

## Office of the Director

*Greetings. I hope you will find this report informative and helpful in understanding not only the "Human Service" needs of this community but the services that the County provides.*

*To say that in 2001, the Department of Human Services faced many challenges, would of course be the understatement of the year. However, being a generally positive individual, in spite of having two teenage children, let me take this opportunity to acknowledge several people. Firstly, to the "Division Directors" and their support staff who have done an excellent job in their specialty areas. Secondly, to the Office of Director members who make my job easy in comparison. A special thank you to Jennifer Madore for putting this document together and to Sharon Davis, secretary, who everyone knows really runs the Department of Human Services. Thirdly, I would like to commend all oversight committees for keeping us honest and Eunice Boyer and Anne Bergo for their dedication to the ever-changing mission of this Department. Lastly, to the hundreds of line staff, county and contracted as well, who, every day do the most professional, demanding, complicated, and oftentimes tedious work that only very special people can do... a simple and not said enough... Thank you!*

*Dennis R. Schultz  
Director*

### **Dr. Jim Kennedy, Assistant to the Director**

Major departmental infrastructure issues predominated the work agenda for 2001. With Kenosha County taking over ownership of the Old Market Square building, we transitioned facility maintenance and custodial services from Goodwill Industries, Inc. to Kenosha County's Department of Public Works.

A related area of major activity was the development of a Central Services team to carry out future departmental responsibilities for facility related support services to county divisions and building tenants (e.g., mail, supplies, safety/security, administration of meeting room scheduling and use, etc.). To help inform building renovation and transition plans, we analyzed the department's future needs for common and shared spaces and also developed a recycling plan for the facility. We developed lease policies, rates and administrative structures to support our department's new role as "landlord".

Information systems planning was another major agenda in 2001, as we finalized the county's commitment to implement a new state child welfare information system

(WiSACWIS) during 2002 and completed an extensive vendor selection process to purchase a comprehensive computer information system to support Long Term Care services in our divisions of Aging and Disability Services.

### **Laurie Staves, Fiscal Manager**

The Department of Human Services total expenditures for 2001 is \$68,601,149. In 2001, the adopted budget for the Department of Human Services accounted for 45.0% of the total Kenosha County budget. In contrast, the Department's levy request was only 27.9% of the total County levy. 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. Because of the restrictions of the tax levy limit, any future non-levy revenue sources the department is considering will be used to offset the rising costs of continuing client services. It is the overriding goal of the Kenosha County Department of Human Services to pursue and acquire non-levy revenue sources to sustain the current level of services all divisions now provide to the clients and families of Kenosha County.

**Scott Klaver, Central Services Manager**

January 1, 2001 started off the first year of Central Services operations. Prior to January 1, 2001, the Kenosha County Division of Workforce Development contracted with Goodwill Industries to provide Host Services to all of the occupants of the Kenosha County Job Center. With the County purchase of the building in November of 1999, the Department of Human Services set forth a plan to house six of its seven divisions under one roof. Moving from Job Center-specific to DHS-wide services has required a great amount of time to coordinate. It is an ongoing process that changes as the picture of the Human Services Building of the future develops.

Operational functions identified under DHS Central Services include but are not limited to building telephone and telecommunication systems coordination, central mail handling and distribution, room scheduling and utilization, space utilization, rental space lease administration, common office supplies and inventory management, and DHS common office equipment management. Under the domain of safety, Central Services coordinates the safety team's activities, reviews and implements procedures, maintains program safety equipment, and coordinates safety training.

Looking forward to 2002, Central Services will be working with all of the divisions that will eventually be located in the new building to establish how building-wide services will be provided. Many of the concepts of the past will be kept, but it will be a good time to look at new and more efficient ways to get tasks done. Information technology will play a critical role for Central Services in increasing efficiency. The most important challenge for central services in 2002 is to build on its foundation that has been set by the planning that occurred in 2001. As the department prepares for the eventual consolidation of services when the DHS Building renovation is complete, central services will play an increasingly important role.

**Dianne Niesen, Contract Monitor**

The Contract Monitor role expanded to include administration and oversight that supports all divisions of the Department of Human Services (DHS), for contracted services provided by partner agencies dedicated to the health and well being of the community. The DHS partners with approximately 150 providers through approximately 230 con-

tracts for a wide range of community support services, including services provided to children, youth, families, the elderly, veterans, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems.

The primary focus for the Contract Monitor office in 2001 was improving processes and reviewing contractual language to ensure consistency and fair practices across divisions. This review process provided a basic framework of information working toward the primary year 2002 goal of creating a contract management information system. Through a collaborative team of partners, divisional representatives, the DHS Fiscal Manager, and the DHS Contract Monitor, an interim contract information technology system was implemented in 2001. A major goal of the system's end product is to provide a management reporting and monitoring technology system for all DHS contracts.

**Tom Orendorff, Fiscal Services**

Hoppe and Orendorff S.C. provides fiscal and administrative services to the Office of the Director and the overall Human Services Department. Tom Orendorff, Jeff Wilson, Susan Morrill, and Mary Vlasin provide budget oversight and accounting services to the Office of the Director and manage the various funding streams for the Department. Mini Samuel was brought on as the Medical Assistance Coordinator to maximize MA revenue for the Department and work with providers on billing for Medical Assistance. Doug Jenks took the role of Managed Care and Families First Project Coordinator for the Department during 2001.

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Don Smitz  
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**Department of Human  
Services**

**Office of the Director**

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James Kennedy,  
Assistant to the Director  
Laurie Staves,  
Fiscal Manager  
Nancy Ramsey,  
Dianne Niesen  
Contract Monitor  
Dianne Niesen, Scott Kluver,  
Central Services Manager  
John Milisaukas,  
Job Center Manager  
Rhonda Jolly,  
Assistant Job Center Manager  
Marc Micklas,  
CTSSF Coordinator  
Scott Kluver,  
Administrative Assistant  
Sharon Davis,  
Senior Office Associate

**Department of Human  
Services Management Team**

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John Jansen  
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Scott Kluver  
Laveme Kulisek-Jaros  
Thomas Lois  
Frank Matteo  
John Milisaukas  
Dianne Niesen  
Adelene Robinson  
Laurie Staves  
Karen Vincent

## 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.*

**Y2001 EXPENDITURES\***

<u>Office of the Director</u> Operations Fiscal Services Contract Monitoring	→	<b>\$453,956</b>
<u>Aging Services</u> Long-Term Care Adult Protective Services Support Services	→	<b>\$8,985,728</b>
<u>Brookside Care Center</u> Nursing Home Services	→	<b>\$9,679,171</b>
<u>Children and Family Services</u> Child Welfare Juvenile Court Services	→	<b>\$20,642,441</b>
<u>Disability Services</u> Alcohol and Drug Developmental Disabilities Mental Health	→	<b>\$15,405,466</b>
<u>Health</u> Nursing Environmental Health Laboratory	→	<b>\$3,470,967</b>
<u>Veterans</u> Veteran Assistance and Affairs	→	<b>\$209,682</b>
<u>Workforce Development</u> Economic Support Child Support Job Center	→	<b>\$9,780,738</b>
		<b>\$68,601,149</b>

\*Unaudited as of 2/26/02

## Division of Aging

### Mission Statement

The mission of the Kenosha County Division of Aging Services is to make life better for older people and persons with disabilities through information, advocacy, service and program development.

The Aging and Disability Resource Center of Kenosha County is a one-stop shop for information and services and an entry point for older adults and physically disabled persons seeking long term care.

The Information, Assistance and Access (IAA) staff provide people with information about available services and their options in long term care. They help them obtain needed services and assess their eligibility for public funding.

Information, Assistance and Access	
Total Contacts	5,870
Source of Contact:	
Self	1,767
Relative/Friend/Community	1,742
Agency/Provider/Official	1,688
Hospital	273
Unidentified	400

### Community Long-Term Care Services

Community long term care services consist of supportive homecare, adult day care, community-based residential facilities, supportive homecare, lifeline, and medical equipment.

Case managers prepare individualized care plans and purchase services to meet peoples' long-term care needs. However, state funding has not kept up with the need, and over 400 people are awaiting services.

Case Management	
Assessments	390
Care Plans	379
Persons Served:	
COP/MA Waivers	406
Supportive Home Care	91
Alzheimer's	13

Eldereach provides emotional support and referrals for older persons experiencing mental health problems or persons having difficulty coping with life changes. Volunteers visit individuals who can benefit from on-going support.

Eldereach	
Persons Served	52
Volunteers	10
Caregiver Support Group	
Average Monthly Attendance	5

Daybreak provides group activities three days a week at the Westosha Community Center for persons with dementia while providing respite for their family caregivers. Twenty volunteers provided services to 19 individuals in 2001.

The Special Needs Assistance Program (SNAP) provides up to \$500 toward special needs of eligible disabled persons. There were 83 individuals served by this program in 2001. There was a large increase in the number of people asking for assistance with prescription medications for persons who have no other means to pay for needed medications.

The Division of Workforce Development has three workers located at the Aging and Disability Resource Center who process applications and determine eligibility of older persons applying for **Medical Assistance (MA)** to pay for long-term care.

Medicaid (Title XX)	
Intakes	414
Caseload - Nursing Homes	704
COP - Waiver	255
Other MA	34

**Benefit Assistance** is provided to older persons on questions or concerns involving Medicare, Medicaid Social Security and other benefits. Volunteers assisted homebound persons in filing for Homestead Tax Credit and provided help with Medicare paperwork.

Benefit Assistance for Older Persons	
Unduplicated Clients	224
Cased Opened	303
Information Contacts	1,028
Appeals Filed	20
Medicare Workshops	11
Workshop Participants	111
Monetary Impact	\$62,968

The **Disability Benefit Specialist** provided benefit assistance to 157 individuals under 60 years of age with disabilities.

### Kenosha County Commission on Aging

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Ronald Johnson  
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Rosa Morris  
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### Division of Aging Services Staff

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Carolyn Feldt, Asst. Director  
Arlene Badtke  
Christopher Hall  
Wren Ide  
Dolly Fitch  
Lynda Pfeiffer  
Dennis Rutkowski  
Judy Schoor  
Karen Skogstad

The **Adult Protective Services Unit** investigates referrals of suspected elder abuse, neglect, or need for guardianship and protective services. Self-neglect accounted for 67% of elder abuse referrals in 2001. Reports of abuse by a perpetrator, including situations involving physical abuse, financial abuse and neglect, decreased by 19% between 2000 and 2001. Referrals to the Unit decreased by 4%.

