

KENOSHA COUNTY

DEPARTMENT OF HUMAN SERVICES



JIM KREUSER, COUNTY EXECUTIVE
JOHN JANSEN, DIRECTOR

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From the Director

For over 20 years the Kenosha County Department of Human Services (KCDHS) has been producing an annual report which highlights the services provided by the dedicated staff of the various divisions and Brookside Care Center. This year we have added a new member to that team with the opening of Willowbrook, a 24 bed community based residential facility, located on the Brookside Care Center grounds. Willowbrook is yet another example of Kenosha County recognizing a need and addressing it.



KCDHS continues to be known as an agency that aggressively addresses the needs of our citizens and seeks out resources to fill in gaps and strengthen service delivery. This is accomplished through the measurement of program effectiveness and the assessment of identified needs of those seeking our assistance. There are many examples of this occurring including the opening of a new KARE/Crisis Center and the development and implementation of our Medically Assisted Treatment program which has helped numerous individuals with addiction issues begin the recovery process.

As I attend meetings throughout the state, I grow increasingly proud of the collaborations and partnerships we have formed in this county. Many other regions in the state struggle with this concept, while here it has become an integral part of our system. No one entity can do this work alone and expect quality results. The strong provider network that we have developed continues to evolve and expand in order to offer the best product available to meet needs.

Another key aspect to the KCDHS success is the local support we have received from the County Executive and the various boards and committees we report to. Their commitment to the success of KCDHS has bolstered and maximized resources allowing for the continuation of cost effective programming designed to meet needs. On behalf of KCDHS and our partners, I would like to thank them all for their ideas and support.

I hope that you find the information in this report to be useful. I would encourage you to contact the Office of the Director if you have any questions or would like further explanation on a topic mentioned in the report.



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	FY2018 Expenditures*
Office of the Director	\$1,138,039
Aging & Disability Services	\$19,755,341
Brookside Care Center	\$19,375,691
Children & Family Services	\$27,013,476
Division of Health	\$8,113,688
Medical Examiner	\$778,664
Veterans Services	\$352,680
Willowbrook	\$477,300
Workforce Development	\$14,315,223
TOTAL	\$91,320,102

* Unaudited as of 07/17/19



Office of the Director



Tammy Capito
Chief Financial Officer
Department of Human Services

Fiscal Management

The Kenosha County Department of Human Services (KCDHS) 2018 *unaudited* expenditures totaled \$85 million. Of the total DHS adopted budget for 2018 of \$92 million, county levy was \$15 million and Brookside Reserves of \$2 million. The remaining revenue of \$75 million is received from federal, state and various grant allocations.

2018 Highlights

One of the most challenging goals during the budget process is to continue to provide effective and efficient program services to meet the needs of Kenosha County residents without burdening the taxpayer. It has been the consistent overriding goal of KCDHS 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 KCDHS 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 KCDHS fiscal staff experience, this challenge will be met by increasing non-levy revenue and implementing cost savings throughout the department wherever possible.



Shannon Wade
Contract Specialist
Department of Human Services

Contract Management and Monitoring

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, Division of Workforce Development & Job Center Services, Medical Examiner's Office, Brookside Care Center and Willowbrook Assisted Living. 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 2018, KCDHS contracted with 116 providers through 198 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**

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 Kenosha County:

- **12,936** total visits to the Kenosha County Job Center's Employment Central
- **2,719** people attended Job Fairs, Targeted Recruitments and On-sites hosted by **Business Services**
- **528** job seekers have received employment through Job Center (WIOA) efforts
- **697** job seekers utilized the computer lab for a total of 1,007 hours
- **1,146** students attended 254 workshops held by WIOA Staff

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 Board (SE WI WDB). Funding for WIOA and special services are allocated from the State to the SE WI WDA and then services are procured. SE WI WDB plans for workforce development services through American Job Centers that are developed by the three Counties and merged into a SE WI WDB 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 WDB. 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

In 2018, Kenosha County Department of Human Services (KCDHS) 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 2018, 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 2018, labor-intensive business processes were streamlined including

- A new application (*Financial Interface Exchange*) was designed and deployed as a replacement for the legacy as/400 Client AP and AR accounting modules. Automated functionality includes the electronic submission and confirmation of payment to the County's ERP system. Also included is the electronic transfer and synchronization of requested payments made through the State of Wisconsin WISACWIS system.
- The HUD Lead-Based Paint Tracking System was deployed replacing a legacy system. The application is designed to support the Health Department managing/reporting lead-based paint testing for Kenosha and Racine County homes.
- A new application (Donation Management System) was deployed this year. The application is designed document Department solicited and unsolicited donations.
- The CCS Case Management System was enhanced to support the documentation, verification and monitoring of staff training requirements. In addition, the system supports the data and reporting requirements to support the 'One Key Question' pilot. In 2018, over 123,000 services were documented resulting in over \$8.2 million dollars in Medicaid revenue by the CCS System.
- The M/A Reimbursement Tracking System (MARTS) was updated to accommodate continuing changes to MA Billing requirements. In 2018 over 185,000 claims and \$10.8 million dollars of Medicaid revenue were processed and paid using MARTS.





Division of Aging and Disability Services

Mission

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.

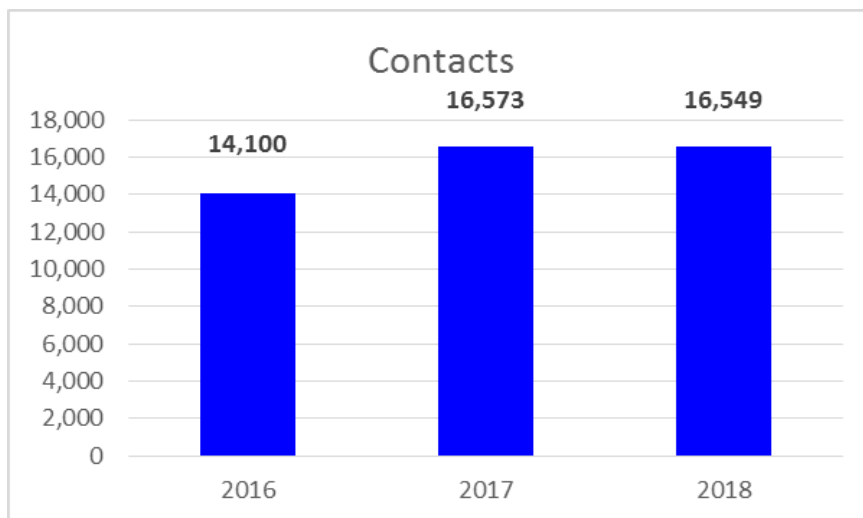
2018 Highlights

- Significant increases in Medicare assistance
- Expanded treatment for persons with substance use disorder
- New Crisis Intervention Center and KARE Center
- New senior dining options increase program participation
- Collaboration with Kenosha Fire Department for falls prevention
- Growing and active participation of Opioid Task Force members
- Equipment Loan closet keeps growing

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.

Information, Assistance and Access at the ADRC



Thank You

Kenosha County

Many thanks to our County Executive, County Board, Human Services Director and oversight committees for the privilege of serving our community. Our successes would not be possible without the dedication and support of county and contracted provider staff, volunteers, advocates and other community partners. Kenosha County Rocks!

LaVerne Jaros, Director



WHY PEOPLE CALL THE ADRC

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

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

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

Services for Older Persons and Persons with Disabilities

Long Term Care Options Counseling

	2014	2015	2016	2017	2018
Home Visits	1,082	1,208	1,210	1,414	1,714
Enrollments	357	394	384	445	416

Home visits increased by 21% in 2018!

"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.

Advanced Directives

The ADRC supports the public in completing Powers of Attorney for Healthcare with open appointments each Wednesday morning.

2015	2016	2017	2018
55	96	129	197

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! 24 workshops were held for 224 people new to Medicare, a 40% increase over 2017!

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.

	2016	2017	2018
Persons Served EBS	426	772	954
Monetary Impact-EBS	\$1.3 M	\$1.8 M	\$2.2 M
Persons Served DBS	328	368	301
Monetary Impact-DBS	\$1.2 M	\$2 M	\$1.6 M
Presentations	23	48	40

"I was concerned about the high Part D premium I was paying. Heather helped me find a better plan for 2019!"

Equipment Loan Closet

	2014	2015	2016	2017	2018
People Served	711	912	989	1279	1,510
Items Borrowed	1,427	1,484	1,962	2,499	2,828
Items Donated	871	1,007	1,306	1,956	1,726
Cash Donations	\$1,039	\$3,835	\$2,009	\$4,037	\$3,862

Caregiver & Dementia Support

Dementia Care Consultations-Families	48
Memory Screens- Persons	221
Dementia education & outreach events	20
Powerful Tools Classes held	3

Adult Protective Services

	2015	2016	2017	2018
Referrals	552	568	567	576
Cases	470	459	488	479
Physical Abuse	11%	10%	11%	11%
Neglect	2%	1%	1%	1%
Self Neglect	3%	1%	2%	1%
Financial Abuse	5%	14%	15%	17%
Welfare Checks	42%	48%	47%	49%
Guardianship	25%	26%	23%	21%
Annual Reviews	204	200	190	179
Guardianships	126	123	124	99

"This is a very informational place with wonderful staff!"

Volunteer Guardian Assistance

12 new guardians were trained/appointed in 2018 with 45 total volunteers matched with 71 total guardianships. The estimated total program savings is \$61,743.

