

Kenosha County
Department of Human Services
2002 Annual Report



Dennis R. Schultz
Director

Allan K. Kehl
County Executive

Kenosha County Department of Human Services

2002 Annual Report

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It is with great pleasure that I present the 2002 annual report for the Kenosha County Department of Human Services. This past year can be best described as one of the most challenging as well as one of the most rewarding years for this Department:

- In spite of the continued need for services in the Division of Disability Services that placed that division's budget in the red; other divisions, primarily the Division of Children & Family Services and Brookside, came in under budget and were able to help out their sister division.*
- In spite of flat state and federal aids, a mid-year county budget reduction, compounded by an increase in our cost to continue in all service centers, the Dept. of Human Services helped out other departments within county government who had come to our assistance in previous years.*
- In spite of a \$4 million remodeling project that most times dominates every minute of our spare time (however, we are not complaining).*
- In spite of SACWIS (Statewide Automated Child Welfare Information System), HIPAA (Health Insurance Portability and Accountability Act), PIK (Project Information Kenosha), and the Medical Assistance audit, this was, as I said before, a very challenging year.*

More importantly, I would like to talk about the positive aspects of the Department in 2002, and of course thank a few people along the way. Firstly, congratulations to the Division of Children & Family Services for staying the course on "best interest of the child" and their true belief in permanency planning, using least restrictive and permanent placements as their guide. I would also like to thank the District Attorney's office, Juvenile Court Intake, and the Juvenile Court for their continued support, understanding, and commitment to innovation.

Secondly, I would like to thank Brookside Care Center (the jewel nursing home in southeastern Wisconsin), especially Karen Vincent for not only helping out in balancing our budget, but for hosting all of our employee recognition lunches. She and her staff did an exceptional job.

Thirdly, special thanks once again to all of our dedicated employees, both represented as well as contracted, who continue to provide excellent services to those most in need; and to the division directors, supervisors, and managers who make my job so much easier.

And lastly, to all of the elected officials and volunteers, especially Eunice Boyer, Anne Bergo, and Virgil Gentz, and of course my boss, Allan Kehl, who contribute their precious time to the administration of "humane services" to literally thousands of people in this community.

The Office of the Director consists of county and contracted staff who share responsibility for a wide range of department-level management and administrative functions, special project and technical support for DHS divisions. Examples of department-wide functions include: maintaining professional connections with other counties, state officials and legislators, providing departmental leadership in personnel management and labor relations, planning and preparation of the department annual budget, planning and managing departmental process and systems for contracted services, developing internally consistent agency policies and procedures, planning and managing departmental facility use and building support services, and coordinating communications and the flow of information both internally and to the outside. Examples of special project support provided to DHS divisions includes: fiscal analyses, grant research, development and writing, database development, data evaluation, analysis, and special reports, coordination of the purchasing of contract services, lease administration, and planning assistance.

SPECIAL PROJECT MANAGEMENT

Project Information Kenosha (PIK), was implemented in 2002. This project includes the implementation of a comprehensive computer information system to support conversion to a “managed care” business model in long-term care services and mental health services in the Divisions of Aging and Disability Services. A two-year requirements definition and competitive procurement process for licensing, maintenance and implementation of four software products was completed in 2002. Some new initiatives resulting from this project were underway in 2002 and continue into 2003, such as the consolidation of two different fiscal processes into a more efficient single, automated process that provides tighter fiscal controls. Projected completion of full implementation and conversion activities for the project systems in both divisions is the end of 2004.

FISCAL MANAGEMENT

The Department of Human Services total expenditures for 2002 was \$71,420,067. In 2002, the adopted budget for the Department of Human Services accounted for 44% of the total Kenosha County budget. In contrast, the Department’s levy request was only 26% 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.

CONTRACT MONITORING

Management of department-wide contracting and purchase of services included coordination across divisions for a wide range of community support services through over 200 contracts from approximately 150 providers. These support services are provided to children, youth, families, elderly, veterans, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems. Primary focus for 2002 was the review and development of department-wide written procedures related to the purchase of service process and the development of a contract management system to assist in providing management reporting and monitoring systems for department contracts. The focus in 2003 will be further development of the contract management system to enhance its effectiveness in monitoring contracts across divisions, and further development of contracting and procurement processes.

CENTRAL SERVICES

Central Services is charged with the responsibility of coordinating building-wide functions of telephone and telecommunications systems, safety/security procedures and staff training, and space and lease planning and administration. In addition, Central Services is responsible for purchasing office supplies as well as office equipment maintenance. Central Services works closely with the Department of Public Works and the Divisions of Information Systems, Purchasing, and Emergency Management. Y-2002 areas of focus included the following:

- Convened a core planning team and safety team comprised of representatives from all affected divisions including contracted and union staff to map a strategy for the integration of all DHS divisions to the KCJC/HSB when renovation is complete.

- Obtained Crisis Prevention certification and initiated training for all DHS staff on "Non-Violent Crisis Intervention".
- Initiated discussion with Information Services regarding automated room reservation and scheduling system capable of handling the increased number of rooms and staff requests when the building renovation is complete and all staff are relocated.

Goals for 2003 include facilitating the integration of all Department of Human Services staff to the Kenosha County Job Center/Human Services Building, completing safety policy and procedure revisions and implementing safety training for all staff.

INFORMATION & COMPUTER SYSTEMS DEVELOPMENT AND SUPPORT

In 2002 the Department contracted with RHB Technology Solutions, Inc. for PC / network systems development and support.

The Department of Human Services (DHS) added five new PC database systems to the 20+ applications that are currently in production. The most notable of these applications is the DHS Contract Management System, which was enhanced during 2002 in order to further promote department-wide contracting practices. 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. All systems are designed and maintained as part of the department initiative to broaden and improve the overall level of automation enjoyed by Department staff and clients.

Goals for 2003 include:

- Design and implement enhancements to the Contract Management System.
- Design and develop an automated monthly reporting and query system to be used by the DHS fiscal staff.
- Design and develop a DHS Intranet in order to facilitate the dissemination of information to staff and management.

PLANNING AND EVALUATION

The Department of Human Services contracted with NJM Management Services, Inc. for grants development, program evaluation, research and administrative support in 2002.

Grants Development

A total of 89 federal, state, and private foundation funding opportunities were identified for the Department of Human Services and other community-based organizations in 2002.

P&E assisted the Kenosha County Division of Health and the Kenosha Housing Authority in obtaining a 1.5 million dollar, three-year grant to create 100 lead-safe apartments and homes, expand blood testing for children, train contractors to clear lead from dwellings and provide temporary housing to families while their homes are being rehabilitated.

Kenosha YES was one of 17 community coalitions in Wisconsin to receive a State Incentive Grant, which will be used to provide substance abuse prevention programming in Kenosha County. The total grant is \$330,000 over a three-year period.

P&E will conduct the data collection and analysis for Kenosha County's Disproportionate Minority Confinement initiative, which will determine the extent that a disproportionate confinement of minority youth exists in comparison to their representation in the general population and help develop a corrective action plan. The one-year grant has a budget of \$60,000.

