

KENOSHA COUNTY

DEPARTMENT OF HUMAN SERVICES

Annual Report 2017



JIM KREUSER, COUNTY EXECUTIVE
JOHN JANSEN, DIRECTOR

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Leah Blough
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From the Director



Welcome to the 2017 Kenosha County Department of Human Services (KCDHS) Annual Report. 2017 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.

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	2017 Expenditures*
Office of the Director	\$1,085,954
Aging & Disability Services	\$18,181,690
Brookside Care Center	\$17,198,245
Children & Family Services	\$24,932,355
Division of Health	\$8,684,013
Medical Examiner	\$878,044
Veterans Services	\$328,224
Workforce Development	\$14,242,243
TOTAL	\$85,530,768

*Unaudited as of 02/15/2018



Office of the Director

Fiscal Management

The Department of Human Services (DHS) 2017 *unaudited* expenditures totaled \$85M. Of the total Department 2017 adopted budget of \$87M, county levy was \$14.5M. The remaining revenue of \$71.7M is received from federal, state and various grant allocations.

2017 Highlights

After 20 years of exceptional service, Laurie Staves has decided to retire. Tammy Capito was hired May 1, 2017 to begin the succession planning as the next Chief Financial Officer for the Human Services Department.



Tammy Capito
Chief Financial Officer
Department of Human Services



Laurie Staves
Chief Financial Officer
Department of Human Services

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.

Contract Management and Monitoring



Dianne (Niesen) Forsyth
Contract Specialist
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 2017, KCDHS contracted with 117 providers through 202 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 Solutions 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
Workforce Development 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; Out-of-School youth find employment, or obtain Post-Secondary education and continue job skills training, employment, education or military service.

The information provided in the bullet points below, highlight employment related activities in the Kenosha County Job Center for 2017.

- **16,017** total visits to the Kenosha County Job Center's Employment Central
- **3,246** people attended Job Fairs, Targeted Recruitments and On-sites hosted by **Business Services**
- **1,393** youth work permits issued
- **826** job seekers have received employment through Job Center (WIOA) efforts
- **859** job seekers utilized the computer lab for a total of 1,134 hours
- **2,720** students attended 243 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 that 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 2017, The Department of Human Services (DHS) once again contracted with RHB Technology Solutions, Inc., for information systems design, development and support. The 35+ active applications, which serve staff and management in all of the DHS divisions, have been designed and maintained as part of the initiative to broaden and improve automation enjoyed by the department, clients and collaborating service providers.

During 2017, 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) Enhancing routine/repetitive processes via Office Automation.

In 2017, labor-intensive business processes were streamlined including:

- A new application (*Non-Custodial Parent Assistance Tracking System (NCPATS)*) was deployed replacing a State system whose end-of-life cycle was in 2017. The application is designed to support the Child Support Agency in managing/reporting upon the activities of their Employment & Training participants. Data and activities tracked within the system include client demographics, client contact notes, referrals to outside agencies, attained employments, incentives, child support payments, appointments and client outcomes. The tracking system has the capability of generating mass emails to participants, which the agency will use to announce job fairs and recruitment events. Available reports provide the Child Support Agency with valuable metrics to report back to the State on program outcomes.
- A new application (*Archives File Tracker*) was deployed replacing a legacy system. This Department wide system automates daily tasks associated with offsite file storage/retrieval and provides DHS staff with the ability to readily determine the location of a client's physical files.
- The CCS Case Management System was enhanced to support use of the Kenosha Racine Regional Consortium (KRRRC) Assessment and Service Plan modules. In 2017, over 112,000 services were documented resulting in over \$6.4 million dollars in Medicaid revenue.
- The M/A Reimbursement Tracking System (MARTS) was updated to accommodate continuing changes to MA Billing requirements. In 2017 over 170,000 claims and \$8.4 million dollars of Medicaid revenue were processed and paid using MARTS.
- The ADRC IAA Mgmt System (ADRC) was enhanced to automate the generation of numerous standard form letters to consumers and provide automated email notification to internal staff based upon key events.





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, mental illness and/or substance use disorders.

2017 Highlights

- Enrollment of adults with mental illness and/or substance use disorder into Comprehensive Community Services increased by 200% in four years.
- With increased hours and programs Bridges Community Center participation went up by 90%.
- ADRC's official Facebook page was launched and reaches several thousand people each month with events, caregiver tips and resources.
- The number of persons served by our benefit specialists increased by 51% and long term care home visits by 17%.
- Persons served by our Medical Equipment Loan Closet increased by 29% and monetary donations doubled.
- Programs and community collaboration to address substance use disorders, particularly opioid addiction have significantly increased.

Division Description

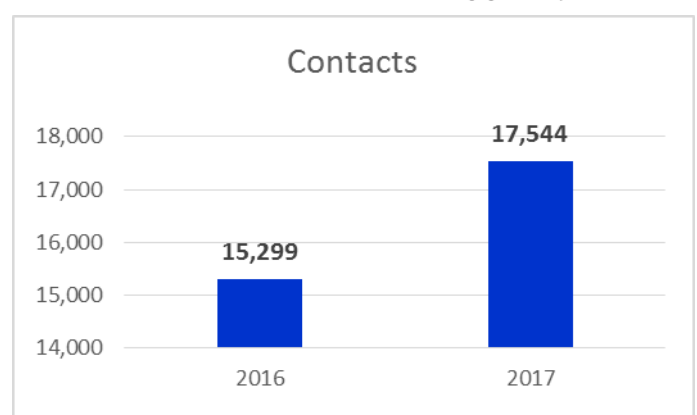
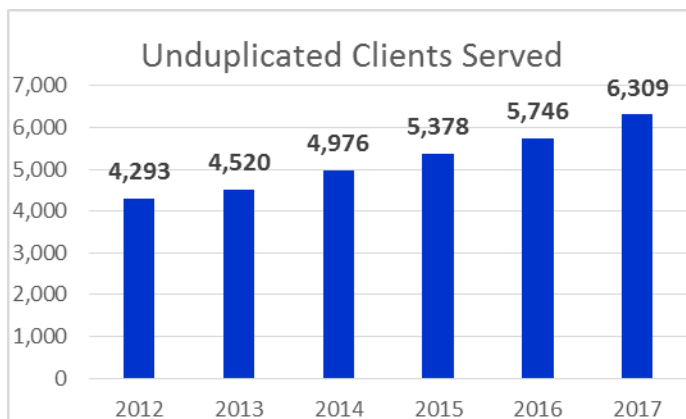
The Division of Aging and Disability Services manages programs for older adults and adults with disabilities, mental illness and/or alcohol-drug problems. We use federal, state and county funding; contracts with over 50 service providers; and the support of many volunteers and dedicated staff. The Commission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



Again, we thank Kenosha County's policy makers and administration, our division and contracted provider staff, volunteers, advocates and other community partners. It is only with their support and collaboration that our services continue to improve and expand to meet the needs of our vulnerable populations.

LaVerne Jaros
Director

Information, Assistance and Access at the ADRC



WHY PEOPLE CALL THE ADRC

Basic Needs --food, shelter
Financial, health insurance

Family Caregiver Assistance
Health Related Issues

Housing/Residential Options
Transportation

Long Term Care, in-home support

Equipment Loan Closet

Education, recreation

Services for Older Persons and Persons with Disabilities

Long Term Care Options Counseling

	2012	2013	2014	2015	2016	2017
Home Visits	1,139	1,073	1,082	1,208	1,210	1,414
Enrollments	311	377	357	394	384	445

Home visits increased by 17% and enrollments in Long Term Care programs by 16% in 2017!

"Staff was very helpful in finding a low-cost solution for help."

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	2017
SNAP (Special Needs Assistance Program:	26	18	32
AFCSP & NFCSP/JD (Caregiver Support)	71	61	82
Elder Abuse Direct Service Grant	36	19	24
Housekeeping (JD Fund):	89	51	85

Benefit Assistance

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

Welcome to Medicare! 12 workshops were held for 159 people new to Medicare.

The ADRC continued its partnership with Walgreens Pharmacies. A Benefit Specialist was on site each month on Senior Day and visited a location each week during Medicare's Open Enrollment period. ADRC brochure racks are mounted in each pharmacy.



	2015	2016	2017
Persons Served EBS	310	426	772
Monetary Impact-EBS	\$954,403	\$1,309,545	\$1,806,773
Persons Served DBS	286	328	368
Monetary Impact-DBS	\$1,339,906	\$1,231,866	\$1,959,996
Presentations	29	28	

"Heather was very calm and explained Medicare in a way that you got it the first time around in the workshop. The hand-holding was most helpful."

Equipment Loan Closet

	2013	2014	2015	2016	2017
People Served	467	7,111	912	989	1279
Items Borrowed	754	1,427	1,484	1,962	2,499
Items Donated	1,033	871	1,007	1,306	1,956
Cash Donations	\$654	\$1,039	\$3,835	\$2,009	\$4,037

Caregiver & Dementia Support

Dementia Care Consultations-Families	99
Memory Screens- Persons	156
Dementia education & outreach events	24
LEEPS- Persons served	8
Powerful Tools Classes held	2

Adult Protective Services

	2014	2015	2016	2017
Referrals	438	552	568	567
Cases	381	470	459	488
Physical Abuse	9%	11%	10%	11%
Neglect	2%	2%	1%	1%
Self Neglect	4%	3%	1%	2%
Financial Abuse	14%	5%	14%	15%
Welfare Checks	42%	42%	48%	47%
Guardianship	27%	25%	26%	23%
Annual Reviews	214	204	200	190
Guardianships	135	126	123	124
HCPOA				95

Volunteer Guardian Assistance

10 new guardians were trained/appointed in 2017 with 39 total volunteers matched with 65 total guardianships. The estimated total program savings is \$108,940.

Friendly Visitors

	2014	2015	2016	2017
Consumers	126	126	124	115
Volunteers	74	73	89	73
Volunteer Hours	4,207	4,035	4,062	4,133



Senior Dining

Nutritious noon time 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.

Meal Site	Participants			Meals		
	2015	2016	2017	2015	2016	2017
Kenosha Senior Center	285	258	247	9204	9537	8500
Lakeside Towers	82	94	90	6688	5649	4835
Parkside Baptist Church	129	115	120	5417	4909	4183
Westosha Community Center	161	173	142	3257	3515	3314
Twin Lakes New Life Church	92	68	58	1759	1686	1556
Rainbow Lake Trailer Court*	29	25	29	765	417	368
YMCA/Boys & Girls Club	83	67	71	551	397	298
Sharing Center	59	59	52	955	1110	918
Total	934	859	809	28,596	27,220	23,972

*Site closed August 2016-April 2017.

"Senior Dining is so much more than a meal – it's a chance to see people and get out of my apartment."

"When I first moved here I didn't have much money for food. Senior Dining was good for me and my health."

