, and documenting reports of alleged child maltreatment. The 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:

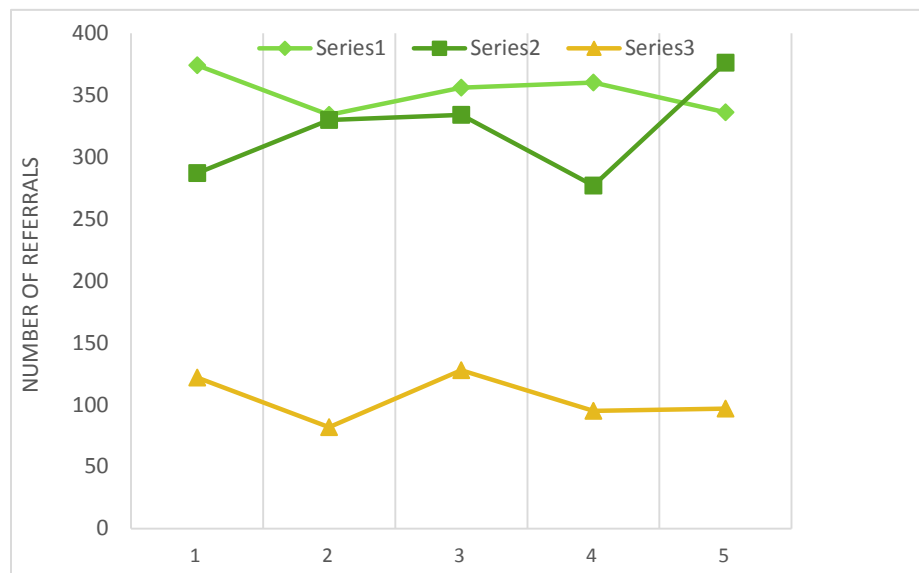
- Assess and analyze present and impending danger threats to child safety.
- Take action, whenever necessary, to control threats to child safety.
- Determine the need for CPS Ongoing services (voluntary or court-ordered).
- Determine whether maltreatment occurred.
- Assist families in identifying community 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.



Child Abuse & Neglect Referrals by Type

There are different types of child maltreatment. The number of physical abuse reports declined 11% from 2012 to 2013, followed by an 8% increase from 2013 to 2015, and 7% decline in 2016. Reports of neglect have fluctuated, with a 16% increase from 2012 to 2014, followed by a 17% decline in 2015 and a 36% jump in 2016. Reports of sexual abuse have also fluctuated, with a 56% increase from 2013 to 2014, and a 24% decrease from 2014 to 2016.



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. These plans are reviewed in Juvenile Court every 6 months to track the parent's progress in making changes to achieve a safe home for their children. 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 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 to investigate and gather 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

REFERRAL TYPE	2012	2013	2014	2015	2016
Habitual Truancy	51	47	71	60	98
Consent Decree	16	17	14	12	4
Waiver to Adult Court	61	34	39	54	44
Delinquency	209	187	192	151	142
Total Number of Referrals	337	285	316	277	288

In comparison to 2015:

- The number of referrals for delinquency decreased by 6% in 2016 to 142.
- The number of referrals for habitual truancy increased by 63% in 2016 to 98.
- The number of referrals for waiver to adult court decreased by almost 18% in 2016.
- While the number of delinquency referrals have decreased over the past 5 years, truancy referrals are making up a greater percentage at 34% of all referrals.
- The total number of referrals to the Court Services Unit increased by 4% in 2016 to 288.

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.

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 – Comprehensive Community Services for Youth

Families First - Comprehensive Community Services for Youth is a voluntary Medicaid funded program that provides an array of community-based psychosocial rehabilitation services for youth and their families. It provides families of children experiencing severe emotional disturbance, other mental health diagnoses and substance abuse diagnoses, with psychosocial rehabilitation 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.

The program 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 and Wellness Management and Recovery Support Services

At the end of 2016, approximately 179 youth and their families were enrolled in this voluntary Medicaid funded program.

The Children's Long-Term Support Waiver is a voluntary Medicaid funded program 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.



Division of Health

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.

Vision Statement

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

2016 Highlights

Medication Assisted Treatment (MAT) Program — Kenosha County Division of Health, in collaboration with the Division of Aging and Disability and local treatment/counseling service, is delivering a program to opiate or alcohol dependent individuals within the community. The treatment program is offered to both the incarcerated population as well as individuals within the community who are seeking help in their recovery. Clients are assessed through medical and behavioral health screenings prior to entering the program. After screenings are reviewed and approved, the client will receive an injection of Naltrexone (Vivitrol) every 28 days for seven months. Along with the medication, clients undergo intensive individual and group counseling to incorporate both physical and emotional aspects into their overall recovery. This innovative program offers a promising approach to address the opiate epidemic and unintentional loss of life.

Mass Clinic Full-Scale Exercise

Using funds from the Cities Readiness Initiative (CRI) and Local Public Health Preparedness (PHP) grants, the Kenosha County Division of Health coordinated the BAT'16 – Kenosha Mass Clinic Full Scale exercise at UW-Parkside in June 2016. The purpose was to test local, regional, and state response efforts to an intentional release of a biological agent in Southeast Wisconsin. Through the set-up of a local point of dispensing (POD) and emergency operations center (EOC), a tri-county collaboration of health departments and partner agencies focused on testing local preparedness plans and assessing mass clinic operations. The exercise focused on staffing the POD, testing communications, coordination with the EOC, and dispensing medication to the public. The BAT'16 mass clinic exercise provided staff members with an opportunity to experience a multi-organizational effort in operating a POD site and EOC. It tested the process of requesting mutual aid among the partnering agencies and also the set-up of an Incident Command structure comprised of staff from multiple organizations. This exercise provided a valuable learning experience for staff and will be the basis of future preparedness planning and training efforts.