Adult Protective Services	
Persons Referred	325
<i>Protective Placement/Guardianship</i>	75
<i>Elder Abuse and Neglect</i>	240
<i>Vulnerable Adult/Physically Disabled</i>	10
<i>Other</i>	6
Annual Review of Protective Placements	188

The **Congregate Nutrition Program** provided heart-healthy meals accommodating special diets at seven sites. Kenosha Area Family & Aging Services (KAFASI) administered the program and Kenosha Achievement Center catered the meals.

Congregate Nutrition Program	
Number of Meals Served	54,668
Number of Participants	878
<i>American Legion-Twin Lakes</i>	85
<i>Boys and Girls Club</i>	19
<i>Kenosha Senior Center</i>	223
<i>Lakeside Towers</i>	178
<i>Parkside Baptist</i>	117
<i>St. Paul's</i>	143
<i>Westosha Community Center</i>	141
<i>St. Peter's</i>	56

The **Companionship, Activities, and Meals Program (CAMP)** provides activities for Community Options Program clients two mornings a week at the Parkside Baptist Church nutrition site.

The meals purchased by the Division of Aging represent about 20% of the **Meals on Wheels** delivered by Kenosha Area Family and Aging Services, Inc. Program volunteers deliver a hot lunch and cold sandwich supper to persons who are homebound and unable to prepare their own meals.

Home Delivered Meals	
Number of Persons Served	180
Number of Meals Served	26,652

The **Guardianship Assistance Program** provides assistance to family members appointed as guardians and answers questions regarding required reports. The program also recruits and trains volunteer guardians.

**Outreach**

Among the accomplishments of the Community Outreach Specialist were:

- Ten presentations at rural town board meetings;
- Presentations to two Gateway Technical College graduating nursing students;
- Coordinated consumer participation in the "People Can't Wait" rally;
- Organized an exhibit and tents, recognizing and encouraging local older artists;
- Organized training opportunities Aging Network professionals;

**Chore Service**

The Sheriff's Work Crew performed snow removal and chores for older adults. County jail inmates, supervised by a retired Sheriff's deputy, washed windows, trimmed bushes, and did minor painting and repair jobs. In 2001, 111 visits were conducted and 86 individuals received lawn and snow removal service.

**The Westosha Community Center** (formerly Western Kenosha County Senior Center) provides a variety of activities for older adults and serves as host to the Daybreak Program for persons with Alzheimer's Disease.

**Volunteer Support**

The Spanish Center, under contract with the Division of Aging, provides outreach to Hispanic elderly, translation assistance and involves them in volunteer activities to help the young and old.

**Senior Employment**

With matching funds from Kenosha County, Senior Community Services of Southeastern Wisconsin provides low-income senior aides with jobs in non-profit and government agencies while seeking permanent positions in unsubsidized jobs. Fourteen employment sites were utilized in 2001. The program's unsubsidized placement rate in 2001 was 44%.

Senior Employment	
Average Enrollment	28
Persons Served	45
Unsubsidized Placement	12

**Information, Assistance & Access**

- Mary Bengston
- Martha McVey
- Kathryn Cooper-Shorter
- Elaine Engel
- Rachel Hayward
- Sandy Hopfensberger
- Pat Koehler
- Renee Masche
- Kelly Pearce
- Debbie Seitz
- Joretta Smith
- Cindy Terrell

**Case Management**

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- Debi Bogucki
- Paula Buhler
- Karen Buono
- Marissa Denor
- Jennifer Draeger
- Nancy Ogden
- Brenda Lang-Potts
- Anita Potts
- Heidi Thorson
- Amanda Tomzak
- Kathryn Vite-Hazelton
- Karen Wade
- Brian Walley
- Linda Wikel

**Benefit Specialists**

- Janice Erickson
- Darlene VanBendegom

**Adult Protective Services**

- Andra Schroeder
- Chris Hall
- Nancy Clark
- Dolly Fitch
- Rebecca Dutter
- Karen Kennedy

**Eldereach**

- Ruth Ann Challis

**Daybreak**

- Cindy Lester

**Congregate Nutrition**

- Essie Riley

**CAMP**

- Barbara Tenuta

**Meals on Wheels**

- Judy Rossow
- Jennifer Swartz

**Community Outreach**

- Teresa Jacobs

**Westosha Community Center**

- Lois Burgess

**Transportation**

The Kenosha Achievement Center provides Care-A-Van rides for older persons and person with disabilities. Kenosha Area Family and Aging Services operates the Volunteer Escort Program. The program tripled the number of volunteer drivers in 2001.

Transportation	
Care-A-Van One-Way Trips	20,803
Total Miles	142,669
Volunteer Escort Round Trips	1,474
Total Miles	62,495
Volunteers	46

**Ethnic Elders**

The Division of Aging contracts with the Boys and Girls Club to coordinate the Ethnic Elders Club. The Club encourages involvement of African American elders in education, recreation and volunteer activities. The average monthly participation is 20 individuals.

**Friendly Visitor**

The Division of Aging provides a small grant to supplement foundation funds given to Kenosha Area Family and Aging Services to match frail older persons with volunteers who can provide companionship, grocery shopping and other assistance. One hundred and fourteen (114) volunteers logged 5,054 hours visiting 106 residents in 2001.

**Senior Chronicle**

The Kenosha News prints the Division's monthly newspaper mailed to over 12,000 senior households and distributed to area nursing homes. Volunteers of the Westosha Community Center label and bundle the papers for bulk mailing. Readers contributed \$3,563 toward mailing costs.

**National Family Caregiver Support Program**

NFCSP funds purchase temporary respite and support services to families who provide care to persons age 60 or older and to grandparents or older relatives (other than parents) with legal custody of minor children living in their home. Fifty-eight (58) individuals were served in 2001.

**Long Term Care Worker Project**

The shortage and turnover of frontline workers in long term care has reached epidemic proportions throughout the country. Kenosha County is a leader in addressing this issue on a local level in partnership with Goodwill and the Long Term Care Workforce Alliance. Among the Project's accomplishments in 2001 were:

- Successful community-wide Direct Careworker Image Campaign
- Nursing Assistant class for persons whose primary language is Spanish.
- Community-wide recognition lunch for direct care workers.
- Innovative in-service training for staff and supervisors of nursing homes, community-based residential facilities and home health agencies.

***Reflections on 2001***

*The Division of Aging is grateful for the support of the Kenosha County Executive, the County Board, the Human Services Department, members of our advisory committees, volunteers, provider agencies and staff who make our programs possible. Their counsel and commitment make Kenosha County a great place in which to grow old.*

*We're still a little bruised from our fall off the Family Care train last year. Despite the hard work of our legislators to put us in the state budget, the governor vetoed Kenosha County's participation in Family Care. This care management pilot would have eliminated our waiting list for community based long term care which numbers approximately 400 people. We are committed, however, to applying some of the features of Family Care to our current services. We want to manage our services as efficiently and effectively as possible in order to provide quality care to the maximum number of people. We are grateful for the increase in state Elder Abuse funds and federal Family Caregiver support. These dollars for short-term services often provide just enough help for older persons to continue living in their homes with their families. Our challenge in the year ahead will continue to be prioritizing and delivering services with limited resources to a growing population.*

*LaVerne Jaros, Director  
Kenosha County Department of Human Services  
Division of Aging Services*

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Mary Krueger  
Dale Langston  
Heidi Litz  
Thomas Lovelle  
Marsha Lucas  
Lavonne Lupi

## Brookside Care Center

### Mission Statement

*It is the mission of Brookside Care Center to provide high quality nursing home services to residents of Kenosha County in a fiscally responsible manner. In fulfillment of this mission, we affirm that Brookside Care Center is committed to view those whom we serve as persons of dignity and worth, regardless of race, sex, creed, age, national origin, or social status. Brookside Care Center is committed to operate as a county governmental health care facility, and to provide qualified personnel to assure the health, safety, and rights of our residents.*

**B**rookside Care Center is a skilled nursing facility which admits both short term and long term residents, serves 154 residents at one time, with 60 of those spaces dedicated to persons with Alzheimers or some other form of dementia.

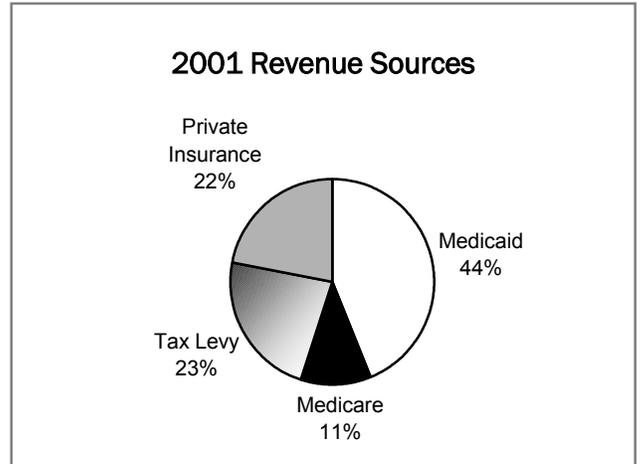
During 2001, there were 64 admissions to Brookside Care Center. There were 48 deaths and 16 discharges to home or another facility during the year. The waiting list for admissions continued to be up to two and one-half years. Hospital in-patients in need of nursing home placement were given priority status for admission. Kenosha County residency remained a pre-requisite.

At the end of 2001, Brookside had 9 management position employees on staff: 2 social workers, 15 registered nurses, 13 licensed practical nurses, 73 certified nursing assistants, 3 maintenance persons, 4 laundry workers, 13 housekeeping workers, 25 dietary workers, 6 activity assistants, and two office staff. Of these 165 employees, 75 (45%) were part-time.