Friendly Visitors

	2015	2016	2017	2018
Consumers	126	124	115	105
Volunteers	73	89	73	79
Volunteer Hours	4,035	4,062	4,133	4,434



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		
	2016	2017	2018	2016	2017	2018
Kenosha Senior Center	258	247	236	9537	8500	7559
Lakeside Towers**	94	90	134	5649	4835	5070
Parkside Baptist Church**	115	120	190	4909	4183	4797
Westosha Community Center**	173	142	309	3515	3314	4790
Twin Lakes New Life Church	68	58	42	1686	1556	1103
Rainbow Lake Trailer Court	25	29	29	417	368	562
YMCA/Boys & Girls Club	67	71	93	397	298	502
Sharing Center	59	52	46	1110	918	801
Silver Lake Village Pub*			408			3781
Total	859	809	1,487	27,220	23,972	28,965

A new restaurant site and salad bar Thursdays at 3 sites** in 2018 introduced senior dining to 1,000 new people and increased total meals served by 20%!*

Home Delivered Meals

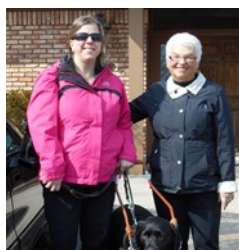
Older Americans Act funds support some of the meals delivered by volunteers of Kenosha Area Family and Aging Services (KAFASI) to people age 60+ who are homebound and unable to prepare their own meals.

	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Meals	40,366	42,362	38,561	45,005
People	277	248	277	232

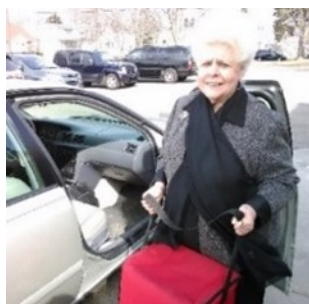
Transportation

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.

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Trips:			
Care-A-Van	27,483	28,520	30,097
Western Transit	19,432	17,070	17,671
Volunteer Transportation	8,278	8,347	7,934



*"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

2018 Classes	# Classes	Attendees	Completion Rate
Lighten Up!	3	14	79%
Healthy Living w/ Diabetes	5	63	81%
Stepping On	5	84	81%

"I think more of the positive aspects of my life and try not to dwell on the negative."

"I feel that I can tackle the things which felt so overwhelming."

A new collaborative was launched in 2018 with the Kenosha Fire Department to reduce falls through referral for in-home assessment and services.

Outreach and Education

Letting people know that help is available is half the battle.

Social Media—helps.

ADRC posts reached the screens of over 2,000 people each month.

Kenosha County Aging and Disability Resource Center
Published by PJ Orlovski Clark (?) · November 15, 2018 ·
you a family caregiver? You might be a caregiver if:
s://bit.ly/2ETY8qs



Reaching Out to Persons of Color

The ADRC facilitated the first Hispanic Heritage Month event in 2018 encouraging elders and their families to visit the Kenosha Senior Center.



Westosha Community Center

The new Healing Garden vision took off in 2018 and volunteer gardeners supplied the new Sunday Farmer & Artisans market with fresh produce to share with the community.



Senior Center membership grew to 272 people in 2018 representing 25% increase over 2017!

Events

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

Almost 4,000 people attended an event where ADRC staff members were presenting.

ADRC's Coalition Support

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

"Helen, thank you for your nagging with love, consistently high standards and unwavering commitment to do right by the Coalition and the Kenosha community."

"Fabulous speaker. Funny, facts and useful tools. Thank you, Paula and Consortium Committee."

Community Needs Assessment

Transportation emerged as the most-frequently expressed concern among persons who participated in community discussions and surveys held by DADS IN 2018.



Continuous Quality Improvement in Aging & Disability Services

ADRC's 2018 process improvement project focused on mobility assistance. As a result of the project, referrals to the Mobility Manager increased by 11%. This position is able to assist with one-on-one and group travel trainings, itinerary planning (city bus trips, trips that may require transfers and some regional planning as available), direct assistance with the City Bus, Care-A-Van, Volunteer Transportation and Western Kenosha County Transit (provide overview of all options, facilitate application process, assistance navigating any enrollment process), assistance in complaint resolution and advocacy for transportation needs.)

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.



Dementia Services:

Providing and Developing Support for Individuals and Families

- Dementia Care Specialist
- Memory Café
- Dementia Live
- Memory Screens
- Music & Memory
- Dementia Friendly Businesses
- Powerful Tools for Caregivers
- Community Presentations

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



2018 Behavioral Health Services

Mental Health/Substance Abuse Resource Center

The Resource Center averaged 269 contacts per month in 2018 and conducted 217 screens for behavioral health service eligibility. 293 people were helped to enroll in health insurance and 151 received benefit assistance with a financial impact of \$261,943.

Medication Management

Kenosha County funded 91 people who received medication prescribed for serious and persistent mental illness.

Adult Crisis Intervention

Adult Crisis provides 24/7 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. (*see chart on next page*)

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Contacts	5,980	6,015	5,985	7,930	8,878	9,015	8,973	8,563	9,487	10,087
Jail Assessments	437	399	469	527	608	846	793	187	71	75

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. Emergency detentions increased by 5 to 470 in 2018 and new Chapter 51 commitments by 9% to 228 from 2017.

KARE Center

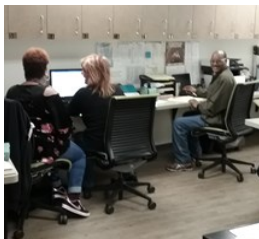
A new, larger and more accessible site opened in 2018. The licensed community based residential facility, the KARE Center provides a safe, supportive, short-term environment for people with mental health or AODA issues who are in crisis or transitioning back to the community.



	2010	2011	2012	2013	2014	2015	2016	2017	2018
Admissions	717	665	735	793	767	702	728	701	707
Average Length of Stay	3.37	4.39	3.52	3.04	3.42	3.64	3.36	3.69	4.34

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.



	2010	2011	2012	2013	2014	2015	2016	2017	2018
ED Hospital Admits	413	391	461	495	558	494	398	449	447
Total Paid Beds	1,849	1,414	1,975	2,353	2,172	3,113	3,143	3,298	4000
Average stay-days	4.47	3.61	4.28	4.75	3.89	6.30	7.89	7.34	8.95

2018 Behavioral Health Services continued

Psychiatric Services

The Affordable Care Act and Badgercare improved coverage for psychiatric care. DADS supplements the cost of care of KHDS Behavioral Health Clinic to help assure access to care. The clinic served 912 people in 2018.

Counseling

Oakwood Clinical Associates provided behavioral health services, peer support and support for individuals in Treatment Court. Including:

- 2638 peer support sessions with 84 peers/families with substance use problems, networking with 41 agencies
- Linked 53 peers to 134 treatment and auxiliary services; provided 440 Treatment Court encounters;
- 143 therapy sessions to 16 uninsured patients
- 13 Treatment Court pre-admission assessments

Comprehensive Alcohol & Drug Treatment Program (CADTP)

Facilitated by Professional Services Group in partnership with the Division of Health, CADTP 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.

- Services provided to 90 people in 2018.
- 40 people received access to all program components (medication, counseling and recovery support)
- 93% have not recidivated and 90% have experienced significant reductions in cravings.

Opioid Diversion Program

In collaboration with the District Attorney's Office CADTP services are provided to first time offenders giving them the ability to forgo formal court involvement if they successfully complete 2 years of programming. 90% of participants have not recidivated while 91% have experienced significant reduction in cravings.

Federal and State opioid prevention grants provided support for Kenosha's Opioid Task Force, peer specialist intervention/support for people who overdose and medication assisted treatment for persons with substance use disorder in jail before they are released.

Community Support Program (CSP) & Comprehensive Community Services (CCS)

CSP provides comprehensive services to persons with serious and persistent mental illness including intensive case management, vocational services, medication management and other supports. CCS is a strength-based, recovery oriented program for persons with mental illness and/or substance use disorder.

The Recovery Oriented Systems Indicator (ROSI) survey is a tool developed by consumers that include 44 outcome measures that are important to recovery. 134 Participants in 2018 completed the ROSI survey. Among many positive responses, 98.5 % of the consumers reported staff respected them as a whole person. 94.0% of the consumers reported staff encouraged them to do things that are meaningful to them.

	2014	2015	2016	2017	2018
CSP					
People Served	159	169	169	141	132
Contacts	38,547	38,692	36,622	36,385	32,385
CSP Family Care					
People served	19	13	23	26	14
Contacts	4,198	4,531	5,113	7,065	6,322
CCS					
People Served	90	123	203	266	234
Contacts	14,421	19,156	23,709	33,939	39,235

Supported Apartments Program (SAP) and Residential services

56 people unable to live independently were supported in residential facilities or adult family homes. Another 123 participated in KCDHS SAP. 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. Partnership for Autonomous Living (PALs) provided additional support to 90 CSP/CCS consumers who without extra help would have a very difficult time living independently. Crabtree Residential Supported Apartments provided support to 9 CSP/CCS participants.



Bridges Community Center

Bridges is a peer to peer recovery center for persons with a severe and persistence mental health substance use disorder. With a membership of 1,036 Bridges provided in 2018:

- 1,432 groups
- Average daily attendance of 73 people
- Opportunities to socialize, participate in art and leisure and give back to the community.
- Lunch for 800 members

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. 260 officers throughout Kenosha County have been trained through a partnership with NAMI Kenosha County, the Kenosha Police Department, Kenosha County Sheriffs Department and Gateway Technical College. 876 other professionals and volunteers have participated in the 2 day **Crisis Intervention Partnership** trainings. Both identify the symptoms of behavioral health issues, enhance communication, de-escalation skills and learn local treatment resources.

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

Behavioral Health Jail Diversion Program

The Behavioral Health Jail Diversion Program (BHJDP) serves those with a mental illness and criminal charges. Participants enter a 6-12 month Hold Open Agreement with the court system in which they agree to participate in treatment while criminal charges remain open. In 2018, there were 42 active participants and 12 successful graduations.