"Integrity, quality, respect, and innovation are core values of our public health professionals. We strive to improve health outcomes by implementing evidence-based strategies for the delivery of health services. Our goal is to prevent disease, promote health and wellness, and preserve a healthy environment for all."

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 719 communicable diseases were reported to the Division of Health in 2016 and 432 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 am to 12:00 pm and 1:00 pm to 4:30 pm
Tuesday from 7:00 a.m. to 5:00 pm
Wednesday and Thursday from 7:00 a.m. to 12:00 pm
The WIC Wellness Center Tuesday, Wednesday and Friday from 8:30 am to 3:30 pm
The 2nd Tuesday of the month from 9:30 am to 5:30 pm 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	719
Active TB Cases	2
Immunizations	3,268
Influenza Vaccinations	454
Lead Poisoning Screenings	135
Pregnancy Tests	269
Sexually Transmitted Disease Screenings	968
Dental Varnishing	100
TB Skin Tests	414
Paternity Testing	623
Urinalysis (Drug) Screenings	6,664

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 180 clients were enrolled in 2016.

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 2016, 754 women were referred from WIC and 513 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 2016, the PAT Program had a total of 672 visits with 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 mom's 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 2016, the program assisted 166 total clients with 1,659 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 83 portable cribs distributed to families in 2016.



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 2016, 71 car seat checks were conducted and 185 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 16,565 students, with 14% having prevalent and potentially life-threatening health conditions. In 2015-2016, emergency healthcare plans were developed and distributed to school staff to assure the medical safety of 919 students during the school day. In addition, 8,170 students were provided classes on the "Family Life" curriculum and 1,340 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 activities were conducted in 2016:

- Question, Persuade, Refer (QPR) trainings held
- 6 medication collection boxes operational
- Cable gun locks distributed in 2 counties
- Three 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 resources for Kenosha County

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: eWIC benefits to buy healthy food such as fruits, vegetables, milk, cheese, peanut butter, bread and cereal; health and diet assessments; nutrition and breastfeeding information and support, and referrals to other community resources. The Kenosha County Division of Health contracts with Racine/Kenosha Community Action Agency, Inc. to provide WIC services to Kenosha families. WIC provided services to 6,144 unduplicated individuals in 2016, with an average monthly caseload of 3,848.

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.

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

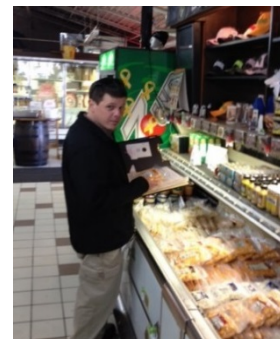
This program prevents food-borne disease through regulation of restaurants, retail food establishments, farmers markets, food dealers, and special events.

Activity	Units
Active Establishments Licensed	923
Inspections (Routine/Follow-up)	1,545
Consultations	671
Consumer Complaint Investigations	95

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	58
Inspections (Routine/Follow-up)	75
Consultations/Complaint Investigations	49



Recreational Sanitation

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

Activity	Units
Facilities Licensed	95
Inspections (Routine/Follow-up)	86
Consultations/Complaint Investigations	28

Solid Waste Control

Enforcement of City of Kenosha Charter #26 - Blighted Lot Ordinance. Garbage, debris and refuse control, consists of investigation of citizen complaints and abatement of actual or potential rodent, insect, litter, blight or eyesore nuisances due to improper storage or disposal of waste.

Activity	Units
Complaint Investigations	1,935
Follow-ups/Clean-ups/Consultations	1,993

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
Noise Complaint Investigations	0
Air Quality Investigations	28
Human Health Hazard Complaints	44

Lead Hazard Control

Environmental investigations are initiated on dwellings where lead poisoned children reside. Inspections are conducted according to Center for Disease Control policy to identify whether lead hazards exist; abatement orders are issued to control or eliminate sources of lead. There were 52 investigations, follow-ups and consultations in 2016.

Activity	Units
Animal Bite Investigations	146
Bite Consultations / Follow-ups	285
Animal Nuisance Complaints/Consultation	31

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
Water Samples Taken	659
Well Consultations	134

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.

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	45
Replacement State Sanitary Permits	64
County Sanitary Permits	7
Routine Inspections	261

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. We are currently in our third year of the program. By the end of 2016, the program had 72 referred clients, with 13 Clients completing the entire six month program showed improvement in their asthma control. The State asthma program is funded by a grant from the Centers for Disease Control and Prevention.

HUD LEAD-BASED PAINT HAZARD REDUCTION PROJECT

The Division of Health was awarded a three-year, \$3,900,000 million grant from Housing and Urban Development (HUD) in December, 2014. 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.

ACTIVITY	2016
Units Completed	67
Inspections Completed	106
Individuals Trained	8

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 369 samples were tested in 2016.

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 444 samples were tested in 2016.

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 985 samples were tested in 2016.

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 1,195 samples were tested in 2016.

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 152 samples were tested in 2016.



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.



Patrice Hall
Medical Examiner

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.