### Characteristics of Residents Living at Brookside on 12/31/01

Residents with selected diagnoses	
<i>Dementia</i>	40%
<i>Stroke</i>	6%
<i>Fractures</i>	1%
<i>Diabetes</i>	7%
<i>Cancer</i>	2%
Residents with court-appointed guardian	13%
Female	78%
By Age	
<i>Under 64</i>	1%
<i>65 and older</i>	27%
<i>85 and older</i>	56%
<i>95 and older</i>	16%
By Level of Care	
<i>Intense skilled</i>	8%
<i>Skilled</i>	74%
<i>Intermediate</i>	18%

Daily Cost Per Patient		
Staff	\$121.44	76%
Supplies	\$9.48	6%
Depreciation	\$7.29	4%
Interest	\$6.02	4%
Medical	\$7.55	5%
Other	\$2.33	1%
Utilities	\$6.03	4%
<b>TOTAL</b>	<b>\$160.14</b>	<b>100%</b>



*Brookside Care Staff-continued*

Erica Maika	Kathleen Aguilar	Sharon Knoll
Arlene Martinelli	Karen Baldukas	Julie Larson
Mary Jane Melander	Crystal Borchard	Janet Ling
Branka Milanovic	Reshando Boyd	Patricia McCall
Kathy Million	Jacqueline Brown	Crystal McClamy
Robert Monsees	Kathleen Brown	Geraldine Meeham
Valerie Nelson	Janis Buchholz	Melinda Miller
Diane Nelson	Jennifer Burroughs	Bertha Neba
Mary Noble	Beverly Calkins	Laura Nelson
Louise Olsen	Deborah Carlson	Janie Newberry
Marie Palmer	Maria Chavez	Mary Niles
Corazon Pecze	Barbara Clark	Diane Noto
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Karen Tolliver  
Denise Wagner  
Tiffany Warren  
Tracey Wheeler

## 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.*

**T**he Division of Children and Family Services Child Welfare Program is comprised of the ACCESS/Child Protective Services Unit (CPS) and the Child and Family Services Unit (CFS). In addition to County staff, families receive a wide array of services through providers under contract to DCFS.

### Access

ACCESS provides a 24-hour, centralized intake and information service for child abuse and neglect, child welfare, and juvenile delinquency referrals. ACCESS then routes these referrals to the appropriate DCFS Unit. Child abuse, child neglect, and child and family referrals are directed to the DCFS Child Welfare Program.

Child abuse and neglect referrals are initiated by mandated reporters (i.e., professionals who, through the course of their employment, come in contact with children and who, by law, are required to report suspicions of child abuse and neglect) and non-mandated reporters (i.e., concerned family members, neighbors, and persons making self-referrals). ACCESS staff collect information regarding the alleged incident.

### Child Protective Services

Child abuse and neglect reports are referred to the Child Protective Services Unit. CPS social workers assess the severity of the alleged maltreatment and the potential of future risk of harm to the child. After completing a thorough investigation, a determination is made as to whether the Division's continued involvement is warranted.

The goal of CPS is to ensure that there is a safe home environment for the child and to provide the family with sufficient resources to adequately meet the physical and emotional needs of the child(ren). Protective services is dedicated to alleviating and, whenever possible, preventing harm to children while enhancing and maintaining the family unit. CPS social workers constantly deal with a number of multi-stressed families by providing family based services such as counseling and parenting education either directly or in conjunction with purchase-of-service programs.

The table on page 10 illustrates the numbers and types of primary referrals and assessments completed by Child Protective Services over the last three years. The number of case set-ups for child abuse and neglect remained steady between 1999 and 2000 but increased just over 5% in 2001.

Most of the reports of alleged child abuse or neglect in 2001 were made by school counselors, law enforcement officials, social workers, teachers or neighbors/friends of the child.

Children between the ages of 6 and 11 were most frequently reported to be the victims of abuse or neglect (39%) followed by children between the ages of 3 and 5 (17%) and 0 to 2 (15%). Of the children referred for child abuse or neglect in 2001, 45% were non-Caucasian and 54% were female.

### Child and Family Services

The Child and Family Services Unit (CFS) receives child abuse and neglect referrals from the CPS Unit if it is determined that ongoing services are needed. Referrals for child and family problems also come to the CFS Unit through ACCESS. Those served have experienced a wide spectrum of societal and family stresses: intra-familial sexual abuse, teen pregnancy, child neglect, parents with severe mental illness, developmental disabilities, alcohol and other drug abuse problems and physical abuse. Whereas child abuse and neglect referrals generally involve younger children, the majority of the child and family calls concern children who are 12 to 17 years old.

The goal of the Child and Family Services Unit is to help families overcome the problems that brought them to the attention of the Division. Through face-to-face visits, phone contacts and case management services provided by community-based agencies, CFS workers strive to strengthen and empower families.

Whenever possible, case workers attempt to keep children at home with their families while addressing the issues that led to the abuse or neglect findings. Family service needs are

## Child Welfare Referral Activity

Type of Report	Number of Calls		
	1999	2000	2001
<b>Child Abuse &amp; Neglect*</b>			
Physical Abuse	371	375	379
Sexual Abuse	126	196	194
Physical Neglect	217	144	173
Other**	12	7	15
<b>Subtotal</b>	<b>726</b>	<b>722</b>	<b>761</b>
<b>Child Welfare</b>			
<b>Subtotal</b>	<b>138</b>	<b>167</b>	<b>147</b>
<b>Total Case Set-Ups</b>	<b>864</b>	<b>889</b>	<b>908</b>

\*Primary referral reason; \*\*Other includes Medical Neglect and Threat of Abuse or Neglect

assessed and service plans that contain timelines for achieving treatment goals are established.

In those situations where it is not in the best interest of the child to keep him/her at home, social workers attempt to identify other family members who are willing to assume care giving responsibilities. As a last resort, the child may be placed in substitute care.

Temporary custody of a child who has been placed in substitute care is given to the Division as a result of a court action. In addition to petitioning Juvenile Intake Services for placement of a child in substitute care, CFS social workers are responsible for other juvenile court-related activities, such as developing dispositional court reports with recommendations for services, change of placements and revision of the court orders, extensions of jurisdiction and termination of parental rights requests. Workers must appear in court for all hearings related to the case. In adjudicated cases, the social worker ensures that families are complying with the court orders.

The role of the CFS social worker involves extensive coordination. When a child has been placed in substitute care, the worker maintains contact with the child, birth parents, foster parents and often with extended family members. For those families receiving services through community-based providers under contract with the Division, the social worker manages the case, coordinating and over-seeing the delivery of services.

When a family has a child in substitute care, the goal is to reunite the family. If that cannot occur, the case plan becomes the termination of parental rights to free the child for adoption. For older children, the goal is usually to work toward independent living.

In 2001, 147 new cases were assigned to the Child and Family Services Unit for on-going case management compared to 188 in 2000. The average case load in the Child and Family Services Unit was 34. Most of these families were under court jurisdiction that required at least one year of the Division's involvement.

### Substitute Care

The Division of Children and Family services is committed to preserving and maintaining family unity. When a DCFS social worker, however, determines that an out-of-home placement is necessary, the least restrictive placement option available to meet the child's needs is utilized. As shown on page 11, the utilization of substitute care decreased in most placement areas between 2000 and 2001.

There are five different placement areas. Treatment foster care differs from regular foster care in that the foster parents receive intensive training and can provide specialized support to a child in placement. Group homes provide structured living settings and are operated by private non-profit agencies. Residential treatment facilities provide highly structured settings where youth receive intensive counseling and therapy. Youth sent to these settings generally have severe behavior problems, requiring a highly ordered environment. Juvenile correctional placements are the most restrictive alternative available to the juvenile court. These placements are reserved for adjudicated youth whose offenses are serious enough to impose a danger to community safety or for whom all other efforts have failed.

### Juvenile Court Services

When a youth is adjudicated delinquent for an offense, the juvenile court judge orders that a dispositional investigation be carried out by a social worker within 30 days. The purpose of this investigation is to gather information about the family and social history in order to determine the best course of treatment and services. This information becomes the basis for a worker's recommendation to the juvenile court, which is commonly referred to as a dispositional report. The judge takes this report into consideration when making a decision concerning the case.

The social worker's role depends on the types of services ordered by the court. In some cases, the youth presents a relatively low risk to the community and requires few

Days of Care by Placement Area 2000 and 2001			
	2000	2001	% change
Regular Foster Care	94,858	83,158	-12.3
Treatment Foster Care	32,261	36,645	13.6
Group Homes	9,703	9,973	2.8
Residential Treatment Centers	7,462	6,546	-12.3
Corrections	14,494	14,237	-1.8

Youth in Care by Placement Area 12/31/00 and 12/31/01			
	2000	2001	% change
Regular Foster Care	247	204	-17.4
Treatment Foster Care	106	94	-11.3
Group Homes	19	24	26.3
Residential Treatment Centers	19	17	-10.5
Corrections	44	36	-18.2

supportive services. In these cases, the social worker is responsible for providing counseling and supervision based on his/her assessment, and there are little or no other service providers involved in the case.

In other cases, the youth may be referred for services to one or more community agencies, may be placed out of the home, or require mental health services. In these cases, one of the contracted agencies typically becomes the lead service provider, while the DCFS social worker acts as the case manager. The social worker is then responsible for coordinating the services for the youth, serving as a liaison between the various service providers, and maintaining contact with the court to periodically report on the youth's progress. In all cases, the social worker provides crisis intervention in circumstances that may involve the youth, family members, school, and/or service providers.

**Client Population**

The number of youth served by the Court Services Unit remained steady between 2000 and 2001 (490 and 491, respectively). Most youth served by the Juvenile Court Services Unit are white males between the ages of 14 and 16. The percentage of youth that are female has generally fallen between 24% and 26% since 1997.

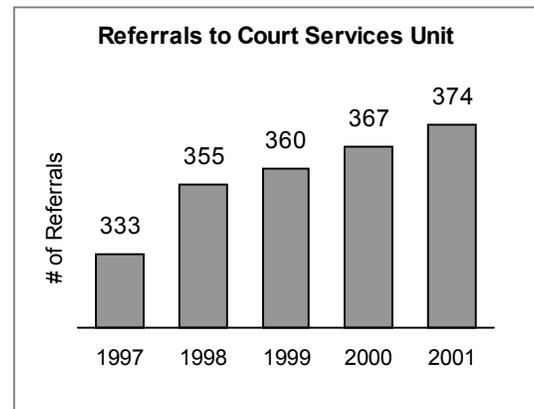
In 2001, minority youth comprised 39% of the youth served by the Juvenile Court Services Unit. This percentage has not changed significantly in the last 5 years (average = 41%).

Since 1997, youth 17 years of age are considered adults for prosecution purposes. The number of youth 17-19 years of age served has decreased 14% since that time.

**Referrals to the Juvenile Court Services Unit**

A referral to the Unit represents a delinquency adjudication, petition for waiver into adult court, or a consent decree between the youth and the juvenile court. Although the number of referrals remained fairly constant between 2000 and 2001, they have increased just over 12% in the last 5 years.

Youth can be referred to the Unit more than once in a given year. In 2001, 25% of the referrals involved youth already on court-ordered supervision (i.e., open cases) compared to 24% in 2000.



**Recidivism**

Recidivism is defined as a new adjudication, consent decree, or waiver into adult court while on supervision with the Division of Children and Family Services. In 2001, 81% of youth did not recidivate while on supervision or as of December 31, 2001. (if an open case at this time).

