

Kenosha County Department of Human Services 2003 Annual Report



Dennis R. Schultz
Director

Allan K. Kehl
County Executive

Kenosha County Department of Human Services

2003 Annual Report

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Message from the Director

1

I have died and gone to heaven...Truly. The Department of Human Services united all of its Divisions under one roof on December 15th, 2003. Normally this is the part of my retrospective where I thank everyone in county government and the taxpayers for their support, commitment, and dedication to the continued successful mission of the Department of Human Services. Well... O.K. Thank you...Really! Having said that, I want to address all persons who have suffered these many years under the yoke of oppression from our soon to be departed Central Services Manager, Mr. Scott Kluver. Please let me explain...

With a militaristic lock-step, using words like "Now here this" and "Attention all hands", Mr. Kluver single-handedly not only moved hundreds of staff once (from permanent to temporary) he moved them twice (from temporary to permanent). He then, with precision bomb-like guided efficiency, relocated the remaining Divisions to their newly remodeled quarters, all within a six-month period, and that was the easy part.*

I won't bore you with the details of the actual remodeling campaign in 2003, but I assure you that this project would not have come in on time and on budget had it not been for Scott Kluver and his staff. I also want to thank our Department of Public Works, especially the maintenance staff, and the Division of Information Services for their dedicated partnership in this project, and of course all of the building contractors for making a 30-year-old building sparkle once again.

Lastly, all kidding aside, I wish to thank all of our staff for their patience and ability to work diligently under less than optimum circumstances. For it is these same staff that understand how we at the Department of Human Services never take for granted our good fortune and take pride in providing the best comprehensive human services for the betterment of all in this community.

Dennis R. Schultz, Director

Kenosha County Department of Human Services

** Perhaps a bit of hyperbole.*

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.

Human Services Committee of the Kenosha County Board of Supervisors

Eunice Boyer, Chair
Anne Bergo
William Grady
Darrell Haen
John O'Day
Don Smitz

Kenosha County Human Services Board

Eunice Boyer, Chair
Anne Bergo
Sandy Bisciglia
Leonard Johnson
Ronald Johnson
John O'Day
Colleen Sandt
Richard Willoughby

Office of the Director

Dennis Schultz
Director

James Kennedy

Assistant to the Director

Laurie Staves

Fiscal Manager

Dianne Niesen

Contract Monitor

Scott Kløver

Central Services Manager

John Milisuskas

Job Center Manager

Michelle Eisenhauer

Safety Coordinator

Sharon Davis

Senior Office Associate

Brian Crehan

Systems Developer

Jennifer Madore

P&E Coordinator

Management Team

Dennis Schultz

Michelle Eisenhauer

Ron Frederick

Sandra Hardt

John Jansen

James Kennedy

Scott Kløver

Laverne Jaros

Thomas Lois

Frank Matteo

John Milisuskas

Dianne Niesen

Adelene Robinson

Laurie Staves

Y2003 EXPENDITURES*

<u>Office of the Director</u> Operations Fiscal Services Contract Monitoring	\$591,228
<u>Aging Services</u> Long-Term Care Adult Protective Services Support Services	\$10,511,191
<u>Brookside Care Center</u> Nursing Home Services	\$12,043,444
<u>Children and Family Services</u> Child Welfare Juvenile Court Services	\$19,370,001
<u>Disability Services</u> Alcohol and Drug Developmental Disabilities Mental Health	\$16,015,683
<u>Health</u> Nursing Environmental Health Laboratory	\$4,866,133
<u>Veterans</u> Veteran Assistance and Affairs	\$250,272
<u>Workforce Development</u> Economic Support Child Support Job Center	\$13,959,158
	\$77,607,110

*UNAUDITED AS OF 3/26/04

ACTIVITIES

The Office of the Director provides leadership and support on a Department-wide basis to empower, facilitate and oversee program and management activities of the Divisions. The broad purposes of the Office of the Director are to promote efficient and effective service delivery at the Divisional level; to increase the accountability of Divisional programs and services to the administration, the County Board and the public; and to serve as an impetus to service coordination and integration. Effective coordination and integration of activities across Divisions increases cost effectiveness and improves the comprehensiveness and quality of services, approaching the management ideal of organizational concordance where the whole is truly better than the sum of the individual parts. Through these leadership and support activities, the Office of the Director enables Divisions to better contribute to the overall mission of the Department, to address more completely the needs of their shared clientele, advocate more fully on behalf of the most vulnerable members of the community and communicate more effectively the nature and outcomes of the Department's work.

GOALS AND OBJECTIVES

- To seek out and develop revenue options to maximize the service and management resources of the Department and minimize the use of County levy to support Human Services (i.e., Medical Assistance, Income Maintenance, Federal/State Grants)
- To assure that all reasonable efforts are made by Divisions to contain costs and improve operational efficiencies without compromising service availability and quality.
- To implement throughout the service Divisions of the agency mechanisms of quality assurance and service accountability through the Request for Proposal process and to make such information available to agency oversight bodies and the public.
- To promote and implement effective working relationships between the Department and its many community partners, including private service providers, units of government, community-based organizations, education/training institutions, employers and funding entities.
- To insure adequate facility, administrative and infrastructure support for Divisional service systems and agency management within the one-stop Job Center/Human Services Building.

SPECIAL PROJECT MANAGEMENT

The Department of Human Services (DHS) was involved in numerous special projects in 2003, several of which were managed by staff in the Office of the Director. These included:

- **Project Information Kenosha (PIK).** In mid-2002, two agency Divisions (Aging and Disability Services) began a 2-year information systems project to implement new software for treatment planning, case management and claims processing. Solid cross-divisional efforts during 2003 resulted in a successful rollout of the software for the first two of these functions for more than 40 users across both divisions. PIK implementation is scheduled for completion in mid-2004.
- **United Way Planning & Development.** DHS contracts with local nonprofits for many services and thus has a major stake in the strength of Kenosha's nonprofit community. Partnering with United Way toward this end in 2003, our Planning & Evaluation Unit conducted "logic model" and outcome training with 28 United Way agencies, and the Assistant to the Director initiated active participation in United Way's long-range planning and priority setting process that will continue into the summer of 2004.
- **Homelessness Planning.** Responding to growing stresses on the community's church-based wintertime sheltering program for homeless individuals and families, DHS initiated efforts in the fall to increase campus-based volunteer recruitment at local institutions of higher learning and took on a major staff support role for the Joint Task Force on Homelessness, a community planning effort to improve Kenosha's homeless shelter and services system. The Joint Task Force was initiated in November by an ecumenical group of 15 local churches and is co-sponsored by the City and the County and will continue through 2004. The mission of the Joint Task Force is to establish a plan for a stable year-round

homeless shelter site with daytime warming center and on-site services.