2016 Highlights

OFFICE OF THE KENOSHA COUNTY MEDICAL EXAMINER	
Population of Kenosha County	167,658
Total Number of Deaths	1,394
Total Deaths Reported	1,359
Suicides	20
Accidents	129
Homicides	4
Naturals	1,039
Undetermined	22
Pending	0
Anthropology Exam – Non Human Remains	9
Anthropology Exam - Human Remains	2
Phone Investigations (non-hospice)	217
Hospice Investigations	748
Scene Investigations	264
Total Cremations	847
Cremation Only (& Courtesy Views)	120
Disinterment's	8
Autopsies	158
External Examinations	90
Medical Record Reviews	19
Death Certificates Issued	272

There were 1,394 deaths in Kenosha County in 2016, of which 1,359 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 158. 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 272 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. She is a member of the County's Suicide Prevention Coalition, the Traffic Safety Commission, the Self Harm, Death Analysis Review Team, The Kenosha Unity Coalition, and has recently joined the Chicago Area Opioid Task Force.



Division of Veterans Services

MISSION STATEMENT

Welcome to the Kenosha County Veterans Services. Our mission is to assist veterans and their families with obtaining local, state and federal benefits. We specialize in assisting veterans throughout their claim process from start to finish to include assisting with completing numerous other legal documents. We are committed to advocating for veterans, but most importantly to provide quality services to our heroes.



2016 REVIEW and Highlights

We processed applications in 2016 (Federal and State) crossing a very broad range of issues including disability compensations, pension, home loans, education, healthcare, death benefits, WI property tax credits, surviving spouse compensation and surviving spouse pensions.

- Cash benefits received by Kenosha County veterans and their families at the federal level in Fiscal Year (October 1, 2015 to September 30, 2016) totaled \$89,823,000 from the United States Department of Veterans Affairs (USDVA). A Breakdown of \$36,794M for compensation and pension, \$45,256M for Medical Care, \$6,921M for Education & Vocational Rehabilitation - Employment and \$851,000 for Insurance and Indemnities.
- Cash benefits received by veterans and their families from the state in Fiscal Year * (July 1, 2015 to June 30, 2016) A 2016 breakdown of \$847,773 for Veterans Property Tax Credit, \$4,775 for Aid to Needy Veterans Grant, and \$1,849M for Wisconsin GI Bill.
- Total benefits received by county veterans in 2016 was \$92,524,548
- 3,331 Kenosha County Veterans received medical treatment from the VA Healthcare system

"In 2016, 6,740 veterans and their family members were provided assistance in obtaining benefits for state and federal programs through the Division of Veterans Services. These benefits ranged from; financial assistance for aid to needy veterans, assisting returning veterans, providing education and assistance and Veterans and Surviving Spouses Property Tax Credit. Our goal is to advocate and to encourage all county veterans and their eligible dependents to apply for the benefits they have earned through their selfless sacrifices and 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 books and supplies stipend up to \$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 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 for wartime service.

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 Veterans Services' 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 Presidential Memorial Certificate(s), 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, to fill emergency medication prescriptions, and cemetery fees for setting government grave markers

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](http://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 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.

Wisconsin State Benefits and Services

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 Veterans and Surviving Spouses Property Tax Credit

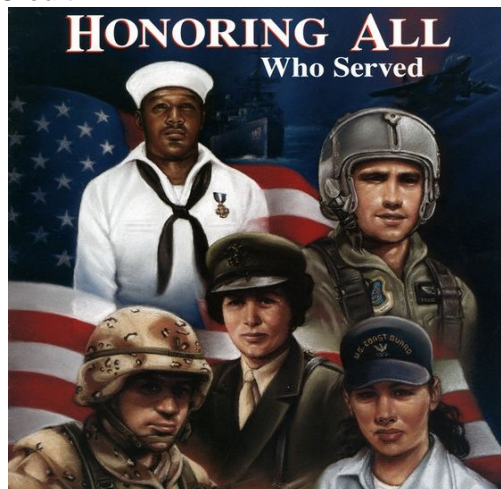
Provides a refundable property tax credit for the primary residence (instate) via the state income tax form for eligible veterans as certified by the Wisconsin Department of Veteran Affairs. Credit is equal to the property taxes paid during the year on the principal dwelling in Wisconsin.

Wisconsin Veterans Home at King

This Wisconsin Veterans Home is in King, Wisconsin near Waupaca. It is a pleasant retirement community where aging or disabled Wisconsin wartime veterans and their spouses can spend their retirement years in comfort and dignity.

Wisconsin Veterans Home at Union Grove

This Wisconsin's Veterans Home is in Union Grove, WI. It consists of assisted living units for veterans and their spouses. It offers a high quality of life in a healthy, safe and enriching environment.



Miscellaneous Services

KCDVS also helps veterans and their families with problems not related specifically to veterans programs. This includes assisting with applications or claims with other federal, state, municipal and county agencies.

Highlights for 2016

- The cash benefits received by veterans and their families in Kenosha County totaled \$83,260,000
- Established an extension of the Veteran Service Office in the Village of Silver Lake on 2nd and 4th Wednesdays
- In April 2016 hosted the CVSO Association of WI Conference, in which 72 counties CVSOs and Staff attended a week long Accreditation Training.
- In May 2016 the office hosted a Pro Bono Wills and Power of Attorney Clinic with Tabak Law Firm



Stand Down

2016 Racine/Kenosha Stand Down was held on October 10th at the YMCA in Racine with over 221 Veterans in attendance.

Vietnam War Commemoration Ceremony

On July 29, 2016, the office hosted The Vietnam War Commemoration Ceremony in which 187 veterans signed up and 157 Vietnam Veterans received their Presidential Proclamation Certificates and Vietnam War Commemoration Pins

Inaugural Veterans Celebration

On November 5, 2016 the office hosted the Inaugural Veterans Celebration, on all day event to celebrate and honor our veteran's military service.



