

KENOSHA COUNTY
DEPARTMENT OF HUMAN
SERVICES
2004 ANNUAL REPORT



DENNIS R. SCHULTZ
DIRECTOR

ALLAN K. KEHL
COUNTY EXECUTIVE

KENOSHA COUNTY DEPARTMENT OF HUMAN SERVICES

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MESSAGE FROM THE DIRECTOR

First let me say that the Department barely survived the summer and fall of 2004 when my secretary, Sharon Davis, was out for an extended period of time. But she is back now, and all is well.

I would like to announce the hiring of Michelle Eisenhauer as the replacement of our former {but not to be forgotten} Central Services Manager, Scott Kluver. Michelle has worked many years in social service administration and most recently as the DHS Safety Coordinator.

During 2004, many improvements were made to our Job Center/Human Services Building:

- Both the interior and exterior signage was completed
- The parking lot was re-paved
- The bus turnaround was re-located to the northeast side of the building, providing safe access to our entrances
- Food service, alternating between Victoria's and Kenosha Achievement Center, was established in the Commons Area, not only for building employees, but also for clients and other visitors
- A security system was installed and ID badges were issued to everyone in the building.
- An Intranet Site was developed by RHB Technology Solutions to provide up-to-date information for staff, such as employee orientation information, room reservations, safety policy & procedures, staff newsletter, forms, and new employee notices.

2004 was another good year for the Department of Human Services. The following are just a few of our major highlights:

- DCFS - Juvenile Placements were down for the fifth year in a row and saved the County \$500,000+. This continued success speaks volumes to the collaboration between our dedicated staff (represented, non-represented, and contracted), the Juvenile Court, and the District Attorney's Office.
- DWD - During the beginning of 2004, the Division experienced a significant increase in the number of W-2 participants accessing services. Not only did they take on the challenge without additional resources, they came in on budget.
- Brookside Nursing Home continues to be one of the best-kept secrets of southeastern Wisconsin. They maintained a 98% occupancy rate during 2004 and came in under budget, saving the County over \$1,000,000.
- DDS - Although 2004 had many positive aspects, there were a few problem areas, most notably in our Division of Disability Services. There continues to be a significant increase in Chapter 55 placements, and the never-ending waiting list for services grows. We are in the process of reviewing all of the trending information, including fiscal analysis of services offered. I am sure we will find a myriad of reasons for these increases; however, we are very much aware of the growing disability population and state Community Aids funding that has remained flat over the last several years.

We also said good-bye to two retiring County Board Supervisors in 2004: Eunice Boyer and Anne Bergo, both of whom have served on many of our oversight committees during their 20+ years of service to the Kenosha County community. We thank them for their years of service and wish them well.

In closing, I want to thank all of our oversight committee/board members for their support, our staff, the courts, and the citizens of Kenosha County who not only access our services but contribute to them.

Dennis R. Schultz, Director
Kenosha County Department of Human Services

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

John O'Day, Chair
Ruth Booth
Eunice Boyer
Anne Bergo
William Grady
Gordon West
Don Smitz

Kenosha County Human Services Board

Eunice Boyer, Chair
Anne Bergo
Sandie Bisciglia
Ruth Booth
Leonard Johnson
Ronald Johnson
John O'Day
Colleen Sandt
Denis Wikel
Richard Willoughby

Office of the Director

Dennis Schultz
Director
James Kennedy

Assistant to the Director

Laurie Staves
Fiscal Manager
Dianne Niesen
Contract Monitor

Scott Kluver & Michelle

Eisenhauer

Central Services Manager

John Millsauskas

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 Kluver

Laverne Jaros

Thomas Lois

Frank Matteo

John Millsauskas

Dianne Niesen

Adelene Robinson

Laurie Staves

Y2004 EXPENDITURES*

<u>Office of the Director</u> Operations Fiscal Services Contract Monitoring	→	\$523,476
<u>Aging Services</u> Long-Term Care Adult Protective Services Support Services	→	\$11,196,369
<u>Brookside Care Center</u> Nursing Home Services	→	\$11,545,884
<u>Children and Family Services</u> Child Welfare Juvenile Court Services	→	\$20,378,342
<u>Disability Services</u> Alcohol and Drug Developmental Disabilities Mental Health	→	\$18,508,362
<u>Health</u> Nursing Environmental Health Laboratory	→	\$4,678,020
<u>Veterans</u> Veteran Assistance and Affairs	→	\$243,307
<u>Workforce Development</u> Economic Support Child Support Job Center	→	\$13,983,629
		\$81,057,389

*UNAUDITED AS OF 6/16/05

OFFICE OF THE DIRECTOR

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 2004, several of which were managed or supported by staff working out of the Office of the Director. These included:

- **PROJECT INFORMATION KENOSHA (PIK).** In 2002, the Divisions of Aging and Disability Services initiated a 2-year project to implement comprehensive casework and financial management software for their long-term care services. The software, purchased from Anasazi Software, Inc., consists of three major modules covering client enrollment, assessment, treatment planning, ongoing case management, service authorization and processing of invoices for those services. In the first half of 2004, the implementation process was successfully completed with all appropriate clients in both divisions enrolled and managed in the system, along with full-year service, case activity, and cost data.
- **UNITED WAY PLANNING & DEVELOPMENT.** DHS contracts with local non-profits for many services and thus shares with United Way a major stake in the strength and effectiveness of Kenosha's non-profit human services community. Toward this end, staff from the Office of the Director carried out professional and technical support work during 2004 on two significant projects in partnership with United Way:

Program Outcome Monitoring.