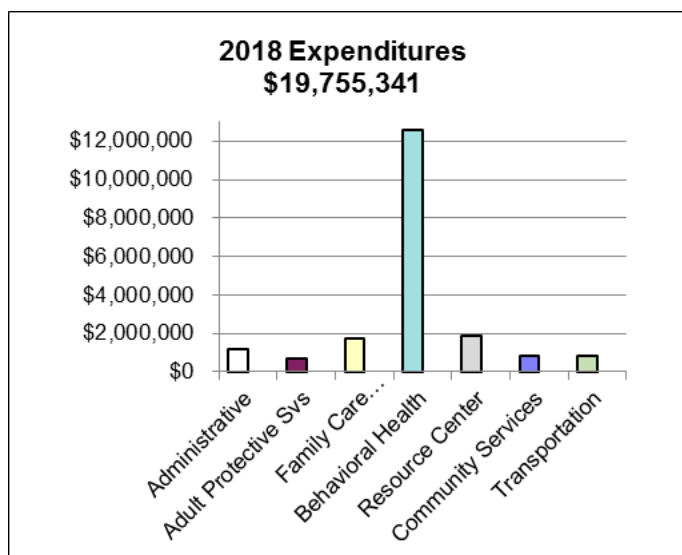
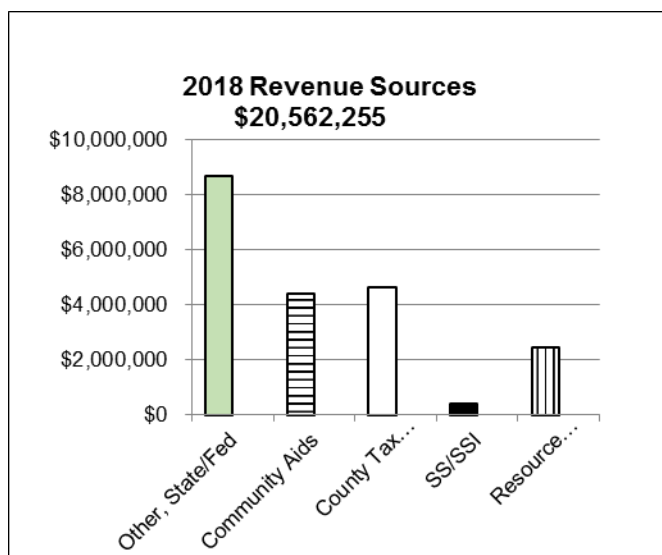
“Ann” is a woman in her late 50s, the sole caretaker of her adult son who is diagnosed with Autism. Ann has Bipolar Disorder. She had stopped taking her medications. As a result, she caused damage to her long-term apartment and began to have delusions of theft and assault by her neighbors. This culminated in criminal charges and eviction. Ann was found eligible for BHJDP. She was very responsive to assistance and was able to obtain long-term case management for her and her son. KCDHS was able to support her in finding a new apartment. She has been stable on her medications since her BHJDP intake and has continued to fully participate in support services.

Treatment Court

Participants are referred to Treatment Court by their attorney or probation agent 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. At one time in 2018 there were 25 active participants. In 2018:

- 16 new referrals accepted into treatment court. Primary offenses included possession (44%), burglary/theft (44%), and endangering safety (12%).
- Nine of the 16 (56%) were active in the program as of 12/31/18.
- Four individuals graduated and 10 were terminated from the program during the year.

Division of Aging and Disability Services Revenue and Expenditures





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.

2018 Highlights

Brookside's remodel was completed March 13th with all residents moved back into their rooms March 14th. It was a well-received celebration by staff and residents to finally be "home" again. Brookside had over 700 admissions in 2018, and that included 2.5 months at a reduced number of beds due to the remodel. We are proud to be serving so many Ke-



Brookside Care Center was voted "Best in Kenosha" for Senior Care / nursing homes in 2018.

Lynda Bogdala
Administrator

A new Administrator, Lynda Bogdala was hired in March to succeed Frances Petrick who retired in December 2018. Lynda comes with years of experience in long term care and has many exciting new ideas to move Brookside forward.

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.

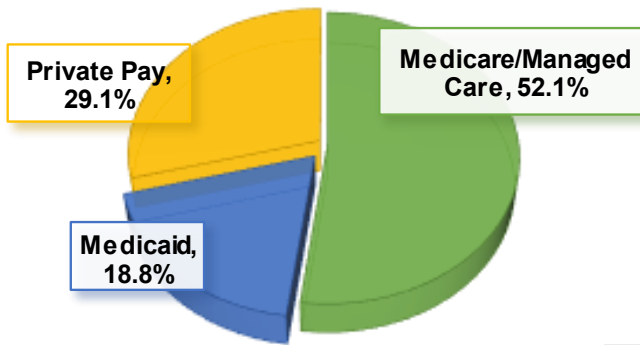
Services

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.

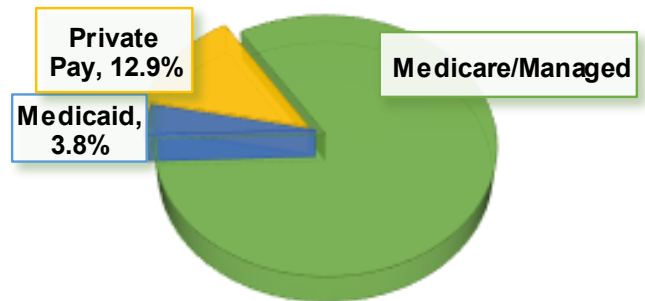
The daily cost per patient for 2018 was \$369.63, an increase of +7.13% over 2017. Staff salaries and benefits account for 64.4% of the costs or \$238.06 per day. *Note: All financial information is unaudited as of February 28, 2019.*

Expense Category	2018 Costs	2018 %	2017 Costs	2017%
Staff	238.06	64.4%	239.61	69.4%
Contractual Services	26.62	8.0%	59.57	17.3%
Supplies	11.14	3.0%	19.48	5.6%
Utilities	68.43	18.5%	7.09	2.1%
Other	20.18	5.5%	15.89	4.6%
Capital Outlay	2.20	0.6%	3.38	1.0%
Total	369.63	100.0%	345.02	100.0%

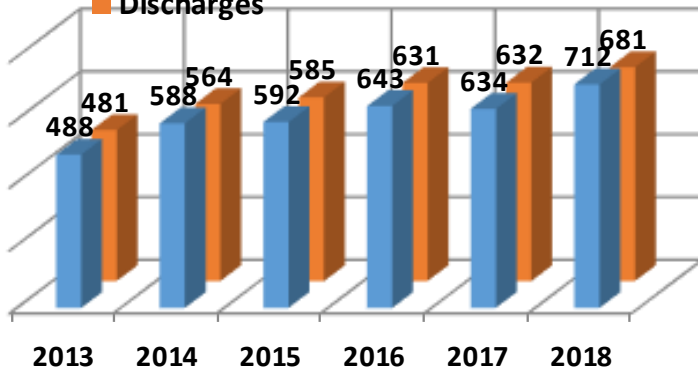
**BROOKSIDE CARE CENTER
2018 RESIDENT REVENUE BY PAYOR
SOURCE**



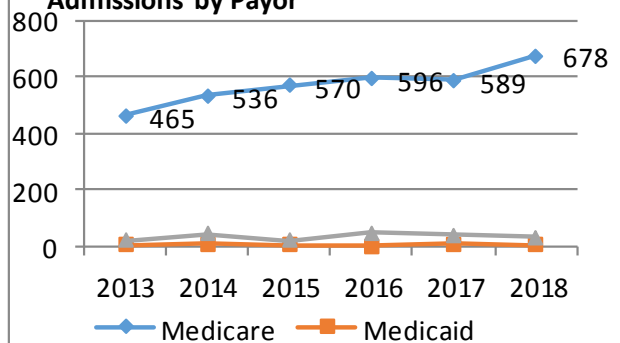
**BROOKSIDE CARE CENTER
2018 CENSUS REVENUE BY PAYOR
SOURCE**



**Admissions
Discharges**



Admissions by Payor





The Bistro

A new addition to the remodel is our Bistro, which is open to residents, staff and guests. A variety of items such as Panini's, salads, soups, wraps, desserts and snacks are availa-

Howl-ween Parade

Staff and family brought in their dressed up pets to parade them throughout the building for our residents to enjoy.



Annual Picnic

Hundreds joined in during the Annual Brookside picnic. It was a beautiful day with antique cars, lots of food, dunk tanks, ice cream, raffles and lots of laughs!



Craft Fair

Our annual craft fair was a hit! Multiple vendors jammed the Southport Room to sell their items to the public. Residents enjoyed baking homemade items to sell too.

Christmas Entertainment

One of our most precious traditions is our Christmas party that includes entertainment and many homemade cookies, enjoyed by residents and their family members. Brookside is blanketed with the holiday season during this time of year!





Willowbrook Assisted Living



Willowbrook Assisted Living open in June 2018

Lynda Bogdala
Director

Mission Statement

To strengthen our community ingrained with over 100 years of service by supporting all of our members: residents, families, friends and employees in an atmosphere that promotes independence and individuality.

2018 Highlights

Willowbrook opened their doors June 15th, welcoming their first resident. By the end of the first month, three residents had been admitted. At the end of 2018, Willowbrook had 15 residents. Respite stays have been very successful as many transition from Brookside to Willowbrook before going home, allowing them to feel more comfortable and safe with their independence.

Division Description

Willowbrook Assisted Living is a community-based residential facility (CBRF) serving the community's residents in receiving the care and assistance necessary in a supervised setting that looks and feels like home.