Home Delivered Meals

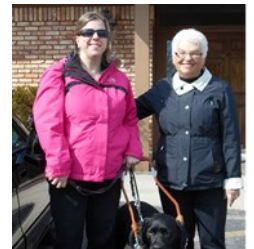
Older Americans Act funds support some of the meals delivered by volunteers of Kenosha Area Family and Aging Services (KAFASI) to people age 60+ who are homebound and unable to prepare their own meals.

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Meals	40,260	40,366	42,362	38,561
People	272	277	248	277

Transportation

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

Trips:	<u>2015</u>	<u>2016</u>	<u>2017</u>
Care-A-Van	23,349	27,483	28,520
Western Transit	15,307	19,432	17,070
Volunteer Transportation	7,807	8,278	8,347



"I'd be lost without bus service." "Amazing drivers. Don't change a thing."



"Everyone is so patient. They are so great."

Health and Wellness

2017 Classes	# Classes	Attendees	Completion Rate
Lighten Up!	2	17	71%
Living Well	2	16	44%
Healthy Living w/ Diabetes	2	22	73%
Stepping On	4	46	76%

"I learned that I have strengths I have used throughout my life I didn't know I had."

"The class helped me learn how others handled their situations."

Outreach and Education

Outreach to consumers, families, health and service organizations is a significant component of the ADRC's work.

Social Media

With the launch of an ADRC Facebook page and upgrades to the website, consumers and their caregivers have greater access to information, events and resources. We averaged over 4 posts per week and have monthly Facebook "reach" ranging up to 3,000 people per month.



Reaching Out to Persons of Color

The Minority and Hispanic Outreach Specialists focus on reaching African-American and Hispanic or Latino residents. The Ethnic Elders promote community engagement and health education. The group of 28 members prepared the meal for the CUSH Beloved Community Breakfast last fall as a service project.



Westosha Community Center

Elders are active at the Westosha Community Center in Bristol! Bingo, line dancing, chair yoga, weight lifting, gardening and exercises, all help people stay fit. Membership reached 217 people by the end of the year. The centers Family Tree float took first place at the Bristol Progress Days parade, Civic division.



Events

- Older Americans Month Luncheon
- Care Worker Recognition Lunch
- Fun N Fit Disability Resource Fair
- Senior and Community Expos
- Walgreens Outreach
- Senior Advocacy Training

Publications

	2015	2016	2017
My Life	266,400	266,400	266,400
Ads	48	63	226
PSAs	45	20	37
	2015	2016	2017
Presentations	96	117	129
Attendance	3,191	3,191	4,146

ADRC's Coalition Support

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

Continuous Quality Improvement in Aging & Disability Services

DADS is committed to continuous improvement

- A 2017 process improvement project was able to reduce the number of days between a client's first contact with the ADRC and the home visit from an average of 14 business days to seven. Since then, the average number of days has continued to drop below 6 in 2018.
- The Care Transitions Coalition is a group of health care and service providers, facilitated by the ADRC's Quality Coordinator. It's goal is to reduce unnecessary hospital re-admissions and improve patients' transitions from one care setting to another. Member organizations have implemented a variety of interventions. Based on Medicare claims data, we can expect that Kenosha County's re-admissions rate will fall below the nations and the state during 2018.
- The ADRC continues to engage in efforts to support our cultural competence including participation in the Kenosha Pride event and pursuing National SAGE certification.
- To improve our service for persons who are deaf, we partnered with the Department of Health Services, Office of the Deaf and Hard of Hearing to provide Video Remote Interpreting which allows their staff to provide ASL interpreting via FaceTime to allow our deaf customers to more fully communicate with staff.



Caring for the People Who Care

DADS provides staff support for the Kenosha County Long Term Care Workforce Alliance which provides recognition for direct care workers and advocates with policy makers for improved compensation to reduce the turnover within this workforce which is so essential to the availability and quality of care for our elder and disabled citizens.

Toward Dementia Friendly Kenosha

As the aging population grows, so does the number of people with dementia. We are also seeing more persons with early-onset dementia. With the help of grants and support from community partners DADS initiated several strategies to help families and the community help our loved ones with dementia live in safety and dignity.

- Extra-large File for Life folders containing a personalized Dementia Safety Plan as well as medical information for families and first responders to reference in an emergency.
- Environmental assessments for businesses and organizations and training for their employees to be dementia friendly including banks, libraries, restaurants and churches.
- 1 x 1 counseling for families by a Dementia Care Specialist.
- Sponsored six half-day dementia trainings for first responders, professionals and caregivers funded by a state Dementia Innovation grant.
- Memory Screens and More event offered twice for community education and awareness.
- LEEPS exercise program for persons with early dementia.

2017 Behavioral Health Services

The Mental Health and Substance Abuse Resource Center and Crisis Prevention Center at Kenosha Human Development Services, are the front doors to most of our behavioral health services.

Mental Health/Substance Abuse Resource Center

The Resource Center averaged 204 contacts per month in 2017 and conducted 138 screens 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 178 people enrolled in insurance, and benefit assistance provided for 151 persons, with a financial impact of \$261,943.



Mental Health & Substance Abuse Resource Center of Kenosha County



Medication Management

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

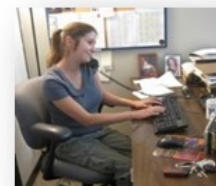
Adult Crisis Intervention

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.

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Contacts	6,777	5,980	6,015	5,985	7,930	8,878	9,015	8,973	8,563	9,487
Jail Assessments	437	437	399	469	527	608	846	793	187	71

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 2017, there was an increase in emergency detentions by 13% to 449 and new Chapter 51 commitments by 27% to 209 from 2016.



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. A new, larger and more accessible site will open in 2018.

	2009	2010	2011	2012	2013	2014	2015	2016	2017
Admissions	665	717	665	735	793	767	702	728	701
Average Length of Stay	3.25	3.37	4.39	3.52	3.04	3.42	3.64	3.36	3.69



Inpatient Services

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

	2009	2010	2011	2012	2013	2014	2015	2016	2017
ED Hospital Admits	504	413	391	461	495	558	494	398	449
Total Paid Beds	1,757	1,849	1,414	1,975	2,353	2,172	3,113	3,143	3,298
Average stay-days	3.48	4.47	3.61	4.28	4.75	3.89	6.30	7.89	7.34

2017 Behavioral Health Services continued

Psychiatric Services

Kenosha County's costs for psychiatric care were significantly reduced by individual's access to health insurance through the Affordable Care Act and Medicaid. DADS supplements the cost of care of KDHS Behavioral Health Clinic to help assure access to care. The clinic served 709 people in 2017.

Counseling

Oakwood Clinical Associate in addition to counseling for insured patients, provides, under contract with DADS, behavioral health and substance use disorder services for temporarily uninsured, peer support, and support for individuals in Treatment Court.

- 1,335 peer support sessions to 202 peers and families experiencing substance abuse problems. Certified Peer Specialists networked with 35 community agencies, linking 132 peers to 246 treatment and auxiliary services.
- 130 counseling sessions to 18 temporarily uninsured patients.
- 21 pre-admission assessments, clinical coordinator and team participation for Treatment Court.



Recovery Rally 2017

Comprehensive Alcohol & Drug Treatment Program

The CADTP facilitated by the Professional Services Group in partnership with the Divisions of Health & Aging and Disability Services, combines Medication Assisted Treatment, intensive case management and other evidence based interventions to reduce relapse and recidivism of persons with opioid and/or alcohol addiction. The program provided services to 164 people in 2017. Of those, 76 people received access to all program components (medication, counseling and recovery support). 90% have not recidivated and 93% have experienced significant reductions in cravings.

Due to the success of the CADTP, the Opioid Diversion Program began in 2017 in collaboration with the Kenosha County District Attorney's Office to CADTP services to first time offenders. This collaboration gives first time offenders the ability to forgo formal court involvement if they successfully complete 2 years of programming. 94% of participants have recidivated while 88% have experienced significant reduction in cravings.

Community Support Program & Comprehensive Community Services

CSP provides comprehensive services to consumers living with serious and persistent mental illness including intensive case management, vocational services, medication management and other supports. Comprehensive Community Services (CCS), is a strength-based, recovery oriented program for persons with mental illness and/or substance use disorder. The number of participants has tripled since 2014.

CSP	2012	2013	2014	2015	2016	2017
People Served	162	148	159	169	169	141
Contacts	36,293	31,993	38,547	38,692	36,622	36,385
CSP Family Care						
People served	18	20	19	13	23	26
Contacts	5,891	5,239	4,198	4,531	5,113	7,065
CCS						
People Served	75	88	90	123	203	266
Contacts	10,233	11,528	14,421	19,156	23,709	33,939

The Recovery Oriented Systems Indicator (ROSI) survey is a tool developed by consumers that includes 44 outcome measures that are important to recovery. In 2017, 102 participants completed the ROSI survey. Among many positive responses, 97% of consumers reported that they felt that staff supported their self-care or wellness. 94% of consumers reported that they felt staff believed that they could grow, change and recover.



Supported Apartments and Residential Services

56 people, unable to live independently, were supported in residential facilities or adult family homes. Another 58 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 87 CSP/CCS consumers who without extra help, would have a very difficult time living independently. The program helps them learn the skills. Likewise Crabtree Residential Supported Apartments provided support to 9 CSP/CCS participants.



Bridges Community Center

Bridges is a peer to peer recovery center for persons living with a severe and persistence mental health diagnosis. Bridges offered 924 groups in 2017 and had a total membership of 506 consumers, up 23% for 2016, an average daily attendance of 65 people and an unduplicated monthly attendance of 249 people up 90%! In addition to support groups, the center provides members with opportunities to socialize, participate in art and leisure and give back to the community. In 2017, over 700 members were served lunch. Bridges Community Center strives to be a place of wellness and recovery for all.

Crisis Intervention Training

Crisis Intervention Training is a 5-day intensive training for law enforcement to learn about mental illness and addiction, giving officers additional tools to assist with diffusing a crisis. In partnership with NAMI Kenosha, the Kenosha Police Department and Gateway Technical College, 216 officers throughout Kenosha County have been trained through 2017. Through 2017, 815 other professionals and volunteers participated in the 2 day Crisis Intervention Partnership trainings. Both trainings help attendees identify the symptoms of behavioral health issues, enhance communication and de-escalation skills and learn local treatment resources so proper referrals can be made.



Specialty Court Services: Proving Hope, Purpose, a Chance for Recovery

The Behavioral Health Jail Diversion Program

The Behavioral Health Jail Diversion Program (BHJD) serves those 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. In 2017, there were 26 active participants, with 6 successful graduations. For 2018, BHJD has been expanded to a full-time position, with room for approximately 25 participants at a time.