DHS' Planning & Evaluation Unit conducted "logic model" and outcome measurement training with United Way agencies. This documentation framework is used by both DHS and United Way in monitoring service programs provided by the non-profit agencies we fund.

Service Need Identification & Prioritization

Office of the Director staff worked collaboratively with United Way, UW-Extension and UW-Parkside to carry out a targeted community survey project to identify high priority human service needs in Kenosha County. The resulting "2004 Community Well Being" report published by United Way in the summer identified the three most pressing service needs not being adequately addressed in the county as access to mental health care, access to reliable primary health (and dental) care and homeless sheltering and transition support.

- **HOMELESSNESS PLANNING.** Late in 2003, an interfaith coalition mobilized the City of Kenosha and Kenosha County to establish a Joint Task Force on Homelessness to develop a plan to address the needs of homeless individuals and families, with an emphasis on establishing a year-round, single-site homeless shelter for the INNS Program. The Joint Task Force is co-chaired by City and County officials, and the additional members include representatives from United Way, UW-Parkside, Kenosha Housing Authority, four Emergency Services Network agencies that currently shelter and serve the homeless, Congregations United to Serve Humanity (CUSH), the Kenosha Unified School District, and DHS' Division of Workforce Development. DHS Office of the Director staff provided logistical, professional and technical support for the Joint Task Force. The most notable achievement of the group during 2004 was securing County Board approval for a one-time appropriation of \$250,000 in county funds to be applied toward facility construction or renovation for the new homeless shelter. The primary goal of the task force is to bring a single-site homeless shelter and services center for the homeless in Kenosha into being.

FISCAL MANAGEMENT

The Department of Human Services total expenditure budget for 2004 was \$76,793,879. In 2004, the adopted budget for the Department of Human Services accounted for 45% 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

Contract monitoring includes the development and management of department-wide contracting processes and systems for all divisions within KCDHS. A comprehensive procurement system for direct client services, managed through a Request for Proposal (RFP) process, operates on 3-5 year cycles across six divisions. In 2004, 18 direct client service contracts within the divisions of Children & Family Services, Aging Services, and Disability Services were let out through the RFP process, resulting in 41 proposals submitted and a change in providers for 3 of the 18 service contracts.

A comprehensive Contract Management System, a Department-wide database application, provides central management and monitoring of contracts, maintains purchaser and provider information, creates legally consistent contract documents, and provides contracted service

information and management reports. In 2004, KCDHS contracted with 180 providers, through 308 contracts for services provided to children, youth, families, elderly, and individuals coping with developmental disabilities, mental illness, and alcohol and drug problems.

CENTRAL SERVICES

With DHS staff successfully moved and settled into their workspaces, Central Services staff spent much of their time refining supply distribution and office equipment maintenance systems, enhancing safety procedures based on the new building layout and facilitating groups to problem-solve issues related to a facility of this size. Central Services staff implemented plans for alternate parking for staff and visitors while the parking lot was resurfaced in the spring. The facility received a new proximity reader security system in the spring and Central Services staff were given the responsibility of determining access levels for every employee and assisting with troubleshooting after implementation. Other highlights for 2004:

- *The Commons Area, complete with tables, chairs and vending machines, was finished in early 2004. This area has become an integral part of the building, serving staff, visitors and guests. Gateway Technical College donated plants to enhance the atmosphere in the area.*
- *Food service in the Commons Area was initiated in the spring. Two vendors provide hot and cold lunch items along with desserts/snacks and other specialty items during the lunch hour, alternating every other week.*

INFORMATION & COMPUTER SYSTEMS DEVELOPMENT AND SUPPORT

In 2004, the Department contracted with RHB Technology Solutions, Inc., for personal computer and network systems development and support.

The Department of Human Services (DHS) added and enhanced existing database systems throughout 2004. The 25+ applications currently in use serve staff in the Divisions of Aging Services (DOA), Children and Family Services (DCFS), Disability Services (DDS), Health (DOH), Workforce Development (DWD) 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 Department staff and clients.

The DHS Intranet site is one of the more prominent initiatives put into production during 2004. The site is designed to become the source for Department news and information. Currently providing staff with a wealth of knowledge concerning building emergency procedures and general employee information, the site is intended to grow to include employee orientation and training materials.

PLANNING AND EVALUATION

GRANTS DEVELOPMENT

Planning & Evaluation provided coordination and technical support for 3 federal proposals, 3 state proposals, and 1 CDBG application in 2004. Specialized searches were also conducted for a limited number of community agencies.