A proposal to implement a Day Treatment Program for adolescents ages 12 to 18 that are involved in the juvenile justice system who have alcohol and other drug use disorders was submitted to the U.S. Substance Abuse and Mental Health Administration in late 2002. The application is pending.

Program Evaluation

A comprehensive evaluation of the 21st Century Community Learning Centers was completed in 2002.

A trend analysis, purchase of service outcomes and best practice report was prepared for the Division of Children and Family Service-Court Services Unit.

Special Projects

An ongoing responsibility of the Planning and Evaluation Unit is the completion of data and trend analysis for the Department. P&E regularly produces reports on substitute care, DCFS caseloads, and most recently an automated tracking system created to monitor activity in the Division of Aging Falls Prevention Project.

**Kenosha County
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Anne Bergo
Gerald Glitzky
Ronald Johnson
William Lehman
Kathleen Lichter
Kathleen Pfeiffer
Phyllis Rozinski
Eugene Schutz

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Shawn Zwirgzdas

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Theresa Gililand
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Rosa Morris
Carol Schaufel

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Carolyn Feldt
Assistant Director
Arlene Badtke
Kim Emery
Christopher Hall
Wren Ide
Dolly Fitch
Lynda Pfeiffer
Dennis Rutkowski
Judy Schoor

Adult Protective Services

Andra Schroeder
Susan Anderson
Chris Hall
Dolly Fitch
Rebecca Dutter
Karen Kennedy

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.

DIVISION DESCRIPTION

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.

PROGRAMS AND SERVICES

Information, Assistance & Access (IAA)

A record 7,145 contacts were made to Information, Assistance and Access staff in 2002. A total of 1,449 referrals were made for counseling regarding long-term care options. A survey of people who received options counseling revealed that at least 92% gained a better understanding of services as a result of this consultation. IAA staff used a long-term care functional screening tool to determine eligibility for the Community Options Program. Kenosha County received a 95% score on the state's test of the screeners compared to a state-wide average of 90%.

Special Needs Assistance Program (SNAP)

SNAP provides up to \$500 towards special needs of eligible disabled or elderly persons. The number of persons served in 2002 increased by 27% (n=105).

Case Management

Case management services for the elderly and physically disabled were provided by staff employed by Community Care Organization under contract with the Division of Aging. A total of 618 individuals were served in 2002.

Community-Based Long Term Care Services

Individualized care plans organize services to meet peoples' long term care needs. Sadly, state funding has not kept up with the need and over 500 individuals are waiting for service.

Benefit Assistance for Older Persons

This program, administered by Kenosha Area Family and Aging Services, informed and assisted older persons in applying for the state's new prescription drug benefit, Senior Care. They also did radio and cable television interviews, articles in area newspapers, speaking engagements, and trained volunteers to help with sign-up sessions throughout the county. Additionally 240 persons were assisted with benefit issues resulting in a positive monthly impact of \$95,396.

Disability Benefit Specialist

Benefit assistance was provided to 144 individuals with a monetary impact of \$108,947. The Kenosha Achievement Center administered this program.

Adult Protective Services

There were a total of 305 referrals to Adult Protective Services in 2002. Sixty-seven percent of the referrals were for self-neglect. Reports of abuse by a perpetrator, including situations involving physical abuse, financial abuse and neglect, decreased by 7% compared to 2001. Referrals overall decreased by 3%. Goodwill Industries administered this program.

IAA

Martha McVey
 Mary Bengston
 Cathy Coleman
 Dawn Grove
 Holly Grenier
 Rachel Hayward
 Kathy Hinks
 Sandy Hopfensberger
 Pat Koehler
 Tricia Madore
 Renee Masche
 Joretta Smith
 Leah Striffling
 Cindy Terrell

Case Management

Joann Kuehl
 Debi Bogucki
 Paula Buhler
 Karen Buono
 Jennifer Draeger
 Becca Holtze
 Brenda Lang-Potts
 Karen Nielsen
 Nancy Ogden
 Anita Potts
 Dennis Rutkowski
 Heidi Thorson
 Kathryn Vite-Hazelton
 Karen Wade
 Brian Walley
 Linda Wikel

Benefit Specialist

Michelle Grasso

Eldereach

Ruth Ann Challis

Daybreak-East

Cindy Lester
 Kathy Reilly

Daybreak-West

Krista Kennedy
 Lorraine Barr

Congregate Nutrition

Essie Riley

CAMP

Barbara Tenuta

Meals on Wheels

Judy Rossow
 Laura Lasley
 Jennifer Swartz

Community Outreach

Teresa Jacobs

Westosha Com. Center

Lois Burgess

Guardianship Assistance

Cathy Lewis

Long Term Care Worker**Project**

Barbara Wisniewski

Senior Employment

Ronald Frederick

Ethnic Elders

Cynthia West

Volunteer Escort

Barbara Ronkin

Medicaid (Title XX)

Division of Workforce Development staff, located at the Aging and Disability Resource Center, processed 435 applications to determine eligibility of older persons apply for Medical Assistance. This was a 36% increase from 2001.

Eldereach

This program, administered by Kenosha Area Family and Aging Services, provides emotional support and referrals for older persons experiencing mental health problems or difficulty coping with life changes. Volunteers visit individuals who can benefit from on-going support. Thirty-two individuals were served in 2002.

Daybreak

Daybreak West provides group activities three days a week at the Westosha Community Center for persons with dementia while providing respite for their family. Daybreak East opened in November at the former St. Catherine's Hospital. The program operates five days per week.

National Family Caregiver Support Program

NFCSP purchases temporary respite and support services to families who provide care to persons age 60 or older and to grandparents with legal custody of minor children living in their home. Eighty-two individuals were served in 2002, a 41% increase from 2001.

Congregate Nutrition

The Congregate Nutrition Program, administered by Kenosha Area Family and Aging Services, served 52,192 meals to 673 individuals in 2002 at seven sites throughout Kenosha County.

Home Delivered Meals

Program volunteers deliver a hot lunch and cold sandwich supper to persons who are homebound and unable to prepare their own meals. 27,304 meals were delivered to 203 individuals in 2002 through funding from the Division of Aging, representing about 20% of KAFASI's Meals on Wheels Program.

Guardianship Assistance

This program, administered by Kenosha Human Development Services, provides guidance to family members appointed as guardians and answers questions regarding required reports. Volunteer Guardians are also recruited and trained.

Outreach

The Community Outreach Specialist (Goodwill Industries) gave presentations to Gateway Technical College graduating nursing students; developed marketing materials for the Aging & Disability Resource Center and the Long Term Care Worker Image Campaign; organized the translation of resource center materials into Spanish; staffed booths at the Dailmer Chrysler plant, Senior Action Council Expo, Renaissance Fair and WLIP Senior Expo; spoke to groups including UAW retirees, Rotary West, Lyons Club, Senior Action Council, Spanish Center, Senior Nutrition Sites, and Pleasant Prairie Village Board, and conducted quality assurance surveys with consumers.