“Pete” is a 28 year old man diagnosed with Schizophrenia. He had been actively psychotic and abusing alcohol when his family had attempted to obtain a Chapter 51 detention. Instead, Pete was taken to jail and charged. He was then referred to BHJD for the term of one year. Pete’s voices were constant and persecutory. He had difficulty holding conversations and could not care for his hygiene. His family was concerned for their safety, due to the intensity of his symptoms. Pete was very cooperative with treatment strategies, and engaged with SAP first and ultimately, CCS. He began receiving an injectable medication. Gradually, Pete stabilized entirely. By the time he successfully graduated from BHJD, he was able to maintain eye contact and interact with others. His voices diminished to a manageable level and he returned to hobbies he had previously enjoyed. He was also able to reconnect with his parents and extended family.

Drug Treatment Court Program

In January 2017 the Drug Treatment Court and the Behavioral Health Treatment Court were merged with a combined beginning census of 20 participants.

Participants are referred to the program by their attorney or probation agent, sometimes both, because they need treatment for their substance use disorder and/or mental illness. If accepted, the individuals are placed in the program as a condition of a court imposed sentence resulting in a negotiated plea agreement. Participants are placed on probation for a minimum of two years. Requirements include appropriate treatment, checking in weekly with an agent, a case manager and the judge. They are subject to random urinalysis and many are linked to support like CCS/CSP.

In 2017, 45 individuals were referred to Treatment Court, 13 accepted and 9 were still pending at year’s end. Of the 23 not accepted, 10 were denied due to a lack of criminal history (low risk), 8 due to past violent offenses, 4 were denied due to jurisdictional issues and 1 declined the offer.



Participant offenses included Possession of drugs (44%), Burglary (31%) and Retail Theft (25%). Among 873 urinalysis tests only 46 (5%) were positive for illicit drugs or alcohol. Sanctions included writing assignments, increased treatment, increased community support meetings, increased court appearances, community service work crew and jail.

“Dave” entered the Drug Treatment Court program in early 2016 and from the start was highly motivated. He was not only in Treatment Court but also a participant in the PSG Vivitrol program and completing requirements to gain custody of his daughter who was in Foster Care. He graduated the Vivitrol program but continued with his treatment at both PSG and Oakwood Clinical. He also became highly involved in the Recovery Community, particularly with the Outcasts Club where for a time he resided in their sober house and began chairing meetings. Prior to graduating Treatment Court he was granted full custody of his daughter. He obtained his own apartment and has continued to work full time while still attending his meetings. He also started to mentor new Treatment Court Participants.

Continuous Quality Improvement in Behavioral Health Services

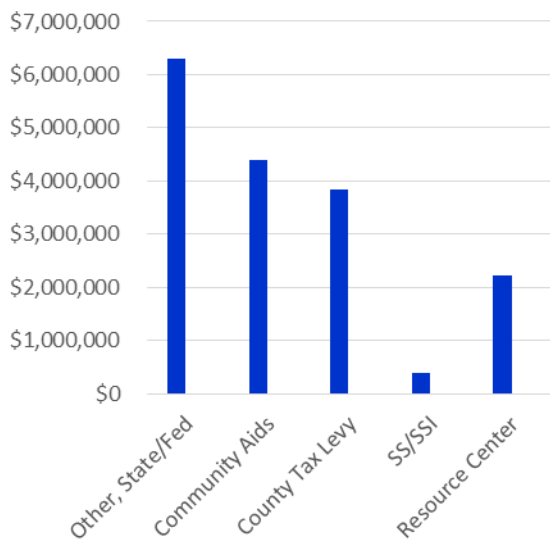
Kenosha County and its behavioral health partners are committed to quality improvement in service to our customers.

<ul style="list-style-type: none"> • A partnership between the County and the City of Kenosha developed in 2017 will result in the 2018 completion of a new Crisis Prevention and KARE Center, providing more and better options for individuals in crisis with mental illness or substance use disorder. • Grant funds were secured to serve people on the wait list for the CADTP Program. • Recovery Orientated System Indicators (ROSI) consumer survey confirmed improved satisfaction with CSP and CCS services. 	<ul style="list-style-type: none"> • Building upon the success of the CADTP and Medication Assisted Treatment, a District Attorney Pre-Charging program was developed to provide treatment options rather than incarceration. • CCS treatment records improved with the development of written record requirements, training and follow up. • Additional grant funds were secured to strengthen Kenosha's Opioid Task Force and hire beginning in 2018, peer recovery specialists to reach out to overdose survivors.
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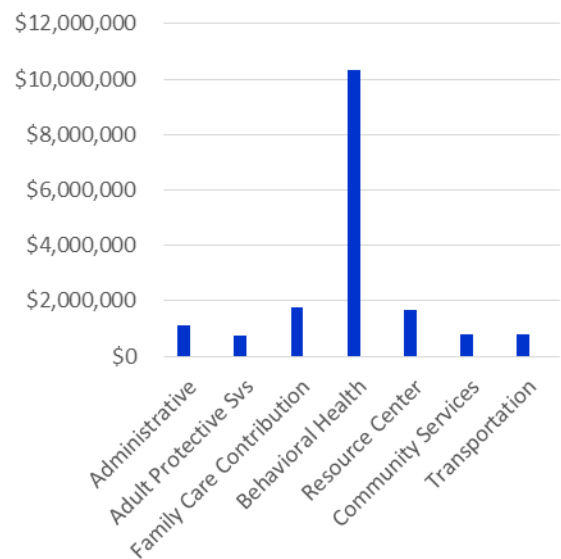
Funding for DADS Services

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.

Y-2016 Revenue Sources
\$17,126,736



Y-2016 Expenditures
\$17,178,256





Brookside Care Center

Mission Statement

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

2017 Highlights

On May 17, 2017 we moved 144 residents into the new building. These residents will be occupying this building and sharing rooms while the existing structure is remodeled. Our expected completion date for the remodel is in March 2018 and we will prepare to move again. Despite having to downsize to 144 beds temporarily, we still were the nursing home and rehabilitation center of choice as evidenced by our year to date occupancy rate of 98% and 670 admissions in 2017. As a point of reference, Kenosha County nursing home as an aggregate are only 70% occupied and that includes our numbers. We are proud to be serving so many Kenosha County citizens.



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

Frances Petrick
Director

Our Dietary Services Department transition to Unidine was successful and the dining service for the residents has been transformed. The food is fresh, made from scratch and is prepared by a staff of cooks who are overseen by our Chef. Another improvement to our service is that residents choose their entrée's and side dishes from a menu at the lunch and supper meal.

Division Description

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

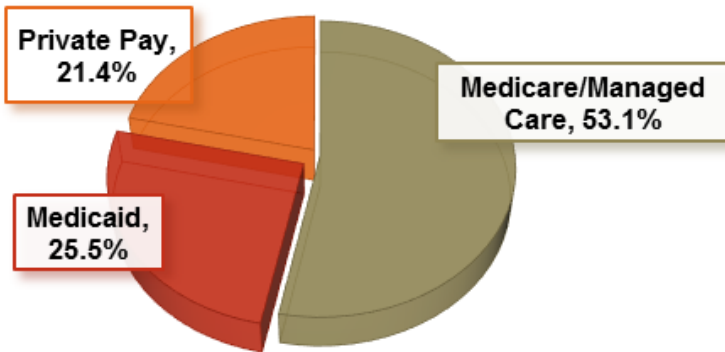
Services

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

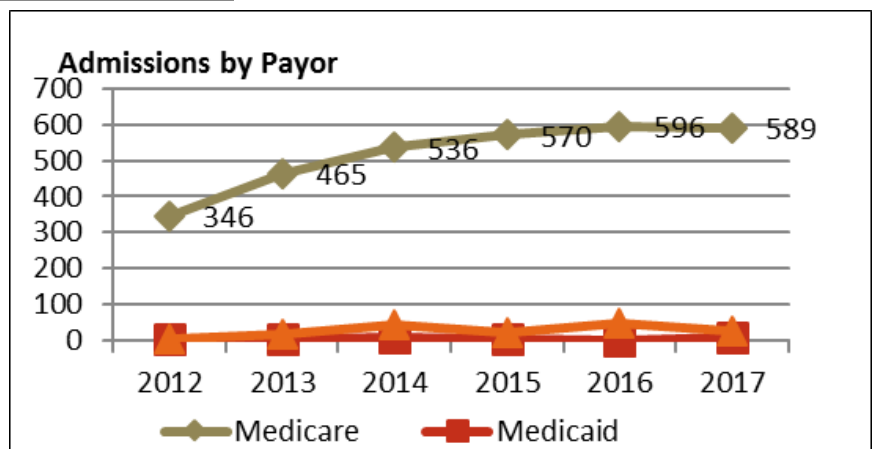
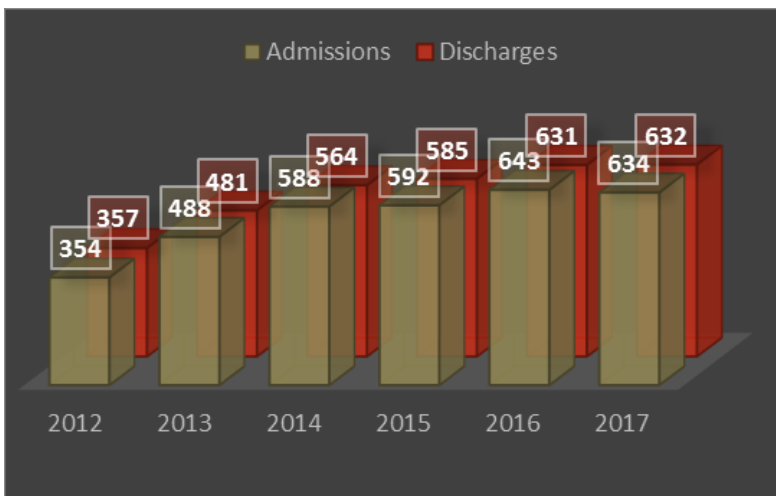
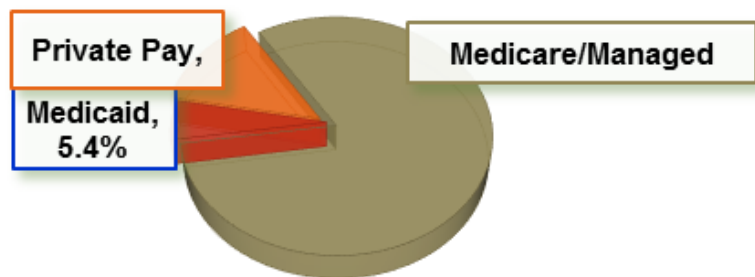
The daily cost per patient for 2017 was \$345.02 an increase of +13.58% over 2016. Staff salaries and benefits account for 69.4% of the costs or \$239.61 per day.