New in 2004 was the addition of eCivis to the grant searching capabilities of the Unit. Daily updates on federal grant opportunities are reviewed and forwarded to the appropriate individuals for consideration.

GRANT OVERSIGHT

Planning & Evaluation staff provided ongoing program oversight to the following state-funded initiatives: Juvenile Accountability Incentive Block Grant, Youth Gang Diversion, Brighter Futures Initiative, Inner City High Risk Youth Project, and the Disproportionate Minority Contact grant.

LOGIC MODEL & OUTCOME MEASUREMENT

P&E staff provided training to United Way agency applicants as well as organizations applying for funding under the Division of Children and Families Services. Ongoing monitoring and technical support is provided.

PROGRAM EVALUATION

Three projects which included P&E support in regards to program evaluation included the State Incentive Grant (Division of Children and Family Services), Alcohol and Other Drug Abuse Pilot Program (Juvenile Intake Services) and the Bridges Program (Kenosha Unified School District).

KENOSHA COUNTY**COMMISSION ON AGING**

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 William Lehman
 Phyllis Rozinski

LONG TERM CARE COUNCIL

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 Bill Lehman
 John Richards
 Jean Rumachik
 Judy Willoughby
 Shawn Zwirgzdas

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 William Letsom
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COMMITTEE**

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 Theresa Gilland
 Marbeth Knoff
 Karen Lockwood
 Rosa Morris

**DIVISION OF AGING
SERVICES STAFF**

LaVerne Jaros
 Director
 Carolyn Feldt
 Assistant Director
 Arlene Badtke
 Kim Emery
 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.

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 6,685 contacts made to Information, Assistance, and Access staff in 2004. A total of 1,606 referrals were made for counseling regarding long-term care options.

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 2004 was 126.

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 550 individuals were served in 2004.

COMMUNITY-BASED LONG TERM CARE SERVICES

Individualized care plans organize services to meet peoples' long term care needs. Unfortunately, state funding has not kept up with the need and over 400 individuals are waiting for services.

BENEFIT ASSISTANCE FOR OLDER PERSONS

This program, administered by Kenosha Area Family and Aging Services, assisted 256 older persons with benefit issues resulting in a positive monetary impact of \$163,571. A total of 484 persons attended workshops and presentations given by the program.

ADULT PROTECTIVE SERVICES

There were 310 referrals to Adult Protective Services in 2004. Of these, 132 were referred for self-neglect. Reports of abuse by a perpetrator, including situations involving physical abuse, financial abuse and neglect, decreased 24% from 58 in 2003 to 41 in 2004. The number of protective placements rose 24% from 66 in 2003 to 82 in 2004. Goodwill Industries administered this program.

MEDICAID (TITLE XX)

Division of Workforce Development staff, located at the Aging and Disability Resource Center, maintain a caseload of 1,200 persons receiving Medicaid while in nursing homes, state centers for the developmentally disabled, and the community based waiver programs.

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 spent 79 hours visiting individuals to provide ongoing support. Twenty-nine individuals were served in 2004. 33 presentations were made to senior groups.

ADULT PROTECTIVE**SERVICES**

Jeff Kincaid
Susan Anderson
Chris Hall
Dolly Fitch
Rebecca Dutter
Karen Kennedy

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
Essie Riley

CASE MANAGEMENT

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

BENEFIT SPECIALIST

Shelly Patterson

ELDEREACH

Ruth Ann Challis

DAYBREAK-EAST

Krista Kennedy

DAYBREAK-WEST

Cindy Lester

CONGREGATE**NUTRITION**

Perry Warnecki

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 38,285 meals to 816 individuals in 2004 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 35,091 meals were delivered in 2004 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 activities in 2004 were:

- *Presentations to United Methodist Luncheon Group, Adult Nutrition sites, St. Mary's Lutheran Senior Group, 50+ Support Group, Independent Living Center staff, Senior Action Council.*
- *Booths at Senior Action Council Health and Wellness Fair, Renaissance Senior Expo, ShopKo Diabetic Fair, and Catholic Charities conference.*
- *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 washed windows, trimmed bushes and did minor painting and other chores for 79 older persons. Twenty people received assistance with snow removal.

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.

CAMP

Barbara Tenuta

MEALS ON WHEELSJennifer Swartz
Perry Warnecke**COMMUNITY OUTREACH**

Lauren Lasley

LONG TERM CARE WORKER**PROJECT**

Barbara Wisniewski

ETHNIC ELDERS

Cynthia West

VOLUNTEER ESCORT

Barbara Ronkin

WESTOSHA COM. CENTER

Lois Burgess

GUARDIANSHIP ASSISTANCE

Cathy Lewis

ECONOMIC SUPPORTRoberta Bloner
Mary King
Kathi Tolnai**TRANSPORTATION**

The Kenosha Achievement Center provided 20,165 Care-A-Van rides for older persons and persons with disabilities, a 13% increase in the number of one-way trips over the previous year.