# Division of Disability Services

## Mission Statement

To Inspire HOPE - To Provide HELP - To Facilitate HEALing

The Kenosha County Division of Disability Services strives to secure services for Alcohol and Other Drug Abusers, Developmentally Disabled Individuals, and Mentally Ill Persons on a clinically sound, community-based, least restrictive, economically realistic, and most in-need basis.

The Kenosha County Department of Human Services' **Division of Disability Services (KCDDS)** is responsible for providing a comprehensive range of services to address the needs of Kenosha County's citizens with Alcohol-Drug, Developmental Disabilities or Mental Health problems. It accomplishes this through the administration of 80+ service contracts, mostly with local agencies.

The Division was established in 1972 pursuant to Wisconsin Statute 51.42/.437 and operates under the leadership of County Executive Allan Kehl, and the Kenosha County Board of Supervisors. From 1972 to 1986, KCDDS was known as the Comprehensive Board, or "Comp Board." From '86 through 1995 the Department of Community Programs was our formal name. In 1996, Kenosha County created a Department of Human Services and the Division of Disability Services was assigned the traditional 51.42/437 role within the new Department. Aging, Health, Children & Family Services, Workforce Development, Veterans, and Brookside Care Center comprise our sister Human Services Divisions.

The array of programs administered by the Division constitute a "safety net" for Kenosha's citizens who do not have the wherewithal to access mental health services through their own resources. We "manage care" by purchasing quality mental health services for our consumers on a clinically effective, community based, least restrictive, affordable and most in need basis.

As the Division is essentially an administrative office staffed by four support personnel and three professionals, community visibility is rather low. This is as it should be. A person seeking mental health services, often in times of crisis, doesn't need an administrator. He/she needs timely, direct access to services which can stabilize or treat the problem. Recognizing this, we promote awareness and use of our **Community Intervention Center (CIC) @ 262-657-7188**.

## Major Activities in 2001

1. Managed Care Put on Hold: The two managed care initiatives in which the Division was actively involved over the past few years were discontinued in 2001. Both Family Care, which included

the developmentally disabled and Managed Mental Health Care, which addressed persons with mental illness and alcohol/drug problems were discontinued. Family Care expansion was deleted in the State 2001-3 budget and Managed Mental Health Care was administratively discontinued due in large part to the absence of sound actuarial data which is a prerequisite for any successful managed care program.

Disability Services continues to work with its sister Division, Aging, in improving coordination and effectiveness of its long term care programs that affect persons with mental illness and developmental disabilities. Mental Health Managed Care has been replaced by Mental Health Redesign which emphasizes recovery and increased consumer/family member involvement in the mental health service delivery system. Special State funding is available to facilitate Mental Health Redesign even though the managed care component has been postponed.

2. Project Information Kenosha (PIK): In concert with the Division of Aging, we proceeded ahead with plans for a comprehensive patient information system designed to improve our ability to better manage long term care services. Even though the two major managed care initiatives, Family Care and Managed Mental Health Care, were indefinitely postponed in 2001, the need for a vastly improved information system remains. It is hoped that PIK will fulfill this need.

3. Inpatient Transition Reasonably Successful: 2001 was the first full year of operation with St. Luke's Hospital-Racine which became the primary, local, inpatient psychiatric facility with the demise of St. Catherine's Hospital in Kenosha in 2000. By and large, this transition has been reasonably successful thanks to the professionalism and cooperation of St. Luke's Behavioral Health Services staff, our local psychiatrists and local law enforcement.

4. Specialized Resources for Minors With Serious Emotional Disturbances (SED) Lost: The Mental Health Integrated Service program, also known as Children Come First, had been an integral part of the CIC for the past decade. This specialized case management service focused on minors

## Disability Services Committee

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Patrick Bell  
Elaine Edwards  
Marbeth Knoff  
Supervisor Irving Larsen  
Barbara Rankin  
Colleen Sandt

## Division of Disability Services Staff

Ronald R. Frederick,  
Director  
Donna Adams  
Chris Hribal  
John Sharp  
Gayle Hannes  
Lin Nakata  
Janet Schmidt  
Nicole Tridle

## Community Intervention Center

Lee Downs,  
Director

A partnership between Kenosha Human Development Services, Inc. and the Division of Disability Services providing:

Adult Crisis

Kenosha Adult Residential Emergency Center (K.A.R.E.)

Assessment

Court Liaison

Care Management and Specialty Program Services:

Children Come First

Guardianship Assistance

Residential Quality Assurance

Family Support

Developmental Disabilities Resource Center

Adult Family Home Certification

with serious emotional disturbances who were enmeshed in the Chapter 51 Involuntary Commitment process. This specialized capacity was lost to the CIC with the advent of the Hospital Diversion Program awarded the Division of Children and Family Services. This loss has severely hampered the CIC's ability to respond effectively to minors involved in Chapter 51 proceedings.

5. Court Commitments Up: The average number of persons served monthly on a Chapter 51 Mental Health Commitment/Settlement Agreement jumped from 87 in 2000 to 109 in 2001. That's a 25% increase.

6. Financial Squeeze Continues: 2001 saw little relief in terms of the Division's core funding sources such as Community Aids, Community Integration Program (CIP) reimbursement and County Levy. This necessitated a continuation of our waiting list policy which imposed a moratorium on all non emergency requests for new and expanded services with the following exceptions:

- ◆ Court Ordered: Services court ordered via Chapter 51 (Mental Health law) and Chapter 55 (Protective Services law). This would include persons at the State Centers for the Developmentally Disabled who are ordered into community placements.
- ◆ Condition Change: Services to persons in dire need of a more structured environment due to gross behavioral and/or physical deterioration which places the person at imminent risk of institutionalization.
- ◆ Collapse of Current Support System: Services for persons experiencing a collapse of their current and/or natural support system. A common example being the death or infirmity of family caregivers.

Even with the above service restraints, the Division's revenues to expenses ended about \$144,000 in the red. Though this is less than 1% of our \$16,000,000+ budget, it is the third year in a row that an operating deficit has been experienced, and the future holds precious little hope for improved funding prospects.

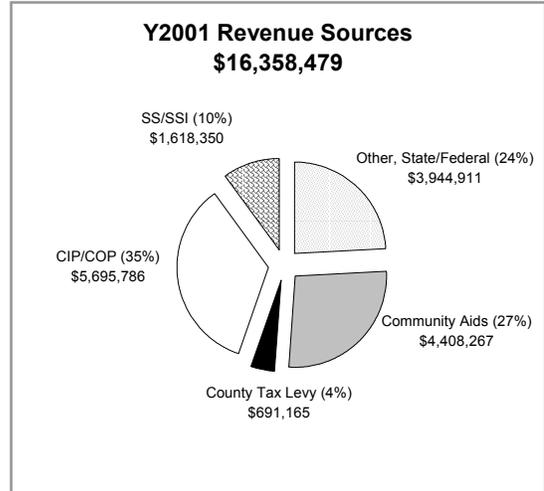
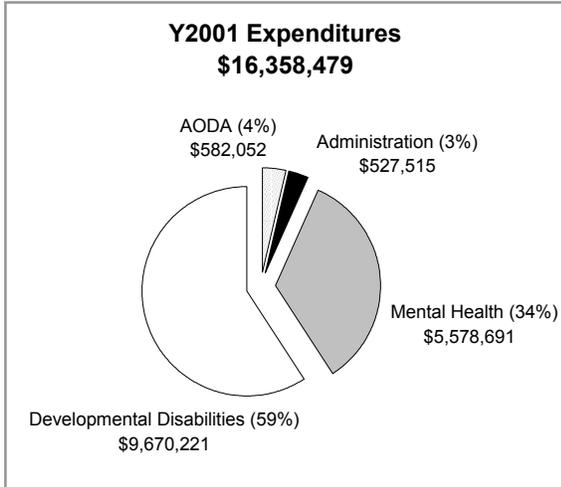
7. Ongoing Budgetary Pressures: Residential services continued as the primary pressure point, accounting for 52% of 2001 expenditures. The year began with 182 persons in residential care, and ended with 200. Despite the limitations of the waiting list policy, a total of 24 individuals met the exception criteria and needed to be placed during the course of the year. Another service area that continued to experience cost overruns was medications. New psychotropic medications are more effective, and have fewer side effects, but cost much more. Our pharmacy costs grew 11.5% over 2000.

Another problem area was our utilization at the \$600 a day State Mental Health Institutes. We budgeted for 1.3 beds and actually utilized 3.28. Local psychiatric inpatient at St. Luke's-Racine was up also by 178 days over 2000.

8. Waiting List Soars: Our waiting list started the year at 112 and ended at 148. While our waiting list continues to grow, more persons with circumstances that meet the exception requirements of the moratorium place pressure on our limited resources.

### 2001 Service Highlights

- Logged 5,352 **Adult Crisis** Contacts and accepted 381 **K.A.R.E. (Kenosha Adult Residential Emergency) Center** Admissions for 1,924 days of care.
- The **CIC's Intake & Assessment Unit** completed 801 evaluations of persons seeking mental health, alcohol-drug, or developmental disability related services.
- Assessed 768 persons per the State's **Intoxicated Driver Program** at the **Alcohol and Other Drugs Council, Inc.**
- Responded to 428 Involuntary Admission Episodes, i.e., **Emergency Detentions** per W.S. 51. Most, 97%, were @ St Luke's Hospital-Racine.
- Experienced average monthly caseloads of 109 persons under **WS 51 Court Ordered Commitments**; and, 171 for **WS 55 Court Ordered Protective Placement/Services**.
- Maintained an average monthly census of 153 seriously & persistently mentally ill persons @ the **Community Support Program, Inc. (CSP)**.
- Screened 42 persons for service & fielded 742 information-assistance contacts @ the **Developmental Disabilities Resource Center (DDRC)**. The DDRC is hosted at the CIC.
- **Care Managed** a monthly census of 371 **Developmentally Disabled & 237 Mentally Ill Persons** at the CIC.
- Assisted 332 persons at the **Kenosha Achievement Center (KAC)** in work related/day service programs. Served 307 birth to three infants @ the Early Age Program (EAP) which maintained an average monthly census of 162 children.
- Helped 306 persons access Outpatient Counseling @ **Oakwood Clinical Associates**. Provided Medication Monitoring Services for 272 Mental Health Patients via a **Closed Panel of Local Psychiatrists**. Authorized 597 persons for **Pharmacy (Rx) Services** via CIC.
- Authorized and discharge-planned for 187 inpatient psychiatric emergency &/or medical detoxification admissions of County funded patients @ **St. Luke's Hospital-Racine**. Plus 22 County funded adults utilized 3.9 beds daily at the **State Mental Health Institutes**.
- Supported 135 Admissions to **Residential Care** in Community-Based Residential Facilities (CBRF's) (5 beds +); and, 121 Admissions to Adult Family Homes (AFH's) (1-4 beds).
- Utilized the Wisconsin Medical Assistance Program's (**WMAP**) **Personal Care Benefit** for 54 persons who received 92,442 hours of personal care while in residential settings.
- Served 227 persons in the **Community Integration & Community Options Programs**, plus assisted 75 Families with 95 children in the **Family Support Program**.
- Persons on the **Waiting List** for services grew from 112 in January to 148 @ year's end.