FISCAL MANAGEMENT

The Department of Human Services total expenditure budget for 2003 was \$73,207,745. In 2003, 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 and monitoring of Department-wide contracting for a wide range of community support services was accomplished through a focus on standardizing practices across Divisions. Primary focus in 2003 was to review and enhance the contracting management system and user methods to support the contracting practices.

The contract management system is a database application that maintains purchaser and provider information, generates legally consistent contracts and related documents, and provides a variety of Departmental management reports related to contracted services, current and historical. The 2003 information includes over 180 providers and 280 contracts for services provided to

children, youth, families, elderly, veterans, and individuals striving to cope with developmental disabilities, mental illness, and alcohol and drug problems. The focus for 2004 is to enhance the Request for Proposal process and standardize the performance evaluation methods.

CENTRAL SERVICES

In 2003, the renovation of the Kenosha County Job Center/Human Services Building was nearly completed and Central Services staff spent hours planning, organizing and facilitating the DHS staff moves to the facility. Safety training was completed with all Divisions prior to the move so that everyone working in the building was prepared in case of emergency. Operational procedures were analyzed, and plans for efficient use of all equipment, distribution of supplies/mail, and other functions were initiated. Other highlights in 2003 included:

- Organizing temporary relocation of approximately 125 Division of Workforce Development staff (DWD) to temporary quarters for 8 weeks while renovation of their workspaces was completed;
- Relocating DWD staff to their permanent workspaces and preparing the Divisions of Health, Children and Family Services, Aging and Disability Services for the move to the facility; and
- Assisting with the move of approximately 175 staff from the Divisions of Health, Children and Family Services, Aging and Disability Services to the building in October and November. Division of Veterans Services staff were moved in December.

INFORMATION & COMPUTER SYSTEMS DEVELOPMENT AND SUPPORT

In 2003, the Department contracted with RHB Technology Solutions, Inc., for personal computer/network systems development and support.

The Department of Human Services added and enhanced existing database systems throughout 2003. The 25+ applications currently in use serve staff in the Divisions

of Aging Services, Children and Family Services, Disability Services, Workforce Development, as well as 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 staff and clients.

Some of the more prominent applications put into full production during 2003 include the Medical Assistance Billing and Remittance Tracking System (MARTS), which was enhanced to further streamline the Medical Assistance billing/remittance process; and the Contract Management System which continues to facilitate the contracting process.

PLANNING AND EVALUATION

Grants Development

A total of 51 federal funding opportunities were identified for the Department of Human Services and other community-based organizations in 2003. Specialized searches were also conducted for a limited number of community agencies. P&E provided coordination for 3 federal proposals and 1 private foundation application in 2003.

Grant Oversight

P&E provided ongoing program oversight to the following state-funded initiatives: Juvenile Accountability Incentive Block Grant, Youth Gang Diversion, Brighter Futures Initiative, and the Disproportionate Minority Confinement grant.

Outcome Measurement Training

In collaboration with the United Way of Kenosha County, P&E staff trained 28 agencies on how to use logic models and implement outcome measurement principles in their programs.

**Kenosha County
Commission on Aging**

Ross Boone, Chair
John Allen
Anne Bergo
Gerald Glitzky
Ronald Johnson
William Lehman
Kathleen Lichter
Kathleen Pfeiffer
Phyllis Rozinski
Eugene Schutz

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Council**

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Karen Lockwood
Rosa Morris

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Services Staff**

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

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)

There were 6,957 contacts made to Information, Assistance and Access staff in 2003. A total of 1,449 referrals were made for counseling regarding long-term care options and 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 statewide average of 90%.

Special Needs Assistance Program (SNAP)

SNAP provides up to \$500 toward special needs of eligible disabled or elderly persons. The number of persons served in 2003 was 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 569 individuals were served in 2003.

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 services.

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 participated in radio and cable television interviews, articles in area newspapers, speaking engagements, and trained volunteers to help with sign-up sessions throughout the county. Additionally 199 persons were assisted with benefit issues resulting in a positive monthly impact of \$62,375.

Adult Protective Services

There were a total of 316 referrals to Adult Protective Services in 2003. Sixty-one percent of the referrals were for self-neglect. Reports of abuse by a perpetrator, including situations involving physical abuse, financial abuse and neglect, increased by 15% compared to 2002 while referrals overall increased by 12%. Goodwill Industries administered this program.

CAMP

Barbara Tenuta

Meals on WheelsLaura Lasley
Jennifer Swartz
Perry Warnecke**Community Outreach**

Teresa Jacobs

**Long Term Care Worker
Project**

Barbara Wisniewski

Senior Employment

Ronald Frederick

Ethnic Elders

Cynthia West

Volunteer Escort

Barbara Ronkin

Westosha Com. Center

Lois Burgess

Guardianship**Assistance**

Cathy Lewis

Medicaid (Title XX)

Division of Workforce Development staff, located at the Aging and Disability Resource Center, processed 407 applications to determine eligibility of older persons applying for Medical Assistance.

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 individuals were served in 2003.

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 operates on the former campus of St. Catherine's Hospital. This program operates five days per week.

Congregate Nutrition

The Congregate Nutrition Program administered by Kenosha Area Family and Aging Services served 43,516 meals to 797 individuals in 2003 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. A total of 30,765 meals were delivered to 635 individuals in 2003 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) is located at the Aging & Disability Resource Center. Among her many accomplishments in 2003 were:

- Presentations to the Retired Teachers Association, Kenosha Senior Center, Diabetes Support Group, Kenosha Memorial Hospital, Aurora VNA, Senior League, Clergy Association, St. Mary's Lutheran Senior Group, Adventures in Lifelong Learning;
- "Living and Working in Kenosha," an event recognizing Persons with Disabilities;
- A forum on Long Term Care with guest speaker Helene Nelson;
- Booths at a Kenosha County Safety Fair, Senior Action Council Expo, Renaissance Expo and Business After Five.
- Testimonial ads in the *Kenosha News* about careers in long term care.
- Quarterly quality assurance surveys.
- An Older American Month luncheon recognizing outstanding older adults.
- Quarterly Aging Consortium meetings.