Kenosha Area Family and Aging Services operates the Volunteer Escort Program. The program continued to grow in 2004 with 70 volunteers providing 4,336 round trips for 273 older persons.

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.

ETHNIC ELDERS

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

FRIENDLY VISITOR

The Friendly Visitor Program administered by Kenosha Area Family and Aging Services, matched older persons with volunteers who provided 4,613 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 \$3,924 toward mailing costs.

LONG TERM CARE WORKER PROJECT

Turnover of direct care workers and nurses is an issue that affects the availability and quality of care for older persons and persons with disabilities. Kenosha County is addressing long term care workforce issues in partnership with Goodwill Industries and the Long Term Care Workforce Alliance. The Project Coordinator's many accomplishments in 2004 included:

- *Implementation of grant to promote health careers among high school and middle school students;*
- *Leadership training for direct care workers and supervisors;*
- *A recognition lunch was held for Kenosha's direct care workers with over 100 people attending;*
- *Distribution of newsletters to direct care workers;*
- *Organizing two legislative breakfasts; and*
- *Documenting and communicating problems associated with testing and certification of direct care workers.*

HEALTHY LIVING: CHRONIC DISEASE SELF-MANAGEMENT

The Division of Aging Services received a two-year grant to implement a Chronic Disease Self- Management Program for persons 40 years of age and over with a chronic condition. The program involves participation in classes held 2½ hours a week for six weeks. Developed by Stanford University, the program was found to be effective in improving self-rated health and health distress, increased exercise activity, better communication with physicians, more energy and less fatigue, and improved social and role activities. 181 people participated in classes in 2004. Response from participants was overwhelmingly positive.

Reflections on 2004:

In an environment tingling with the energy of people who are busy being “unreasonably helpful,” it is hard to find time to reflect. When I do, however, I see a network of people dedicated to meeting the needs of their customers, co-workers, service providers, families, volunteers, and others trying to make life better for older people and persons with disabilities. I am overwhelmed by the dedication, cooperation, creativity, quality focus, and genuine sense of caring among the individuals who serve or affect the lives of these citizens. Kenosha County has one of the best service networks in the state and I am proud to be part of it.

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
 Gordon West

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
 Mayola Baker
 Sandra Bartholomew
 Sheri Baumgarten
 Patricia Back
 Gay Birkholz
 Rachael Bliss
 Crystal Borchardt
 Reshando Boyd
 Travis Brady
 Daisy Brantley
 Janis Buchholz
 Donna Bugalecki
 Jennifer Burroughs
 Beverly Calkins
 Gereene Callahan
 Gina Carver
 Sylvia Castillo
 Maria Carolta Chavez
 Shahnaz Cheema
 Rochelle Christie
 Barbara Clark
 Peggy Clark
 Eleonora Conforti
 Scott Corey
 Tammie Dallas
 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.

Brookside Care Center is a skilled nursing facility which admits both short-term and long-term residents and 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 2004, there were 94 admissions to Brookside Care Center. There were 59 deaths and 26 discharges to home or another facility during the year. Hospital inpatients 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 2004 was \$184.82, an increase of almost 5% over 2003. 78% of the costs include staff salaries and benefits.

RESIDENT DEMOGRAPHICS

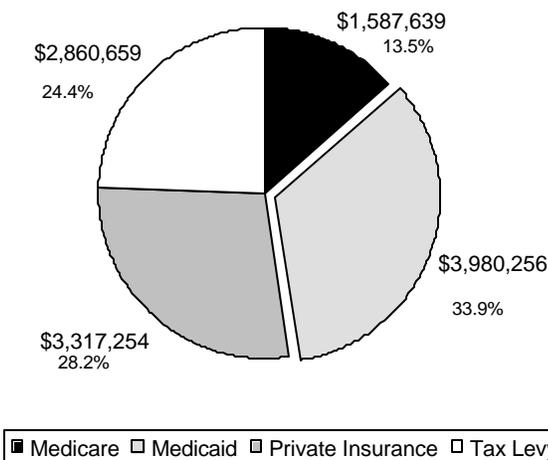
The following table provides demographic information regarding Brookside residents in 2004.

Residents with selected diagnosis:	
<i>Dementia</i>	24%
<i>Stroke</i>	8%
<i>Diabetes</i>	13%
<i>Cancer</i>	4%
Residents with court-appointed guardians	11%
Residents under 64 years of age	1%
Residents 95 years of age and older	20%

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
 Debra Gitzlaff
 Alisha Greene
 Darlene Gretzinger
 Priscilla Guzman
 Cynthia Hargraves
 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
 Shyanne Kandl
 Geraldine Kapplehoff
 Michelle Kapplehoff
 Chalrei Kehl-Lipske
 Rebecca Kerr
 Lila Kirby-Chubriilo
 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
 Patricia McCall
 Crystal McClamy
 Geraldine Meehan
 Mary Jane Melander
 Kathleen Metcalf
 Branka Milanovic
 Melinda Miller
 Kathy Million