Expense Category	2017 Totals	2017 Cost/Day	2017 %
Staff	\$11,944,020	\$239.61	69.4%
Contractual	\$ 2,969,315	\$59.57	17.3%
Supplies	\$970,841	\$19.48	5.6%
Utilities	\$353,626	\$7.09	2.1%
Other	\$792,069	\$15.89	4.6%
Capital Outlay	\$168,373	\$3.38	1.0%
Totals	\$17,198,244	\$345.02	100%
	891,686.51	-	
	Resident Days	49,847	

BROOKSIDE CARE CENTER 2017 RESIDENT REVENUE BY PAYOR SOURCE



BROOKSIDE CARE CENTER 2017 CENSUS REVENUE BY PAYOR SOURCE





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

We kicked 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 2018 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.

2017 Highlights

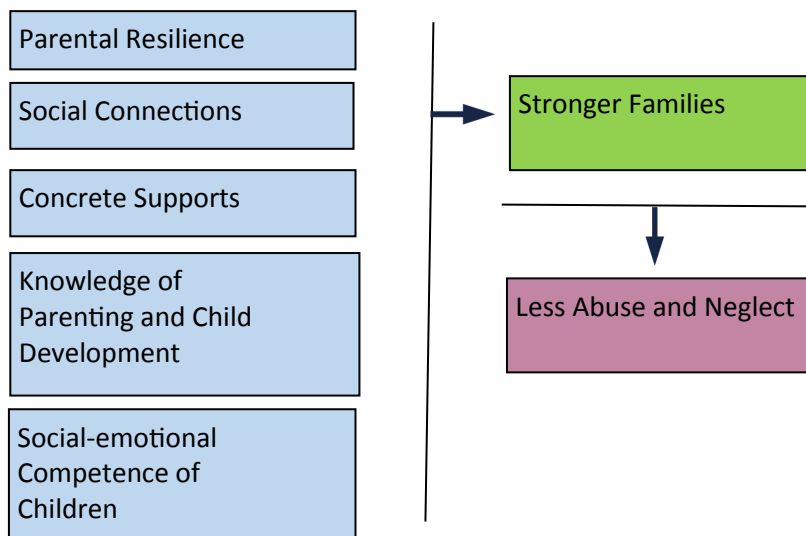
Kenosha County has a long history of providing “prevention” services to families to strengthen and support them and assist them in becoming resilient to child abuse and neglect. Several agencies and programs provide these services as part of the **Prevention Services Network (PSN)** in collaboration with the Division of Children and Family Services.

The **PSN Family Resource Center** coordinates prevention programming for families and is the hub of the Prevention Services Network.



Ron Rogers,
Director

Kenosha County is a leader in the state in providing services to families that prevent child abuse and neglect.



The PSN Family Resource Center utilizes nationally recognized best practice strategies that strengthen families and communities. Five protective factors have been identified in preventing child abuse and neglect: Parental Resilience, Social Connections, Concrete Supports in Times of Need, Knowledge of Parenting and Child Development and Social-Emotional Competence of Children (illustrated to left).

Through grant funding from the Child Abuse and Neglect Prevention Board, Kenosha County PSN trained two staff as Certified Trainers in the Protective Factors Framework (PFF). These trainers trained 34 staff across the community that work with families. In 2017, DCFS, along with the PSN, collaborated with the Child Abuse and Neglect Prevention Board to secure additional funding from the Healthy Wisconsin Partnership Program to train 16 additional staff as trainers in the PFF. These trainers will now provide this 12-hour training to all staff who work in the prevention services in Kenosha County. The goal is to imbed this practice in all prevention services programs and in programs that work with children with special needs.

PSN Family Resource Center Service Coordinators meet with families to assist them in connecting to local resources and serve as advocates for families. Service Coordinators work in partnership with parents to identify potential barriers to success and focus on strengths as assets for overcoming challenges. Service Coordinators complete multidimensional assessments with families to get a better understanding of strengths as well as areas of concern. A comprehensive case plan is then completed with the family to provide a map for achieving goals and assessing progress.

The Community Response Program is emerging as a promising practice for preventing child maltreatment and strengthening family functioning by linking families to concrete services and assisting them in accessing resources to meet their needs. This program serves families with children ages 0 to 5 that have been referred to CPS for alleged abuse or neglect, but are either screened out or closed after the investigation has concluded and there are no grounds for court intervention.

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 (CPS) 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 CPS system is to identify and alter family conditions that make children unsafe or place them at risk for abuse or neglect. The scope of CPS includes Access, Initial Assessment and Ongoing Services. CPS 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 CPS Unit and the Ongoing Services Unit.

The CPS Unit 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.

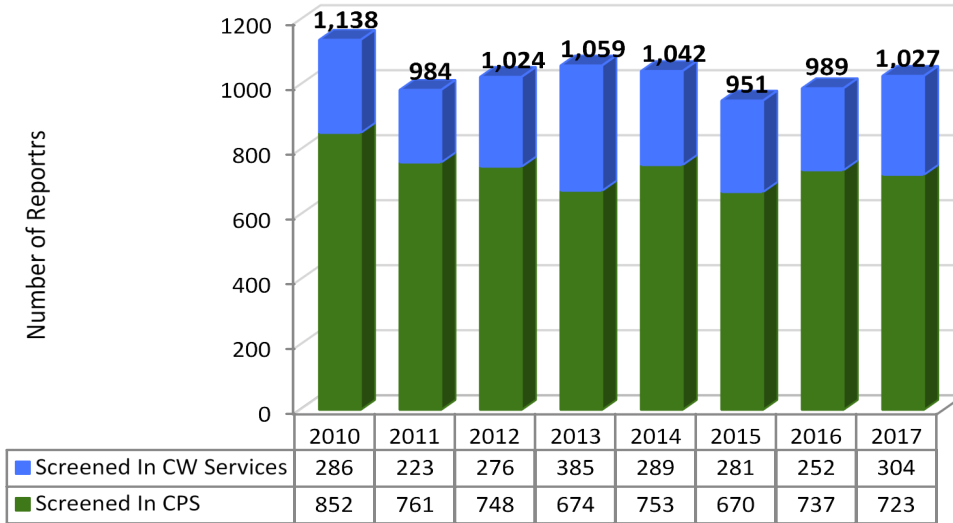
Once it has been determined that a call into the Access Office meets the statutory requirement to begin a child protective services initial assessment, it is then assigned to an initial assessment social worker. The primary responsibility of an initial assessment social worker is to conduct a comprehensive assessment of a child and family where a child is alleged to have been maltreated. The 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 CPS system is to support parents/caregivers in making necessary changes to assure that their children are safe and protected. When, through the course of a thorough initial assessment, it is determined that a family will require ongoing services to meet this goal, action is initiated in Juvenile Court and the case is transferred to the Ongoing Services Unit.

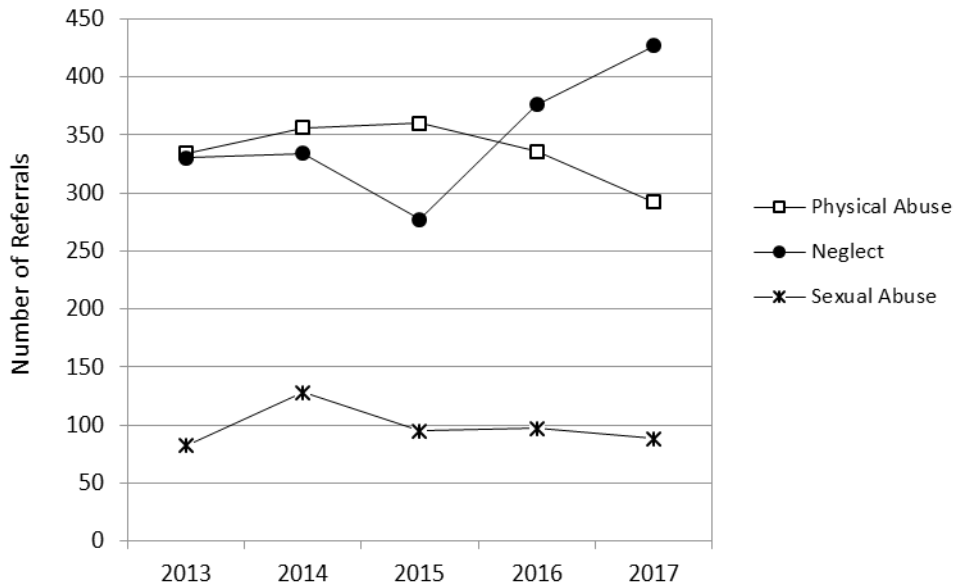
Total Screened In CPS and Child Welfare Services

The total number of screened in Child Protective Service (CPS) and child welfare services cases fluctuated from 2010 to 2017. There was an **8%** increase from 2011 to 2013 (from 984 to 1,059), followed by a **10%** decrease from 2013 to 2015, and an **8%** increase from 2015 to 2017 (to 1,027).



The percentage of CPS cases screened in decreased **21%** from 2010 to 2013 followed by a **9%** increase from 2013 to 2016, with a **5%** decrease in 2017. The lowest percentage of CPS cases screened in was in 2013 (at **64%**), and the highest percentage was in 2011 when they accounted for **77%** of all screened in cases.

Child Abuse & Neglect Referrals by Type








There are different types of child maltreatment. The number of physical abuse reports increased **8%** from 2013 to 2015, followed by a **19%** decline from 2015 to 2017. Reports of neglect decreased **16%** from 2013 to 2015, followed by a **54%** increase from 2015 to 2017. Reports of sexual abuse increased **56%** from 2013 to 2014, followed by a **31%** decrease from 2014 to 2017.

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.

Referral Type	2013	2014	2015	2016	2017	5 Yr. Trend
Habitual Truancy	47	71	60	98	95	
Consent Decree	17	14	12	4	5	
Waiver to Adult Court	34	39	54	44	56	
Delinquency	187	192	151	142	111	
Total	285	316	277	288	267	

- The number of habitual truancy referrals have increased 102% in the last five years. After reaching a high of 98 in 2016, the number decreased by 3% in 2017.
- Consent decrees, traditionally the smallest percentage of referrals to the Unit, decreased by 71% between 2013 and 2017.
- Waiver referrals increased 59% between 2013 and 2015 followed by a 19% decrease in 2016. The number of referrals increased by 27% in 2017.
- Delinquency referrals reached a high of 192 in 2014 – since that time they have decreased by 42%.
- Overall, the number of referrals to the Unit have decreased 6% over the past five years.

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 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 wrap-around 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

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.

2017 Highlights

In July 2017, the Kenosha County Division of Health (KCDOH) assisted in the response to devastating flooding that impacted parts of the City of Kenosha and western Kenosha County. With direction from Kenosha Emergency Management, KCDOH staff distributed well water testing kits to residents, assigned personnel at temporary shelter, dispensed tetanus vaccines and fielded phone calls from the public. KCDOH leadership also participated in the County Emergency Operations Center (EOC) and Joint Information Center (JIC). This multi-agency response demonstrated effective coordination among county agencies and provided an opportunity for KCDOH staff to apply years of preparedness planning and training.



"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.