Chore Service

The Kenosha County Sheriff's Work Crew removed snow, 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. The average number of participants served per month was 13.

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 2003 by 22%.

National Family Caregiver Support Program

NFCSP purchases temporary respite and support services to families who provide care to person's age 60 or older and to grandparents with legal custody of minor children living in their home. One hundred individuals were served in 2003, a 22% increase from 2002.

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 4,829 hours of companionship, grocery shopping and other assistance.

Senior Chronicle

The *Kenosha News* prints a monthly newsletter mailed to over 10,000 senior households and area nursing homes. Volunteers from the Westosha Community Center label and bundle the papers for bulk mailing. Readers contributed \$3,776 toward mailing costs.

Long Term Care Worker Project

Turnover of direct care workers and nurses is a serious issue. Kenosha County is a leader in addressing this on a local level in partnership with Goodwill Industries and the Long Term Care Workforce Alliance. The energy of the Project Coordinator helped achieve many accomplishments in 2003 including:

- A community-wide image campaign;
- Growth of membership in Long Term Care Workforce Alliance to 31;
- Six community-wide training programs were held for direct care workers;
- A recognition lunch was held for caregivers with over 100 people attending;
- Distribution of newsletters to direct care workers;
- Organizing two legislative breakfasts; and
- Documenting and communicating problems associated with a new testing and certification process for direct care workers.

Falls Prevention Study

A two-year falls prevention study conducted with the University of Wisconsin-Madison was completed in 2003. For elderly persons, falling is a major cause of hospitalization, nursing home placement and death. This study tested whether a multi-factorial falls intervention by a nurse or physical therapist could reduce the incidence of falls among persons 65+ with a history of falls. Results will be known in Fall of 2004. Sandy Cech, RN with Community Care Organization and Alice Schwalbe, PT with Southport Rehab conducted the interventions.

Reflections on 2003

It is hard to believe that another year hurtled by. There is a saying, "We may never reach the stars, but we chart our course by them." The stars guiding this Division are ever higher standards of service excellence. We move from one to the next with the support of the Kenosha County Executive, the County Board, the Human Services Department, members of our advisory committees, volunteers, provider agencies and staff.

2003's journey was marked by many successes, among them, our move to the Human Services Building and the completion of an Elderly Falls Prevention Study. The scarcity of new funding has challenged our staff to achieve greater levels of creativity in meeting consumers' needs. Waiting lists are discouraging but they also increase our resolve to provide the best service we can with the resources we have. We look forward to reaching new levels of excellence in 2004.

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

Brookside Care Center**Trustees**

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

Brookside Care Center**Staff**

Sandra Hardt
 Administrator

Annamma Abraham
 Donna Abston
 Alan Aker
 Susan Albert
 Clyde R. Allen
 Julie Alvarez
 Debra Andrea
 Lori Anderson
 Atsuko Ashmus
 Rose Bach
 Mayola Baker
 Sandra Bartholomew
 Sheri Baumgarten
 Patricia Back
 Gay Birkholz
 Rachael Bliss
 Crystal Borchartd
 Reshando Boyd
 Travis Brady
 Daisy Brantley
 Janis Buchholz
 Donna Bugalecki
 Jennifer Burroughs
 Beverly Calkins
 Gereene Callahan
 Gina Carver
 Maria Carolita Chavez
 Sylvia Castillo
 Shahnaz Cheema
 Barbara Clark
 Peggy Clark
 Eleonora Conforti
 Tammie Dallas
 Kaushik Damani
 Dawn Danek
 Jennifer Davis
 Debra Defoe
 Ramona Dodge
 Ashley Drab
 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 2003, there were 74 admissions to Brookside Care Center. There were 46 deaths and 28 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.

The daily cost per patient for 2003 was \$176.51; 78% of the costs include staff salaries and benefits.

RESIDENT DEMOGRAPHICS

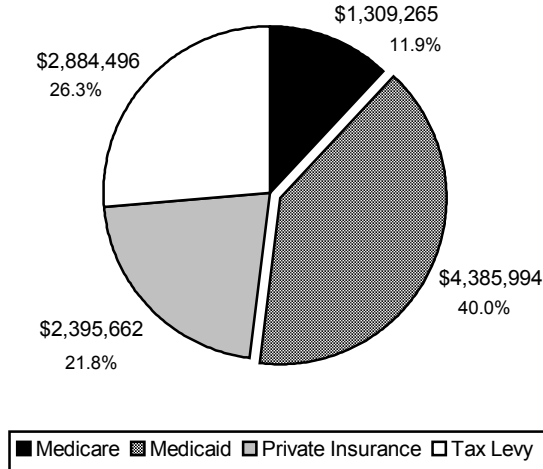
The following table provides demographic information regarding Brookside residents in 2003.

Residents with selected diagnosis:		
<i>Dementia</i>		27%
<i>Stroke</i>		7%
<i>Fractures</i>		0%
<i>Diabetes</i>		14%
<i>Cancer</i>		5%
Residents with court-appointed guardians		13%
Residents under 64 years of age		2%
Residents 95 years of age and older		18%

Brookside Staff

Carol Esser
 Sandra Ferrari
 Ronnie Fisher
 Kathleen Fliess
 Gregoria Flores
 Nancy Flores
 Mary Etta Foster
 Brenda Franti
 Theopera Frazier
 Katharine Friedrich
 Sue Garcia
 Ron Gemig
 Timothy George
 Latoyla Ghani
 Debra Gitzlaff
 Alisha Greene
 Darlene Gretzinger
 Kathleen Grissom
 Priscilla Guzman
 Rosemary Haubrich
 Jenifer Heister
 Valenica Helm
 Jon Hrpcek
 Paula Ide
 Karen Ingram
 Linda Ingram
 Julie Iwen
 Robin Jackl
 Gwendolyn Johnson
 Michele Johnson
 Patricia Johnson
 Sherly Jose
 Claudia Jud
 Geraldine Kapplehoff
 Michelle Kapplehoff
 Chalrei Kehl-Lipske
 Rebecca Kerr
 Ruth Kessler
 Lila Kirby-Chubriolo
 Terianne Kirby
 Alyson Knight
 Lisa Knoedler
 Sharon Knoll
 Mark Kriederman
 Mary Krueger
 Dale Langston
 Derik Lawrence
 Janet Ling
 Heidi Litz
 Thomas Lovell
 Marsha Lucas
 Teresa Lucas
 Erica Maika
 Rocio Martinez
 Patricia McCall
 Crystal McClamy
 Geraldine Meehan
 Mary Jane Melander
 Kathleen Metcalf
 Branka Milanovic
 Melinda Miller
 Kathy Million