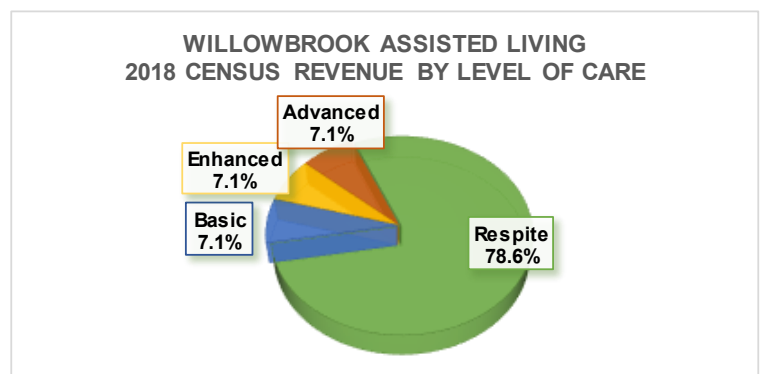
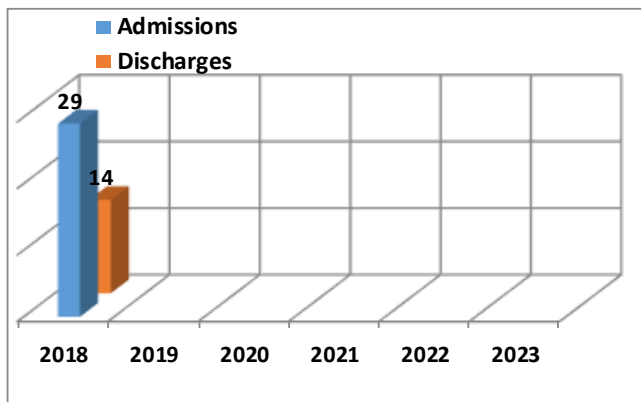
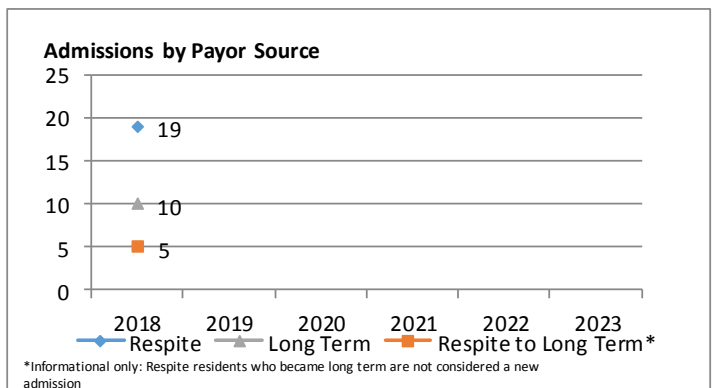
Services

Willowbrook provides a comfortable living environment where residents can receive additional support to maintain their independence and individuality. Our level of service is greater than basic room and board and less than skilled care. Our resident assistants, nurses, manager, administrator and other team members stand ready to assist residents at a level of service which is deemed necessary in a manner that protects their rights and dignity.

The daily cost per patient for 2018 was \$1,068.33. Staff salaries and benefits account for 64.5% of the costs or \$689.22 per day.

Note: All financial information is unaudited as of February 28, 2019.

2018 Total Patient Cost Per Day		
Expense Category	2018 Costs	2018 %
Staff	\$689.22	64.5%
Contractual Services	\$37.22	3.5%
Supplies	\$86.55	8.1%
Utilities	\$109.45	10.2%
Fixed Charges	\$119.46	11.2%
Capital Outlay	\$26.43	2.5%
Total	\$1,068.33	100.0%





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.

2018 Highlights

Kenosha County has a long history of providing voluntary services to strengthen and support families.

Division Description

The Division of Children and Family Services (DCFS) is composed of the following: The Child Protective Services (CPS) Unit, 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 Childrens 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 the CPS system is to identify and alter family conditions that make children unsafe or place them at risk for abuse or neglect. The CPS Unit includes Kenosha County's Access Office. 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 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.

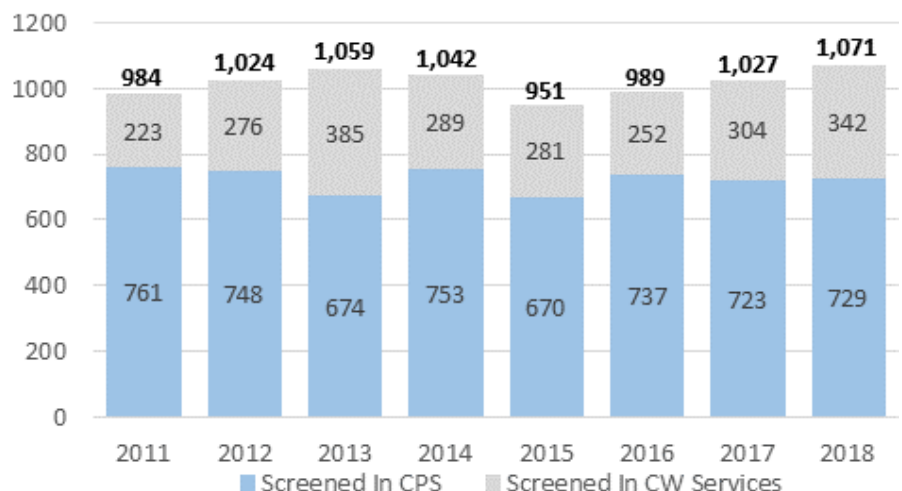
The goal of the CPS system is to support parents/caregivers in making necessary changes to assure that their children are safe and protected. When, through the course of a thorough initial assessment, it is determined that a family will require ongoing services to meet this goal, action is initiated in Juvenile Court and the case is transferred to the Ongoing Services Unit.

The total number screened in CPS in 2018 was 729. The total screened in Child Welfare Services was 342.

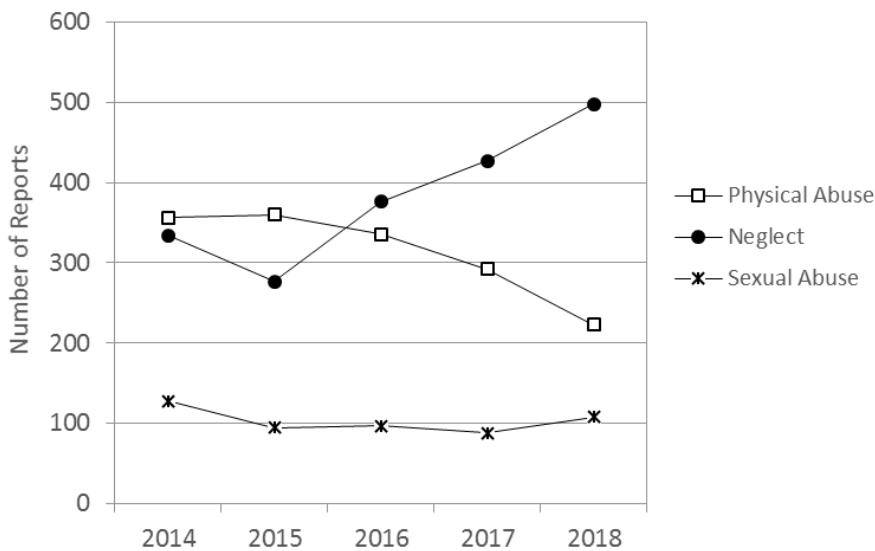


Ron Rogers. Director

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



Child Abuse & Neglect Reports by Type



There are different types of child maltreatment. Other than a small increase from 2014 to 2015 (1%), the number of physical abuse reports steadily declined from 2015 to 2018 (38%). In contrast, reports of neglect steadily increased from 2015 to 2018 (80%), other than a 17% drop from 2014 to 2015. Reports of sexual abuse have slightly fluctuated over the last 5 years, with a low of 88 reports in 2017 and a high of 128 reports in 2014.

The Ongoing Services Unit receives cases involving child abuse and neglect from the CPS Unit. Throughout the provision of Ongoing Services, the primary role of the Kenosha County social worker is to engage families in a positive working relationship and to support them in achieving a safe home and permanence for their children. The Ongoing Unit social worker engages each family in a thorough assessment and case planning process. This results in a case plan that focuses on building protective capacities in parents while reducing/eliminating threats to child safety and improving the well-being of all family members. The Ongoing Unit social worker implements this case plan, including finding and authorizing services the family needs to successfully complete the plan and improve parental protective capacities. The social worker is in frequent contact with the family and service providers to monitor the family's progress and adjust the case plan accordingly. Throughout this process, all efforts are made to ensure children are safe.

Permanency planning is required for all children in out-of-home care and continues until permanency is achieved. 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.

Figure 1. Referrals to Juvenile Court Services by Type, 2014-2018

Referral Type	2014	2015	2016	2017	2018	5 Yr. Trend
Habitual Truancy	71	60	98	95	79	
Delinquency	192	151	142	111	127	
Waiver to Adult Court	39	54	44	56	25	
Consent Decree	14	12	4	5	3	
Total	316	277	288	267	234	

- The number of habitual truancy referrals increased 38% between 2014 and 2016, held steady in 2017 and decreased by nearly 17% in 2018 - the first one-year decrease since 2013.
- After a steady decrease between 2014 and 2017 (-42%), the number of delinquency referrals increased by just over 14% in 2018.
- In 2018, the number of referrals for waiver to adult court decreased by just over 55% to 25 – the lowest number since juvenile court services data collection began in 1991.
- Overall, the number of total referrals to the Unit decreased by 12% in 2018 and by 26% since 2014.