Division of Workforce Development

Mission Statement

To create and operate a system that fully integrates Economic Support, Child Support, employment services, public assistance programming, and partner agencies 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 toward the participant's success; and to be accountable to the citizenry for our fiscal administration of these services



"Workforce Development staff provide services to low income families, single individuals, elderly and disabled persons, and unemployed and dislocated workers. Without the programs offered through DWD, many people would be unable to support themselves or their families. In 2016, the number of people seeking DWD services was significant. As we move toward greater service automation and collaboration between public assistance and workforce programs, we are able to provide timely holistic services which optimize resources and improve outcomes for participants. The local unemployment rate declined in 2016 but caseloads remained even as DWD staff used tiered supports and employment services to provide economic sustainability while enhancing employment status. Child Support collected over 36 million dollars in 2016 and connected child support payers to DWD employment programs which increased child support payments to single income households. DWD staff offered a wide array of services in 2016 that included Medicaid, Badger Care, Child Care, Child Support, Family Care, Food Share, Food Share Employment and Training (FSET), Supporting Parents Supporting Kids (SPSK), Dislocated Worker Training, and Wisconsin Works. DWD staff are committed to providing excellent services and programming to the individuals and families we serve."

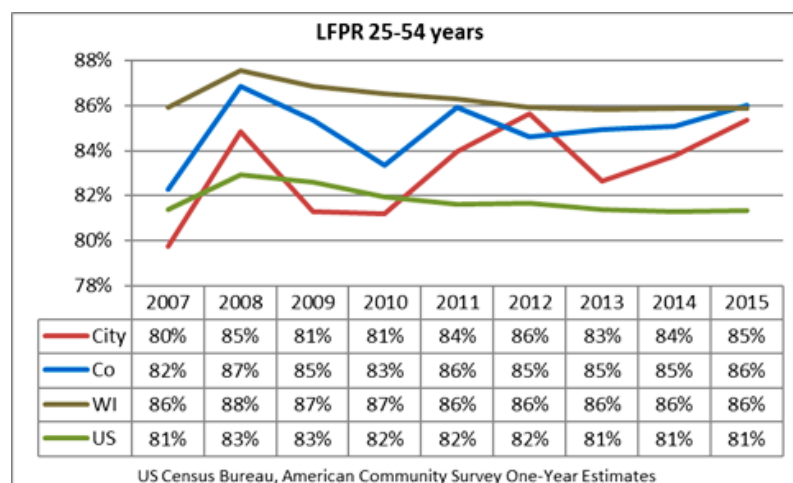
Nina Taylor
Director

2016 Highlights



After 26 years of dedicated service, **Adelene Greene** retired in November, 2016. As part of the County's successions planning process, Nina Taylor was hired in October, 2016 as the next Director of the Division of Workforce Development.

The average Labor Force Participation Rate per year increased during 2015. The following table shows the LFPR from 2007 through 2015, 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 up to 26.2 minutes.

Kenosha County Workers and Transportation Mode

Commuting to Work	Number	%
Workers 16 years and over	83,436	
Car, truck, or van -- drove alone	70,591	84.6%
Car, truck, or van -- carpooled	6,847	8.2%
Public transportation (excluding taxicab)	693	0.8%
Walked	1,531	1.8%
Other means	1,367	1.6%
Worked at home	2,407	2.9%
Mean travel time to work (minutes)	26.2	

The median annual earnings in Kenosha County is \$39,777.

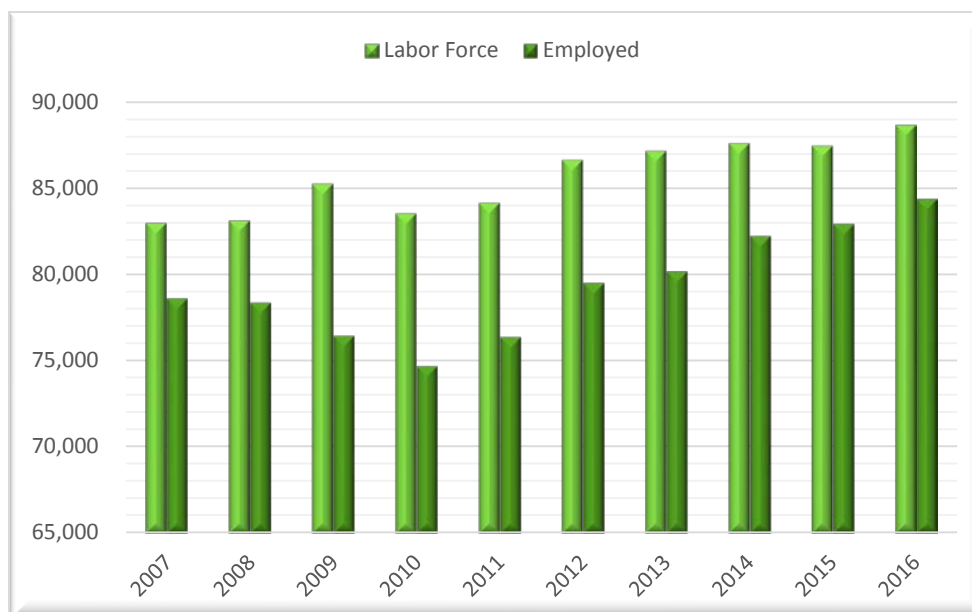
Median Household income for 2014 in Kenosha County is \$55,845

Employment Central

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.