**BROOKSIDE CARE CENTER
 2003 REVENUE SOURCES**



**BROOKSIDE CARE CENTER
 2003 PER PATIENT COST**

Staff	\$138.0	78.2%
Medical	\$9.74	5.5%
Equipment	\$7.22	4.1%
Depreciation		
Supplies	\$7.23	4.1%
Interest	\$5.17	2.9%
Utilities	\$4.27	2.4%
Other	\$4.84	2.8%
TOTAL	\$176.5	100.0

Brookside Staff

Robert Monsees
 Carleen Moore
 Mandy Moss
 Diane Nelson
 Laura Nelson
 Valerie Nelson
 Greg Nequist
 Janie Newberry
 Mary Niles
 Mary Noble
 Diane Noto
 Louise Olsen
 Jane Olson
 Dana Osinga
 Marie Palmer
 Dennis Parise
 Corazon Pecze
 Walter Powers Jr.
 Kathryn Gail Pridemore
 John Prisk
 Teri Puntillo
 Tracy Raiter
 Trudy Razdik
 Amy Regina
 Gwendolyn Riley
 Debra Sanders
 Constance Sharp
 Sheila Shema
 Carol Smet
 Debra Smith
 Gilda Smith
 Marlinda Smith
 Theresa Steffenhagen
 Barbara Stein
 Brenda Sterba
 Kay Stich
 Sandra Szarbaiko
 Sharon Szarbaiko
 Kelly Talbert
 Timothy Teegarden
 June Thillemann
 Barbara Thomas
 Darlene Treskow
 Loretta Trull
 Janice Tucker
 Arevelon Tunstell
 Shelly Turek
 Milica Urosevic
 Lynette Uttech
 Sherly Valiaparampil
 Shirly Varnell
 Renee Wabalickis
 Taquila Washington
 Linda Wellman
 Charles Wells
 Nicol White
 Tammy Willis
 Madelyn Wirch
 Lezley Woodbury
 Michael Wray
 Robbie Wright
 Helen Zizzo
 Barbara Zorc

**Public Welfare
Committee**

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LuAnn Bodven
Eunice Boyer
Ronald Johnson
Virgil Gentz
Salonia Grimes
William Houtz

**Division of Children and
Family Services Staff**

John Jansen
Director

Ron Rogers
Nancy Ramsey
JoAnn Slater
Leon Potter

Pamela Anderson
Paula Becklin
Michelle Borri-Lang
Sarah Brelsford
Eric Calvino
Donna Dickenson
Cynthia Disjardin
Kimberly Emery
Amy Fockler
Louise Gagliano
Lisa Hansen
Phil Hendricks
Nicholle Humphres
Pamela Jepson
Gary Kapitan
Julie King
Veronica King-Wright
Rebecca Kozak
Lisa Lichtenberg
Shirley Marano
Michele Martin
Eileen McCreary
Sue Meier
Marc Micklas
Rochelle Moore
Julie Ortiz
Theresa Rothenberger
John Schlax
Elizabeth Schrandt
Margaret Seiber
Janis Sepulveda
Allen Smith
Jessica Studzinski
Danielle Syens
Karen Tolliver
Denise Wagner
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.

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.

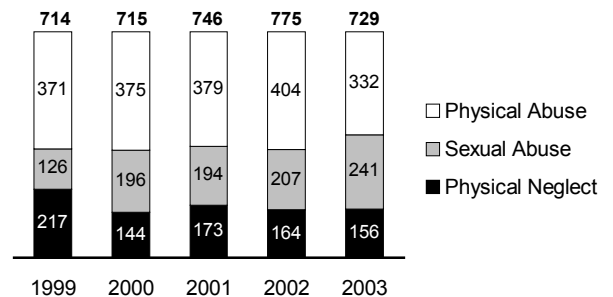
The Child and Family Services Unit (CFS) receives child abuse and neglect referrals from the CPS Unit if it is determined that ongoing services are needed. Referrals for child and family problems also come to the CFS Unit through the Intake office. Those served have experienced a wide spectrum of societal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

Between 1999 and 2002, the number of physical abuse referrals increased by nearly **9%**. In 2003 the number of referral *decreased* by **18%**. Over the past 5 years referrals have decreased by almost **11%**.

During the same four-year period the number of sexual abuse referrals increased by **64%**. In 2003 the numbers increased again by **16%**. The number of referrals has increased **91%** in 5 years.

After a **34%** decrease in 2000 followed by a **20%** increase in 2001, the number of physical neglect referrals has remained fairly steady through 2003. The number of referrals has decreased **28%** in 5 years.

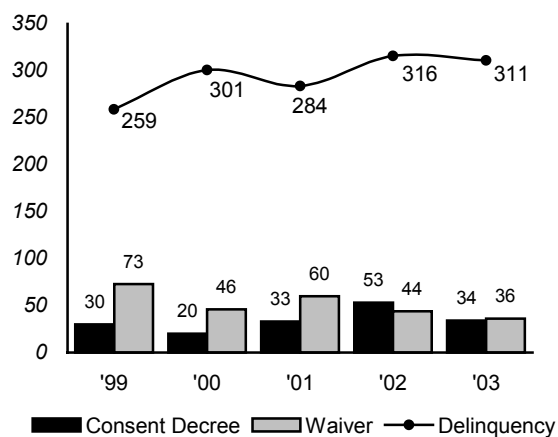
CHILD WELFARE REFERRAL ACTIVITY
1999-2003



Overall referrals for child abuse and neglect have increased by nearly 9% between 1999 and 2002. The number of referrals in 2003 decreased by 6%. As discussed in the previous narrative, there is fluctuation among the types of referrals.