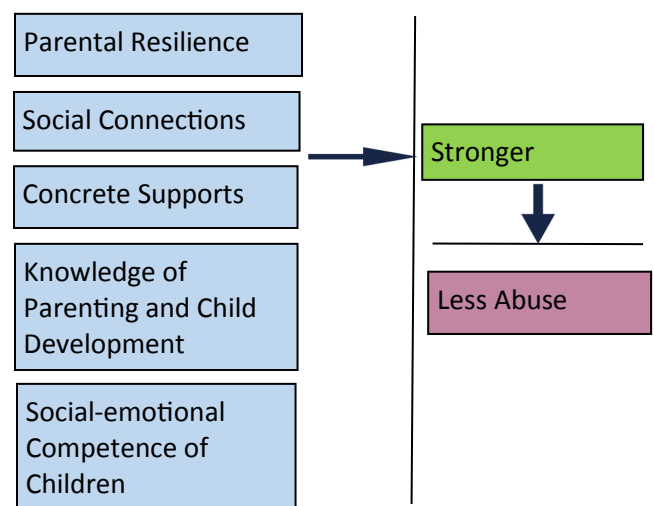
The Juvenile Court Services Unit continues to successfully deter youth from further delinquent behavior. We continue to follow a balanced approach to Juvenile Justice through holding youth offenders accountable, restoring victims of juvenile crime, protecting the community and developing skills and competencies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

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. PSN include the PSN family Resource Center, PSN Outreach Services, PSN Service Coordinator and a PSN formal community response program.

2018 PSN Highlights

- 155 families received brief services
- 181 families were served by PSN Service Coordinators
- 24 families enrolled in the Community Response Program
- 187 parents participated in parenting sessions/groups
- 29 people participated in other FRC activities

The Family Resource Center (FRC) is the hub of the PSN. It utilizes nationally recognized best practice strategies that strengthen families and communities, particularly the Protective Factors Framework (illustration to right).



PSN Family Resource Center Activities

The mission of the PSN Family Resource Center is to provide programs and services that build on family strengths through prevention, education, support and networking in collaboration with other resources in the community.

PSN provides a variety of programs and services to fill the needs of Kenosha County families, including:

- **Women's Circle:** Provides a safe environment for women to gain strength and support with one another while discussing issues with which women struggle.
- **Parent Talk Lunch:** Allows parents to enjoy a meal together while learning about and discussing a topic of interest to parents.
- **Nurturing Parenting classes:** An evidence-based parenting class.

Service Coordination

PSN Service Coordinators meet with families to assist them in connecting to local resources and to serve as advocates. Staff assess strengths and family challenges to develop a comprehensive case plan that serves as a map for achieving goals and assessing progress. Referrals include:

- In-Home Parenting/Parenting Classes
- Counseling & Support Groups
- Medical & Dental Services
- Family Planning & Prenatal Care
- Food Pantries & Clothing Closets
- Nutrition Education
- Early Head Start & Head Start
- School Outreach Workers
- State Benefits
- Family Team Meetings

Triple P—Positive Parenting Program

The Positive Parenting Program is one of the most effective evidence-based parenting programs. PSN's Triple P Program gives parents simple and practical strategies to help them build strong, healthy relationships, confidently manage their children's behavior and prevent problems from developing.

- 103 parents participated in Triple P sessions/groups
- 12 families were engaged in Triple P Primary Care with Case Management services

- 16 PSN staff were trained as trainers in the Protective Factors Framework
- 13 parents were trained as co-presenters
- 117 professionals were trained in the Protective Factors Framework by the PSN

Transforming Primary Prevention Systems to Build Family Protective Factors

Funds from a Healthier Wisconsin Partnership Program grant enabled PSN to partner with the Child Abuse and Neglect Prevention Board and the Medical College of Wisconsin to embed the Protective Factors Framework into all PSN contracted programs.

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

The program provides an array of services to the child and the family. These include traditional individual and family therapy, as well as office-based medication management. However, the clear strength of the CCS program is the wide array of services that are provided to the child and family within the community. These services can be provided in the family home and many of them can also work with the child/youth within the community at other settings. The goal of CCS is to work with families where they are and build off family strengths to improve the life of a child and their family. These services include, but are not limited to: Service Planning, Individual Skills Development and Enhancement for both parent and child, Employment Related Skill Training, Peer Support, Psychotherapy, both In Home and Outpatient-Based Family and Individual Therapy, Substance Abuse Treatment and Wellness Management and Recovery Support Services

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.



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.

2018 Highlights

In 2018, the Kenosha County Board of Health (BOH), an advisory committee who oversees the activities of the Kenosha County Division of Health (KCDOH) and offers recommendations for quality and performance improvement, shifted chairman leadership. James Foster, MD, MPH resigned as Chairman after providing twelve years of stellar leadership and remains an appointed BOH member since 2002. Dr. Foster provided dedicated service as Vice Chairman (elected 2006) and Chairman (elected 2011). During his chairman tenure, the KCDOH experienced numerous public health events and threats over this period. Events include: H1N1 or Swine influenza, Avian Influenza, Monkey pox, flood and tornado disasters and the opioid epidemic. In addition, Dr. Foster supported the KCDOH in achieving national Public Health Accreditation awarded in November 2013 through the Public Health Accreditation Board (PHAB). KCDOH achieved accreditation as one of the first of twenty health departments in the nation to receive this status and continues to apply the standards and practices of PHAB. Our current Chairman elected in 2018, Diane Gerlach, DO, is a local pediatrician who has served as a BOH member appointed in 2013, along with Vice Chairman John O'Day, a Kenosha County Board Supervisor appointed to the BOH in 1998.



"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.

Nurse of the Day (NOD)

The NOD clinic provides a variety of health 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 and forensic urine testing, as well as other services.

Activity	Units
Reportable Communicable Diseases	2,084
Active TB Cases	3
Latent TB Cases	56
Immunizations	3,105
Influenza Vaccinations	441
Lead Poisoning Screenings	85
Kenosha County STI Case Management	1,073
Dental Varnishing	38
TB Skin Tests	479
Genetic Testing	597
Urinalysis (Drug) Screenings	7,000
Urinalysis (Alcohol) Screenings	4,054
Well Child Clinic	55
Pregnancy Test	254

Immunizations

Public Health Nurses provide immunization protection for all ages. Vaccines for Children is a state program intended to serve our county's childhood 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 held for the past twelve years, provides an opportunity for networking and education for local providers, staff and medical students.

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. In 2008, KCDOH collaborated with the Women Infants & Children Program (WIC) and the program referrals have steadily increased. In 2018 there were 621 women referred from WIC.

Nurse Family Partnership (NFP) Program

In 2012, the NFP program was initiated to promote long-term success for first time moms and their babies. Nurses provide education and support to the first-time mom in an effort 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 2018 the NFP program, assisted 157 total clients with 1,399 face-to-face visits.

Parents as Teachers (PAT) Program

In 2015, KCCHVP expanded its programming to include the PAT program to promote long-term success for mothers with other children in the home. Nurses provide support and education to moms and their babies on parenting skills. In 2018 the PAT Program had a total of 853 visits with clients.

Population Health Section

Population Health is a cohesive, integrated, and comprehensive approach to health that considers the distribution of health outcomes within a population. Kenosha County is working toward developing our workforce to collect, analyze and use population health data collaboratively with community partners to address relevant issues.

Public Health Preparedness

In response to the September 11, 2001 National tragedy, the Centers for Disease Control and Prevention (CDC) provides a grant so the KCDOH is able to prepare the community for a catastrophic emergency/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.

Asthma Program

Kenosha County was selected in 2014 as a pilot community for the State Asthma program funded by a grant from the Centers for Disease Control and Prevention 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. To date the program totals 117 referred clients with 50 clients completing at least two home visits which helps improve their asthma control. The program also provides intensive education to asthmatic students in the school setting and has reached 85 students in the schools.

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 with a total of 52 portable cribs distributed to families in 2018.

Developmental Screening

The program has focused efforts on increasing the number of children in the community who are screened with the Ages and Stages Questionnaire (ASQ). Community trainings on the ASQ have been provided at pediatrician's offices, child care centers and community agencies in order to train providers who interact with families. Kenosha County also has an online tool that allows parents to complete the ASQ screening tool. Upon completion of the ASQ, parents are provided with age appropriate interactive activities to engage the children and a list of community resources. In 2018 there were 907 children screened with this tool.

Medication Assisted Treatment (MAT) Program

KCDOH, in collaboration with the Division of Aging and Disability, and a local treatment/counseling service, initiated a program in 2016 for opioid and alcohol dependent clients within Kenosha County. The goal of the program is to provide a comprehensive approach to addiction disorder by assisting clients to maintain abstinence and live a life of recovery. Prior to participating in the program, the client is assessed through medical and behavioral health screens. After screenings are reviewed, the client is scheduled to receive injectable Naltrexone (Vivitrol) every 28 days while engaging in intensive counseling sessions that provide support, resources and guidance—all useful tools in a client's road to recovery. This program has led to improved health outcomes for program participants and continues to offer an encouraging approach to address the addiction epidemic and unnecessary loss of life in Kenosha County.

Narcan Distribution Program

Narcan, nasal naloxone, is a life-saving medication that allows breathing to resume in an opioid overdose thus preventing a fatal overdose. In 2018, the KCDOH held 129 community and first responder trainings to train 1,114 individuals and distribute 1,098 kits of Narcan. Narcan training is encouraged for anyone on prescription opioids, using illegal opioids or knows someone in those groups. In an effort to reduce access to unused prescription opioids and safely dispose of household medications, two medication disposal events were held and collected 2,574 pounds of medications.

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 to accommodate the student in the school setting. They also provide school staff training, communicable disease surveillance and health education to a total of 38 schools in the Kenosha Unified School District and Head Start Program.