Activity	Units
Reportable Communicable Diseases	783
Active TB Cases	1
Immunizations	3,332
Influenza Vaccinations	364
Lead Poisoning Screenings	101
Sexually Transmitted Disease Screenings	1,727
Dental Varnishing	69
TB Skin Tests	521
Genetic Testing	667
Urinalysis (Drug) Screenings	7,317

Nurse of the Day (NOD)

The NOD clinic provides a variety of services to clients on a walk-in basis at three locations: The Kenosha County Job Center / Human Services Building (KCJC/HSB), the Kenosha County Center (KCC) and the Kenosha County Wellness Center (KCWC). Services include TB skin testing, blood pressure checks, dental fluoride varnishing, immunizations, well child health screenings, lead poisoning screenings, forensic urine testing, as well as other services.

Immunizations

Public Health Nurses provide immunization protection for all ages. Vaccines for Children is a state program intended 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. An annual immunization symposium is held to educate local providers, staff and medical students.

Family and Reproductive Health Services

Family Planning and Reproductive Health Services provide Sexually Transmitted Disease (STD) screening and treatment, HIV testing and referral, annual exams for women with PAP testing as needed, contraceptive counseling and services and sexual assault follow-up exams. Referrals for additional services such as mammograms are provided. High risk persons are eligible to receive Hepatitis A and Hepatitis B vaccine. Partner Services (PS) are also available through the Family and 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 276 clients were enrolled in 2017.

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 birth outcomes for families. Since the Division of Health collaborated with the Women Infants & Children Program (WIC) in 2008, KCCHVP referrals have steadily increased and more women are receiving the care and services they need. In 2017 there were 719 women referred from WIC.



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 2017 the PAT Program had a total of 725 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 to the 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 2017 the program assisted 64 total clients with 1,195 face-to-face visits.

Population Health Section

Various health information and services are provided in the community through the Population Health Section. Kenosha County residents are able to receive cribs, car seats and preventive screenings at no or low cost.

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 with the family. Pack-N-Play cribs may be provided to eligible families. A total of 90 portable cribs were distributed to families in 2017.

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 2017 there were 123 car seat checks conducted and 195 car seats were provided at little 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 and private sectors, 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.

Developmental Screening

The program has focused efforts on increasing the number of children that are being screened with the Ages and Stages Questionnaire (ASQ). Trainings for the ASQ have been provided at pediatrician's offices, child care centers and community agencies. Kenosha County has a database to maintain ASQ data and allows parents to complete the screening tool online. When parents complete the ASQ, they are provided with age appropriate interactive activities for the parent and child and community resources. In 2017 there were 418 children screened with this tool and entered into the database.

Kenosha County Suicide Prevention Coalition Program

The Kenosha County Suicide Prevention Coalition was formed in 2005 as a sub-committee of the Healthy People Kenosha County Injury Prevention Committee and supported through a grant from the Healthier Wisconsin Partnership Program (HWPP) and the Medical College of Wisconsin. The coalition is focused on identifying long term solutions to address the issue of the suicide in Kenosha County and develop a community-driven plan focused on suicide prevention. The plan includes:

- Preventing access to methods of self-harm. In 2017, there were 153 medication lock boxes distributed and 3,513 lbs. of medication was collected from permanent medication collection sites.
- To extend community outreach and prevention efforts through expansion of the Kenosha County Suicide Prevention Coalition (KCSPC) membership and formation of a Self-harm and Death Analysis Review team (SDART).
- Increasing identification, referral and treatment of persons at risk for suicide and self-harm. In 2017 there were over 2,000 people trained in Question, Persuade, Refer (QPR).

Medication Assisted Treatment (MAT) Program

The KCDOH, 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. The number of injections is determined for each individual, as evidenced by their progress towards recovery. 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.

Narcan Distribution Program

Narcan, nasal naloxone, is a life-saving medication that allows breathing to resume in an opioid overdose thus preventing the overdose from becoming fatal. In 2017, the KCDOH held 15 community and 22 agency trainings and distributed over 500 kits of Narcan. Narcan training is encouraged for anyone on prescription opioids, using illegal opioids or who knows someone in one of those groups. Preventing an overdose from becoming fatal allows the individual to seek treatment and reach for recovery.

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 16,660 students with 15% having prevalent and potentially life-threatening health conditions. In 2016-2017 emergency healthcare plans were developed and distributed to school staff to assure the medical safety of 879 students during the school day. In addition, 4,996 students were provided classes on the "Family Life" curriculum and 1,310 students received dental varnish during school hours.

Kenosha County WIC Program

The Kenosha County Division of Health contracts with Racine Kenosha Community Action Agency, Inc. to provide WIC services to Kenosha families. The Kenosha County Women, Infants and Children Program (WIC) provides healthy food, nutrition, breast feeding information and referrals for community resources to pregnant and breastfeeding / postpartum women, infants, and children under five years of age. In 2017 WIC provided services to 5,948 unduplicated individuals with an average monthly caseload of 3,164. Some of the program highlights include:

- 1,310 children participated in Teaching Kitchen activities, resulting in hands-on experience cooking and eating a recipe they prepared and 866 parents watched one of the Online Kitchen Creations videos.
- Breastfeeding incidence for Kenosha County WIC Program was 77.3% compared to the state average of 72.8%.
- 936 children were tested for blood lead poisoning, 38 had lead levels between 5 and 10 and 6 had blood lead levels exceeding 10ug/dL. Follow up on the elevated values was provided by KCDOH PHN and the child's physician.

Kenosha Lifecourse Initiative for Healthy Families (KLIHF)

Since 2010 Kenosha Lifecourse Initiative for Healthy Families (KLIHF) has led a partnership of community organizations and stakeholders in seeking opportunities and solutions to prevent infant mortality and improve birth outcomes for African American infants and families. The infant mortality rate for black babies in Kenosha is twice the rate for white babies, and three times the rate in the state. The Division of Health provides oversight and leadership for the LIHF project, having initially addressed the crisis in 2006 by creating the Black Health Coalition of Kenosha County and later the Infant Mortality Delegation in partnership with the United Way of Kenosha County. In 2017, the Kenosha LIHF collaborative sponsored events and educational activities that advanced its goals. Major accomplishments include:

- An introductory seminar on doulas and midwifery birthing options.
- Resource fair and infant health and safety exhibits.
- Annual community diaper drive to supply families and agencies.
- Increased awareness of postpartum depression and maternal mental health.
- Hired a part-time Community Health Navigator.

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	911
Inspections (Routine/Follow-up)	1,234
Consultations	94
Consumer Complaint Investigations	79



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	61
Inspections (Routine/Follow-up)	65
Consultations/Complaint Investigations	29

Recreational Sanitation

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

Activity	Units
Facilities Licensed	88
Inspections (Routine/Follow-up)	66
Consultations/Complaint Investigations	36

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 eye-sore nuisances due to improper storage or disposal of waste.

Activity	Units
Complaint Investigations	1,498
Follow-ups/Clean-ups/Consultations	897

Rabies Control and Animal Nuisances

This program investigates and follows-up animal bite cases, determines rabies immunization status of the animal and initiates animal quarantine and observation procedures as required by State Statute and local ordinances. Also, it investigates complaints on animal nuisances such as animal waste and excessive number of animals per household. This program licenses and regulates kennels and pet shops in the City of Kenosha.

Activity	Units
Animal Bite Investigations	166
Bite Consultations/Follow-ups	209
Animal Nuisance Complaints/Consultation	15

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.

Environmental/Human Health Hazards

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

Activity	Units
Noise Complaint Investigations	1
Air Quality Investigations	20
Human Health Hazard Complaints	40

TNC Well Program

Transient non-community (TNC) water systems are public systems that serve at least 25 individuals per day at least 60 days per year. The program involves annual bacteriological and nitrate sampling as well as sanitary survey well inspections to determine compliance with DNR well construction and pump installation requirements.

Activity	Units
Water Samples Taken	402
Well Consultations	131

Sanitary Code and Private Sewage System Ordinance (Chapter 15)

The principles of Chapter 15 is to regulate the proper sitting, 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	43
Replacement State Sanitary Permits	77
County Sanitary Permits	124
Routine Inspections	305

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 2017 the program had 94 referred clients, with 20 Clients completing the entire six month program showed improvement in their asthma control. The program also provides intensive education to asthmatic students in the school setting. At the end of 2017 we have taught 55 students in the schools. 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 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	2017
Units Completed	109
Inspections Completed	121
Individuals Trained	71

Laboratory Section

Each year, approximately 5,000 samples are submitted to the laboratory for testing and examination. The laboratory is certified by the United States Department of Health and Human Services to accept human specimens for the purpose of performing laboratory examinations. Approval has been granted in Microbiology, Diagnostic Immunology and Chemistry.

The laboratory is certified by the Wisconsin Department of Agriculture, Trade and Consumer Protection in drinking water analyses and the Wisconsin Department of Natural Resources for nitrate testing in water. The Wisconsin Department of Health has certified the laboratory to perform legal alcohol and controlled substance testing. The laboratory is also certified through the ANSI-ASQ National Accreditation Board for forensic analysis.

Highly qualified technical scientists perform over 2,000 analytical tests annually. They participate in several proficiency programs, including the Wisconsin State Laboratory of Hygiene Proficiency Testing Program and Collaborative Testing Services.

Testing services are provided in the areas of clinical microbiology, serology, environmental analysis and forensic testing. Each unit provides the following services:

Clinical Microbiology/Serology Unit

- Examines throat specimens for the presence of Group A Streptococcus
- Performs diagnostic tests for Gonorrhea in support of statewide STD screening programs
- Performs serological tests for Syphilis
- Performs Preliminary testing on capillary and venous blood samples to determine lead levels in children ages 1– 5

TYPE OF TEST	SAMPLES TESTED		POSITIVE SAMPLES	
	2017	2016	2017	2016
Strep Throat Cultures	1	1	0	0
Gonorrhea	57	102	0	3
Syphilis Serology	251	232	3	1
Blood Lead Screens	98	152	9	15

Forensic Chemistry Unit

- Analyzes urine and specimens for the presence of controlled substances and alcohol
- Analyzes evidence for law enforcement agencies for the presence of controlled substances
- Testifies in court regarding analytical findings

TYPE OF TEST	SAMPLES TESTED		POSITIVE SAMPLES	
	2017	2016	2017	2016
Forensic Toxicology	591	821	425	636
Controlled Substance Identification	125	164	104	145

Environmental Bacteriology Unit

- Tests public and private water supplies for the presence of coliform bacteria
- Conducts chemical analyses of public and private water supplies for the presence of nitrates
- Conducts chemical analyses of public and private water supplies for the presence of fluoride
- Tests swimming pools and whirlpool water samples for coliform bacteria
- Tests swimming beaches for E.coli bacteria
- Tests samples from tattoo parlors for adequate sterilization of instruments
- Analyzes paint and pottery chips for the presence of lead

TYPE OF TEST	SAMPLES TESTED		UNSAFE SAMPLES	
	2017	2016	2017	2016
Drinking/Flood Samples	1,228	824	207	55
Nitrates	264	274	0	0
Fluoride	24	19	n/a	n/a
Pools	51	59	1	0
County Beaches	179	119	n/a	17
Lake Michigan Beaches	213	193	n/a	10
Spore Test	29	34	0	0
Lead Screens – Paint Chips	0	2	n/a	1



Medical Examiner



Patrice Hall
Medical Examiner

Mission Statement

To promote and maintain the highest professional standards in the field of medicolegal death investigation; to provide timely, accurate and legally defensible determination of cause and manner of death; to enhance public health and safety by increasing awareness of preventable deaths; to support the advancement of professional medical and legal education; and to protect the interests of the decedents, their loved ones and the communities we serve.