***Thank You***

*Our appreciation and heartfelt thanks goes out to the fine staff of the Community Intervention Center, the Community Support Program, the Kenosha Achievement Center, adult family home and other residential providers, local psychiatrists and the many other service providers who have worked with dedication and diligence to serve our disabled citizens. As our contracts for the most part have been frozen for the past 4 years, we thank you for your perseverance and professionalism. Your contributions and sacrifices have not gone unnoticed.*

# Division of Health

## Mission Statement

To assure the delivery of health services necessary to prevent disease, maintain and promote health, and to protect and preserve a healthy environment for all citizens of Kenosha County regardless of ethnic origin, cultural and economic resources.

## Nursing

The nursing section of the Division of Health provides preventive health services to the residents of Kenosha County. Individuals are seen in clinics, schools, homes, day care, work places, as well as in the Division of Health office on a walk-in basis.

### COP Visits

By contractual agreement with the Division of Aging Services, a public health nurse provides physical assessment in conjunction with staff who provide social assessment and case management. A total of 403 individuals were screened in 2001.

### Home Visits

A public health nurse makes home visits to clients to monitor health status, screen for communicable diseases, and provide health education. A total of 3,164 home visits were conducted in 2001.

### Personal Care Worker Supervision

By contractual agreement with the Division of Disability Services, a public health nurse provides supervision, assessments, case management, billing and in-services. A total of 406 individuals were screened in 2001.

### Wisconsin Women's Cancer Control Program

This grant-funded program provides breast and/or cervical cancer screening for low income women who meet certain criteria. Pap smears and breast exams have been conducted by the Division of Health since 1997. The mammography services are provided through KMH and Aurora facilities.

## Clinic Services

Activity	Units
Immunizations	9,646
TB Tests	1,565
Adult/Senior Health Screenings	309
Influenza Vaccinations	1,400
Pregnancy Tests	542
Pap Smears/Breast Exams	86
Children's Health Screenings	758
Prenatal Care Services	124
HIV Antibody Testing	1,042
Sexually Transmitted Disease Screenings	761
Walk-ins; Nurse of the Day	10,873

## Environmental Health

The Kenosha County Environmental Health Section is dedicated to preserve and enhance the public health environment of Kenosha County. It does so by providing information, regulation, education, and intervention in the areas of Food, Water, Waste, Recreation, Lodging, Environmental and Human Health Hazards, and Consumer Protection while providing these services in a professional and responsive manner.

### Food Protection

Program objective is the prevention of foodborne disease through regulation of restaurants, retail food establishments, vending machines, school lunch programs, farmers markets, food dealers and special events. Activities include licensing, plan review, routine follow-up and complaint inspections, consultations, and education.

Activity	Units
Establishments Licensed	1,143
Inspections (Routine/Follow-Up)	2,136
Consultations/Plan Review	717
Consumer Complaint Investigations	184

## Board of Health

Steve Schwimmer,  
Chair  
John O'Day,  
Vice Chair  
Anne Bergo  
Margaret Kugler  
Dr. Mario Maritato  
Dr. Thomas Schlenker  
Jack Waters

## Medical Advisor to the Division of Health

Gregory Young, M.D.  
Steve Schwimmer, D.O.

## Division of Health Staff

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Wayne Krueger  
Dorene Leinenweber  
Cynthia Rafenstein  
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Nancy Ogden  
Brooke Olenick  
Gwen Perry-Brye

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continued-*

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Nancy Reeves  
Linda Rieschl  
LaRee Roe  
Debbie Rueber  
Kathy Sadowski  
Darlene Specht  
Donna Studrawa  
Debbie Sawisky  
Karen Wade  
Denise Wepking

Lodging Facilities

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

Activity	Units
Facilities Licensed	64
Inspections (Routine/Follow-Up)	100
Consultations/Complaint Investigations	73

Recreational Sanitation

This program's 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 laboratory.

Activity	Units
Facilities Licensed	75
Inspections (Routine/Follow-up)	101
Consultations/Complaint Investigations	68
Water Quality Sampling	35

Rabies Control and Animal Nuisances

Investigation and follow-up of animal bite cases, determining rabies immunization status, and initiating animal quarantine and observation procedures, as required by State Statute and local ordinances. Investigation of animal nuisances such as animal waste and excessive number of animal complaints. Licensing and regulation of kennels and pet shops within the City of Kenosha.

Activity	Units
Bite Investigations	157
Bite Consultations/Follow-ups	102
Animal Nuisance/Complaints Consultations/Follow-ups	170
Kennel/Pet Shop Inspections/ Consultations/Follow-ups	77

Solid Waste Control

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

Activity	Units
Investigation of Citizen Complaints	1,672
Follow-up/Clean-ups	1,837

Lead Hazard Control

Environmental investigations of dwellings in which lead-poisoned children reside. Inspections are conducted according to CDC policy to identify whether lead hazards exist; abatement orders are issued to control or eliminate sources of lead.

Activity	Units
Environmental Investigations and Follow-up Consultations	128

Weights and Measures

This program conducts inspections and tests of all scales, gas pumps and fuel truck meters used commercially within the City of Kenosha. These inspections determine compliance with rules and regulations of the National Bureau of Standards and the State of Wisconsin.

Activity	Units
Scales Tested	285
Pumps/Meters Tested	141
Complaint Inspections/Consultations	145

Environmental/Human Health Hazards

Enforcement of Chapter XXIII, Code of General Ordinances, relating to noise nuisances. Investigations consist of identification, measurement and abatement of noise violations and enforcement of code regulations.

Investigation of indoor air quality complaints, community odor complaints focusing on identification, providing information to assist in problem resolution and referral to appropriate State agencies, as indicated.

Maintenance of Wisconsin Division of Health radiation monitoring stations. This program collects data for the purpose of monitoring background radiation levels in areas surrounding the Zion Nuclear Power Plant.

Investigation of human health hazard complaints that exist in Kenosha County. Conditions include unsanitary conditions in dwellings, dwellings that lack heat or water and other safety hazards.

Activity	Units of Service ('00)	Units of Service ('01)
Noise Complaint Investigations	6	5
Air Quality Investigations	49	35
Radiation Samples Collected	121	51
Human Health Hazard Complaint Investigations	73	58
Human Health Hazard Follow-Up Consultation	74	76

TNC Well Program

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

Activity	Units of Service ('00)	Units of Service ('01)
Water Samples Taken	499	577
Well Consultations	58	73
Well Surveys and Inspections	40	44

**Laboratory**

Each year, more than 10,000 specimens 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 purposes of performing laboratory examinations or procedures. Approval has been granted in the specialties of Microbiology, Diagnostic Immunology and Chemistry.

The Wisconsin Department of Agriculture, Trade and Consumer Protection certifies the laboratory in milk and water specialties and Safe Drinking Water Certification is maintained from the Wisconsin Department of Natural Resources. The Wisconsin Department of Health and Family Services certifies the laboratory to perform Legal Alcohol testing.

Clinical Microbiology/Serology Unit

- Examines stool samples for the presence of organisms which cause intestinal diseases.
- Identifies intestinal parasites.
- Performs diagnostic tests for gonorrhea in support of statewide STD screening programs.
- Performs serologic tests for syphilis in support of the Kenosha County Division of Health STD clinic.
- Examines throat specimens for the presence of Group A streptococcus, the causative agent in Strep Throat.
- 3,035 samples tested - Enteric Pathogens, Strep Throat Cultures, Gonorrhea, Syphilis Serology.

Analytical Chemistry Unit

- Conducts chemical analyses of public and private water supplies to determine the presence of nitrates.
- Conducts chemical analyses of private water supplies to determine the concentration of fluoride in drinking water.
- Analyzes paint and pottery chips for the presence of lead.
- 355 samples tested - Nitrates, Fluoride, Lead Screens

Forensic Chemistry Unit

- Analyzes urine specimens and other body fluids for the presence of controlled substances, drugs of abuse and alcohol.
- Analyzes evidence for law enforcement agencies for the presence of controlled substances.
- 3,761 samples tested - Urine Drug Screens, Street Drugs
- Testifies in court regarding analytical findings

Environmental Bacteriology Unit

- Tests public and private water supplies for the presence of coliform bacteria.
- Tests swimming pool and whirlpool water samples for coliform bacteria.
- Tests swimming beaches and recreational water for E.Coli bacteria.
- Documents complaints of food suspected of causing disease outbreaks (food poisoning).
- Identifies insects.
- 1,460 samples tested - Drinking Water, Pools, Beaches

**Division of Veterans  
Services Staff**

Thomas R. Lois,  
Director

Eileen Koehler  
Michael Rosko

**Veterans Service  
Commission**

Adrian Kloet  
Edo Maccari  
George Vujovic

## Division of Veterans Services

### Mission Statement

*The mission of the Kenosha County Division of Veterans Services is to advise veterans of all wars residing in the County relative to any complaints or problems arising out of their military service and render to them and their dependents all possible assistance.*

The Kenosha County Veterans Service Office administers to the needs of the county's military service veterans by facilitating claims, applications, and numerous other legal forms, and by acting as an advocate for Kenosha County citizens before state and federal agencies.

### Services

#### Home Loan Guarantee

The United States Department of Veterans Affairs guarantees loans made to veterans for the purchase or refinancing of homes. VA guarantees part of the total loan, permitting the veteran to obtain a mortgage with a competitive interest rate without a down payment.

#### Disability Pension

Veterans may be eligible for disability pension if they have limited income and are permanently and totally disabled. Payments are made to qualified veterans to bring their total income, including other retirement or Social Security, to an established level.

#### Disability Compensation

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

#### Survivor Entitlements

Eligible surviving family members may be entitled to certain benefits that include: Dependency and Indemnity Compensation for dependents of veterans who died on active duty or died of a service connected disability; Death Pension for dependents of wartime veterans, home loan guarantee; and educational benefits.