Chore Service

The Kenosha County Sheriff's Work Crew did snow removal, washed windows, trimmed bushes and did minor painting and other chores for older persons.

Westosha Community Center

The Westosha Community Center provides a variety of activities for older adults and serves as host to the Daybreak Program for persons with Alzheimer's Disease.

Hispanic Outreach

The Spanish Center provides outreach to Hispanic elderly, translation assistance and involves them in volunteer activities to help the young and old.

Senior Employment

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. Seventeen employment sites were utilized in 2002. The program served 58 individuals in 2002, a 29% increase from 2001.

Transportation

The Kenosha Achievement Center provides Care-A-Van rides for older persons and persons with disabilities.

Kenosha Area Family and Aging Services operates the Volunteer Escort Program. The Program Coordinator increased the number of volunteers which in turn increased the number of round trips provided in 2002 by 62%.

Ethnic Elders

The Boys and Girls Club of Kenosha encourages the involvement of African-American elders in education, recreation, and volunteer activities.

Friendly Visitor

The Friendly Visitor Program, administered by Kenosha Area Family and Aging Services, matched older persons with volunteers who provided 4,216 hours of companionship, grocery shopping and other assistance.

Senior Chronicle

The *Kenosha News* prints a monthly newsletter mailed to over 12,000 senior households and area nursing homes. Volunteers from the Westosha Community Center label and bundle the papers for bulk mailing. Readers contributed \$3,426 toward mailing costs.

Long Term Care Worker Project

Turnover of direct care staff is a serious issue. Kenosha County, in partnership with Goodwill Industries and the Long Term Care Workforce Alliance in 2002, conducted a successful Long Term Direct Care Worker 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, and advocacy to improve public policy affecting long term care workers.

2002 REFLECTIONS

Our Division is grateful for the support of the Kenosha County Executive, County Board, Human Services Department, members of our advisory committees, volunteers, provider agencies and staff who make our programs possible. Their support and dedication have made Kenosha County a model of service delivery for older persons and persons with disabilities.

Despite our best efforts however, we, like other counties, have been frustrated by the inadequacy of federal and state support for community-based care. Our waiting lists continue to climb. Individuals and families suffer. We are hopeful that the state will move its long term care reform agenda forward and that Kenosha County will soon be able to board the Family Care train. We will continue to prepare for that time while being as creative as we can in meeting individuals' needs with the resources we have.

Brookside Care Center Trustees

Robert Pitts, Chairperson
Eunice Boyer
Robert Carbone
Louis DeMarco
Nancy Principe

Brookside Care Center Staff

Karen Vincent
Administrator

Annamma Abraham
Donna Abston
Alan Aker
Susan Albert
Clyde Allen

CarolJean Anderson
Lori Anderson
Atsuko Ashmus
Olapeju Awonuga
Rose Bach
Mayola Baker
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Eleonora Conforti
Tammie Dallas
Kaushik Damani
Dawn Danek
Jennifer Davis
Debra Defoe
Ramona Dodge
Eli Echevarria

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 personnel to assure the health, safety, and rights of our residents.

DIVISION DESCRIPTION

Brookside 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 Alzheimer's or some other form of dementia.

PROGRAMS

During 2002, there were 72 admissions to Brookside Care Center. There were 47 deaths and 24 discharges to home or another facility during the year. Hospital in-patients in need of nursing home placement were given priority status for admission. Kenosha County residency remained a pre-requisite.

Daily cost per patient/per day for 2002 was \$171.45; 77% of the costs include salaries and benefits.

RESIDENT DEMOGRAPHICS

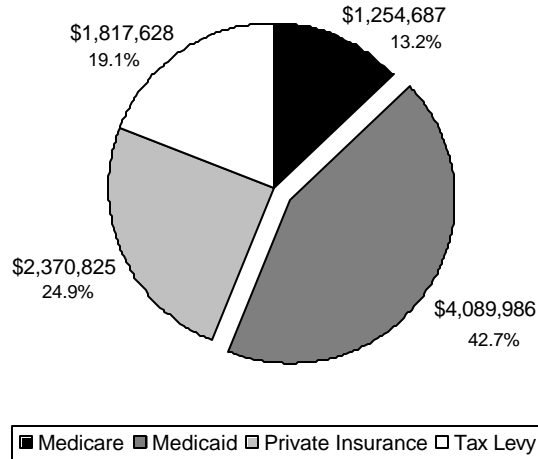
The following table provides demographic information regarding Brookside residents in 2002.

Residents with selected diagnosis:	
<i>Dementia</i>	35%
<i>Stroke</i>	11%
<i>Fractures</i>	1%
<i>Diabetes</i>	11%
<i>Cancer</i>	3%
Residents with court-appointed guardians	9%
Residents under 64 years of age	2%
Residents 95 years of age and older	14%

Brookside Staff

Carol Esser
 Sandra Ferrari
 Ronnie Fisher
 Jamie Fliess
 Kathleen Fliess
 Gregoria Flores
 Nancy Flores
 Mary Etta Foster
 Brenda Franti
 Theopera Frazier
 Katharine Friedrich
 Ana Galindo
 Sue Garcia
 Timothy George
 Latoyla Ghani
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 Branka Milanovic
 Melinda Miller
 Kathy Million

**BROOKSIDE CARE CENTER
 2002 REVENUE SOURCES**



**BROOKSIDE CARE CENTER
 2002 PER PATIENT COST**

Staff	\$131.02	76.8%
Medical	\$11.35	6.7%
Equipment Depreciation	\$8.24	4.8%
Supplies	\$6.89	4.0%
Interest	\$5.62	3.3%
Utilities	\$4.30	2.5%
Other	\$3.24	1.9%
Total	\$170.66	100.0%

Brookside Staff

Robert Monsees
 Carleen Moore
 Bertha Neba
 Diane Nelson
 Laura Nelson
 Valerie Nelson
 Janie Newberry
 Catherine Niermann
 Mary Niles
 Mary Noble
 Diane Noto
 Louise Olsen
 Jane Olson
 Dana Osinga
 Marie Palmer
 Kesha Palmore
 Dennis Parise
 Corazon Pecze
 Walter Powers Jr.
 Kathryn Gail Pridemore
 John Prisk
 Teri Puntillo
 Gregory Ray
 Trudy Razdik
 Amy Regina
 Gwendolyn Riley
 Steven Rosinski
 Debra Sanders
 Constance Sharp
 Sheila Shema
 Carol Smet
 Debra Smith
 Gilda Smith
 Marlinda Smith
 Theresa Steffenhagen
 Barbara Stein
 Brenda Sterba
 Kathleen Stich
 Sarah Swartz
 Sandra Szarbaiko
 Sharon Szarbaiko
 Timothy Teegarden
 June Thillemann
 Barbara Thomas
 Darlene Treskow
 Loretta Trull
 Janice Tucker
 Arevelon Tunstell
 Milica Urosevic
 Sherly Valiarampili
 Shirly Varnell
 Renee Wabalickis
 Taquila Washaington
 Linda Wellman
 Charles Wells
 Nicol White
 Tammy Willis
 Madelyn Wirch
 Leszley Woodbury
 Michael Wray
 Robbie Wright
 Tiffany Zimany
 Helen Zizzo
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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.