Objectives

- To ensure that investigations are carried out in an expeditious and professional manner, while maintaining the highest level of sensitivity and compassion to the surviving loved ones during their time of grief.
- To coordinate with other public health and safety organizations and entities to reduce the incidence of preventable deaths.
- To participate as part of the governmental response team for emergency management services.

2017 Highlights

OFFICE OF THE KENOSHA COUNTY MEDICAL EXAMINER	
Population of Kenosha County	168,065
Total Number of Deaths	1,635
Total Deaths Reported	1,400
Suicides	28
Accidents	126
Homicides	10
Naturals	1,078
Undetermined	16
Pending	0
Anthropology Exam – Non Human Remains	4
Anthropology Exam - Human Remains	0
Phone Investigations (non-hospice)	191
Hospice Investigations	764
Scene Investigations	311
Total Cremations	866
Cremation Only (& Courtesy Views)	132
Disinterment's	0
Autopsies	179
External Examinations	76
Medical Record Reviews	31
Death Certificates Issued	290

There were 1,635 deaths in Kenosha County in 2017, of which 1,400 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 179. 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, 76 cases required an external examination. KCMEO signed a total of 290 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 the Chicago Area Opioid Task Force. In February 2017, she founded the Kenosha County Opioid Task Force, to try and reduce the increasing number of toxicity deaths within Kenosha County.



Division of Veterans Services



MISSION STATEMENT

Welcome to 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.

2017 Review and Highlights

We processed applications in 2017 (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, 2016 to September 30, 2017) totaled \$85,095,000 from the United States Department of Veterans Affairs (USDVA). A Breakdown of \$37,235,000 for compensation and pension, \$41,695,000 for Medical Care, \$5,556,000 for Education & Vocational Rehabilitation - Employment and \$608,000 for Insurance and Indemnities.
- Cash benefits received by veterans and their families from the state in Fiscal Year * (July1, 2016 to June 30, 2017) totaled \$2,666,558 from the Wisconsin Dept. of Veterans Affairs (WDVA). A breakdown of \$891,978 for Property Tax Credit, \$5,580 for medical care, and \$1,769,000 for Wisconsin GI Bill & Vet ED.
- Total benefits received by county veterans in 2017 was \$87,761,558.

"In 2017, the Division of Veterans services provided assistance to 2,932 veterans and their family members in obtaining benefits for state and federal programs. 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 pay 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 who are permanently and totally disabled cope with financial challenges by providing supplemental income through the Veterans Pension and Survivors Pension benefit programs.

Survivors Pension

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

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 2017

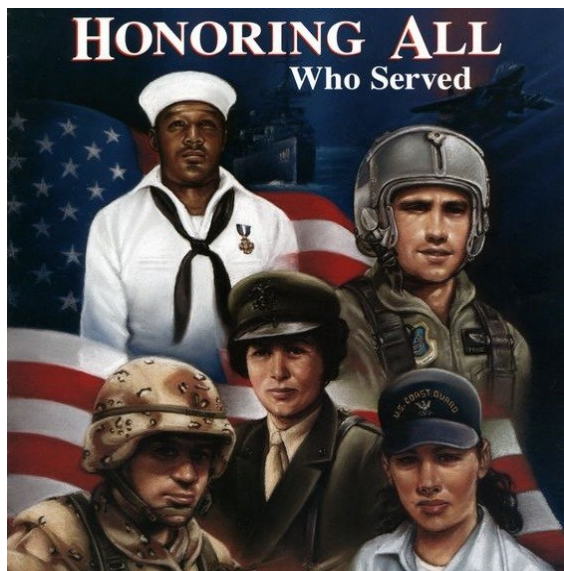
- The cash benefits received by veterans and their families in Kenosha County totaled \$85,095,000.
- Established an extension of the Veteran Service Office in Trevor, at the Sharing Center on 2nd and 4th Wednesdays.
- On January 28, 2017 co-hosted, with VISTA, a veteran's program in honor of MLK observance.

Stand Down

2017 Kenosha/Racine Stand Down was held on November 4, 2017 at the Kenosha County Job Center with 467 veterans and families in attendance.

Pro Bono Wills and Power of Attorney Clinic

On June 24, 2017 the clinic was co-hosted with Tabak Law Firm; 18 veterans and eligible dependents took advantage of this free service.



Kenosha County Veterans Services Facebook

August 2017 saw the successful launch of our Facebook page.

United Way Day of Caring; Community Project

On September 16, 2017 we spearheaded the 85th street cleanup effort.

2017 Veterans Celebration

On November 4, 2017 the office hosted the Second Annual Veterans Celebration; 312 veterans attended.



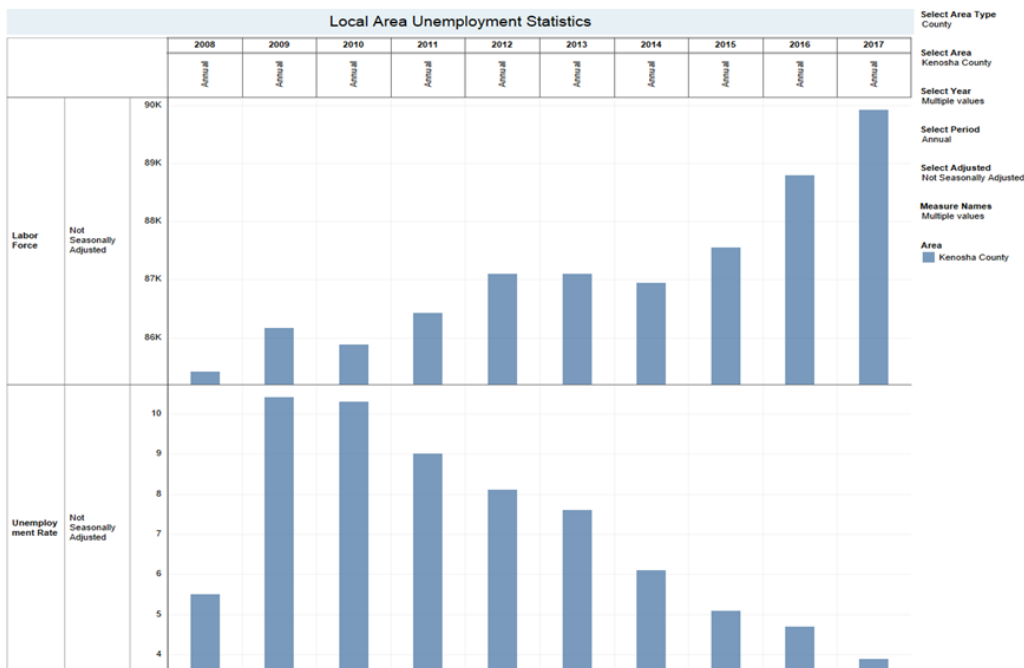
Division of Workforce Development

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.

2017 Highlights

The average Labor Force continues to rise in Kenosha County. The upper chart shows the Labor Force from 2008 through 2017, the most up to date information available. While the bottom of the chart shows the Unemployment rate, which is the lowest since 1999.



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 down to 25.1 minutes.



"Workforce Development employees 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 2017, 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 services which optimize resources and improve outcomes for consumers. The local unemployment rate declined in 2017 but caseloads remained even as DWD provided multiple supports and employment services to consumers. Child Support collected 36 million dollars in 2017 and connected child support payers to DWD employment programs increasing child support payments to single income households. DWD staff offered a wide array of services in 2017 that included Medicaid, Badger Care Plus, Child Care, Child Support, Family Care, Food Share, Food Share Employment and Training (FSET), Children First Sharp, 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

Kenosha County Workers and Transportation Mode

Commuting to Work	Number	%
Workers 16 years and over	83,072	
Car, truck, or van -- drove alone	69,762	84%
Car, truck, or van -- carpooled	8,794	10.6%
Public transportation (excluding taxicab)	814	1%
Walked	1,082	1.3%
Other means	529	0.6%
Worked at home	2,091	2.5%
Mean travel time to work (minutes)	25.1	

The median annual earnings in Kenosha County is \$37,577.

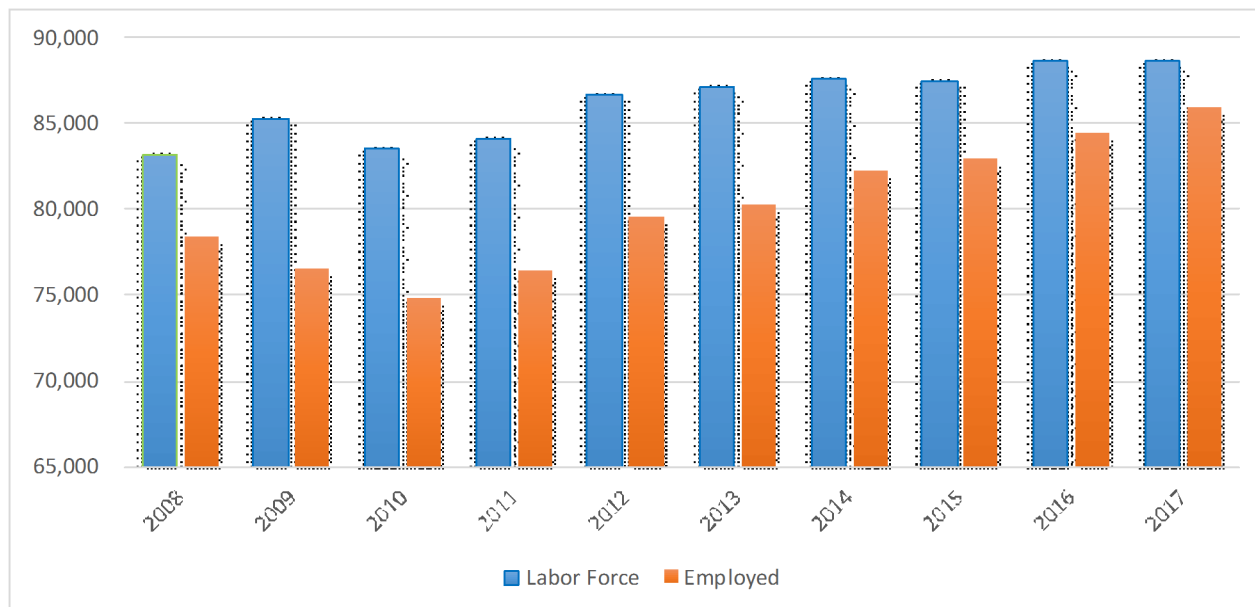
Median Household income for 2017 in Kenosha County is \$59,417

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.