The Juvenile Court Services Unit (CSU) is involved with juvenile delinquents and youth that 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
1999-2003



- The number of delinquency adjudications, the largest proportion of referrals to the Unit, increased 20% between 1999 and 2003.
- After a 77% increase between 1999 and 2002, the number of consent decrees decreased by 36% in 2003.
- Waiver referrals are at their lowest levels in years and have decreased nearly 50% since 1999.

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.

2003 HIGHLIGHTS

In 2003, Kenosha County was one of three counties in Wisconsin that was involved in the Federal Child and Family Services Review (CFSR). The report from this review indicated the Kenosha County Division of Children and Family Services provides services that meet the well being of the clients we serve. The CFSR highlighted the strengths of our service network and confirmed the high level of standards and dedication staff has to the people we serve.

The Division of Children and Family Services, in collaboration with the District Attorney's office, completed 61 Termination of Parental Rights hearings in 2003. This provided permanency for 61 children through the adoption process. Also in 2003, DCFS continued to reduce the number of children in out-of-home placement such as foster care, group homes, residential treatment centers and juvenile corrections. This was accomplished while maintaining high standards relating to safety of children and the community.

Disability Services Committee

Barbara Rankin, Chair
 Patrick Bell
 Elaine Edwards
 Marbeth Knoff
 Supervisor Ron Johnson
 Supervisor Irv Larsen
 Colleen Sandt

Division of Disability Services Staff

Ronald R. Frederick
 Director

Chris Hribal
 James Truchan
 Gayle Hannes
 Lin Nakata
 Janet Schmidt
 Nicole Tridle

Residential Quality Assurance Committee (RQAC)

Kathy Wakefield, Chair
 Chris Hribal
 Wren Ide
 Marbeth Knoff
 Sue Regan
 Aubre Wellens
 Judy Willoughby

DIVISION OF DISABILITY SERVICES

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.

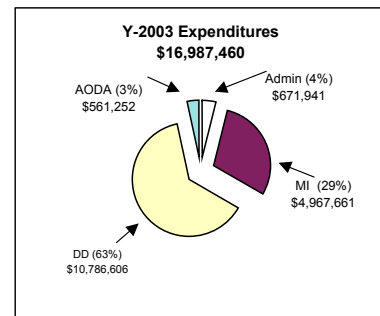
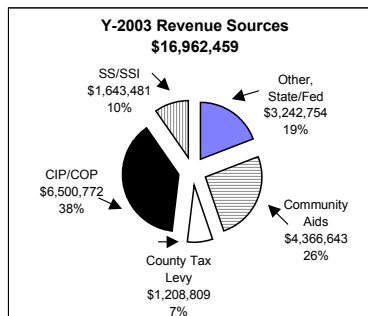
The Division was established in 1972 pursuant to Wisconsin Statute 51.42/.437 and operates under the leadership of County Executive Allan Kehl, the Kenosha County Board of Supervisors, and the Human Services Board's Disability Services Committee. From 1972 to 1986, KCDDS was known as the Comprehensive 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 2003. The charts below depict revenue sources and expenditures by disability.

**DIVISION OF DISABILITY SERVICES
 2003 REVENUES & EXPENSES**



The above funds supported 3,408 persons according to the Human Services Reporting system (HSRS). 62% (2,119) were male and 40% (1,289) were female. 85% were adult and 15% were under age 18. Clients by primary disability were categorized as follows: AODA = 32% (1,097); DD = 20% (697); MI = 41% (1,394); and a 7% group of 220 persons had multiple disabilities. Though persons with DD 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 respond to shorter term, less expensive care.

2003 Highlights

- *Funding & Service Demands:* State & Federal funding remained flat; however, \$340,000 additional County dollars were reinvested from within Human Services to enhance mobile & residential Adult Crisis, Case Management and Outpatient to lessen reliance on inpatient hospitalization and high-end residential services. Overall, service demands persisted, fueled in part by a stagnant economy. Inpatient, residential and medication costs continued as the major pressure points.
- *Inpatient admissions @ All-Saints-St Luke's-Racine* dropped from 186 in 2002 to 142 in 2003 for County funded patients. That's 149 days of care under projection for a savings of about \$100,000. That result was reflective of the staffing investments made at Adult Crisis and the K.A.R.E Center.
- *State Mental Health Institute (Mendota & Winnebago) utilization:* Utilization came in six days under the budgeted projection of 1,153. Of the 3.2 beds budgeted, only 3.13 were actually utilized. The four long-term care Institute clients who started out '03 were discharged to residential settings by early January '04. This would not have occurred were it not for the vigorous utilization review that was conducted by DDS coordinators and CIC case management staff.
- *Residential:* Demand pressures for residential services persisted in '03 due to clients manifesting more severe conditions. An increasing number of involuntarily committed individuals under Chapter 55 in need of residential care further aggravated the picture. This was particularly true with older persons with developmental disabilities who are living longer and whose natural families found it increasingly difficult to provide direct care due to the advancing age & health concerns of their elderly parents.
- In 2003, 58 admissions to residential services involving 51 individuals were logged. Forty-four discharges were experienced during the year. DDS' definition of residential services includes supportive home care/apartments, adult family homes, community-based residential facilities and institutions for mental disease. From a budgeted capacity perspective, we started the year 8 beds over capacity and ended the year at 19 beds over. However, within the system there were a number of individuals who moved to less restrictive and lower cost residential settings. There were also individuals who were discharged from the State Mental Health Institutes to fairly restrictive and high cost residential settings (\$150-\$250 a day) which is still considerably less than the State Institute rates of \$600 a day. Total residential expenditures for '03 amounted to \$8,541,707. Though that was \$262,195 over Adopted Budget (as approved in Nov. '02), that overage represents only 3% over the budgeted level which is fairly modest given the need level and involuntary status of the 51 persons admitted to residential service in 2003.
- *Psychiatric Medications:* Two major pharmacy contracts enable consumers to access mental health medications. Walgreens provides retail pharmacy services and Roeschens Omnicare provides institutional pharmacy services to CSP and Trans Corp residential clients. Those two contracts in '03 were \$350,000 and \$100,000 respectively. Bolstered staff resources for the Medication Management Program at the Community Intervention Center (CIC) enabled increased use of the drug companies' "Patient Assistance Programs," improved eligibility reviews and achieved stricter adherence to the "Approved Roster of Mental Health Medications." This resulted in both contracts coming in under budget; Roeschens at \$57,000 and Walgreens at \$8,000.
- *Wait List:* One hundred eight nine (189) persons were on a waiting list for services at year's end. ('01=148 & '02=164)