School Year	School Population	% Students with Prevalent and Potentially Life-Threatening Health Conditions	Students Receiving "Family Life" Education	Emergency Healthcare Plans Completed
2016/2017	16,660	15%	4,996	879
2017/2018	16,547	15%	5,483	942

Dental Varnish Program

The KCDOH provides dental varnish services to 14 schools within Kenosha Unified School District. The target population for this service are students in first and second grade. The program completes three rounds of dental varnish at all 14 of the schools per school year with the following outcomes:

- 728 students have received dental varnish.
- 157 students were referred for dental care.
- 44 of the students referred were considered in need of urgent dental care.

Kenosha County Women, Infants & Children (WIC) Program

The KCDOH contracts with Racine Kenosha Community Action Agency, Inc. to provide services to Kenosha families. WIC provides healthy food, nutrition and breastfeeding information and referrals to community resources for pregnant and breastfeeding/postpartum women, infants and children under five years of age. In 2018, WIC provided services to 5,455 unduplicated individuals with an average monthly caseload of 3,296. Some of the program highlights include:

- 751 children participated in Teaching Kitchen activities, resulting in hands-on experience cooking and eating a recipe they prepared and 1,433 parents participated in an online nutrition education activity.
- Breastfeeding incidence for Kenosha County WIC Program was 74.6% compared to the State average of 72.6
- 797 children were tested for blood lead poisoning, 18 had lead levels between 5 and less than 10 µg/dL and 2 had blood lead levels exceeding 10 µg/dL. Follow up on the elevated lab values was provided by KCDOH staff and the child's physician.

Kenosha Lifecourse Initiative for Healthy Families (KLIHF)

Kenosha LIHF (KLIHF) was created in 2010 to address the high rates of infant mortality and explore social factors and community conditions that impact the health and well-being of women and families. Overall, since this work began, infant mortality has been declining in Wisconsin, though disparities persist. The Kenosha LIHF collaborative takes a broad view of the many social factors that impact health: stress, education, housing, childcare, poverty, transportation, jobs, nutrition and food security. The KLIHF Collaborative seeks to build partnerships and create strategies to strengthen families, promote health equity and improve birth outcomes. The Division of Health provides oversight and leadership for the KLIHF project and our collective vision for the community is to "ensure that babies survive and thrive."

Accomplishments:

- KLIHF participated in 11 outreach events to engage the community and bring awareness.
- KLIHF collaborative reached over 246 students in the Kenosha Unified School District. Students in 4th through 8th grade had the opportunity to participate in the KLIHF "What's a Healthy Community to You?" essay writing contest to discuss social determinants.
- 22 community partners attended the Maximus Partner Meeting to improve access to healthcare for providers and families.
- Infant Health and Safety Fair and diaper distribution had over 100 individuals who attended and were educated on how to recognize postpartum depression.
- KLIHF Program Office launched a campaign Strong Moms, Strong Village in Racine, Milwaukee and Kenosha to address maternal mental health.
- #TakeAction Community Outreach plan was created to assist mothers, fathers and families with postpartum depression and community services.

Wisconsin Well Women Program

This program provides preventative screening for breast and cervical cancer in Kenosha and Walworth County. Eligibility for the program is determined by age and income. Referrals are made to participating providers for cancer cervical screen and mammography services at no cost. A total of 292 clients were enrolled in 2018.

Family Planning and Reproductive Health

Family Planning and Reproductive Health Services provide screening, testing and treatment for sexually transmitted infections (STI) and confidential HIV testing and referral for both men and women. Annual exams for women include cervical cancer testing and clinical breast exams, as recommended by current guideline. Contraceptive counseling and supplies are available for all women and men of reproductive health age. Referrals for additional services such as mammograms or additional testing are provided. In 2018, 758 clients were served.

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.

Environmental/Human Health Hazards

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

Activity	2018
Noise Complaint Investigations	5
Air Quality Investigations	27
Human Health Hazard Complaints	38

Lodging Facilities

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

Activity	2018
Establishments Licensed	62
Inspections (Routine/Follow-up)	82
Consultations/Complaint Investigations	41

Recreational Sanitation

The program goal is to ensure a safe and healthy environment for residents and visitors at recreational and educational camps, campgrounds and public swimming pools through enforcement of State codes. Bacteriological testing of pool water is conducted in the KCDOH laboratory.

Activity	2018
Facilities Licensed	89
Inspections (Routine/Follow-up)	85
Consultations/Complaint Investigations	23

Solid Waste Control (Charter 26)

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

Activity	2018
Complaint Investigations	1,627
Follow-ups/Clean-ups/Consultations	923

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	2018
Animal Bite Investigations	184
Bite Consultations/Follow-ups	426
Animal Nuisance Complaints/Consultation	32

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.

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	2018
Water Samples Taken	333
Well Consultations	64

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	2018
New State Sanitary Permits	51
Replacement State Sanitary Permits	77
County Sanitary Permits	5
Routine Inspections	314

Food Protection

The program objective is the prevention of food-borne disease through regulation of restaurants, retail food establishments, school lunch programs, farmers markets, food dealers and special events. Activities include licensing, plan review, facility inspections, consultations and education.

Activity	2018
Active Establishments Licensed	851
Inspections (Routine/Follow-up)	1,047
Consultations/Plan Review	465
Consumer Complaint Investigations	116

HUD Lead Hazard Demonstration Grant

The Division of Health was awarded a three-year, \$3,300,000 grant from Housing and Urban Development (HUD) in April 2018. 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	2018
Units Completed	61
Inspections Completed	87
Individuals Trained	10

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 services on the following page.

Clinical Microbiology/Serology Unit

- Performs diagnostic tests for Gonorrhea in support of statewide STD screening programs
- Performs serological tests for Syphilis
- Performs Preliminary testing on capillary blood samples to determine lead levels in children ages 1-5

TYPE OF TEST	SAMPLES TESTED		POSITIVE SAMPLES	
	2018	2017	2018	2017
Gonorrhea	41	57	1	0
Syphilis Serology	237	251	1	3
Blood Lead Screens	83	98	3	9

Forensic Chemistry and Toxicology

- Analyzes blood specimens for the presence of 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	
	2018	2017	2018	2017
Forensic Toxicology	232	264	183	200
Controlled Substance Identification	92	125	74	104

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	
	2018	2017	2018	2017
Drinking/Flood Samples	824	1,228	74	207
Nitrates	264	264	0	0
Fluoride	27	24	0	0
Pools	61	51	0	1
County Beaches	253	179	36	-
Lake Michigan Beaches	201	213	46	-
Spore Test	36	29	0	0
Lead Screens – Paint Chips	0	0	n/a	n/a



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.

2018 Highlights

There were 1,498 deaths in Kenosha County in 2018, of which 1,432 were reported to the Kenosha County Medical Examiner's Office (KCMEO).

Of the deaths reported, autopsies were performed on 128. 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, 97 cases required an external examination. KCMEO signed a total of 258 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.

OFFICE OF THE KENOSHA COUNTY MEDICAL EXAMINER	
Population of Kenosha County	168,700
Total Number of Deaths	1,498
Total Deaths Reported	1,432
Suicides	21
Accidents	126
Homicides	4
Naturals	1,118
Undetermined	12
Pending	3
Anthropology Exam – Non Human Remains	2
Anthropology Exam - Human Remains	0
Phone Investigations (non-hospice)	283
Hospice Investigations	760
Scene Investigations	250
Total Cremations	888
Cremation Only (& Courtesy Views)	130
Disinterment's	4
Autopsies	128
External Examinations	97
Medical Record Reviews	33
Death Certificates Issued	258



Division of Veterans Services



MISSION STATEMENT

Welcome to Kenosha County Division of Veterans Services (KCDVS). 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.

2018 Review and Highlights

We processed applications in 2018 (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, 2017 to September 30, 2018) totaled \$90,104,000 from the United States Department of Veterans Affairs (USDVA). A Breakdown of \$37,326,000 for compensation and pension, \$46,714,000 for Medical Care, \$5,333,000 for Education & Vocational Rehabilitation - Employment and \$732,000 for Insurance and Indemnities.
- Cash benefits received by veterans and their families from the state in Fiscal Year (July 1, 2017 to June 30, 2018) totaled \$3,945,052 from the Wisconsin Dept. of Veterans Affairs (WDVA). A breakdown of \$1,042,122 for Property Tax Credit, \$4,165 for medical care and \$2,898,765 for Wisconsin GI Bill & Vet ED.
- Total benefits received by county veterans in 2018 was \$94,049,052.

"In 2018, the Division of Veterans services provided assistance and services to 12,838 veterans and their family members in obtaining benefits for state and federal programs. These benefits ranged from compensation, pension, financial assistance for aid to needy veterans, assisting returning veterans, providing education 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 Programs and Services Provided

VA Home Loan Program

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

Education Benefits

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

The Post- 9/11 GI Bill is an education benefit program for individuals who served on active duty after September 10, 2001. The benefits pays the full tuition and fees plus books and supplies stipend up to \$1,000 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 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 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 health care provider bills WDVA and they pay the provider directly.

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.

Professional/Occupational Licensure Reciprocity— 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. 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.

Pro Bono Wills and Power of Attorney Clinic

On May 12, 2018 the clinic was co-hosted with Tabak Law Firm; 26 veterans and eligible dependents took advantage of this free service.

Highlights for 2018

- The cash benefits received by veterans and their families in Kenosha County totaled \$94,049,052.
- We continue to provide veteran services to veterans in the Western part of the county in Silver Land and Trevor on 2nd and 4th Wednesdays of each month.

Stand Down

2018 Kenosha/Racine Stand Down was held on November 10, 2018 at the YMCA in Racine with 155 veterans in attendance.



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.

Kenosha County Veterans Services Facebook

2018 Facebook page has 347 followers and 339 likes

Town Hall Meeting

On March 22, 2018: the first Town Hall Meeting on Veteran Affairs was held at the Kenosha County Job Center with over 100 veterans in attendance to learn about VA benefits.