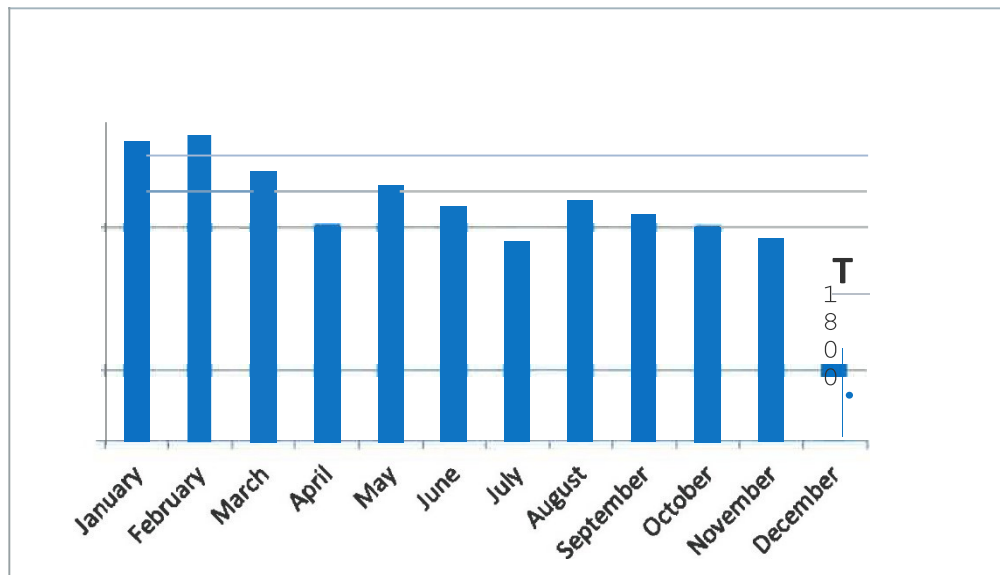


Jobcenterofwisconsin.com is available on-site as well as through the Internet. Jobcenterofwisconsin.com is a user-friendly computer job listing system that allows job seekers 24/7 access to job listings in Wisconsin and surrounding communities. This site includes a resume listing service and links to 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 2017 Employment Picture

In 2017 our office recorded 16,016 people who visited our office 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 traffic pattern:



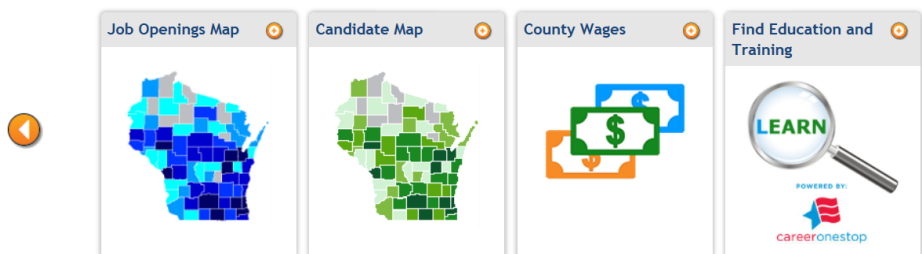
Due to the complexity of online applications, many residents of Kenosha and the surrounding area come to our office to utilize the free employment services offered to them. Staff often field questions and phone calls ranging from "who is hiring", "can you help me apply for this job", or "I just lost my job and don't know what to do". The unique clientele who visit our office from 8:00 am – 5:00 pm, Monday thru Friday are provided with a professional environment in order to accomplish their goals of locating employment.

Job Center of Wisconsin

A new look appeared in January 2017 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 are 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 – The Office of Economic Advisors developed a workforce & economic profile for each of the 72 counties referencing average household income, national and state economic outlook, and Wisconsin outlook, labor force participation by age, unemployment rates, wages, and 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.
- Information on training opportunities.
- Individual assistance: online applications, resume review, career counseling service
- "Tap Dance" Live! Software and testing environments. Career and soft skills assessments.

JobCenterofWisconsin.com (JCW)

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 are able to search and apply for jobs using key words like job titles, company names or Job Order numbers. JCW allows a job seeker to send their JCW profile or, using a new feature, to upload a professional resume, cover letter and references to a job posting. **Employers** are able to submit job orders to JCW 24/7. There is also a special feature that benefits Military Veterans; 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 potential candidates. Employers can send an email to a prospective job seeker informing them their resume has been reviewed and requesting the job seeker contact the employer to schedule an interview.

Re-Employment Services and Eligibility Assessment (RESEA)

Re-Employment Services is in partnership with the Unemployment Insurance Program. Claimants are selected to attend a 3 hour mandatory workshop to help them return to work swiftly.

RESEA – 2017 Statistics

- 67 RESEA Orientations were conducted
- 716 UI claimants scheduled to attend orientation
- 584 claimants attended
- 519 claimants were scheduled for a mandated follow-up appointment

Bi-Lingual Services

104 English/Spanish translation services were conducted.

Workshops Offered

ProTech- A professional Networking Group that meets weekly in Kenosha and Racine offers the professional job seeker an opportunity to interact with other professionals and learn about different employment opportunities. On average 20 professionals meet weekly.

- 41 jobs were obtained
- The average salary is 51K
- 770 attended
-

Resume Review Workshop – Job Center staff review common areas for resume improvement, critique each participant's resume and offer specific recommendations for improvements. This workshop is held the first three Mondays of the month in Employment Central.

- 123 attended
- 33 sessions were conducted

InterviewStream

In August 2017, Workforce Development Area 1 (WDA1) began using InterviewStream to conduct practice interviews with job seekers. InterviewStream is an online program licensed by the State of Wisconsin that allows “instructors” to create an interview tailored to the needs of the job seeker. It contains a data base of over 3,000 questions in industries such as medical, business, finance, sales, education, information technology, law and more. Instructors can create interviews with basic or common questions; make an interview specific to a profession; or create one with questions that an individual may struggle with. It is completed by using a web cam and the computer audio. A video of an “employer” asks the questions and the job seeker responds within a specified time frame. The job seeker can review their interview multiple times and share it with three other people. By viewing their interviews, job seekers can see how their body language, eye contact and other non-verbal cues measure up.

Since InterviewStream went live in October 2017, 26 interviews have been conducted by 24 job seekers. Prior to going live, 6 job seekers completed 7 interviews as part of a pilot program. This program is offered on a weekly basis and by appointment in Employment Central.

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 2017, the Career Counselor met with 265 individuals for career counseling and career planning services. The Career Counselor also delivered 54 workshops including Resume Review, Pro Tech networking group and career counseling outreach to Salem and Twin Lakes Libraries.

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 the trade program benefits and services, the worker must have 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 2017, three students completed training with three others currently enrolled and one newly enrolled. One individual completed her RTAA salary subsidy, the eligibility period end date being October. While most clients in TAA are covered under WI petitions, there are several individuals who are eligible under petitions from Illinois. Contact was made with five individuals who came from newly certified companies. Of those, one enrolled in training, one declined services and three are currently thinking over the program and whether or not to enroll.

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 possesses the basic skills required today's workforce. The three skills measured are: Applied Mathematics, Workplace Documents and Graphic Literacy. Each certificate is signed by the Governor and shows that an individual has demonstrated the 3 proficiencies. In 2017 staff assisted the job seekers by providing testing to obtain the NCRC and 12 NCRC's were achieved.

Disabled Veteran Services

During 2017, staff screened every individual who entered Employment Central to identify any potential referrals to the Office of Veteran Employment Services. Of the 16,016 individuals who utilized the services in Employment Central, the Significant Barrier to Employment prescreening forms identified 209 veterans who were able to connect with the Disabled Veteran's Outreach Program (DVOP) and the Local Veterans Employment Representatives (LVER) programs for employment related activities.

Ambassador Program

In 2017 the Employment Central Ambassador program assisted 69 new customers with learning all the resources that are available to them, their family and friends. New customers to Employment Central are 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.

Employer Spotlight Series 2017

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 positions the employer has available, visit the resource room and quickly apply. For the employer, it is a great way to gain exposure to job seekers without having an employee from their office be physically present to market their open positions. This is a free service to the employer.

In 2017 – 37 different employers were spotlighted. Companies included: Amazon, Good Foods, InSinkErator, United Hospital, Kenosha Beef, Kenall, Cree, Meijer, AirFlow, David J Frank Landscaping to name a few. Many of these companies held on-site recruitments during the week that they were spotlighted which proved to be beneficial to their hiring needs.



United Hospital System featured in the Employer Spotlight

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 242 individuals were provided 322 services in 2017.

The Business Solutions Team

On-Site Recruitments (72 held with 786 Jobseekers) Labor Law Clinic (not held this year) Resume Matrix (No longer in use) Job Fairs (7 held with 307 Employers and 1,817 Jobseekers attending) Employer Events Held: pre-set interviews, orientations etc. (19 Events with 19 Employers attending and 643 Jobseekers) One-on-One Employer Contacts (460 Employer Contacts) Other Employer Contacts (752 Employer Contacts) Total Employer Contacts (1,212 Employer Contacts) Job Center of Wisconsin Numbers (6,881 Job orders posted with 28,014 job positions)

Specialized Services

Specialized Services are available to those who meet the eligibility requirements. 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 an integrated service delivery system. Additional 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.

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 assists participants with meeting their employment and career goals. The program provides employment preparation services, case management and cash assistance to eligible families. Under W-2, there is no entitlement to assistance. The program is available to low-income parents with minor children who meet eligibility requirements and who are willing to work to their ability. The goal of Wisconsin Works (W-2) is to provide necessary and appropriate services to prepare individuals to work and to retain viable, self-sustaining employment, which will promote economic growth. In 2017, there were 269 Kenosha County W-2 participants that obtained employment; working an average of 122 hours per month, grossing an average of \$1,324 per month. Of the 269 employments, 87 retained their employment, lasting 93 days or longer, working an average of 139 hours per month, grossing an average \$1,564 per month. There were 156 participants who obtained part-time employment working at least 15 hours per week, grossing an average \$1,065 per month.

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.