#### Education and Training

The United States Department of Veterans Affairs offers several educational programs.

#### Educational and Vocational Counseling

Veterans and dependents of deceased and totally disabled veterans may receive a wide range of vocational and educational counseling services from the Veterans Affairs.

#### Life Insurance

The United States Department of Veterans Affairs 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 office.

#### Primary Home Loan Program

The Wisconsin Department of Veterans Affairs offers qualified veterans a low interest fixed rate home loan with terms up to 30 years. It has important features for veterans including: no discount points, no interest rate increase, no limit on retained assets or amount of down payment. The veteran may purchase existing housing to include condominiums or to build a home.

#### Home Improvement Loan Program

A low interest state loan from the Wisconsin Department of Veterans Affairs is available to provide eligible Wisconsin veterans with money to pay for repairs, alterations and improvements, which will protect or improve the basic livability or energy efficiency of the veterans home. Improvements that qualify include: roofing, siding, additions, garage construction, septic systems, etc.

#### Personal Loan Program

A veteran or qualified surviving dependent may apply to the Wisconsin Department of Veterans Affairs for a \$10,000 Personal Loan for consolidation or other expenses.

#### Education Assistance Programs

The Wisconsin Department of Veterans Affairs offers three grant programs for the education of Wisconsin veterans:

1. Part-time Study
2. Tuition and Fee Reimbursement Grant
3. Retraining Grant

#### Health Care Aid Grant

The Health Care Aid Grant helps pay the cost of temporary medical treatment and hospitalization for veterans and their families who are unable to pay with their own resources.

#### Subsistence Aid Grant

This grant from the Wisconsin Department of Veterans Affairs provides money to veterans and their families to help pay basic costs of living when illness, injury or death causes a loss of income.

### Veterans Assistance Program

The goal of the Veterans Assistance Program is to help veterans, who are homeless or at risk of becoming homeless, obtain steady employment and affordable housing to reintegrate into the community.

### Wisconsin Veterans Home

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

### Aid to Needy Veterans

Kenosha County provides funds for indigent veterans for transportation to United States Department of Veterans Affairs medical centers, emergency medication prescriptions, cemetery fees for setting government grave markers, etc.

### Miscellaneous Services

The Veterans Service Office 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.

## **2001 Outcomes**

- United States Department of Veterans Affairs guaranteed 303 home loans to county veterans at a total loan amount of \$39,900,000.
- The United States Department of Veterans Affairs paid disabled county veterans and/or surviving spouses \$10,300,000 in disability compensation or pension.
- Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,170,000.
- Families of 321 deceased veterans were helped to obtain burial benefits, government head stones and casket flags.
- Veterans or survivors filed 47 new claims for disability compensation or pension.
- In total, 1,630 forms and documents were processed with various components of the United States Department of Veterans Affairs.
- County veterans received 12 home loans from the state amounting to \$1,800,000. The Veterans Service Office facilitates this process.
- Fifty-seven (57) county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$38,500.
- Nine (9) veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$8,000.
- Ten (10) personal loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$90,000.
- Total expenditures for 2001 totaled \$191, 900.

### Public Welfare Committee

Anne Bergo, Chair  
Eunice Boyer  
LuAnn Bodven  
Virgil Gentz  
William Houtz  
Ronald Johnson  
Mark Modory

Adelene Robinson,  
Director

Bill Erickson  
Lauren Fox  
Ed Kamin  
Keli Poppe  
Robert Simmons

Kris Andrew  
Roberta Bloner  
Jeannette Camacho  
Judy Capponi  
Marlene Cline  
Heather Davis  
Margaret DesArmo  
Pat Doud  
Sue Fanning  
Barb Ferber  
Lyn Flynn  
Marlene Fredrick  
Diane Gruber  
Terri Hannes  
Debbie Jacobsen  
Carol Johnson  
Mary King  
Kathy Koessl  
Dan Mack  
Jesse Noyola  
Mary Passinault  
Beth Portilia  
Phyllis Saliture  
Debbie Schwandt  
Helen Smith  
Bob Smuda  
Mike Stancato  
Steffany Strickland  
Kathy Tolnai  
Nicole Tristano  
Claudia Volpintesta  
Kristin Walter  
Ann Whiteside  
Carol Yuknis  
Jean Zahn

## Division of Workforce Development

### Mission Statement

*To create and operate a system that fully integrates Economic Support, Child Support, and Welfare-to-Work programming into a single delivery system that establishes social and economic self sufficiency as each participant's primary goal; to provide Food Stamp, 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 progress towards economic independence; to be mindful that our personal involvement in the administration of policy determined actions and decisions affecting participant lives should contribute to an increase in participant empowerment; and to be accountable to the citizenry for our administration of these services.*

### Kenosha County Job Center

The Kenosha County Job Center (KCJC) assists employers and job seekers in making the connection that leads to a job seeker finding employment. Job seekers utilize KCJC services to find or obtain a better job. Employers utilize KCJC services to help meet their human resource and workforce development needs.

The primary tool used by the KCJC for making the connection between employers and job seekers is JobNet. JobNet is the computerized database of job openings utilized by all Job or Workforce Development Centers in Wisconsin. JobNet is available in the KCJC's Employment Central through touch screen computer terminals and the Internet. Employment Central also has a disabled access JobNet station.

The KCJC provides employers with the following human resource needs:

- Recruitment of new employees for businesses through computerized systems that have local, state and national access to job seekers;
- Taking job applications and resumes for businesses as a resource to meet recruitment needs for new employees;
- Sorting of job applications and resumes for businesses by job skill, education or other criteria to assist with the recruitment of new employees;
- Providing on-site space for businesses to interview job candidates;
- Providing a wide range of human resource support for businesses such as prevailing wage rates, job description writing and linkages to other organizations;
- Assessment of job applicants for job skill levels needed for employment;
- Assessment of job applicants for "soft" work skills needed for group or teamwork;

- Publication of a newsletter to businesses
- Promoting the job skills of specific job seekers through mini-resumes or a resume matrix;
- A "hot jobs" phone number for job seekers to find out about special recruitment;
- Community access cable channel notices of events for recruitment;
- Promotion of area businesses and types of jobs available through presentations to community organizations, high schools and local colleges;
- Planning and developing job fairs to reach job applicants for businesses.

The KCJC assisted employers with 8,382 job openings for the program year, July 1, 2000 through June 30, 2001. The KCJC filled 2,240 or 27% of the job openings. The average wage per job opening was \$10.44 per hour. During the program year, 15,677 individuals accessed JobNet, in Employment Central, seeking information about job openings.

The KCJC also operates programs to help special groups of individuals find employment. These programs are Wisconsin Works (W-2), Food Stamp Employment and Training (FSET) and the Workforce Investment Act (WIA)

The key components for Economic Support are those that would provide eligible individuals financial support such as Temporary Assistance to Needy Families (TANF), Food Stamps, Child Care and Medical Assistance. In Wisconsin, TANF is known as Wisconsin Works or W-2.

The W-2 program assists individuals, who need temporary assistance with living expenses, prepare for and find employment. More than 1,478 individuals were enrolled for W-2 program services. Table 1 on page 21 lists the outcomes of the W-2 program.

WIA provides employability planning, financial support for job skills training and placement assistance for eligible individuals. Adults and youth (ages 14-21) are served through the WIA program. Dislocated Workers must be laid off from employment, most likely through a business closing.

The intent of Level One services is to provide services that generally require minimal staff assistance and are similar to a library. Job seekers can use the services as needed and ask for assistance from Help Desk staff in Employment Central. Key components within Employment Central are:

Career Connections is for job seekers to plan job and career choices. Professional counselors help individuals reach their goals through use of a variety of assessment tools. Academic and basic career planning assessments were completed for 1,040 individuals.

The Resource Room is for job seekers to find job openings that match their needs, prepare for job search such as resume development and receive complimentary support for copy, fax, telephone, computer use and Internet access. The Resource Room's JobNet was used by 15,677 job seekers. A total of 11,686 selections or referrals were made for job openings listed through the Job Center. These selections could be made through any statewide point of access to JobNet.

Using an eight-week sample through June 10, 2001, a weekly average of 4,126 hits through the Internet were counted through JobNet for job openings listed through the Job Center. JobNet is the computerized database used by all Job Centers in Wisconsin for employers to post job openings to attract job seekers. JobNet is also available through the Internet and can be connected to the Department of Labor's national jobs database titled America's Job Bank.

Drop off childcare is available through A Child's Place for job seekers that are onsite and using KCJC services. On-site childcare was provided to 748 children through 5,130 visits to KCJC.

The KCJC organizes services around functions to meet the needs of job seekers and employers. The philosophy is to expect success through excellent service, collaboration, and less duplication. The KCJC partners organize around the functions and outcomes listed in Table 4.

**Table 1. Kenosha County Job Center W-2 Program**

State Contracted Goals	% Goal Min.	% Goal Actual	2001 #
<i>Employment Standards</i>			
Entered Employment	35.0%	42.4%	537
Average Wage @ Employment	100.0%	116.3%	\$7.75/hr.
Follow-Thru @ 30 days	75.0%	83.5%	446
Follow-thru @ 180 days	50.0%	60.9%	461
Health Benefits @ Employment	30.0%	37.5%	225
<i>Participation Standards</i>			
Full Program Engagement	80.0%	94.9%	1,002
Education/ Job Skill Attainment	50.0%	66.1%	698
Basic Educational Activities	80.0%	93.5%	987

**Table 2. Kenosha County Job Center WIA Program (2001)\***

WIA Program	# Enrolled	# Placed	Avg. Wage @ Placement
Adult	136	30	\$7.59
Youth	225	16	\$7.48
Older Worker	13	6	\$8.12
Dislocated Worker	187	22	\$14.48
Dis. Worker /Special Response	160	22	\$11.00

**Table 3. Kenosha County Job Center Service Functions**

<b>Employment Central</b>	<i>Career Connections</i>	1,040 individuals completed academic and career planning assessments
	<i>Resource Room*</i>	15,677 job applicants selected 11,686 referrals for jobs
<b>A Child's Place</b>	<i>Drop-in Child Care</i>	5,130 visits by 748 children
	<i>Head Start-KUSD</i>	116 children enrolled
<b>Pre-Employment Preparation</b>	<i>Workshops</i>	904 individuals attended 104 short-term workshops; 289 individuals attended 32 two-week workshops; 448 individuals attended the first level, business start-up workshops
<b>Employer Services*</b>	<i>Recruitment*</i>	8,382 job openings listed (27% filled)
	<i>Resume Matrix</i>	Monthly mailing of resume database to businesses
	<i>Newsletters</i>	Monthly mailings to jobseekers & bi-monthly to employers
	<i>Job Fairs</i>	Summer, Dislocated Worker; Annual Job Fairs completed
	<i>Special Projects</i>	Labor Law Clinic; Teacher Externship; School Classroom Presentations
<b>Learning Lab/Computer Lab</b>	<i>Instruction</i>	584 individuals utilized the Learning Lab for 13,754 hours of instruction and 119 used the Computer Lab for 4,640 hours of instruction. 65 students took the GED/HSED test with 31 completing to-date.