DIVISION DESCRIPTION

The Division of Children and Family Services is comprised of the Intake/Child Protective Services Unit (CPS), the Child and Family Services Unit (CFS) and the Juvenile Court Services Unit (CSU). Intake provides a centralized information service for child abuse and neglect, child welfare and juvenile delinquency referrals. The Intake office then routes these referrals to the appropriate DCFS unit. This office also collects information regarding allegations related to child abuse and neglect.

The CPS Unit investigates child abuse and neglect allegations. 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 the CPS Unit 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). CPS is dedicated to alleviating and, whenever possible, preventing harm to children while enhancing and maintaining the family unit.

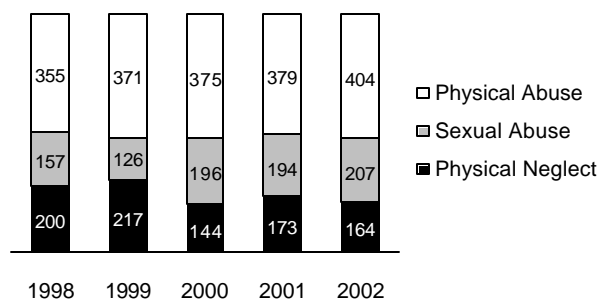
The Child and Family Services Unit (CFS) receives child abuse and neglect referrals from the CPS Unit if it is determined that ongoing services are needed. Referrals for child and family problems also come to the CFS Unit through the Intake office. Those served have experienced a wide spectrum of societal 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. The goal of the CFS Unit is to help families overcome the problems that brought them to the attention of the DCFS.

Referrals for physical abuse decreased 4.5% in 1999 and remained fairly steady until 2002, where the number of referrals increased by 6.6%.

In 1999 sexual abuse reports decreased 19.7% followed by a 55.5% increase in 2000. The number of reports remained fairly steady in 2001 and increased again by 6.7% in 2002.

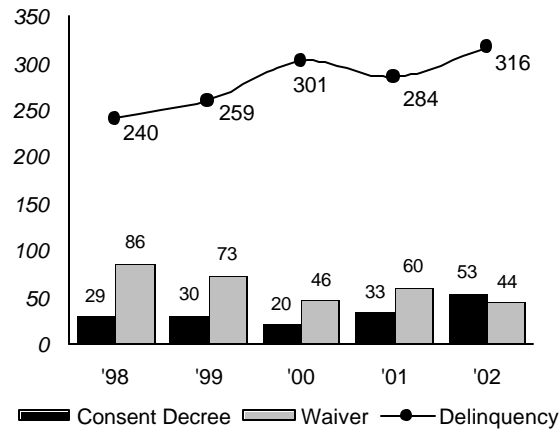
In contrast physical neglect referrals increased 8.5% in 1999 followed by a 33.6% decrease in 2000. The number of referrals increased in 2001 by 20.1%

Child Welfare Referral Activity
1998-2002



The Juvenile Court Services Unit (CSU) is involved with juvenile delinquents and youth who have gone through court because of truancy. A social worker assigned to a case would investigate the matter brought to their attention and gather information about the family in order to determine the best course of treatment and services. The social worker 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 supportive services. In other cases the youth may be referred for services to one or more community agencies and may be placed out of the home because of continued difficulty.

Juvenile Court Services Referrals
1998-2002



- Delinquency referrals increased nearly 32% between 1998 and 2002.
- Consent decrees increased 83%, from 29 in 1998 to 52 in 2002.
- Waiver referrals decreased nearly 49% during the same time period.
- In 1998 waiver referrals outnumbered consent decrees by almost 3 to 1. In 2002 there were 20% more consent decrees referred to the Unit compared to waivers.

PROGRAMS

The Kenosha County Division of Children and Family Services contracts with a number of community agencies to provide numerous services to families. These programs include Crisis Intervention, Parent Education, Safety Services, Family Preservation, School Liaisons, Day Treatment Program, Intensive Aftercare, and In-Home Counseling. Some programs are specifically designed to deal with delinquent youth while others focus on family strengths in an effort to help them overcome any barriers they currently are facing. These programs work closely with the DCFS social worker assigned to the case, which enhances their ability to deliver services effectively.

2002 HIGHLIGHTS

During 2002, DCFS underwent a major renovation with the implementation of WiSACWIS. This state mandated computerized system is a case management tool designed to assist staff in maintaining various deadlines, producing various reports, and monitoring compliance with the Adoption and Safe Families Act (ASFA). In addition to WiSACWIS, the DCFS also participated in the state audit of the Child and Family Service Reviews. This audit is a precursor to the federal audit which will occur in August 2003. This event involved file review, stakeholder meetings, and interviews with participants receiving services from the DCFS. The feedback from this audit is being utilized in order to enhance our effectiveness in delivering services.

The Division of Children and Family Services, in collaboration with the District Attorney's office, completed 75 Termination of Parental Rights hearings in 2002. This provided permanency for 75 children through the adoption process. Also in 2002, for the first time in many years DCFS dramatically reduced the number of children in out-of-home placement. This was accomplished while maintaining high standards relating to safety of children and the community.

DIVISION OF DISABILITY SERVICES

Disability Services Committee

Barbara Rankin, Chair
 Patrick Bell
 Elaine Edwards
 Doug Kancian
 Marbeth Knoff
 Supervisor Irv Larsen
 Colleen Sandt

Division of Disability Services Staff

Ronald R. Frederick
 Director
 Chris Hribal
 John Sharp (retired 5/02)
 James Truchan (hired 8/02)
 Gayle Hannes
 Lin Nakata
 Janet Schmidt
 Nicole Tridle

Residential Quality Assurance Committee (RQAC)

Kathy Wakefield, Chair
 Helen Geyso
 Chris Hribal
 Wren Ide
 Lynn Kancian
 Marbeth Knoff
 Sue Regan
 Boots Sturino
 Judy Willoughby

MISSION STATEMENT

To Inspire HOPE - To Provide HELP - To Facilitate HEALing.

The Kenosha County Division of Disability Services secures services for eligible persons challenged by Alcohol/Other Drug Abuse (AODA), Developmental Disabilities (DD), and Mental Illness (MI) on a clinically sound, community based, least restrictive, cost effective, and most-in-need basis.

DIVISION DESCRIPTION

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 problems, Developmental Disabilities or Mental Illness. It accomplishes this through the administration of 80+ service contracts, mostly with local agencies.