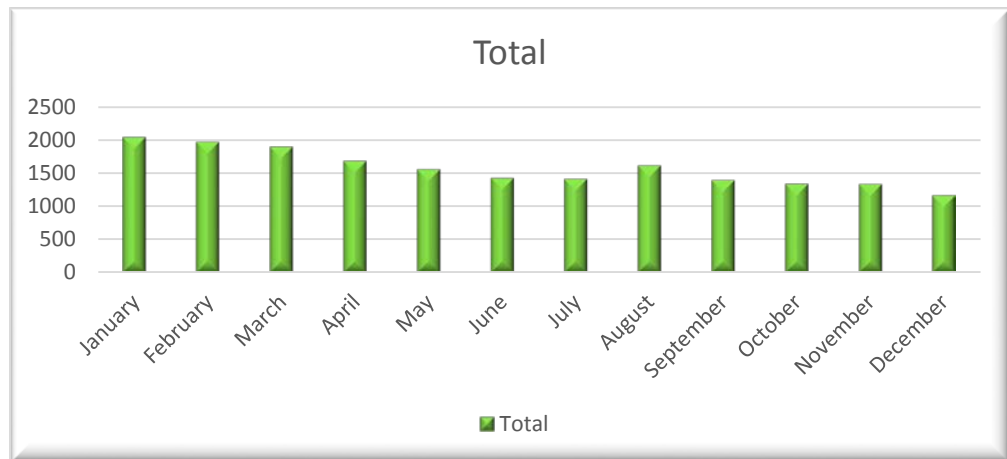
Jobcenterofwisconsin.com is available on-site as well as through the Internet. Jobcenterofwisconsin.com is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. This site includes a resume listing service and links to 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 2016

In 2016, our office recorded over 18,778 people who were seeking assistance with Unemployment Claims, Unemployment workshops, applying for jobs online, creating resumes or inquiring about upcoming on-site recruitments or job fairs. Below is a breakdown of the monthly visits to Employment Central.

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

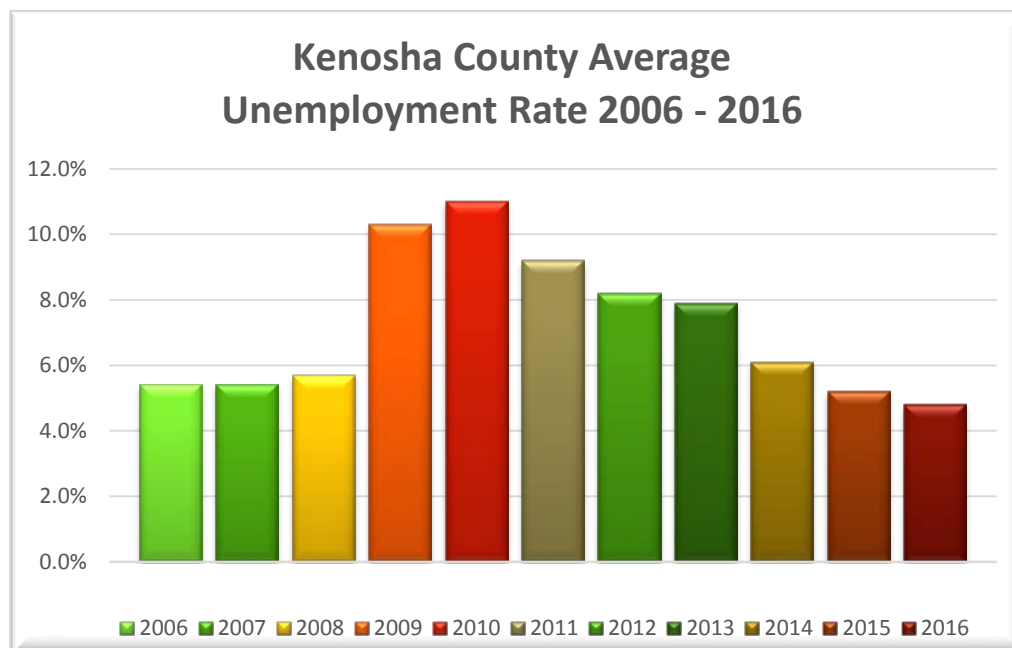


phone calls ranging from "who is hiring", "can you help me apply for this job", or "I just lost my job and don't know what to do". This unique clientele who visits our office from 8:00 am – 5:00 pm, Monday thru Friday is provided with a professional environment in order to accomplish their goals of preparing and obtaining employment. Employment Central staff provides "universal access" to job seekers seeking employment and career services and provides referrals to partner programs and community resources.

Job Center of Wisconsin

A new look appeared in January 2016 for the State Website Job Center of Wisconsin. MyLMI is Wisconsin's customizable Labor Market Information (LMI) page. LMI includes federal, state and local data such as job counts, wage data and industry projections that is tracked or developed and published by the Bureau of Workforce Information and Technical Support within the Division of Employment and Training at Wisconsin's Department of Workforce Development. LMI is used by employers, job seekers, educators, economic developers and other stakeholders to access the latest available unemployment and employment statistics, wage data, education information and more. LMI

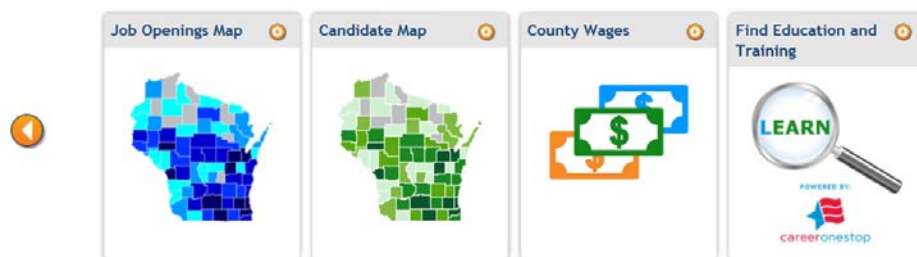
helps users make a variety of informed employment decisions, such as education and training choices, career advancement decisions, business expansion and relocation, and other important decisions.