\* Program Year Through June 30, 2001

## KCJC Management, Governance and Oversight

The Workforce Development Board is appointed by the County Executive to meet requirements of the Federal Workforce Investment Act of 1998 and lead local workforce development planning and solutions. This WDB includes a Youth Council, as a subcommittee, to develop a community-wide plan for the training and employment of our youth.

The general policies for program operations are managed through the KCJC Executive Management Team. This Team has membership of the top executives from the KCJC partner organizations. In addition to Kenosha County through the Department of Human Services, the partner organizations at the KCJC for 2001 were:

- ◆ City of Kenosha, Housing Authority, HUD Section 8
- ◆ Gateway Technical College
- ◆ Goodwill Industries, Inc.
- ◆ Hoppe & Orendorff
- ◆ Job Corps
- ◆ Kenosha Literacy Council, Inc
- ◆ Kenosha Unified School District-Head Start
- ◆ LLJ-Associates in Management Services
- ◆ Professional Services Group
- ◆ SE WI Labor-Management Council, Inc.
- ◆ Senior Community Services of SE WI, Inc.
- ◆ Small Business Development Center/UW-Parkside
- ◆ State of WI, DWD, Job Service
- ◆ State of WI, DWD, Unemployment Insurance
- ◆ United Migrant Opportunity Services

## Economic Support Program

The Economic Support Program is the benefit issuance component that establishes eligibility for public assistance, determines benefit amounts, and distributes financial support. The primary program areas are: Wisconsin Works Program/Temporary Assistance to Needy Families, Food Stamps, Medical Assistance, Kenosha CARES/SHARES programs, and Childcare.

Secondary components include the Low Income Energy Assistance Program, the Emergency Assistance Program, SSI Advocacy Program, the Holiday House Charities, the Fraud Prevention Unit and the Quality Control Unit.

The Economic Support Program operates out of three main locations: the Kenosha County Job Center serves the general community; the Kenosha County Center serves the general community located west of I-94, the Center for Aging and Long Term Care serves the elderly and nursing home populations. In addition, the Economic Support Program operates from 15 outstation sites throughout the community.

Economic Support Specialists function as critical members of Financial and Employment Planning Teams who not only determine eligibility and issue benefits for Wisconsin Works, Food Stamps, Medi-

cal Assistance and Childcare, but also determine to which Wisconsin Works Program placement and activities an individual is assigned. They work in conjunction with other Team members to assist families in becoming economically and socially self-sufficient.

## Wisconsin Works Program

Under the Wisconsin Works Program, families are eligible for work program services that assist them in obtaining and retaining employment. Depending on their level of employability, they may receive cash assistance if placed in a community service job, a Wisconsin Works Program transition job, or if they are the caretaker of an infant. Wisconsin Works Program cash assistance is limited to 24 months in any single category and 60 months per lifetime.

Between January 1, 2001 and December 31, 2001, Kenosha County issued \$1,437,718 in Wisconsin Works (W2) payments for an average of 190 families per month in paid positions. There were an additional 100 families per month in unpaid positions in the W2 Program.

## Child Support Program

The Child Support program was created in Kenosha County in 1976 to establish and enforce support orders for children and to establish paternity. Some cases result in court proceedings, but behind the scenes a great amount of the work is done by office staff and case workers, who interview, investigate, negotiate, process and take administrative actions to collect ordered payments. The Child Support Program manages approximately 11,000 cases. A parent with a minor child in the home and in need of support or paternity establishment can apply for Child Support services. Enforcement of child support obligations has enabled people to become and remain self-sufficient.

Legal papers are served and absent parents located with the assistance of the Sheriff's Department, who provide the services of two or three deputies.

The Children First Program is operated by Goodwill Industries of Southeastern Wisconsin and Metropolitan Chicago, Inc. The program employs one case manager. Services provided in conjunction with the Kenosha County Job Center/Human Services Building and Child Support Agency are: case management, orientation, assessment, counseling, adult basic education, customized training, job placement assistance, and court monitoring. The program goal is helping the non-custodial parent to obtain employment so that their child support obligation can be met. In 2001 there were 275 individuals enrolled in the program. 236 found full-time employment at an average wage of \$7.57 per hour and 11 found part-time employment at an average wage of \$6.00 per hour.

### Child Support Program Staff

Tom Buening  
Darlene Sandberg  
Nina Tracy  
Jeff Witthun  
Deb Zarovy

Kris Andrew  
Sheryl Acunal  
Donna Adams  
Carol Brooks  
Brenda Burgess  
Lynn Costello  
Tiffany Dykstra  
Dustin Feeny  
John Fliess  
Nancy Gardynecki  
Joseph Hazelton  
Deborah Huber  
Jacki Hughes  
Val Jensen  
Mary Jonker  
Jayne Katt  
Michelle Kozmer  
Jean Krueger  
Rebecca Mentink  
Marni Neff  
Sue Nelson  
Karen Niedzielski  
Heather Nikula  
Kimm Peters  
Deb Sendelbach  
Karen Skogstad  
Gayle Schwartz  
Christine Steinseifer  
Marge Thomka  
Deb Tinker  
Nicole Tridle  
Edward Winkler  
Marcia Watson  
Karl Zuberbuehler

### Fiscal Unit Staff

Kathy Hermmann  
Julie Lichter  
Susan Morrill  
Priscilla Reisenauer  
Mary Sammons  
Miriam Tetzlaff  
Jeff Wilson

## Emergency Services Network

The Kenosha County Emergency Services Network brings together community-based agencies serving low income and indigent residents of the County with the goal of creating better coordination of services and eliminating duplication of services and aid.

The agencies involved with the Emergency Services Network provide such key resources as food, shelter, clothing and some limited medical care, as well as counseling and referral to other resources in the community.

The Kenosha County Division of Workforce Development provides hunger and shelter grants to Emergency Service Network member agencies under a program called Kenosha County "SHARES".

The SHARES Program gave \$135,500 in County tax levy for Hunger and Shelter related grants in 2001. The agencies comprising the Emergency Services Network are:

Racine/Kenosha Community Action Agency: WIC, Federal Commodities, TEFAP, Coordination of Emergency Services Network; Total Grant Award—\$29,500 .

The Shalom Center: Soup Kitchen, Family Shelter, Coordination of INNS Program; Total Grant Award— \$66,000.

Salvation Army: Food pantry, social services component, Summer Food program; Total Grant Award— \$10,00.

The Sharing Center: Food pantry, clothing, social services component for western Kenosha County; Total Grant Award—\$7,500.

Kenosha Youth Development Services: Adult and children crisis centers, adult and children shelters, social services component, contracted through the County for AODA/Mental Health services.

Spanish Center: Transitional Rent Assistance, Food Pantry, Housing Assistance, Case Management; Total Grant Awards—\$9,200.

First United Methodist Church: Food Pantry; Total Grant awards—\$2,000

American Red Cross: Emergency shelter, food and clothing for victims of fires and natural disasters.

Twin Lakes Area: Food Pantry; Total Grant Award—\$1,000.

Kenosha County Department of Human Services, Division of Workforce Development.

WoMen and Children's Horizons: Domestic abuse shelter; Total Grant Awards—\$9,500.

UW-Extension: Community Food Garden (Field of Dreams); Total Grant Award—\$1,300.

New Hope Charities: Emergency Shelter for Western County residents—\$1,500.

## Food Stamp Program

The Food Stamp Program is sponsored by the U.S. Department of Agriculture to help meet the nutritional needs of individuals and families whose income fall below a percentage of the federal poverty level. Eligibility for Food Stamps is determined by Economic Support Specialists and is based upon both financial and non-financial criteria as outlined by State and Federal guidelines. Food Stamp cases are reviewed every three months.

Food Stamps are provided on a monthly basis to eligible households in allotments that are determined by household size and income. Food Stamps can be used like money to buy most food items. In 2001, Kenosha County issued \$5,640,670 in food stamp benefits.

There is a mandatory work requirement that goes along with the receipt of Food Stamps for adults who are not caring for a child under one year of age, or are not working at least 30 hours a week, or are not over age 60, blind or disabled. The Food Stamp Employment and Training Program assists individuals in obtaining and retaining employment.

## Medical Assistance

The Medical Assistance Program provides health care benefits to individuals and families who meet financial, health, and age requirements. There are several types of Medical Assistance available to cover the cost of health care services for children and their caretakers, the indigent, aged, or disabled persons as well as for pregnant women needing prenatal or postnatal care. Eligibility factors are different for each type of Medical Assistance.

In 2001, the Medical Assistance Outstationing/Outreach Initiative was expanded to include sites in western Kenosha County. Faith-based organizations such as St. John's Church and Calvary Congregational were added as permanently staffed facilities. As of December 31 this initiative contributed to the enrollment of 6,085 individuals in the Badger-Care and Healthy Start categories of medical assistance.

## Medical Relief

Medical Relief provides non-emergency primary medical and dental care to very poor, eligible adults with no minor children. Services are provided through a contract with Kenosha Community Health Center, the local federally qualified community health center. Specialized services and tests are by referral. In-patient and emergency room care are not covered.

During 2001, 64 individuals were eligible for services, with an average of 22 persons per month utilizing some form of health care benefits through this program. 2001 expenditures for Medical Relief were \$100,848 with up to 50% State reimbursable.

## Medicaid Transportation

Medicaid transportation is available to eligible individuals who require transportation assistance in order to receive Medicaid (Title 19) covered services. This includes individuals receiving regular Medicaid Assistance, Supplemental Security Income (SSI), BadgerCare, and CIP/COP Waiver bene-

fits. In addition, individuals who provide their own transportation or obtain rides from friends/family can be reimbursed \$.24 per mile.

The year began with 12 contracted common carrier vendors. During the year three new vendors were issued contracts and four vendors ended operation for a net total of 11 contracted vendors at the close of 2001.