BROOKSIDE CARE CENTER
2004 REVENUE SOURCES



BROOKSIDE CARE CENTER
2004 PER PATIENT COST

Staff	\$144.54	78.2%
Medical	\$10.54	5.7%
Equipment Depreciation	\$7.98	4.3%
Supplies	\$7.50	4.1%
Interest	\$4.70	2.5%
Utilities	\$4.93	2.7%
Other	\$4.63	2.5%

BROOKSIDE STAFF

Ana Narvaez
 Diane Nelson
 Laura Nelson
 Valerie Nelson
 Janie Newberry
 Mary Niles
 Mary Noble
 Diane Noto
 Louise Olsen
 Jane Olson
 Dana Osinga
 Marie Palmer
 Lisa Panosian
 Dennis Parise
 Corazon Pecze
 Walter Powers Jr.
 Kathryn Gail Pridemore
 John Prisk
 Susan Puckett
 Teri Puntillo
 Tracy Raiter
 Trudy Razdik
 Amy Regina
 Gwendolyn Riley
 Debra Sanders
 Crystal Schaut
 Constance Sharp
 Sheila Shema
 Kathryn Sigwart
 Carol Smet
 Debra Smith
 Gilda Smith
 Marlinda Smith
 Theresa Steffenhagen
 Barbara Stein
 Brenda Sterba
 Jane Stich
 Kay Stich
 Sandra Szarbaiko
 Sharon Szarbaiko
 Kelly Talbert
 Timothy Teegarden
 June Thillemann
 Barbara Thomas
 Darlene Treskow
 Loretta Trull
 Janice Tucker
 Shelly Turek
 Milica Urosevic
 Sherly Valiaparampil
 Shirly Varnell
 Renee Wabalickis
 Taquila Washington
 Linda Wellman
 Charles Wells
 Nicol White
 Tammy Willis
 Madelyn Wirch
 Lezley Woodbury
 Michael Wray

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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.

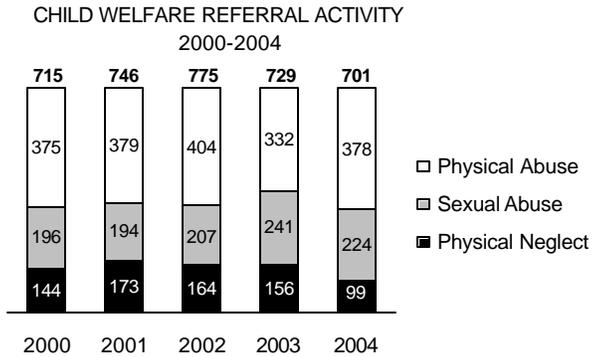
DIVISION DESCRIPTION

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.

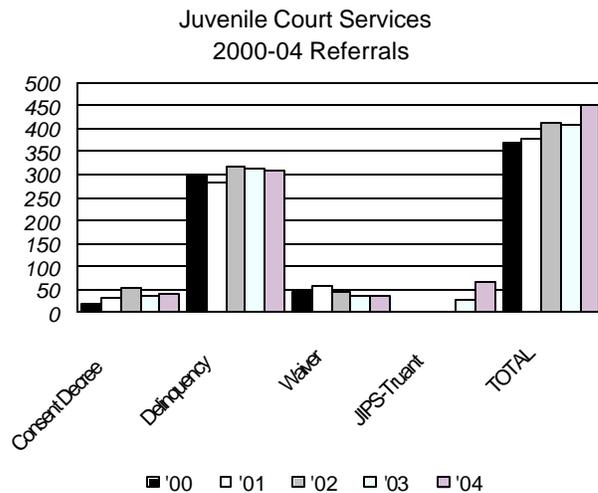
The Child and Family Services Unit (CFS) receives child abuse and neglect referrals from the CPS Unit if it is determined that ongoing services are needed. Referrals for child and family problems also come to the CFS Unit through the Intake office. Those served have experienced a wide spectrum of societal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

- The number of referrals for physical abuse increased nearly 14% in 2004. Over the last five years, with the exception of 2003, referrals have remained fairly steady.
- The number of referrals for sexual abuse decreased 7% in 2004.
- After an initial increase between 2000 and 2001, referrals for physical neglect have decreased nearly 43%.



Overall referrals for child abuse and neglect have increased steadily between 2000 and 2002 followed by two consecutive year decreases. As discussed in the previous narrative, there are variations in the volume of activity among the referral types.

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.



- The number of consent decrees has almost doubled in the past 5 years (20 to 39).
- Referrals for delinquency have remained fairly steady (301 to 310).
- Waivers into adult court have declined by over 17% between 2000 and 2004 (46 to 38).
- Overall the number of referrals have increased over 23% in the past five years.

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.

2004 HIGHLIGHTS

In January 2004, the federal government issued the final report of the Wisconsin Child and Family Services Review. The review of child welfare cases and cases involving children placed in out of home care involved Kenosha County, Milwaukee County and Outagamie County. The final report continued to highlight Kenosha County's Division of Children and Family Services (DCFS) strength in keeping children safe from repeat maltreatment and DCFS ability to provide for the well being of children through the dedication of our staff and the strength of our service network.