The My JCW dashboard has been redesigned to incorporate the use of widgets on a carousel and is customizable to either a jobseeker or an employer.

A widget is a program that performs some simple function and can be accessed from a computer desktop, webpage, or mobile phone. Below is a sample of the Labor Market Information (LMI) Page.

Available Widgets



Job Openings Map - allows job seekers to input a job title to see where the jobs are located in Wisconsin

Candidate Map - allows employers to input a job title to see where the concentration of candidates can be found in Wisconsin

Available Widgets



County Wages - Search an occupation's salary level by geographic location around Wisconsin

Find Education and Training - allows an individual to find an education and or training program by occupational title/category in a specific geographic area.

County Profiles - Developed by the Office of Economic Advisors workforce & economic profile for each of the 72 counties referencing average household income, national and state economic outlook, Wisconsin outlook, labor force participation by age, unemployment rates, wages, employment projections.

Hot Jobs - Ability to see which occupations are projected to grow faster than the state average, current pay scale, and have the most projected openings.

Job and Industry Projections - Access to short and long term projections by occupation and industry.

Unemployment Map - Ability to compare unemployment rates by Wisconsin County.

The Resource Room offers free job search services:

- 30 computers with Internet access and printing capabilities
- 1 computer is designated to assist individuals with disabilities
- Accessibility to copy and fax machines and use of telephone services
- Employer Onsite Recruitments
- Disabled Veteran Employment Services
- Trade Adjustment Assistance
- Individual Job Seeking Assistance
- Civil Service Typing tests
- Online Assessments & Testing Environments
- Career Counseling
- Workshops

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.

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. Emails can be sent to prospective job seekers stating that they have reviewed the resume on JCW and are asking for this prospective job seeker to contact them for the interview.

Re-Employment Services and Eligibility Assessment (RESEA)

In 2016, 71 Re-Employment Services Orientations were conducted with 371 claimants attending. 309 claimants were scheduled for an additional employment services that could have included, online career assessments, resume review workshops or an additional workshop.

Career Counseling Services/Statistics

Career Counseling was open to the public and available to all interested job seekers by individual appointment. A Licensed Professional Counselor assisted customers in identifying and reaching career goals through:

- Addressing job loss issues through coping techniques and/or referrals to other professionals
- Accessing websites such as Career Locker and Career Cruising and interpreting career assessment results to identify skills, interests, etc.
- Exploring education and training options to enhance employability
- Overcoming a specific barrier to employment
- Utilizing efficient and more effective job search methods
- Reviewing resumes and offering ideas to strengthen the presentation and/or content
- Identifying resources to research various professions and employers
- Preparing for interviews
- Understanding how to navigate common and beneficial websites, such as LinkedIn and Job Center of Wisconsin
- Providing objective feedback and assistance on a wide range of career matters

In 2016 the Career Counselor met with 248 individuals for career counseling and career planning services, a 19% increase from 2015. The Career Counselor also delivered 68 Resume Review workshops and Career Assessment Labs in Kenosha County, a 38% increase from workshops delivered in 2015. Career counseling outreach activities in Kenosha County included a Job Center of Wisconsin demonstration and job search discussion for teachers at Hillcrest School, and for students at Harborside Academy.

National Career Readiness Certificate: NCRC/Statistics

The NCRC is a transferable credential that proves an individual is work ready. It is a tool that demonstrates to employers that an individual possessed the basic skills required 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 2016 staff assisted the job seekers by providing testing to obtain the NCRC and 16 NCRC's were achieved.

Veteran Services

During 2016, staff screened every individual who entered Employment Central to identify any potential referrals to the Office of Veteran Services for employment and training services. Through a pre-screening process, 210 Veterans were referred to the Veteran Representative for employment and training assistance.

Trade Adjustment Assistance (TAA) Statistics

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 2016, three students completed training with nine others actively enrolled, which included five new enrollees. Two individuals took advantage of the RTAA salary subsidy. While most clients in TAA are covered under WI petitions, there are several individuals who are eligible under petitions from Illinois and one person comes to TAA with a Pennsylvania petition will begin training in 2017.

New! Ambassador Program

In October, 2016 the New Ambassador program was implemented with the intent to have any new customers to Employment Central be given the opportunity to sit down with a staff person for 10 – 15 minutes to discuss the services we offer, encourage JCW registration on the website, discuss apprenticeships, veteran services, career counseling and a variety of workshops. A staff person can determine customer needs and refer customers to programs or community services as appropriate as well. By December, 2016 54 new customers were able to meet with staff to learn of all the resources that were available to them and their family and friends.

Employer Spotlight Series 2016

In conjunction with the Business Services team, an employer is identified and they are asked to be highlighted at the Kenosha County 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 their open positions. This is a free service to the employer.

In 2016 – 35 different employers were spotlighted. Companies included: Amazon, Walgreens, Five Guys, Corner Bakery, Kenosha County, City of Kenosha, Viskoteepak, Air Flow Technology, Good Foods, Festival, Emerson Electric, Niagara Bottling, Meijer to name a few.

Many of these companies held on-site recruitments during the same week that they were spotlighted which proved to be beneficial to their hiring needs.

United Hospital System featured as the Employer Spotlight for the week.

Career Information

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

Career Assessment and Exploration provides vocational assessment and career guidance services for program participants. Psychological evaluations are also available through a 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 221 individuals were provided 283 services in 2016.