Common carrier expenditures for 2001 totaled \$645,403. This is a 33% increase over the 2000 expenditure of \$482,692. The reasons for this increase are as follows:

- Increase in the Title 19 (Medicaid Assistance) caseload;
- Rate increase in some ride categories;
- Advertising for common carrier vendors;
- Partner agencies inform Title 19 clients of available of common carrier transportation; and
- Word of mouth by Title 19 clients

Kenosha County received \$32,491 in reimbursement from the state for administering the Common Carrier program in 2001. Round trips to Medicaid services totaled 24,048 in 2001. The County, as agent of the State, must utilize cost-effective methods of Medicaid transportation.

**Other Services**

HUD Section 8 Subsidized Housing staff is on-site at the KCJC to assist eligible individuals.

Training Awards provide eligible individuals with payment of tuition, books or supplies for an approved training program. These Training Awards would include Workforce Advancement & Attachment (WAA), Trade Adjustment Act (TAA), and Veterans Services. \$137,173 in funds were paid through WIA, \$6,869 through WAA and \$76,968 through TAA for Training Awards.

The Title V Senior Aides program, Senior Community Services of SE Wisconsin, provides supported work experience and job placement services for eligible individuals that are age 55 and older. The program was funded for 27 Full Time Equivalent (FTE). A total of 38 individuals were enrolled for services and placed at 16 different worksites through financial subsidies. Nine were subsequently placed in private sector employment. The total financial subsidies paid for wages and fringe benefits were \$103,900.

The Kenosha County Job Center was recognized as one of the innovative One-Stops in the nation by Rutgers University, John J. Heldrich Center for Workforce Development.

**Kenosha County Job Fair Summary**

	<b>Employers Attending</b>	<b>Job Seekers Attending</b>
Fall 2000	34	541
Dislocated Worker	30	1,038
Summer 2001	27	272
Fall 2001	34	808
Daimler Chrysler Apprenticeship	1	343

## Administrative Support Staff

### **MIS Staff**

Brian Crehan  
Ed Jakes  
Tom Li  
Brad Reichert

### **P&E Staff**

Susan Koehn  
Jennifer Madore  
Pamela Smith

# Administrative Support

## **INFORMATION & COMPUTER SYSTEMS SUPPORT**

In 2001, the Department contracted with RHB Technology Solutions, Inc., for PC and network systems development and support.

## **Systems-Related Projects and Accomplishments in 2001**

DHS completed and implemented five new PC database applications along with providing ongoing maintenance and support to over twenty existing end-user applications. These applications support staff in the Division of Aging Services, Children and Family Services (DCFS), the Division of Disability Services (DDS), the Division of Workforce Development (DWD), and outside provider agencies. These efforts are part of a continued long term goal of broadening and improving the level of data processing automation available to DHS staff and management. The DHS master "person data" set which provides common client data for all network/PC applications grew to almost 30,000 unique individuals.

In addition, the Department of Human Services officially jumped on the information superhighway by rolling out a Department wide Internet site. The site is designed to assist in communicating with the residents of Kenosha County the many services the Department provides to the community.

The completed applications are as follows:

### **System Name: DHS Internet Site**

*Agency: All DHS Divisions*

**Description:** Implementation and ongoing maintenance of a comprehensive Department of Human Services Internet site.

### **System Name: Contract Monitoring System**

*Agency: All DHS Divisions*

**Description:** Initial rollout of data entry and reporting application designed to assist in contract document creation and contract monitoring.

### **System Name: Clothing Voucher System**

*Agency: DHS Fiscal, DCFS Supervisors and Staff*

**Description:** Data entry and reporting application designed to assist fiscal and CFS social workers in monitoring clothing allowances to clients.

### **System Name: M/A Service Monitor**

*Agency: DHS Fiscal Staff and Contract Monitors*

**Description:** System intended to assist DHS fiscal staff and contract monitors to evaluate specific services rendered to M/A clients.

### **System Name: Staff Training Database**

*Agency: DWD Supervisors*

**Description:** Data entry and reporting application designed to assist supervisors in documenting staff enhanced case management and personal development training.

### **System Name: W-2 Case Documentor**

*Agency: DWD Supervisors*

**Description:** Data entry and reporting application designed to assist supervisors in internal documentation of W-2 cases with upcoming or requested extension of services.

## **PLANNING & EVALUATION**

The Department purchased administrative support for research, evaluation and grants development from NJM Management Services, Inc. Grant proposals were prepared by ad hoc teams comprised of various DHS and contract provider staff. Consultant services were used sparingly.

### **Grant Monitoring**

P&E provides ongoing program oversight and coordination for the following state-funded initiatives: Juvenile Accountability Incentive Block Grant, Youth Gang Diversion, and Brighter Futures Initiative.

### **Special Projects**

An ongoing responsibility of the Planning and Evaluation Unit are data and trend reports. In 2001, P&E produced reports in areas such as out-of-home care, child welfare, and juvenile justice.

### **21st Century Community Learning Centers**

A member of the P&E Unit serves as the lead evaluator for this Kenosha Unified School District Program. The CLCs are funded through a grant from the U.S. Department of Education.

### **Grant Development and Production**

P&E staff regularly search internet sites and printed publications for grant opportunities. Detailed reports are prepared for Division Directors. P&E also serves on grant production teams within the Department, providing coordination and technical assistance.

### **Early Head Start**

A community-wide needs assessment was completed for this federally-funded initiative. The assessment enabled the program to prepare an expansion grant application in 2002.

### **Outcome Measurement Training**

As part of the Kenosha YES action plan, P&E trained Division of Children and Family Services purchase of service staff on outcome measurement principles. Using their programs as a guide, the goal of the project was to improve program monitoring and service delivery.

### **Coordinated Treatment and Support Services for Families**

CTSSF is a three-year grant from the U.S. Substance Abuse and Mental Health Services Administration to provide an outreach and case management program for traditionally underserved populations. P&E serves as the evaluator of this program.

## *Department of Human Services Purchase of Service Contractors*

Alcohol & Other Drugs Council of Kenosha Cnty.Inc.	Kenosha Achievement Center	Southeastern Youth & Family Services
Alpha Community Services, Inc.	Kenosha Community Health Center	Southport Transportation
Alpha Homes of Wisconsin, Inc.	Kenosha County Interfaith Human Concerns Network, Inc.	Spanish Center
Alterra	Kenosha County University of WI Extension	St. Amelian-Lakeside, Inc.
Ament Adult Family Home	Kenosha Hospital & Medical Center	St. Andrew's Place
American Red Cross	Kenosha Unified School District	St. Charles Youth & Family Services
Archives	Kenosha Human Development Services, Inc.	St. Coletta of Wisconsin
Babusukumar, Dr. Pushpa	Kimberly Lane Group Home	St. James Manor
B-Care Corp (Caring House)	Koski Adult Family Home	St. Joseph's Adult Day Care
Bell Therapy, Inc.	Kraai Adult Family Home	St. Luke's Hospital (All Saints)
Benet Lake Child & Adolescent Treatment Center	Lakeview Neuro Rehab Center	St. Rose Residence
Boys & Girls Club of Kenosha	Lakeview Rehabilitation Center	Sunburst Youth Homes
Bridges Community Center	Lakeview Terrace Retirement Home	Superior Linens
Brotoloc Health Care Systems, Inc.	Lauer Adult Family Home	Tarr Adult Family Home
Bucko's Ambulatory Transport	Laura's Home	Taylor Home
C & C Homestead	Lincoln Lutheran of Racine	Tellurian-UCAN, Inc.
C & S Transport	Living Hope, Inc.	Todd's Companion Plus
Careers Industries	LJJ Associates in Management Services, Inc.	Tomorrow's Children
Chandler, Attorney John	Long Beach Genetics	Trans Corp.
Children's Service Society	Losey, Mary	Trempealeau County Health Care Cntr.
Christian Youth Council	Lutheran Social Services	Trusted Care Services, Inc.
Community Advocates	Lydia Group Home	Twin Lakes Area Food pantry
Community Care Organization	Marshman Adult Family Home	Upton Adult Family Home
Community Care Resources	Martinez Adult Family Home	Urban League
Community Impact Programs	Matuszewski Family Home	Victorian Manor
Community Support Program	McDonald Adult Family Home	Vines Adult Family Home
Cote Adult Family Home	Medix Ambulance Services, Inc.	Vocational Industries
Covelli CBRF	Michaels Adult Family Home	Volunteers of America
Crabtree Adult Family Home	Miller Adult Family Home	Walgreens Pharmacy
Dayton Residential Care Facility	Milwaukee Academy	Western Kenosha Cnty. Senior.Citizens Council
Deer Path Estates, Inc.	MJ Therapy Services	Willowglen Academy
DeLanna House	Nelson Adult Family Home	Windy Oaks Group Home
Dorothy Dosemagen	New Horizons Center	Wisconsin Department of Workforce Development – Job Service
Du Bois Adult Family Home	New Visions Treatment Homes of WI	Wisconsin State AFL-CIO Labor & Education Training Center
E*TRAN	NJM Management Services, Inc.	WoMen & Children's Horizons
Encore Senior Living	Norris Adolescent Center	Woodgreen Estates
ESI Associates	Northwoods Youth Camp	Wright Adult Family Home
Eternal Hope	Oakwood Clinical Associates	Wyalusing Academy
Family Works	Oconomowoc Residential Programs	
First Home	Omni Care Pharmacy	
First Step Services	Opportunities, Inc.	
First United Methodist Church Food Pantry	Options for Community Growth	
Fredericksen Adult Family Home	Paragon Industries (HIL)	
Gardinier Adult Family Home	Parker Adult Family Home	
Gateway Technical College	PATH	
Gentiva Health Services	Peppie's Courtesy Cab	
Getter Adult Family Home	Point of Life	
Goodwill Industries, Inc.	Productive Living Systems	
Guardian Angel Specialized Transportation, Inc.	Professional Services Group	
Guardianship Services of Kenosha County	Racine / Kenosha Community Action Agency	
Hagen Adult Family Home	Racine County Opportunity Center	
Home Health Plus	Reindl Home	
Homes for Independent Living	RHB Technology Solutions	
Homeward Bound	Rizzo, Attorney Nicole	
Hoppe & Orendorff	Roeschen's Omnicare	
House of Samuel	Salvation Army of Kenosha	
Independent Opportunities	Savaglia Adult Family Home	
Jambois, Beverly - Kenosha County Tobacco Free Coalition	Senior Community Services,SE WI, Inc.	
Kenosha Achievement Center	Sha, Dr. Ashok K.	
Kenosha Area Family Aging Services, Inc.	Sharing Center, Inc.	
KAS Transportation	Sharma, Dr. V. K.	
	Snyder Drugs	
	Society's Assets	