Throughout 2004, DCFS continued to provide quality services to families with child welfare issues and families with delinquent youth. During the year, DCFS issued requests for proposals for 11 programs encompassing crisis response, school liaisons, intensive monitoring of delinquents, family preservation services and intensive in-home therapy. Contracts were awarded for 2005 to agencies that proposed best practice models. This DCFS Request for Proposal process ensures that Kenosha County service providers continue to maintain high standards as they work with children and families in our community.

Kenosha County continues to offer many prevention services that allow families to receive the help they need without formal involvement in the juvenile court system. DCFS continues to maintain the Prevention Services Network and in 2004, although grant funding ended, DCFS was able to continue to fund our wraparound program for children with Severe Emotional Disturbance (SED), Families First. This innovative wraparound case management program allows families to develop individualized treatment plans for their SED child and family that focuses on strengths, provides

crisis response, and ensures quality services for all family members. This program has successfully worked with 86 families in 2004.

DCFS, in collaboration with the District Attorney's Office, continued to help children find permanent, safe homes through completion of 46 Termination of Parental Rights cases. This allowed 46 children, who were once victims of child abuse, to be adopted by safe and loving families. Twenty additional children also found permanence through guardianship actions. DCFS continues to safely reunite children with their own families through the oversight of our staff and the assistance of service providers. In addition, we have continued our unique partnership with the District Attorney's Office, mental health professionals and Community Impact Programs to reunify families quickly through the Transition Team and our Intensive Aftercare Reunification Program.

All of this hard work by DCFS staff and our service providers has once again resulted in fewer children placed in out of home care while continuing to maintain high standards of community and child safety.

<p><u>DISABILITY SERVICES COMMITTEE</u></p> <p>Barbara Rankin, Chair</p> <p>Supervisor Ron Johnson Marbeth Knoff Irv Larsen</p> <p>Supervisor Bill Michel II Supervisor Judy Rossow Colleen Sandt</p>
<p><u>DIVISION OF DISABILITY SERVICES STAFF</u></p> <p>Ronald R. Frederick Director</p> <p>Chris Hribal James Truchan Gayle Hannes Lin Nakata Janet Schmidt Nicole Tridle</p>
<p><u>RESIDENTIAL QUALITY ASSURANCE COMMITTEE (ROAC)</u></p> <p>Aubre Wellens, Chair</p> <p>Chris Hribal Wren Ide Marbeth Knoff Sue Regan Judy Willoughby</p>

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.

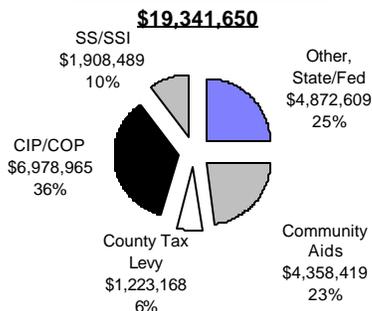
PROGRAMS

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) at 262-657-7188.**

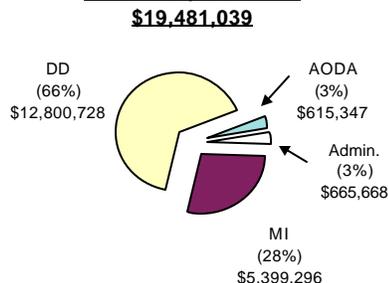
A broad range of services was supported by the \$19,500,000+ in Federal-State 84%, County (6%) and client funds (10%) generated in 2004. The charts below depict the origins of our revenues and how they were spent.

DIVISION OF DISABILITY SERVICES 2004 Revenues & Expenses

Y-2004 Revenue Sources



Y-2004 Expenditures



The above funds supported 3,585 persons according to the Human Services Reporting system (HSRS). 62% (2,207) were male and 38% (1,378) were female. 84% were adult and 16% were under age 18. Clients by primary disability were categorized as follows: AODA = 31% (1,100); DD = 20% (714); MI =43% (1,552); and a 6% group of 215 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.

2004 HIGHLIGHTS

- *FUNDING & SERVICE DEMANDS:* State & Federal funding remained flat. The \$340,000 additional County dollars reinvested in 2003 from within Human Services continued in the 2004 Budget. It sustained enhanced mobile & residential Adult Crisis, Case Management and Outpatient capacity so that reliance on inpatient hospitalization and high-end residential services for persons with mental illness/AODA was restrained. The service costs for persons with Developmental Disabilities, however, continued to increase due to heightened demand and inadequate Medicaid Waiver reimbursement. Thus, an additional \$139,000 was needed to break even at year's end. Overall, service demands persisted, fueled in part by a stagnant economy.
- *INPATIENT ADMISSIONS at All-Saints-St Luke's-Racine* increased from 142 in 2003 to 197 in 2004 for County funded patients. That's 238 days of care over projection and about \$128,000 over contract. Fortunately, restrained usage at the State Mental Health Institutes balanced that.
- *STATE MENTAL HEALTH INSTITUTE (MENDOTA & WINNEBAGO) UTILIZATION:* Utilization came in 504 days under the budgeted projection of 1,387. Of the 3.8 beds budgeted, only 2.41 were actually utilized. This would not have occurred were it not for the vigorous utilization review conducted by DDS coordinators and CIC case management staff plus a vastly improved Community Support Program.
- *RESIDENTIAL:* Demand pressures for residential services persisted in 2004 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 2004, only 12 (18%) of 68 admissions were voluntary. 82% were Chapter 51 or 55 involuntary.