The Business Solutions Team

On-Site Recruitments (83 held with 903 Jobseekers) Labor Law Clinic (not held this year) Resume Matrix (No longer in use) Job Fairs (4 held with 125 Employers and 1051 Jobseekers attending) Employer Events Held: pre-set interviews, orientations etc. (17 Events with 17 Employers attending and 721 Jobseekers) One-on-One Employer Contacts (458 Employer Contacts) Other Employer Contacts (599 Employer Contacts) Total Employer Contacts (1057 Employer Contacts)
Job Center of Wisconsin Numbers (2,741 Job orders posted with 11,047 job positions)

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

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 the 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 engages non-custodial parents in employment and parenting programming to strengthen family relationships.

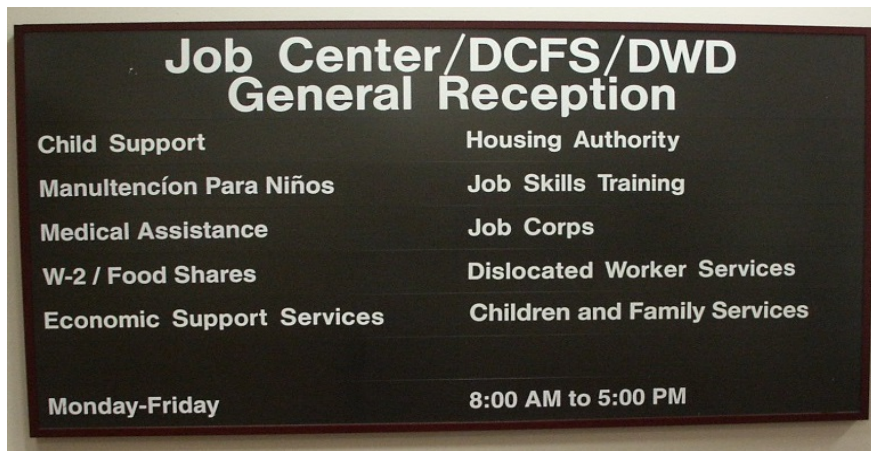
Training and Education

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 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.

2016 Training and Education Data

- 201 job preparation and retention workshops attended by 253 job seekers
- 765 non-custodial parents enrolled in the Supporting Parents Supporting Kids (SPSK) program with 204 finding employment.
- 382 job seekers participated in workshops of FSET and W-2, with 460 entering employment, with 125 as client employment education trainings completed.
- 94 Workshops with 2,068 attendees served through being a part of the Living Free Program at the Kenosha County Detention Center.
- 90 Adults and Dislocated Workers enrolled for WIA services in 2016.
- 630 program participants used the Computer Skills Lab for 2,769 hours of instruction.
- 1,240 additional general public participants used the Computer Skills Lab for available services and resources.
- 50 Job Preparation sessions were conducted at the Urban Outreach Center with 470 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 2016, both locations had record numbers of people applying for and accessing the services offered by the division.

Kenosha County Job Center

In 2016, the Job Center network consisted of more than 16 agencies in one location, 8600 Sheridan Road, Kenosha. The Job Center delivers services to the public and employers in a customer-focused, convenient, and coordinated way. The Job Center has blended its program's central services and physical environment based on the needs of its customers. The Kenosha County Job Center includes the following functional and friendly services components:

General Reception

DWD/DCFS Reception is generally the first place that a customer enters the Human Services building. Customers in the Reception area are provided with opportunities to receive information about specific public assistance programs. FoodShare, FSET, Child Care, Medical Assistance, W2, Child Support, Dislocated Worker programs, DCFS programs, housing, and other services are available through the Job Center. They are also informed of various programs available through other divisions within the Kenosha County Human Services Building. General reception staff is also responsible for greeting and receipting individuals scheduled to attend various appointments through the Job Center. During 2016, a total of 60,344 people (an average of 5,029 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 2016, the A/M Center received a total of 248,631 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 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 (EBD). 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. These are considered Long Term Care (LTC). In 2016 the Wisconsin Kenosha Racine Partners (WKRP) Consortia created an LTC queue within the WKRP Call Center. This queue answers and processes any LTC concerns and needs of the LTC population.

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 WKRP Consortia EBD/LTC Unit consist of 9000 cases and provides services to Kenosha and Racine residents.

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. Again in 2016, the number of customers served by this staff of 15 was more than 7,000 throughout the course of the year, with some programs experiencing a drop in customers and others experiencing an increase.

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. These areas experienced a 12% increase in traffic in 2016.

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. Women, Infants & Children (WIC) provides services to their eligible families on Thursdays throughout the year. Each of these program's customers remained relatively unchanged in 2016.

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. Wisconsin Heating Energy Assistance Program (WHEAP) is also available at this location from October through March each year and they experienced an increase in traffic during their service months in the calendar year of 2016.

WKRP Income Maintenance Consortium and Call Center

Kenosha and Racine County Income Maintenance agencies continued their partnership as WKRP, Wisconsin's Kenosha Racine Partners, to deliver timely and efficient Economic Support services to both counties in 2016.

WKRP began the year with 47,571 of the State's total caseload of 685,969 cases, which constitutes 6.93% of the overall caseload in 2016. This was the third year of the Affordable Care Act, and changes continued with eligibility for many individuals and families throughout the State. Some individuals and families were now ineligible for medical assistance and were required to apply for health insurance through the Federally Facilitated Marketplace, while other individuals found themselves eligible to receive medical assistance as childless adults. Due to these changes, WKRP continued to experience an influx of applications during the first quarter of 2016 totaling 11,891 applications. Applications continued throughout the year with a total of 45,135 applications received in 2016. At year-end, WKRP staff issued \$71,196,331 in Food Share benefits to Kenosha and Racine, and connected more than 78,000 individuals to medical coverage and services.