- *Community Support Program (CSP)*: Bell Therapy successfully concluded its first year providing Community Support Program services to Kenosha clients. During '03 it earned full State certification, generated Medicaid revenues \$120,000 over the projected level and lowered staff-client ratios from 16.19 in January to 12.24 by December.
- *Mental Health Redesign* efforts continued with an emphasis on recovery and increased consumer involvement. Mental Health Aide positions were established at the CIC which enabled persons recovering from mental illness to be gainfully employed in the system, helping others cope with the onset of their illness and introduction to the often confusing and intimidating service system.
- *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.
- *PIK (Project Information-Kenosha)*: Work continued throughout the year on implementing the new client data information and billing system for long-term care clients served by both the Division of Aging and the Division of Disability Services. It is hoped that it will be fully operational sometime in 2004.

Board of Health

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

**Medical Advisors to
the Division of Health**

James C. Foster, M.D.,
M.P.H.
Steve Schwimmer, D.O.

Division of Health**Staff**

Frank Matteo
Director

Sandra Badgerow
Wayne Krueger
Dorene Leinenweber
Cynthia Rafenstein
Randall Wergin

Diane Andrekus
Harry Benn
Bridget Boland-
Cardinali
Diane Bosovich
Dawn Bruce-Ernst
Beth Carroll
Robin Casarsa
Jill Clemins
Anna Cremer
Carlton Cowie
Laura Davidson
Lindsay Deinhammer
Lori Ditzler
Elaine Engel
Kay Francoeur
Mary Kay Garside
Linda Godin
Mike Gorman
Marilyn Huntoon
Camille Jensen-Guion
Jayne Katt
Pam Kavalaskas
Karen Kersting
Jeff Kindrai
Steve Krzyzanowski
Lynda Lester
Billie Lidik
Lorraine Magiera
Carol McCarville
Mary McClain
Mark Melotik
Lisa Mueller
Julie Newhouse
Nancy Ogden

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, and 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 698 individuals were screened in 2003.

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 433 individuals were assessed in 2003.

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 271 car seat checks/installations were provided in 2003.

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 comprise 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 2,003 home visits were conducted in 2003.

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.

Kenosha County WIC Program

The purpose of the Kenosha County Women, Infants and Children (WIC) Program is to promote and maintain the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants, and children. WIC provides supplemental nutritious foods, nutrition and breastfeeding information, and referral to other health and nutrition services. WIC also promotes and supports breastfeeding. The Kenosha County Division of Health contracts with Racine/Kenosha Community Action Agency Inc., to provide WIC services to county residents. The Kenosha County WIC program also operates at the Farmer's Market Nutrition Program. Each eligible family receives vouchers that are redeemable at the local farmer's markets from June through October each year. The monthly caseload for 2003 was 3,277.

Division of Health Staff cont.	
Stacey Oglesby	Debbie Rueber
Paul Orłowski	Kathy Sadowski
Gwen Perry-Brye	Deb
Sawisky	
Sandy Petersen	Darlene Specht
Nancy Reeves	Donna
Studrawa	
Jodee Rizzitano	Laura
Studevart	
Linda Rieschl	Karen Wade

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	1,135
Inspections (Routine/Follow-up)	1,817
Consultations	616
Consumer Complaint	118
Investigations	

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	60
Inspections (Routine/Follow-up)	80
Consultations/Complaint	28
Investigations	

CLINIC SERVICES

Activity	Units
Immunizations	6,577
TB Skin Tests	2,285
Walk-ins; Nurse of the day	13,405
Pap Smears/Breast Exams	115
Influenza Vaccinations	2,734
Pregnancy Tests	426
Children's Health Screenings	181
Prenatal Care Coordination Services	41
HIV Antibody Testing	468
Sexually Transmitted Disease Screenings	619

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	77
Inspections (Routine/Follow-up)	118
Consultations/Complaint	41
Investigations	

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	127
Bite Consultations/Follow-ups	132
Animal Nuisance Complaints/Consultation	102
Kennel/Pet Shop	63
Inspections/Consultation	
Solid Waste Complaint Investigation	1,441
Solid Waste Follow-ups/Clean-ups	2,205
Scales/Gas Pumps/Fuel Meters Tested	262
Consultations/Complaint Investigations	16

Lead Hazard Control

In 2003, 64 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 Complaint Investigations	4
Air Quality Investigations	192
Radiation Samples Collected	44
Human Health Hazard Complaints	109
Follow-up Consultations	57

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	409
Well Consultations	31
Well Surveys/Inspections	43

LABORATORY

The laboratory is certified by the U.S. 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 983 samples were tested in 2003.

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 552 samples were tested in 2003.

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 4,547 samples were tested in 2003.

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 complaint investigations and insect identification. A total of 1,545 samples were tested in 2003.

TRI-COUNTY PUBLIC HEALTH CONSORTIUM OF SOUTHEASTERN WISCONSIN

The Division of Health is the fiscal agent and lead agency of this consortium of the five (5) local public health departments with Racine, Walworth and Kenosha Counties. The consortium activities and staff are funded through an ongoing Center for Disease Control Bio Terrorism Preparedness Grant and are housed at the Kenosha County Center.

HUD LEAD BASED PAINT REDUCTION PROJECT

The Division of Health was awarded a three-year \$1.5 million grant from Housing and Urban Development (HUD) for Lead-Based Paint Hazard Reduction, which commenced in February of 2003. This program is being implemented in partnership with the City of Kenosha Housing Authority, the Department of City Development, and the University of Wisconsin-Parkside-Center for Community Partnerships.

The primary goal is to maximize the protection of 522 children, under the age of 6, who live in pre-1978 Section 8 housing units. The secondary goal is to provide lead hazard control for low-income homeowners within the targeted geographical area.

**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 Veteran's office.

Primary Home Loan Program

The Wisconsin Department of Veterans Affairs offers qualified veterans a low-interest, fixed rate home loans 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 veteran's home. Improvements that qualify include roofing, siding, and 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.