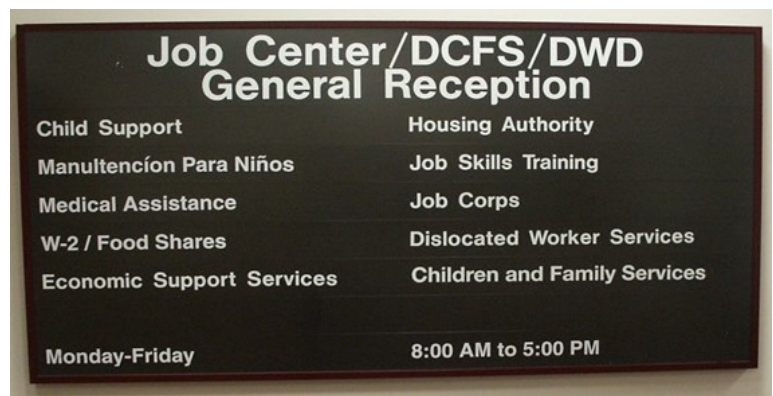
The WIOA Adult and Dislocated Worker programs offer financial support or scholarships for training up to two years in occupations that are available in the area, project growth and have better wages. The TAA program offers training support up to two years for eligible individuals. The Job Corps program offers eligible youth training and job placement locations in the Midwest. The Wisconsin Division of Vocational Rehabilitation (DVR) provides training support for eligible consumers.

2017 Training and Education Data

- 130 job preparation and retention workshops attended by 176 job seekers.
- 1,138 non-custodial parents served in the Supporting Parents Supporting Kids (SPSK) and Children First programs with 569 finding employment.
- 202 job seekers participated in workshops of FSET and W-2, with 248 entering employment, with 77 as client employment education trainings completed.
- 95 Workshops with 2,024 attendees served through being a part of the Living Free Program at the Kenosha County Detention Center.
- 89 Adults and Dislocated Workers enrolled for WIA services in 2017.
- 775 program participants used the Computer Skills Lab for 1,135 hours of instruction.
- 423 additional general public participants used the Computer Skills Lab for available services and resources.
- 46 Job Preparation sessions were conducted at the Urban Outreach Center with 457 individuals served.
- 9 Job Preparation sessions were conducted beginning in September of 2017 at the Shalom Center for 100 attendees.

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 Kenosha County Center located in Western Kenosha County. During 2017, both locations had record numbers of people applying for and accessing the services offered by the division.



General Reception

General Reception is the largest reception area in the Kenosha County Human Services Building. Customers come to General Reception for information about public assistance programs provided by the Division of Workforce Development (DWD) Economic Support and Child Support units, the Workforce Innovation and Opportunity Act (WIOA) and ResCare Workforce Services. Customers of the Division of Children & Family Services (DCFS) are received through General Reception as well. The staff in General Reception are available to assist customers with applying online for public benefits, informing them of programming available from the other Human Service divisions located in the building and checking people in for their appointments. In 2017, a total of 53,339 people (an average of 4,445 per month) received services through General Reception. The General 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 2017, the A/M Center received a total of 264,390 calls. The number of walk-in customers in General Reception and calls to the A/M Center have decreased in volume from previous years due to the availability of on-line services and 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.

Aging and Disability 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 an effort to provide better service to this group of individuals, the Wisconsin Kenosha Racine Partners (WKRPP) Consortium created an LTC queue within the WKRPP Call Center in 2016. Due to the complexity and variety of LTC cases, it is beneficial to route client questions, calls and concerns to this queue comprised of the Economic Support Specialists of the EBD/LTC unit in order to provide timely and accurate answers.

This unit also works closely with the staff at the Aging and Disability Resource Center (ADRC) to deliver the best services possible to the community. A coordinated effort is a necessity when dealing with community-based non-profit organizations, Managed Care Organizations, IRIS (Include, Respect, I Self-Direct), nursing home and independent living administrators, attorneys, guardians, authorized representatives and family members. The Economic Support Specialists of the WKRP Consortia EBD/LTC unit do a commendable job of determining program eligibility and providing services to over 10,000 Kenosha and Racine residents that comprise their caseload.

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 2017, the number of customers served by this staff of 15 was more than 6,000 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 7% increase in traffic in 2017.

The Division of Health 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 2017.

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 2017.

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 2017.

WKRP began the year with 47,786 of the State's total caseload of 677,622 cases, which constitutes 7.05% of the overall caseload in 2017. This was the fourth year of the Affordable Care Act, and changes continued with eligibility for many individuals and families throughout the State. Some individuals and families became 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 2017 totaling 12,427 applications. Applications continued throughout the year with a total of 45,839 applications received in 2017. At year-end, WKRP staff issued \$67,430,767 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 211,000 calls. The monthly average of calls answered was 15,852 with an average answer speed of 4.54 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 2017.

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 Program Adaptation Coordination Team (PACT). 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. In 2017, the Child Care Unit served the following unduplicated counts:

- Total families served in 2017 - 1,478
- Total children served in 2016 – 2,671
- Total providers paid in 2016 - 122
- Average paid per child—\$587.59

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 ensuring that only qualified individuals and families receive only their fair share of public assistance as outlined through Federal and State Statutes. Ensuring 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.

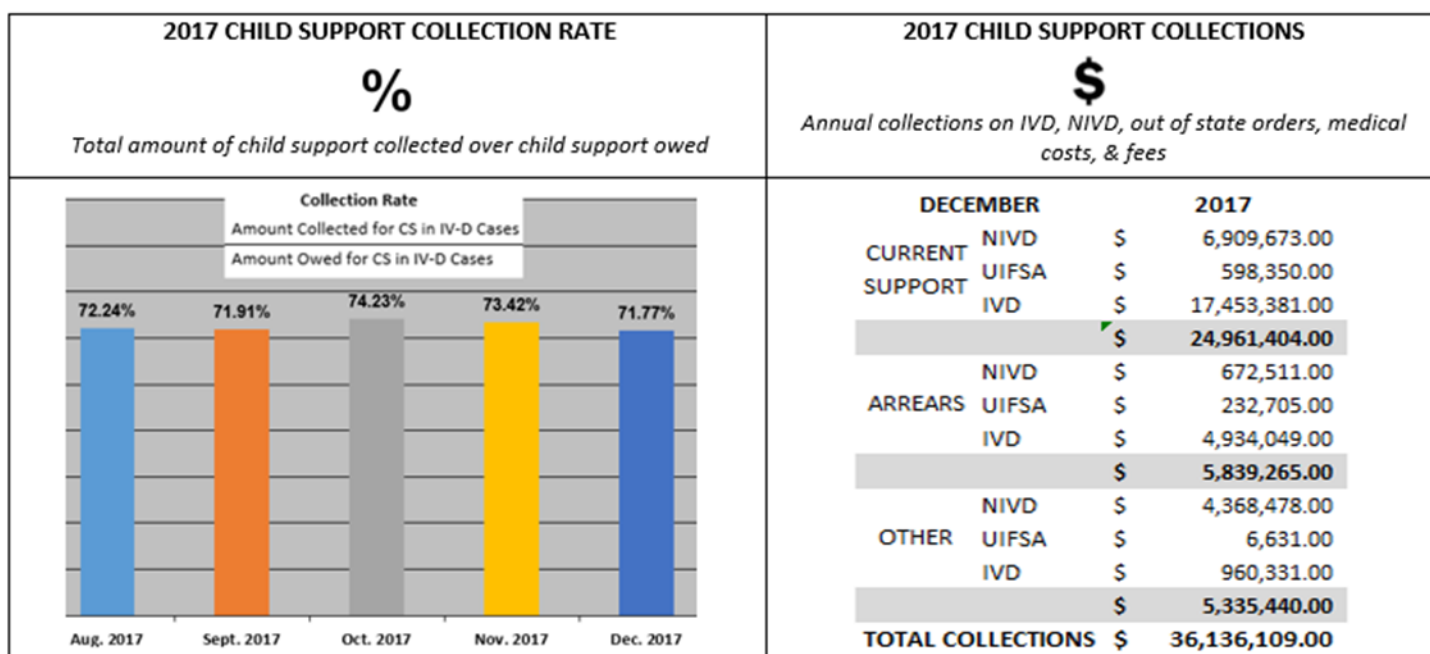
Economic Support staff are provided access to State computerized systems to conduct their eligibility casework. These systems offer an array of tools that assist in gathering and verifying information in real time ensuring the most accurate information is being used to calculate benefit amounts. Federal, 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 ensures 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 of obtaining 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 whether 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 deceived 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 2017 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. Additionally, the Child Support Program provides genetic testing to determine parentage in IV-D and juvenile court cases. In 2017 the Child Support Program managed more than 12,000. 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, the Child Support Program has over the years examined and implemented programming that serve and support parents struggling to support their children. Beginning with Children First in 1994, then moving to Supporting Parents Supporting Kids (SPSK) in 2012 and now with the Children First SHARP, these programs provide support and assistance in the form of case management and employment support services for noncustodial parents and their families. In 2017 the Child Support Program, through its partnership with Goodwill Industries for employment support, assisted 569 noncustodial parents with attaining employment at an average wage of \$11.17. The goal of the program is to develop the most effective model for families to achieve self-sufficiency.



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 a meeting for intergovernmental communication between states in Indiana this year. There were five states at this year's meeting, including Indiana, Illinois, Michigan, Ohio and Wisconsin. There were overviews of each state's Child Support Programs and best practices were shared.

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 2017, the Forum had 812 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 2017, the Kenosha County Job Center provided 12,468 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 ES Staff provided 88% of the interpretations while KCJC Partner Agency staff provided 2% and community interpreters provided 10% of the interpretations. The number of interpreter instances decreased almost 17% from a total of 15,009 in 2016 to 12,468 in 2017.

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 a sign language interpreters for the employer interview sessions held within the Kenosha County Job Center.

Holiday House

Every year, the Department of Human Services and the Division of Workforce Development partner with 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 2017, the fall Winter Wraps program delivered 2,451 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,446 needy Kenosha families, the majority with young children. Children between the ages of 0-15 years were given 3,748 gifts during the holiday season.



Community Involvement

Partner agencies at the Kenosha County Department of Human Services participated in a number of volunteer efforts during 2017. 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 contracts with United Migrant Opportunity Services (UMOS) to operate the WHEAP Program. The WHEAP Program operates on a federal fiscal year from October 1, 2017 through September 30, 2018.

The following tables contain key information for the FFY ending September 30, 2017.

Total Households Applied	6,839
Total households Eligible	6,097
Percent eligible/applied	89%

Kind of Assistance (Duplicated)

	Heating	Crisis	Furnace
Number of cases	6,097	1,534	217
Amount paid	\$ 3,101,496	\$ 431,332	\$ 375,597

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 2017 were:

ADRC/KAFASI
AIDS Resource Center of Wisconsin
City of Kenosha Housing Authority
CUSH (Congregations United to Serve Humanity)
ELCA Urban Outreach Center
Familia Dental
Gateway Technical College
Goodwill Industries
Hope Council
Kenosha Community Health Center
Kenosha County Division of Health
Kenosha County Division of Workforce Development
Kenosha County UW-Extension
Kenosha Human Development Services
Kenosha Police Department

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