The WKRP Call Center served the combined caseload of Kenosha and Racine Counties by connecting customers to benefits and services. With a "touch it once" philosophy, call center agents answered general questions, interviewed clients, and processed applications, renewals and other case changes. By the end of the year, WKRP Call Center agents answered more than 203,969 calls. The monthly average of calls answered was 16,997 with an average speed of answer of 3.25 minutes. Despite the challenges, changes and increased call volumes, WKRP managed to meet or exceed all State performance measures related to timely and quality processing of applications, renewals, and case discrepancies, as well as the performance criteria set forth for Call Center performance. In fact, WKRP typically ranked amongst the top three consortia in the State in nearly all performance measures throughout 2016.

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 information-sharing, technical support and training opportunities. During 2016, the Child Care Unit served the following unduplicated counts:

- Total families served in 2016 - 1,633
- Total children served in 2016 – 2,930
- Total providers paid in 2016 - 132
- Average paid per child—\$2,940

Program Integrity and Fraud

WKRP's goal is to deliver the right public assistance benefits to the right people at the right time. We focus on insuring that only qualified individuals and families receive 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.

Economic Support staff are provided access to State computerized systems to conduct their eligibility casework. These systems offer an array of tools that assist in gathering and verifying information in real time insuring the most accurate information is being used to calculate benefit amounts. Federal, State and local agencies conduct periodic quality control reviews of randomly selected cases. WKRP submits to on-site visits and evaluations by the State related to customer service, internal processes and overall service delivery on a yearly basis. In addition, customers have the ability to have their cases reviewed at their request through a Fair Hearing. Each of these processes insures the integrity of our programs and processes, and that we are delivering the right benefits to the right people in a timely manner.

There are times when we will uncover situations where customers have been overpaid. The vast majority of the time, these overpayments occur due to honest mistakes. Any and all overpayments, regardless of how the error was made, are required to be repaid by the customer. Unfortunately, our department will also occasionally discover that a customer provided incomplete and/or fraudulent information to the agency with the intent to obtain benefits they are not eligible to receive. When there is intent to deceive the agency, this type of overpayment is called fraud and it can be considered a crime against the government.

WKRP has dedicated staff working daily to detect and prevent overpayments and fraud from occurring. We receive referrals and tips from several places: the community, our workers, partner agencies, the State, local law enforcement and others. The State also offers a number of red-flag reports to the local agencies where cases have been identified for review. Each and every referral is reviewed to determine if an overpayment has occurred. All overpayments are required to be repaid by the customer. In addition, other punitive actions can be taken against customers who have intentionally intended to deceive the agency.

WKRP works closely with other counties and the State to help foster quality and integrity in our local agency processes. We participate in 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 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. In 2016, our fraud unit also trained local law enforcement officers, probation and parole staff and local partner agencies on public assistance fraud to build local collaboration and communication.

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 2016. 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.

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.

As the leader of the Wisconsin / Illinois Border Project, Kenosha presented at the 2016 Wisconsin Child Support Enforcement Fall Conference on intergovernmental casework and communication methods between Border States.

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 Canada, Germany and Norway. By the end of 2016, the Forum had 795 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 2016, the Kenosha County Job Center provided 15,009 unduplicated instances of language and sign language 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 92% of the interpretations while KCJC Partner Agency staff provided 3% and Community interpreters provided 5% of the interpretations. The number of interpreter instances decreased 9% from a total of 16,111 in 2015 to 15,009 in 2016.

When County or Partner staff are not available for interpreting, Kenosha County resorts to Community interpreters for services. Interpretation assistance increased due to an increase of healthcare services provided. Kenosha County also provided language and sign language interpreters for 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 2016, the fall Winter Wraps program delivered 2,777 coats to children and adults who needed winter garments.

The Christmas Toy and Food Drive served 1,423 needy Kenosha families, the majority with young children. Children between the ages of 0-15 years were given 3,423 gifts during the holiday season.



Community Involvement

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2016. 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:

Kenosha United Way, KABA, Kiwanis Club, Building our Future Leadership Table, Kenosha Unity Coalition, Holiday House, NAACP, SEWRPC, Leadership Kenosha, American Cancer Society/Relay for Life, Healthy People Kenosha County 2030, KLIHF- Kenosha Life Course Initiative for Healthy Families, Women's and Children's Horizons, Hospice Alliance, Kenosha Kindness Week, Community Unity Breakfast, Foster Parent Association, KUSD/DHS Collaborations and Career Days, Kenosha Literacy Council, Kenosha Achievement Center, Kenosha County Jail Chaplaincy, Kenosha County Jail outreach, ELCA Urban Outreach Center Learning Lunches, Kenosha Police and Sheriff's Department Fraud and Child Support training, Gateway Technical College Advisory Committees, Salem Community Library, American Association of University Women, Big Brothers/Big Sisters, and Girl Scout Council of Kenosha County.

Staff in DWD demonstrated their compassion and commitment to the Kenosha community through their countless volunteer hours devoted to these and many other community-based organizations.

Wisconsin Home Energy Assistance Program (WHEAP)

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

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

Kenosha County DWD contracted with United Migrant Opportunity Services (UMOS) to operate the WHEAP Program. The WHEAP Program operates on a federal fiscal year from October 1, 2015 through September 30, 2016.

The following tables contain key information for the FFY ending September 30, 2016.

Total Households Applied	6,752
Total households Eligible	6,112
Percent eligible/applied	91%

Kind of Assistance (Duplicated)

	Heating	Crisis	Furnace
Number of cases	6,112	1,475	212
Amount paid	\$ 2,912,473	\$ 429,437	\$ 372,725

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 and low income individuals and families. The agencies involved with the ESN provide such key resources as food, shelter, clothes, some limited medical care, as well as counseling and referrals 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. 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 2016 were:

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

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