2003 HIGHLIGHTS

- United States Department of Veterans Affairs guaranteed 302 home loans to county veterans at a total amount of \$40,630,000.
- The USDVA paid disabled county veterans and/or surviving spouses \$12,900,000 in disability compensation or pension.
- Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,140,000 in 2003.
- Families of 338 deceased veterans were helped to obtain burial benefits, government head stones and casket flags.
- Veterans or survivors filed 53 new claims for disability compensation or pension.
- A total of 1,325 forms and documents were processed with various components of the U.S. Department of Veterans Affairs.
- County veterans received 12 home loans from the Wisconsin Department of Veterans Affairs amounting to \$2,185,000. The Veterans Office facilitates this process.
- Seventy-four (74) county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$84,000.
- Fifteen (15) veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$17,500.
- Fifteen (15) personal loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$191,000.
- Expenditures for 2003 totaled \$221,700.

**Public Welfare
Committee**

Anne Bergo, Chair
Eunice Boyer
LuAnn Bodven
Virgil Gentz
Salonia Grimes
Ronald Johnson

**Division of Workforce
Development Staff**

Adelene Robinson
Director

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Rhonda Jolly
Ed Kamin
John Milisaukas
Keli Poppe
Robert Simmons

Kris Andrew
Roberta Bloner
Ruth Bradley
Jeannette Camacho
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Pat Doud
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Sabrina Nicholson
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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 fiscal 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 2003, 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 program's 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 Job Center's unified telephone system, central answering system and messaging services. During 2003 over 89,000 calls were received at this central console and over 59,000 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. An average of 11,079 Internet hits per week occurs for job search of Kenosha County listings. A total of 36,570 job sessions were conducted using the touch screen JOBNET computers resulting in 168,734 jobs selected by job seekers for application in 2003.
- **Career Assessment & Exploration** Career Connections provides vocational assessment and career guidance services for program participants and the public. Psychological evaluations are also available through Case Manager referral only. Academic levels, training potential; work-related abilities, interest, and values; computer skills; and personality characteristics are measured using a variety of tools. Assessment results, occupational information and staff guidance combine to help individuals make better employment, training, and career decisions. Unique counts of 1,422 individuals were provided 3,094 services in 2003.
- **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. In 2003 this also included case management services related to the Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA), Workforce Attachment and Advancement (WAA), Job Corps, Senior Aides, Child Support, Migrant Services and HUD Housing Section 8 programs.

- **A Child's Place** Child Care Center supports all families working and participating in programs at the Kenosha County Job Center/Human Services Building. The state-licensed facility serves children from birth through 12 years whose parents are using Job Center programs and services while they seek employment, attend training activities or appointments, and maintain employment. A Child's Place provides flexible care options including drop off, short term, long term and emergency child care. The expanded program now offers a unique opportunity for Department of Human Services employees to work while their children enjoy quality learning experiences on-site. In 2003 there were 5,672 child care visits for 898 children. A Child's Place also provided health and literacy information to 207 parents at a weekly "Parent Talk Luncheon."
- **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. 432 individuals used the Learning Lab and 218 used the Computer Skills Lab. A total of 972 individuals attended 108 workshops. Five hundred forty-nine (549) individuals attended the First Steps small business planning workshops offered by the Small Business Development Center. A total of 374 individuals received job skills training through the Workforce Investment Act program including Dislocated Workers.
- The **Employer Outreach Services Team** provides area employers with a single point of access to a wide range of services. Services to employers in 2003 included:
 1. Recruitment services, including on-site recruitment at the Kenosha County Job Center (40 events), job fairs (4 hosted with 139 employers and 3,542 job seekers attending), marketing job postings, and development of recruitment strategies.
 2. Internet resources for recruitment to Wisconsin's JOBNET (listing an average of 4,946 job openings listed in 2003) and America's Job Bank/Talent Bank.
 3. Arranging customized training.
 4. Publications & forums, including Resume Matrix (which distributed 2,206 resumes to employers), six employer newsletters, marketing portfolios, and employer forums including four Corporate Park roundtables.
 5. Labor market and human resources information.
 6. Small Business Development Center with 549 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 the Kenosha Area Chamber of Commerce.
 9. A total of 5,312 contacts to with area employers with 947 of those contacts being face-to-face meetings.

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, child care, and Kenosha CARES/SHARES. Secondary components include the Emergency Services Network (ESN), the Wisconsin Home Energy Assistance Program (WHEAP), SSI Advocacy, Holiday House Charities, Fraud Prevention Unit, Quality Control Unit, and funding for indigent burials.

Child Support Program Staff

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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.

Economic Support Specialists are part of an interagency team, called Financial and Employment Planners, who issue benefits under the TANF, W2, WIA, Food Stamps, Medical Assistance and child care programs. Between January 1, 2003 and December 31, 2003 the Economic Support Program served more than 17% of Kenosha County's total population through a variety of services and programs. Unduplicated caseloads soared to an all time high of 10,389 cases by December of 2003.

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 for a small fee. 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 2003 there were approximately 240 non-custodial parents enrolled in the Children's First program. In 2003 Kenosha County's Child Support Program received the Child Support "County of the Year" award and Child Support "Administrator of the Year" award from 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 2003. The key agencies comprising the ESN are:

- | | |
|---|---|
| Racine / Kenosha Community Action Agency | First United Methodist Church Food Pantry |
| Kenosha Co. Interfaith Human Concerns Network/
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 – UW-Extension |
| Spanish Center of Kenosha | Kenosha County DWD |

Medical Relief

The Medical Relief Program ended December 31, 2002. The program was voluntary for the County to operate and it was determined that the financial liability was too great to continue to operate the non-mandated program.

Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP provided 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 provided 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 provided assistance to eligible households that lacked 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 may provide assistance to eligible households by helping to pay arrearages to help assure their fuel source is restored (reconnected) or maintained.

Kenosha County DWD holds a subcontract with the Spanish Center of Kenosha to operate the WHEAP Program. The Program operates on a federal fiscal year (FFY), i.e., October 1, 2002 through September 30, 2003. For FFY 2003, the following represents some key information:

Total Households Applied:	4,264
Total Households Eligible:.....	3,838
Total Heating Assistance Paid:	\$1,678,368
Total Crisis Assistance Cases Paid:	594
Total Crisis Assistance Paid:.....	\$164,942
Total Furnace Repair/Replacement Cases Paid:	72
Total Furnace Repair/Replacement Paid:.....	\$70,867

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 2003 Kenosha County contracted with 9 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 costs in 2003 were \$1,298,199. The average cost per medical trip was \$27.25.