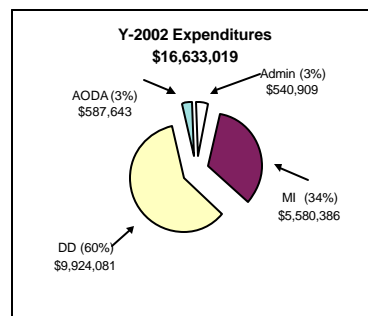
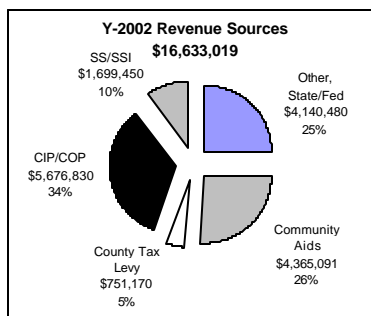
The Division was established in 1972 pursuant to Wisconsin Statute 51.42/.437 and operates under the leadership of County Executive Allan Kehl, the Kenosha County Board of Supervisors, and the Human Services Board's Disability Services Committee. From 1972 to 1986, KCDDS was known as the Comprehensive Board, or "Comp Board." From 1986 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.

PROGRAMS

The array of programs administered by the Division constitute a "safety net" for Kenosha's citizens who do not have the wherewithal to access services through their own resources. 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.

A broad range of services was supported by the \$16,000,000+ in Federal-State 85%, County (5%) and client funds (10%) generated in 2002. The charts below depict revenue sources and expenditures by disability.

Division of Disability Services 2002 Revenues & Expenses



Funds supported 3,292 persons according to the Human Services Reporting System (HSRS). Sixty-one percent (2,018) were male and 39% (1,274) were female. Eighty-five percent were adult and 15% were under the age of 18. Clients by primary disability were categorized as follows: Alcohol/Other Drug Abuse = 30% (1,011); Developmental Disabilities = 20% (663); Mental Illness = 45% (1,456); and 5% (163) had multiple disabilities. Though persons with Developmental Disabilities accounted for only 20% of those served, they generated over 60% of the expenditures due to the severity of their needs which often require long term, high cost residential care. A much larger portion of persons with AODA & MI issues respond to shorter term, less expensive care.

2002 HIGHLIGHTS

- **Funding & Service Demands:** Funding remained flat. Service demands persisted, fueled in part by a stagnant economy. Residential & inpatient costs were the major budget busters behind our \$337,000 deficit.
- **Inpatient admissions at All-Saints-St Luke's-Racine** increased modestly from 503 to 524 between '01 & '02; however, the proportion of County funded admissions jumped from 117 to 186. That's 59%+. An inpatient day of care costs \$600.
- **State Mental Health Institute (Mendota & Winnebago)** utilization continued over budgeted capacity by 1.38 beds and 506 days of care for an overrun of \$215,000. Total purchased bed capacity is relatively modest at 4.5 beds, but at \$600+ a day, it doesn't take long to see red ink.
- **Residential:** Though pressures for placement continued, we were able to reduce our beds over budgeted capacity (189) from 24 to 6 by year's end. We started at 213 beds & ended at 195. All new placements for persons with Developmental Disabilities resulted from Court ordered Chapter 55 Protective Services dispositions.
- **Psychiatric prescription drugs** continued to remain costly. In response, we drastically revamped our Medication Management Program and achieved \$159,000 in reduced expenses in '02 compared to '01. Tighter eligibility requirements, an "Approved Behavioral Health Medications List," and increased use of drug company Patient Assistance Programs accounted for this success.
- **Wait List:** 164 persons were on our Waiting List for services at year's end. In '01, it was 148.
- **Family Care:** As this report was being prepared, the Governor's 2003-5 State Budget recommended that Family Care be expanded to Kenosha starting mid 2004. This will prove of considerable benefit to the 117 persons with developmental disabilities who comprised the majority of the 164 person Wait List mentioned above.
- **Community Support Program (CSP)** services for persons with serious & persistent mental illness were competitively bid. Bell Therapy, Inc was awarded the contract over CSP, Inc. Bell Therapy had been providing residential & day treatment services to Kenoshans since 1990. They operated CSP programs in Milwaukee since the late 1970's, so their expansion in Kenosha was quite a natural endeavor.
- **Recovery Training** was afforded to the staffs of the Community Intervention Center & Community Support Program as part of Kenosha's participation as a Demo County in the State Mental Health Redesign Initiative.
- **Mental health consumer activity** via Bridges Community Center, Inc, & the Consumer Council remained vigorous. Consumer involvement/empowerment is another area of emphasis in Mental Health Redesign.
- **WI Supreme Court's "Judy K"** decision was released in July effectively blasting a hole in the "liability shield" provisions of Chapter 55 which defined a County's service obligation limit up to its state, federal & county match allocation level. Persons adjudged in need of protective placement must receive it and Counties were ordered to "find & fund" such placements.
- **The Early Head Start Program** at Kenosha Achievement Center (KAC) successfully completed the rigorous, on site PRISM (Program Review Instrument for Systems Monitoring) analysis by the Federal Administration for Children & Families.

Board of Health

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 John O' Day, Vice Chair
 Anne Bergo
 Margaret Kugler
 Jack Walters
 Dr. Mario Maritato
 Dr. Thomas Schlenker
 Dr. James Foster

**Medical Advisor to the
Division of Health**

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

Division of Health Staff

Frank Matteo
 Director

Sandra Badgerow
 Wayne Krueger
 Dorene Leinenweber
 Cynthia Rafenstein
 Randall Wergin

Harry Benn
 Bridget Boland-Cardinali
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 Debbie Rueber
 Kathy Sadowski
 Deb Sawisky
 Jodee Schroeder
 Darlene Specht
 Donna Studrawa
 Karen Wade
 Denise Wepking

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.

PROGRAMS AND SERVICES**NURSING**

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

COP Visits

By contractual agreement with the Division of Aging, public health nurses provide physical assessments in conjunction with case management staff. A total of 531 individuals were screened in 2002.

Personal Care Worker Supervision

By contractual agreement with the Division of Disability Services, public health nurses provide supervision, assessments, case management, billing and training. A total of 330 individuals were assessed in 2002.

Child Car Seat Program

This grant-funded program provides child car seat checks and car seat safety education to the residents of Kenosha County. In addition, car seats may be available to eligible families at a subsidized rate. A total of 132 car seat checks/installations were provided in 2002.

School Nursing

Public health nurses provide school nursing services, staff training, and health education services to the Kenosha Unified School District and eight schools, in Western Kenosha County, which make up the Westosha School District.

Home Visits

Public health nurses make home visits to clients to monitor health status, screen for communicable diseases, and provide health education. A total of 3,155 home visits were conducted in 2002.

Wisconsin Well Women Program

This grant-funded program provides breast and cervical cancer screening for eligible women. Pap smears and breast exam services are offered at the Division of Health. The mammography services are provided through United Hospital System and Aurora facilities.

Clinic Services

Activity	Units
Immunizations	7,205
TB Skin Tests	2,670
Well Woman Health Screenings	158
Pap Smears/Breast Exams	94
Influenza Vaccinations	1,584
Pregnancy Tests	461
Children's Health Screenings	518
Prenatal Care Coordination Services	105
HIV Antibody Testing	436
Sexually Transmitted Disease Screenings	572
Walk-ins; Nurse of the Day	11,927

ENVIRONMENTAL HEALTH

The environmental health section is dedicated to preserve and enhance the public health environment of Kenosha County. It does so by providing information, regulations, education, and intervention in 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

The program objective is the prevention of food-borne disease through regulation of restaurants, retail food establishments, farmers markets, food dealers, and special events.