Utilization of the Medicaid Home & Community Based Waivers, a/k/a Community Integration Program (CIP), for persons with Developmental Disabilities or Traumatic Brain Injury continued at a brisk pace. 2004 Waiver Slot activity looked like this:

<i>CIP 1A for persons from State DD Centers</i>	29
<i>CIP 1B from other institutions</i>	194
<i>Brain Injury</i>	6
<i>Total</i>	229

Of the 229 slots utilized, half, 115 were "local match" which means the County had to pay the 40% portion of this Federal-State program. Add the fact that the CIP 1B program has experienced only one modest increase of less than a dollar a day since 1994, and it's fairly easy to appreciate why the cost of supporting persons with DD in residential settings has been increasingly born by Wisconsin counties.

- *CASE LIFE SPAN* is another factor which weighs heavily on the system of service supports for persons with Developmental Disabilities, especially in the residential area. When comparing case life span with the persons served by the Division of Children & Family Services (DCFS) and the Division of Aging (DOA), Disability Services appears to have the greatest period of time that clients remain actively involved in long term care. DCFS has responsibility from 0=-17; DOA from 65 + for elderly, but keep in mind that average life expectancy is 78. Persons with DD who age into adult services are likely to be with DDS from 18-64+. That's roughly 3 times more than DCFS and DOA. We have a resident at Southern Wisconsin Center who is 90 and being considered for community placement. Our clientele truly put the "long" in long-term care.
- *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. Bolstered staff resources for the Medication Management Program at the Community Intervention Center (CIC), increased use of drug companies' "Patient Assistance Programs," improved eligibility reviews and stricter adherence to the "Approved Roster of Mental Health Medications" resulted in both contracts coming in at budget.
- *WAIT LIST*: 219 persons were on our Waiting List for services at year's end. ('01=148; '02=164 & '03=189)
- *COMMUNITY SUPPORT PROGRAM (CSP)*: Bell Therapy successfully concluded its second year providing Community Support Program services to Kenosha clients. During 2003 Bell 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. By December, 2004, the staff-client ratio was 10:14. \$520,000 was generated in Medicaid reimbursement in '04 which enabled Bell to deploy additional staff thereby reducing the ratio.
- *MENTAL HEALTH REDESIGN* efforts continued with an emphasis on recovery and increased consumer involvement. Mental Health Aide positions established last year at the CIC are seen as real positive contributions. The Aides are persons recovering from mental illness who are 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, suffered a set back due to the resignations of many long term Board Directors and the resignation of the Executive Director under less than positive circumstances. As the year closed, a Memorandum of Understanding was struck among Bridges, the County and Kenosha Human Development Services, Inc. Board rebuilding and administrative assistance are emphasized. This will hopefully allow Bridges to regroup, rebuild and resuscitate during 2005, and regain its role of leadership as Kenosha's focal point for mental health consumers in 2006.
- *PIK (PROJECT INFORMATION-KENOSHA)*: The new client data information and billing system for long term care clients served by both the Division of Aging and our Division became operational. Its full potential remains unrealized at this writing.
- *AUTISM*: 44 children from 41 families received services during the first year of County administration of the new State Autism Waiver Program.

BOARD OF HEALTH

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

**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
 Carlton Cowie
 Wayne Krueger
 Cynthia Rafenstein
 Randall Wergin

Diane Andrekus
 Harry Benn

Bridget Boland-Cardinali
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 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 199 individuals were screened in 2004.

PERSONAL CARE WORKER SUPERVISION

By contractual agreement with the Division of Disability Services, public health nurses provide services required by the MA – Personal Care program. A total of 325 individuals were assessed in 2004.

CHILD CAR SEAT PROGRAM

This state contract program provides child car seat safety checks and education to the residents of Kenosha County. In addition, car seats may be available to eligible families at a subsidized rate. A total of 328 car seat checks/installations were provided in 2004.

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, communicable diseases investigation, and health education. A total of 1,205 home visits were conducted in 2004.

WISCONSIN WELL WOMEN PROGRAM

This state contract program provides breast and cervical cancer screening for eligible women. Pap smears and breast exam services are offered at the Division of Health. Mammography services are provided through area providers.

KENOSHA COUNTY WIC PROGRAM

The Kenosha County Women, Infants and Children (WIC) Program promotes 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. The Kenosha County Division of Health contracts with Racine/Kenosha Community Action Agency Inc., to provide WIC services to county residents. The monthly caseload for 2004 was 3,519.