2018 Veterans Celebration

On November 3, 2018 the office hosted the Third Annual Veterans Celebration; 250 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.

2018 Highlights

In 2018, the number of people receiving services was significant with combined caseloads totaling over 40,000. The Economic Support Program Call Center received over 195,000 phone calls for Medicaid, Food Share, Child Care, Energy Assistance and employment services. The local unemployment rate continued to decline in 2018 yet caseloads remained even as DWD provided multiple supports and employment and training services to our consumers. Child Support achieved their highest current support and arrears collections rate and collected and disbursed over \$33 million dollars. The Supporting Parents Supporting Kids program partnered with the State to develop and launch Kenosha's program to other counties. DWD implemented several innovations such as texting and mobile access to increase customer access to programs. The Division hosted a Fatherhood Focus Group in Kenosha, which was a first for the State of Wisconsin. DWD staff are committed to providing excellent customer service and premier programming to the individuals and families we serve.

The average Labor Force continues to rise in Kenosha County. Unemployment is at the lowest since 1999. As the Labor Force participation has grown Kenosha County's unemployment rate remains near record low at 3.5% for 2018.

Many Kenosha County residents continue to commute for employment. An estimated 45% 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 at 25.9 minutes.

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	

Kenosha County Workers and Transportation Mode

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

Median Household income for 2018 in Kenosha County is \$59,417.

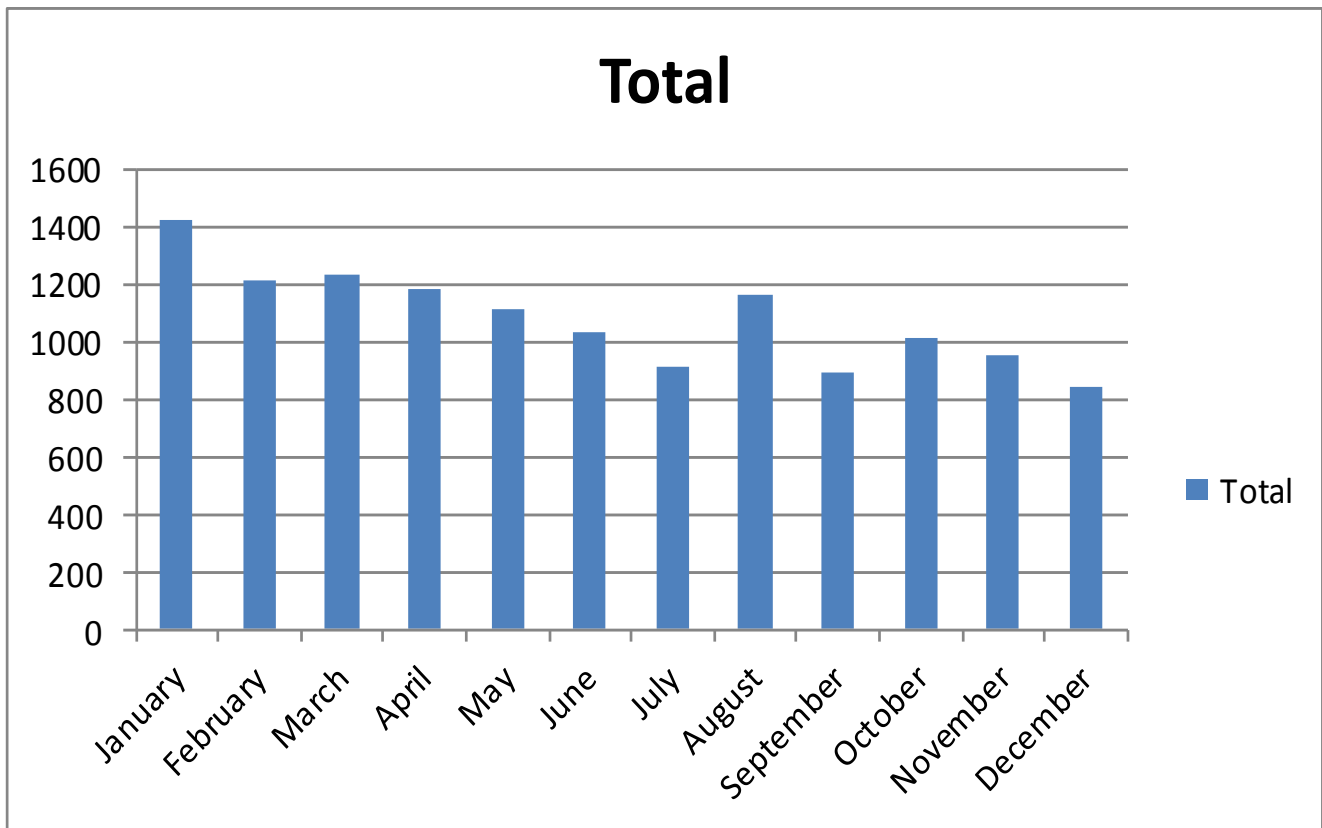


Workforce Development team members provide services to families, single individuals, elderly and disabled persons and unemployed and dislocated workers. Without these services, many people would be unable to support themselves or their families.

Nina Taylor
Director

Employment Central

In 2018, our office recorded that 12,936 guests visited Employment Central seeking assistance with employment opportunities, Unemployment Claims, Unemployment workshops, applying for jobs online, creating resumes, workshops 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". This unique clientele who visits our office from 8:00 am–5:00 pm Monday through Friday is provided with a professional environment in order to accomplish their goals of locating employment.

Job Center of Wisconsin

Where talent & opportunity meet

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.

Sample of LMI (Labor Market Information) Widget Page:

Widgets



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

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

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

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

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

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

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

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

Kenosha County 2018 – www.jobcenterofwisconsin.com statistics:

Employer's who listed on JCW - 365

Job Posting Count - 3691

Job Openings Count – 11,506



The Resource Room offers free job search related use of:

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

JobCenterofWisconsin.com

Connecting Employers and Job Seekers in Wisconsin

The State of Wisconsin has a user-friendly website for connecting employers and job seekers employers. Job Seekers have the ability to search job orders by using key words, job titles, company names or Job Order numbers to search for job orders that they can apply to. JCW has the capability of allowing a job seeker to send their JCW profile or a new feature allows a job seeker to upload a professional resume, cover letter and references to a job posting. Employers have the capability of submitting job orders to JCW 24/7. There is also a feature especially for Military Veterans. This is a "24-hour Veteran Hold" which allows Veterans to access and apply for the position before the general public. Once the job order is released, an employer has access to the resume database to search for his/her own candidates. Emails can be sent to prospective job seekers stating that they have reviewed the resume on JCW and are asking for this prospective job seeker to contact them for the interview.

Re-Employment Services and Eligibility Assessment (RESEA) - 2018 Statistics

- 73 RESEA Orientations were conducted, each orientation being 3 hours in length
- 880 UI claimants scheduled to attend orientation
- 708 UI claimants attended
- 650 follow-up appointments were scheduled by claimants
- 560 UI claimants attended

Bilingual Services – 91 English/Spanish translation services were conducted.

Workshops Offered

ProTech – A professional Networking Group that meets monthly in Kenosha offers the professional job seeker an opportunity to interact with other professionals and learn about different employment opportunities. On average 20 professionals attend each meeting. This workshop is facilitated by Employment & Training Specialists.

- ProTech active-members fluctuated 108 (high) – 36 (low)
- 30 meetings held – average attendance 20 (two locations) - - (Meeting changed to twice/month during 3rd quarter)
- 52 ProTech-members reported/secured employment during 2018
- Average wage \$52K
- 713 total attendance

Highlights included:

- Reverse Job Fair (June): 22 ProTech members participated / 25 companies registered/attended. Outcome: two second interviews scheduled / 1 hire
- Guest Presenter: LinkedIn Expert Wayne Breitbarth (August)

Additional Guest Speakers throughout the year included: HR professionals from local area companies (i.e., Snap-On & Birchwood Foods), recruiters (MRA & Halpin) and subject-matter experts that covered topics/hands on activities for resume review, portfolio development, working effectively in multi-generational workforce, professional development, self-care while unemployed and Managing your Money.

Resume Review Workshop

Career Counselor conducted workshops for resume improvement. Critique of each participants resume, and specific recommendations for improvements were given. This workshop is held the first three Mondays of the month in Employment Central.

- Total attendees – 111
- Total sessions – 34

Mock Interview Workshop

Employment & Training Specialists conducted Mock Interviews weekly to job seekers looking to excel in this area of the job seeking process. Job seekers are given the choice of utilizing the video taped session or internet based (Interview Stream) environment.

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 2018 the Career Counselor met with 197 individuals for career counseling and career planning services.

Additional career counseling outreach activities in Kenosha County included mock interviewing with Harborside/Reuther students.

Disabled Veteran Services:

During 2018, staff screened every individual who entered Employment Central to identify any potential referrals to the Office of Veteran Employment Services. Of the 12,936 individuals who utilized the services in Employment Central, 139 veterans were able to connect with the LVER and DVOP for employment related activities.

Employer Spotlight Series: 2018

A marketing table located just outside the resource room identifies Kenosha companies who are currently and actively promoting job openings. Each week a different company is identified and displayed with companies banners, flyers, brochures, job orders and application instructions. The service has proved to be extremely valuable to the job seekers who can easily see what the employer is hiring for, visit the resource room and quickly apply. For the employer, it is a great way to gain exposure to job seekers without having a staff person from their office be physically present to market what positions they are looking to fill. This is a free service to the employer.

In 2018 – 34 employers were spotlighted. Companies included to name a few were Kenosha Beef, Gander Outdoor, Kenall, Meijer, Froedtert, L&M Corrugated, Ozinga, RCK, Mondy, First Student, Gold Standard Baking, Allied Plastics, Burlington Stores, City of Kenosha and Niagara Bottling. Many of these companies held on-site recruitments during the week that they were spotlighted which proved to be beneficial to their hiring needs.