Interpreter Services

The Kenosha County Job Center provided 2,682 instances of foreign language and 10 instances of sign interpretation to individuals who accessed services at the KCJC in 2003. 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 2003 experienced a 43% increase over 2002 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 2003, the fall Winter Wraps program delivered 2,147 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,835 families. The Christmas Toy and Food Drive served 2,276 needy Kenosha families, the majority with young children.

Community Involvement

Partners at the Kenosha County Job Center participated in a number of volunteer efforts during 2003. Included in the long list of community activities that staff were involved in during 2003 were: Leadership Kenosha, Relay for Life, Healthy Kenosha 2010, Kenosha Kindness Week, Community Unity Breakfast, Kenosha County Early Childhood Consortium, Early Head Start Policy Consortium, the Literacy Council, Boys & Girls Club, Holiday House, Spanish Language Issues, Spanish Center, Kenosha Achievement Center, Joint Task Force on Homelessness, 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, Boy Scouts, 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 countless volunteer hours spent in these and many other community service activities.

Kenosha County Department of Human Services Purchase of Service Agencies

Alcohol & Other Drugs Council of Kenosha County, Inc.	Harmony Living Centers, LLC
A.M. Guardianship, Inc.	Homes for Independent Living
All Saints Healthcare Systems, Inc.	Hoppe & Orendorff
Alpha Community Services, Inc.	Independent Opportunities, Inc.
Alpha Homes of Wisconsin, Inc.	Inspiration Ministries
Alterra Healthcare Corporation	Ishmael Adult Family Home
Ament Adult Family Home	K&S Medical Transport, Inc.
American Red Cross	KAS Transportation
Archives, Inc.	Kaiser Group
Athey Adult Family HOMes	Kasprzak Foster Home
Babusukumar, Dr. Pushpa	Kenosha Achievement Center
B-Care Corp (Caring House)	Kenosha Area Family Aging Services, Inc.
Bell Therapy, Inc.	Kenosha Achievement Center
Bethesda Lutheran Homes & Services, Inc.	Kenosha County Interfaith Human Concerns Network
BIO-CATT, Inc.	Kenosha Human Development Services
Boys & Girls Club of Kenosha/CYC Sports	Kenosha Literacy Council
Bresha Serenity House	Kimberly Lane Group Home
Bridges Community Center, Inc.	Kraai Adult Family Home
Brotoloc Health Care Systems, Inc.	Lakeside Woodland Home
Bucko's Ambulatory Transport	Lakeview Rehabilitation Center
C & C Homestead	Lauer Adult Family Home
C & S Transport	Laura's Home
CMB Transportation Co.	Liberty House
Campbell House	Lincoln Lutheran of Racine
Canterbury Home of Kenosha	Little Pine Valley Inc.
Care Home	Living Hope, Inc.
Careers Industries	Long Beach Genetics
Carey Manor Services, Inc.	Lutheran Social Services
Children's Service Society of Wisconsin	MJ Care Inc.
Chileda Institute	Marshman Adult Family Home
Community Advocates	Martin Adult Family Home
Community Care Organization	Martinez Adult Family Home
Community Care Resources/Programs, Inc.	Mathews Adult Family Home
Community Impact Programs, Inc.	McDonald Adult Family Home
Cook Adult Family Home	Meadowmere Southport
Cote Adult Family Home	Medix Ambulance Services, Inc.
Covelli CBRF	Michaels Adult Family Home
Crabtree Adult Family Home	Miller Adult Family Home
Dayton Residential Care Facility	Milwaukee Academy
Deer Path Estates, Inc.	Milwaukee Center for Independence
DeLanna House	Mystic Acres, LLC
Destiny Adult Family Home	Nelson Adult Family Home
Du Bois Adult Family Home	NJM Management Services, Inc.
Eau Claire Academy	Norris Adolescent Center
Encore Senior Living	Oakwood Clinical Associates
E.S.I. Associates	Oconomowoc Developmental Training Center
Eternal Hope	Opportunities, Inc.
Family Works Program, Inc.	Paragon Industries, Inc.
First Step Services	Parker Adult Family Home
First United Methodist Church Food Pantry	PATH
Gateway Technical College	Pinecrest of Lake Geneva
Gentiva Health Services (USA), Inc.	Prader-Willi Homes of Oconomowoc, LLC
Getter Adult Family Home	Productive Living Systems, Inc.
Goodwill Industries of S.E. WI & Metro Chicago, Inc.	Professional Services Group, Inc.
Guardian Angel Specialized Transportation	QPS Staffing Services, Inc.
Guardianship Services of Kenosha County	RHB Technology Solutions
Harbor Senior Concepts	Racine-Kenosha Community Action Agency

Racine County Opportunity Center
Rasmussen Adult Family Home
Rawhide Boys Ranch
Reindl Home
Roeschen's Omni Care Pharmacy
Rosewood Manor, LLC
Salvation Army
Savaglia Adult Family Home
Senior Community Services of SE WI, Inc.
Serenity House of Racine, Inc.
Shah, Dr. Ashok K., M.D.
Sharing Center, Inc.
Sharma, Dr. V. K.
Society's Assets
Southport Rehabilitation Associates, Inc.
Southport Transportation
Spanish Center of Racine, Kenosha, & Walworth, Inc.
Speno/Julius
State of WI Dept. of Workforce Development
St. Amelian-Lakeside, Inc.
St. Charles Youth & Family Services
St. Coletta of Wisconsin
St. James Manor
St. Joseph's Adult Day Care
St. Rose Youth & Family Center, Inc.
Superior Health Linens, Inc.
Tarr Adult Family Home
Todd's Companion Plus
Tomorrow's Children
Trans Corp.
Trempealeau County Health Care Center
Turner Adult Family Home
Twin Lakes Area Food Pantry
United Hospital System
United Migrant Opportunity Services
University of WI Extension - Kenosha County
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 Co.
Walter Adult Family Home
Western Kenosha County Senior Citizens Council,
Willowglen Academy-WI, Inc.
Windy Oaks Group Home
WI State AFL-CIO Labor & Education Training Center
WoMen & Children's Horizons/Pathways of Courage
Wright Adult Family Home
Wyalusing Academy