Activity	Units
Establishments Licensed	1,104
Inspections (Routine/Follow-up)	1,950
Consultations	525
Consumer Complaint Investigations	160

Lodging Facilities

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

Activity	Units
Facilities Licensed	61
Inspections (Routine/Follow-up)	65
Consultations/Complaint Investigations	37

Recreational Sanitation

The program's goal is to ensure safe and healthy environments at recreation and education camps and public swimming pools.

Activity	Units
Facilities Licensed	76
Inspections (Routine/Follow-up)	74
Consultations/Complaint Investigations	46

Enforcement of City of Kenosha Ordinances

The environmental section enforces a number of City of Kenosha ordinances pertaining to: rabies control, animal nuisances, solid waste control, and weights and measure inspections of scales, gas pumps, and fuel truck meters.

Activity	Units
Animal Bite Investigations	121
Bite Consultations/Follow-ups	95
Animal Nuisance Complaints/Consultation	121
Kennel/Pet Shop Inspections/Consultation	65
Solid Waste Complaint Investigation	1,718
Solid Waste Follow-ups/Clean-ups	1,863
Scales/Gas Pumps/Fuel Meters Tested	274
Consultations/Complaint Investigations	64

Lead Hazard Control

In 2002, 89 environmental investigations of residential dwellings and follow-up consultations with the families of lead-poisoned children were conducted.

Environmental/Human Health Hazards

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

Activity	Units
Noise Compliant Investigations	4
Air Quality Investigations	108
Radiation Samples Collected	45
Human Health Hazard Complaints	35
Follow-up Consultations	33

TNC Well Program

The program involves annual bacteriological and nitrate sampling, including well inspections to determine compliance with DNR regulations.

Activity	Units
Water Samples Taken	464
Well Consultations	62
Well Surveys/Inspections	47

LABORATORY

The laboratory is certified by the US Dept. of Health and Human Services to accept human specimens for the purpose of performing laboratory examinations or procedures in the specialties of Microbiology, Diagnostic Immunology and Chemistry. Safe drinking water certification is maintained from the Wisconsin Dept. of Natural Resources. The Wisconsin Dept of Health and Family Services certifies the laboratory to perform Legal Alcohol testing.

Clinical Microbiology/Serology Unit

Examines specimens and performs diagnostic testing for enteric pathogens, strep throat cultures, gonorrhea testing and syphilis testing. A total of 1,117 samples were tested in 2002.

Analytical Testing

Conducts chemical analysis of public and private water supplies to determine the presence and concentration of nitrates and fluoride. Analyzes paint and pottery chips for the presence of lead. A total of 476 samples were tested in 2002.

Forensic Chemistry

Analyzes urine specimens and other bodily fluids for the presence of controlled substances, drugs of abuse, and alcohol. Provides evidence analysis for law enforcement agencies. A total of 5,510 samples were tested in 2002.

Environmental Bacteriology Unit

Tests public and private water supplies for the presence of coliform bacteria as well as swimming beaches and recreational water for E.coli bacteria. Performs food poisoning compliant investigations and insect identification. A total of 1,565 samples were tested in 2002.

**Division of
Veterans Services
Staff**

Thomas R. Lois
Director

Eileen Koehler
Michael Rosko

**Veterans Service
Commission**

Edo Maccari
James Schmidt
George Vujovic

DIVISION OF VETERANS SERVICES

MISSION

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.

DIVISION DESCRIPTION

The Kenosha County Veterans Service Office administers to the needs of the county's military service veterans by facilitating claim 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. The 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, and no limit on retained assets or amount of down payment. The veteran may purchase existing housing (including condominiums) or 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 \$15,000 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: Part-time Study, Tuition and Fee Reimbursement Grant and 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 in King, Wisconsin 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.

2002 HIGHLIGHTS

- United States Department of Veterans Affairs guaranteed 301 home loans to county veterans at a total amount of \$39,840,000.
- The USDVA paid disabled county veterans and/or surviving spouses \$11,500,000 in disability compensation or pension.
- Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,145,000 in 2002.
- Families of 332 deceased veterans in 2002 were helped to obtain burial benefits, government head stones and casket flags.
- Veterans or survivors filed 42 new claims for disability compensation or pension.
- A total of 1,615 forms and documents were processed with various components of the US Department of Veterans Affairs.
- County veterans received 7 home loans from the Wisconsin Department of Veterans Affairs amounting to \$990,000. The Veterans Office facilitates this process.
- Seventy-six (76) county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$81,000.
- Eleven (11) veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$12,300.
- Thirty-three (33) personal loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$370,000.
- Expenditures for 2002 totaled \$202,970.

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
Rhonda Jolly
Ed Kamin
John Milisaukas
Keli Poppe
Robert Simmons

Kris Andrew
Roberta Bloner
Ruth Bradley
Jeannette Camacho
Judy Capponi
Marlene Cline
Heather Davis
Margaret DesArmo
Pat Doud
Sue Fanning
Barb Ferber
Lyn Flynn
Marlene Fredrick
Amy Gross
Diane Gruber
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Carol Johnson
Mary King
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Dan Mack
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Mary Passinault
Carla Ponce
Beth Portilia
Phyllis Saliture
Debbie Schwandt
Helen Smith
Bob Smuda
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.

PROGRAMS AND SERVICES

The Kenosha County Division of Workforce Development encompasses a broad range of programs and services from two primary locations, the Kenosha County Center and the Kenosha County Job Center. In 2002, the Job Center network consisted of more than 18 agencies. The Job Center delivers services to the public and employers in a customer-focused, convenient, and integrated way. The Job Center has integrated its programs, central services and physical environment based on the needs of its customers. The Kenosha County Job Center includes the following functional service components:

- **Information Point** provides a common general reception area, information services, and a waiting area. Information Point also provides applications and pre-screening for economic support and migrant related services. It handles the Center's unified telephone system, central answering system and messaging services. During the last year, over 100,000 calls were received at this central console and over 40,000 people came in to request information, direction, or appointments.
- **Employment Central** offers a full range of self-service and staff-assisted resource room services as well as assessment services. This is considered the "hub" for providing employment services to the general public. Employment Central experiences an average of 872 customer visits per week. An average of 7,570 Internet hits per week occurs for job search of Kenosha County listings. A total of 13,489 job selections were made by job seekers for application in 2002.
- **Career Connections** provides vocational assessment and career guidance services to facilitate making better employment and career decisions through increased self-awareness and occupational information through a variety of assessment tools. Academic levels, training potential, vocational abilities, computer skills and work-related interests or values are measured through computer-based or paper and pencil tests. Vocational resources include interactive computer software programs, occupational video and printed materials. In 2002, 1,394 unique individuals received a total of 4,037 assessment services.
- **Specialized Services** are also offered. These include integrated service teams related to Wisconsin Works or W-2 (the State's TANF program), Food Stamps and Medical Assistance. It also includes case management services related to the Workforce Investment Act, Trade Adjustment Assistance, Workforce Attachment and Advancement, Job Corps, Senior Aides, Child Support, Migrant Services and HUD Housing Section 8 programs.