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 250 individuals were provided 357 services in 2018.

The Business Solutions Team

On-Site Recruitments (114 held with 1,167 Jobseekers), Job Fairs (6 held with 235 Employers and 882 Jobseekers attending) Employer Events Held: pre-set interviews, orientations etc. (21 Events with 21 Employers attending and 574 Jobseekers) One-on-One Employer Contacts (478 Employer Contacts) Job Center of Wisconsin numbers (3,691 Job orders posted with 11,506 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 (SER). 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

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. 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 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 2018, there were 316 Kenosha County W-2 participants that obtained employment; working an average of 118 hours per month, grossing an average of \$1,460 per month. Of the 316 employments, 88 retained their employment, lasting 93 days or longer, working an average of 128 hours per month, grossing an average \$1,411 per month. There were 137 participants who obtained part-time employment working at least 15 hours per week, grossing an average \$942 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.

2018 Training and Education Data

- 127 job preparation and retention workshops attended by 269 job seekers.
- 478 non-custodial parents served in the Children First programs with 608 employments. *
- 248 job seekers participated in workshops of FSET and W-2, with 298 employments and 22 client employment education trainings completed. *
- 96 Workshops with 1,920 attendees served through the Living Free Program at the Kenosha County Detention Center.
- 96 Adults and Dislocated Workers enrolled for WIA services in 2018.
- 978 program participants used the Computer Skills Lab for 1,008 hours of instruction.
- 296 additional general public participants used the Computer Skills Lab for available services and resources.
- 43 Job Preparation sessions were conducted at the Urban Outreach Center with 388 individuals served.
- 41 Job Preparation sessions were conducted beginning September 2018 at the Shalom Center with 404 individuals served.

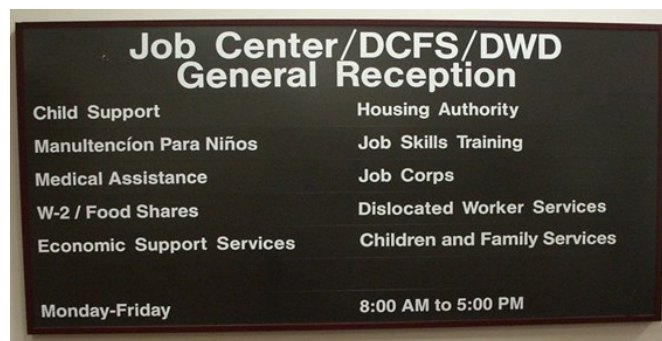
**Program participants receive rapid re-employment services upon job loss which may result in more than one employment over the service period.*

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 2018, both locations had record numbers of people accessing Division services.

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 2018, a total of 61,469 people (an average of 5,122 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 2018, the A/M Center received a total of 257,702 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 seven 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 EBD 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) cases.

In an effort to provide better service to this group of individuals, the Wisconsin Kenosha Racine Partners (WKRP) Consortia has created an EBD/LTC specific menu option within the WKRP Call Center, which will be available to callers in February of 2019. Due to the complexity and variety of EBD and LTC cases, it is beneficial to have customer questions, calls and concerns directed to 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 2018, 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. They experienced a 5% increase in traffic in 2018.

The Health Department offers clinic hours and a nurse at this location four days a 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 2018.

ResCare Services staff members are available for both the Wisconsin Work (W2) program and the Food Share Employment and Training Program (FSET) to meet 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 2018.

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 2018.

WKRP began the year with 47,340 of the State's total caseload of 675,624 cases, which constitutes 7.01% of the overall caseload in 2018. This was the fifth year of the Affordable Care Act and changed continued with eligibility for many individuals and families throughout the State. Some individuals and families are now ineligible for medical assistance and were required to apply for health insurance through the Federally Facilitated Marketplace, while other individuals found themselves eligible to receive medical assistance as childless adults. Due to these changes, WKRP continued to experience an influx of applications during the first quarter of 2018 totaling 10,733 applications. Applications continued throughout the year with a total of 43,608 applications received in 2018. At year-end, WKRP staff issued \$58,832,429 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, processed applications, renewals and other case changes. By the end of the year, WKRP Call Center agents answered more than 195,000 calls.

The monthly average of calls answered was 14,575 with an average speed of answer of 4.71 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 application, 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 2018.

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 2018, the Child Care Unit served the following unduplicated counts:

- Total families served in 2018 - 1,342
- Total children served in 2018 - 2,466
- Total providers paid in 2018 - 137
- Average paid per child - \$546.08

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 proper share of public assistance as outlined in 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 can request to have their cases reviewed by an Administrative Judge at a Fair Hearing if they disagree with a determination made by WKRP. Each of these processes ensures the integrity of our programs and that we are delivering accurate benefits based on need in a timely manner.

Program Integrity often uncovers situations where customers have been overpaid. The majority of the overpayments occur due to honest mistakes. Any and all overpayments, regardless of how the error occurred, are required to be repaid by the customer. In some instances, it is discovered 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 an overpayment is the result of intent to deceive the agency, it is considered fraud and 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 sources: 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. Additionally, punitive actions can be taken against violators who have intentionally deceived the agency, including criminal prosecution and loss of future eligibility to receive assistance.

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 of best practices.

WKRP collaborates with other organizations, such as the State's Office of Inspector General (OIG) and the Wisconsin Association on Public Assistance Fraud (WAPAF) and the United Council on Welfare Fraud (UCOWF), to further enhance our fraud efforts. The Fraud unit also conducts public assistance fraud training for local law enforcement officers, probation and parole staff and local partner agencies in an effort to build local collaboration and communication.

Child Support Program

The Child Support Program was created 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 2018, the Child Support Program managed nearly 12,000 cases. 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. The Kenosha Child Support Program ended their Federal Fiscal Year achieving their highest federal measured performance rates ever in current support, arrears and health insurance coverage, which was a great accomplishment for the program. Additionally, in the spirit of giving back, the agency's newly formed Employee Engagement Committee organized a drive for three local charities: Women & Children's Horizons, Ronald McDonald House and Safe Harbor Humane Society. Staff donated books, non-perishable food items, cleaning supplies, children's toys and games and pet supplies.

The Kenosha County Child Support Agency in partnership with Goodwill Industries of Southeastern Wisconsin have worked synergistically to implement and operate effective and comprehensive employment and training programs that support non-custodial parents who owe child support, but are either unemployed or underemployed and unable to meet their obligations to support their children. Three notable programs: Children First, Supporting Parents Supporting Kids (SPSK) and Children First SHARP have offered intensive employment support services that place great emphasis on assisting and preparing participants for the workforce by addressing barriers to employment, connecting participants to additional community resources, teaching and increasing employability skills, job coaching and encouraging accountability during and post-programming. In 2018, the Child Support employment and training programs served 468 non-custodial parents and entered 608 employments for participants (515 full-time and 93 part-time), attaining an average wage of \$12.01.

Wisconsin/Illinois Child Support Border Project

The Kenosha County Child Support Agency provides services for more than 12,000 families. To effectively provide excellent services to an often mobile society, the Kenosha County Child Support Agency initiated partnerships with other states and was the first agency in Wisconsin to be granted permission to access the State of Illinois' Child Support Computer System. This past year, a Kenosha Representative attended the Illinois Family Support Enforcement Association Conference (IFSEA) and presented on Kenosha and Wisconsin's strategies for efficient and effective Child Support Enforcement with a panel of Child Support Professionals from Indiana. In addition to the collaborative partnerships with these states, the Kenosha County Child Support Agency developed the National Child Support Communication Forum, which provides an electronic means of sharing and providing information between child support professionals representing 44 states, Washington D.C., one US Territory (Guam), Canada, Germany and Norway. By the end of 2018 the Forum had 809 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 2018, the Kenosha County Job Center (KCJC) provided 12,468 unduplicated instances of language and sign language interpretations to individuals who accessed services at the 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.

Holiday House

Every year the KCDHS partner with Goodfellows and 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 2018, the fall Winter Wraps program delivered 2,990 coats to children and adults who needed winter garments. The Christmas Toy and Food Drive served 1,513 needy Kenosha families, the majority with young children. Children between the ages of 0-15 years were given 4,113 gifts during the holiday season.



Community Involvement

DWD employees lend support to several partner agencies, demonstrating their commitment to the success of the children, families and individuals in our community: Building our Future Leadership Table, Readers are Leaders, United Way, Kenosha Unity Coalition, Kenosha Vocational Ministries, Fatherhood Focus Groups, Holiday House, NAACP, Leadership Kenosha, Healthy People Kenosha County 2030, KLIHF- Kenosha Life Course Initiative for Healthy Families, Women's and Children's Horizons, Shalom Center, Sharing Center, Hospice Alliance, Kenosha County Association for Home and Community Education, Kenosha County Long Term Care Workforce Alliance, Kenosha Kindness Week, Coalition for Dismantling Racism, Foster Parent Association, KUSD/DHS Collaborations and Career Days, Kenosha County Jail Chaplaincy, Kenosha County Jail outreach, ELCA Urban Outreach Center Pro Bono Legal Services and Learning Lunches and outreach to Kenosha Human Development Services, Head Start, Dislocated Worker events and schools.

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. 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, 2018 through September 30, 2019.

The following tables contain key information for the FFY ending September 30, 2018.

Total Households Applied	6,268
Total households Eligible	5,521
Percent eligible/applied	88%

Emergency Services Network

The Emergency Services Network (ESN) of Kenosha County is an unincorporated association that serves low income individuals and families in Kenosha County. 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.

They Key agencies comprising the ESN in 2018 were:

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