**Child Support
Program Staff**

Tom Buening
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Jeff Witthun
Deb Zarovy

Kris Andrew
Sheryl Acunal
Donna Adams
Carol Brooks
Brenda Burgess
Lynn Costello
Tiffany Dykstra
Dustin Feeney
John Fliess

Nancy Gardynecki
Joseph Hazelton
Deborah Huber
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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

- **A Child's Place** provides drop-in childcare services for parents who use Job Center resources. Head Start programs are also offered there, as is full day on-site childcare, primarily for the children of TANF recipients who are involved in required program activities or who have recently started work. Last year there were 5,606 child care visits for 792 children at a Child's Place. 120 children were enrolled in the Head Start site at the Job Center.
- **Training and Education** services are offered through an on-site Adult Learning Lab and a Computer Skills Learning Lab staffed by Gateway Technical College. Workshops are also provided for job seekers. Customers can upgrade their basic skills, take GED/high school equivalency instruction, and learn computer basics as well as common software applications. Within the last year, 313 individuals used the Learning Lab and 119 used the Computer Skills Lab. 975 individuals attended 101 short-term workshops and 221 attended 21 two week long workshops.
- The **Employer Outreach Services** Team provides area employers with a single point of access to a wide range of services. Services to employers include:
 1. Recruitment services, including on-site recruitment at Kenosha County Job Center (51 events), job fairs (3 hosted with 87 employers and 3,285 job seekers attending), marketing job postings, and development of recruitment strategies.
 2. Internet resources for recruitment to Wisconsin's JobNet (listing an average of 274 job openings per week) and America's Job Bank/Talent Bank.
 3. Arranging Customized Training.
 4. Publications & Forums, including Resume Matrix (which distributed 1,205 resumes to employers), six employer newsletters, marketing portfolios, and employer forums including four Lakeview Corporate Park and four Business Park of Kenosha roundtables.
 5. Labor Market and Human Resource information.
 6. Small Business Development Center with 446 attending the initial business planning workshop.
 7. Financial incentives, such as on-the-job training, tax credits and other programs.
 8. Collaboration with key business organizations such as the Kenosha Area Business Alliance and Kenosha Area Chamber of Commerce.

Economic Support Program

The Economic Support Program establishes eligibility for a number of public assistance programs, determines benefit amounts and distributes financial support to eligible persons. The primary program areas are Wisconsin Works (W2)/Temporary Assistance to Needy Families (TANF), Food Stamps, Medical Assistance, Childcare, and Kenosha CARES/SHARES. Secondary components include the Emergency Assistance Network (ESN), the Wisconsin Home Energy Assistance Program (WHEAP), SSI Advocacy, the Holiday House Charities, the Fraud Prevention Unit and the Quality Control Unit.

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

Economic Support Specialists are part of an interagency team, called Financial and Employment Planners, who issue benefits under the TANF, W2, WIA, WAA, Food Stamps, Medical Assistance and Childcare programs. Between January 1, 2002 and December 31, 2002 the Economic Support program served more than 28% of Kenosha County's total population through a variety of services and programs. Unduplicated caseloads soared to an all time high of 8,031 cases by December of 2002.

Child Support Program

The Child Support Program was established in 1976 to establish paternity, child support court orders and, when necessary, to enforce child support court orders. The Child Support Program manages 11,000 cases. All public assistance recipients must cooperate with the Child Support Program. Citizens at large can apply for child support services by filing a service application. In addition to establishing paternity and enforcing child support orders the Child Support Program works in conjunction with the Children's First Program. This program was established to help non-custodial parents find employment so they can pay child support. In 2002 there were approximately 240 non-custodial parents enrolled in the Children's First program. In 2002 Kenosha County's Child Support Program received the Child Support "County of the Year" award and Child Support "Administrator of the Year" award by the Wisconsin Child Support Enforcement Association.

Emergency Services Network

The Kenosha County Emergency Services Network (ESN) 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 ESN 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 ESN 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 2002. The key agencies comprising the ESN are:

Racine / Kenosha Community Action Agency	First United Methodist Church Food Pantry
Kenosha Co. Interfaith Human Concerns Network, Inc. (Shalom Center)	American Red Cross
Salvation Army of Kenosha	Twin Lakes Area Food Pantry
The Sharing Center, Inc.	WoMen and Children's Horizons
Kenosha Human Development Services	Kenosha County – U.W. Extension
Spanish Center of Kenosha	Kenosha County DWD

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 the Kenosha Community Health Center, the local federally qualified community health center. Prescription medications and some medical supply items were also covered. Kenosha County opted to end this program at the end of 2002 due to liability concerns. During 2002, 60 individuals were eligible for services, with an average of 9 persons per month utilizing services through this program. Expenditures for Medical Relief for 2002 were \$41,641, with up to 50% State reimbursement.

Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP provides heating cost assistance to eligible households that are responsible for a "heating energy burden". This does not include living arrangements where heat is included in the rent. WHEAP also provides funding to eligible households that are responsible for an "electricity burden". This does not include living arrangements where electricity is included in the rent.

WHEAP also provides for assistance to eligible households that have lack of heat due to a furnace breakdown. Furnaces are repaired or even replaced, depending on the condition of the furnace, usually within 48 hours of contact, in order to restore heat to the household. WHEAP also can provide assistance to eligible households by helping to pay arrearages to help assure their fuel source is restored (reconnected) or maintained.

Kenosha County DWD subcontracts with the Spanish Center of Kenosha to operate the WHEAP Program. The Program operates on a federal fiscal year, i.e., October 1, 2001 through September 30, 2002. For FFY 2002, following represents some key information:

Total Households Applied:	3,590
Total Households Eligible:.....	3,196
Total Heating Assistance Paid:.....	\$1,305,741
Total Crisis Assistance Cases Paid:.....	301
Total Crisis Assistance Paid:.....	\$74,255
Total Furnace Repair/Replacement Cases Pd:.....	43
Total Furnace Repair/Replacement Pd:	\$45,922

Medicaid Transportation

Medicaid Transportation is available to Kenosha County residents who require medical transportation assistance in order to access Medicaid (Title 19) covered services. In 2002 Kenosha County contracted with 12 transport vendors to provide this service. Individuals who provided their own transportation or obtained rides from friends/family were reimbursed at \$.24 per mile. The total vendor and individual rider cost in 2002 was \$944,508. The average cost per medical trip was \$30.

Interpreter Services

The KCJC provided 1,874 instances of foreign language (1,868) and sign interpretation (6) to individuals who accessed services at the KCJC in 2002. Spanish interpretation accounted for 98% of the language interpretation. The other languages were Lithuanian and German (East European & Balkan individuals use German as a second language). Interpreter services in 2002 experienced a 12% increase over 2001 levels.

Holiday House

Every year the Division of Workforce Development and the Department of Human Services partner with the Goodfellows and several community-based organizations to provide food, clothing and toys to needy Kenosha families. A series of coordinated activities take place during October, November and December through a community effort commonly known as Holiday House. In 2002, the fall Winter Wraps program delivered 2,665 coats to children and adults who needed winter coats. The Thanksgiving Food Basket event provided food for the holidays to 2,375 families. The Christmas Toy and Food Drive served 2,817 needy Kenosha families, the majority with young children.

Partners at the Kenosha County Job Center became actively involved in a number of volunteer efforts during the year. Included in the long list of community activities that staff participated in during 2002 were: Leadership Kenosha, Relay for Life, Healthy Kenosha 2010 Committees, Kenosha County Early Childhood Consortium, Early Head Start Policy Consortium, the Literacy Council, Boys & Girls Club, Holiday House, Spanish Language Issues, Kenosha County Jail Chaplaincy, United Way, KABA Mentorships, Gateway Technical College Affirmative Action Advisory Committee, Salem Community Library, Goodguys Car Club, Pathways of Courage, American Association of University Women, Big Brothers/Big Sisters, Girl Scouts, Foster Parent Association, Law Day and Career Days at KUSD. Staff in the Division of Workforce Development demonstrated their commitment to the Kenosha community through their volunteer time spent in these and many other activities.

Kenosha County Department of Human Services Purchase of Service Agencies

Alcohol & Other Drugs Council of Kenosha County, Inc.	Guardianship Services of Kenosha County
All Saints Health Care Systems, Inc.	Hagen Adult Family Home
Alpha Community Services, Inc.	Harbor Senior Concepts
Alpha Homes of Wisconsin, Inc.	Home Health Plus
Alterra Healthcare Corporation	Homes for Independent Living
Ament Adult Family Home	Homeward Bound
American Red Cross	Hoppe & Orendorff
Archives, Inc.	Independent Opportunities
Babusukumar, Dr. Pushpa	Jambois, Beverly A.
B-Care Corp (Caring House)	K&S Medical Transport, Inc.
Beddigs, Attorney Nicole L.	KAS Transportation
Bell Therapy, Inc.	Kaiser Group
Benet Lake Child & Adolescent Treatment Center	Kasprzak Foster Home
Bethesda Lutheran Homes & Services, Inc.	Kenosha Achievement Center
Boys & Girls Club of Kenosha/CYC Sports	Kenosha Area Family Aging Services, Inc.
Bridges Community Center, Inc.	Kenosha Achievement Center
Brotoloc Health Care Systems, Inc.	Kenosha Community Health Center
Bucko's Ambulatory Transport	Kenosha County Interfaith Human Concerns Network
C & C Homestead	Kenosha Hospital & Medical Center
CMB Transportation Co.	Kenosha Unified School District
C & S Transport	Kenosha Human Development Services
Canterbury Home of Kenosha	Kimberly Lane Group Home
Careers Industries	Koski Adult Family Home
Carey Manor Services, Inc.	Kraai Adult Family Home
Chandler, Attorney John	Kupfer, Attorney Robert C.
Children's Service Society of Wisconsin	Lakeview Neuro Rehab Center
Chileda Institute	Lakeview Rehabilitation Center
Community Advocates	Lakeview Terrace Retirement Home
Community Care Organization	Lauer Adult Family Home
Community Care Resources	Laura's Home
Community Impact Programs, Inc.	Lincoln Lutheran of Racine
Community Support Program	Living Hope, Inc.
Cook Adult Family Home	Long Beach Genetics
Cote Adult Family Home	Losey, Attorney Mary
Covelli CBRF	Lutheran Social Services
Crabtree Adult Family Home	Lydia Group Home
Dayton Residential Care Facility	MJ Care Center, Inc.
Deer Path Estates, Inc.	MJ Therapy Services
DeLanna House	Marshman Adult Family Home
Dorothy Dosemagen	Martinez Adult Family Home
Du Bois Adult Family Home	Matuszewski Family Home
E*TRAN	McDonald Adult Family Home
Encore Senior Living	Meadowmere Southport
ESI Associates	Medix Ambulance Services, Inc.
Eternal Hope	Michaels Adult Family Home
Family Works	Miller Adult Family Home
First Home	Milwaukee Academy
First Step Services	Milwaukee Center for Independence
First United Methodist Church Food Pantry	Mystic Acres, LLC
Fredericksen Adult Family Home	Nelson Adult Family Home
Gardinier Adult Family Home	New Horizons Center
Gateway Technical College	New Visions Treatment Homes of WI
Gentiva Health Services	NJM Management Services, Inc.
Getter Adult Family Home	Norris Adolescent Center
Goodwill Industries, Inc.	Northwoods Youth Camp
Grace Ministries	Oakwood Clinical Associates
Guardian Angel Specialized Transportation	Oconomowoc Developmental Training Center

Oconomowoc Residential Programs
Opportunities, Inc.
Options for Community Growth
Paragon Industries (HIL)
Parker Adult Family Home
Parsons Adult Family Home
PATH
Peppie's Courtesy Cab
Pinecrest of Lake Geneva
Point of Life
Productive Living Systems
Professional Services Group, Inc.
QPS Staffing Services, Inc.
RHB Technology Solutions
Racine-Kenosha Community Action Agency
Racine County Opportunity Center
Rasmussen Adult Family Home
Reindl Home
Rizzo, Attorney Nicole
Roeschen's Omni Care Pharmacy
Root of Jesus Christian Ministries
Salvation Army of Kenosha
Savaglia Adult Family Home
Senior Community Services of SE WI, Inc.
Shah, Dr. Ashok K., M.D.
Sharing Center, Inc.
Sharma, Dr. V. K.
Snyder Drugs
Society's Assets
Southeastern Youth & Family Services
Southport Rehabilitation Associates, Inc.
Southport Transportation
Spanish Center of Kenosha
Speno/Julius
State of WI DWD/DWS Job Service
St. Amelian-Lakeside, Inc.
St. Andrew's Place
St. Charles Youth & Family Services
St. Coletta of Wisconsin
St. James Manor
St. Joseph's Adult Day Care
St. Rose Residence
Sunburst Youth Homes
Superior Health Linens, Inc.
Swift Cab Company
Tarr Adult Family Home
Taylor Home
Tellurian-UCAN, Inc.
Todd's Companion Plus
Tomorrow's Children
Trans Corp.
Trempealeau County Health Care Center
Trusted Care Services, Inc.
Twin Lakes Area Food Pantry
WI Extension - Kenosha County
UW-Madison Medical School
University of Wisconsin-Parkside
Upton Adult Family Home
Urban League of Racine & Kenosha, Inc.
Victorian Manor
Vines Adult Family Home
Vocational Industries

Volunteers of America
Walgreens Pharmacy
Western Kenosha County Senior
Citizens Council
Willow Run Adult Family Home
Willowglen Academy
Windy Oaks Group Home
WI State AFL-CIO Labor & Education Training Center
WoMen & Children's Horizons, Inc.
Woodgreen Estates
Wright Adult Family Home
Wyalusing Academy