DIVISION OF HEALTH**STAFF cont.**

Stacey Oglesby
 Paul Orłowski
 Gwen Perry-Brye
 Sandy Petersen
 Nancy Reeves
 Jodee Rizzitano
 Linda Rieschl
 Laree Roe
 Debbie Rueber
 Kathy Sadowski
 Deb Sawisky
 Darlene Specht
 Donna Studrawa
 Karen Wade
 Brad Wozniak

CLINIC SERVICES**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.

Activity	Units
Immunizations	5,242
TB Skin Tests	3,208
Walk-ins; Nurse of the day	14,092
Drug Urine Analysis	2,831
Influenza Vaccinations	2,112
Pertussis Investigations	878
Sexually Transmitted Disease Screenings	632
Pregnancy Tests	380
HIV Antibody Testing	464

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	1,196
Inspections (Routine/Follow-up)	2,039
Consultations	447
Consumer Complaint Investigations	123

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	58
Inspections (Routine/Follow-up)	71
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	78
Inspections (Routine/Follow-up)	122
Consultations/Complaint Investigations	29

RABIES CONTROL AND ANIMAL NUISANCES

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

Activity	Units
Animal Bite Investigations	121
Bite Consultations/Follow-ups	202
Animal Nuisance Complaints/Consultation	139
Kennel/Pet Shop Inspections/Consultation	41

Division of Health

SOLID WASTE CONTROL

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

Activity	Units
Complaint Investigations	1,326
Follow-ups/Clean-ups	2,393

LEAD HAZARD CONTROL

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

Activity	Units
Investigations/Follow-ups/Consultations	68

WEIGHTS AND MEASURES

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

Activity	Units
Scales Tested	290
Complaint Inspections/Consultations	20

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	2
Air Quality Investigations	130
Radiation Samples Collected	31
Human Health Hazard Complaints	86

TNC WELL PROGRAM

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

Activity	Units
Water Samples Taken	567
Well Consultations	29
Well Surveys/Inspections	52

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 1,067 samples were tested in 2004.

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 525 samples were tested in 2004.

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 3,407 samples were tested in 2004.

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 1,960 samples were tested in 2004.

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

DIVISION OF VETERANS

SERVICES STAFF

Thomas R. Lois
Director

Eileen Koehler
Michael Rosko

VETERANS SERVICE

COMMISSION

Edo Maccari
James Schmidt
George Vujovic

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 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.

2004 HIGHLIGHTS

- *United States Department of Veterans Affairs guaranteed 259 home loans to county veterans at a total amount of \$37,000,000.*
- *The USDVA paid disabled county veterans and/or surviving spouses \$14,266,000 in disability compensation or pension.*
- *Beneficiaries of deceased veterans who had "G.I." insurance policies received \$1,120,000 in 2004.*
- *Families of 335 deceased veterans in 2004 were helped to obtain burial benefits, government head stones and casket flags.*
- *Veterans or survivors filed 69 new claims for disability compensation or pension.*
- *In total 1,331 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 \$735,000. The Veterans Office facilitates this process.*
- *75 county veterans received educational grants from the Wisconsin Department of Veterans Affairs for a total of \$95,000.*
- *13 veterans received emergency Health Care or Subsistence Aid Grants in the amount of \$14,650.*
- *10 Personal Loans were processed in the Veterans Office to help veterans consolidate debts or pay for education totaling \$148,000.*
- *Total expenditures for 2004 were \$237,500.*

PUBLIC WELFARE**COMMITTEE**

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

DIVISION OF WORKFORCE**DEVELOPMENT**

Adelene Robinson
 Director

ECONOMIC SUPPORT**PROGRAM MANAGEMENT**

Lauren Fox
 Ed Kamin
 Keli Poppe
 Robert Simmons

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 Ruth Bradley
 Jeannette Camacho
 Judy Capponi
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 Margaret DesArmo
 Sue Fanning
 Barb Ferber
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 Amy Gross
 Diane Gruber
 Jane Gyurina
 Terri Hannes
 Joe Hazelton
 Debbie Jacobsen
 Carol Johnson
 Mary King
 Kathy Koessl
 Dan Mack
 Sabrina Nicholson
 Jesse Noyola
 Mary Passinault
 Carla Ponce
 Beth Portilia
 Phyllis Saliture
 Debbie Schwandt
 Helen Smith
 Bob Smuda
 Dana Thomson
 Kathy Tolnai
 Claudia Volpentesta
 Kristin Walter
 Ann Whiteside
 Crystal 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 2004, 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 2004 over 143,772 calls were received at this central console and over 66,000 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 13,517 Internet hits per week occurs for job search of Kenosha County listings. A total of 47,499 job sessions were conducted using the touch screen JOBNET computers resulting in 147,996 jobs selected by job seekers for application in 2004.
- **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 1,260 individuals were provided 2,377 services in 2004.
- **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 2004 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** Childcare 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 childcare. 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 2004 there were 8,458 childcare visits for 1,084 children. A Child's Place also provided health and literacy information to 689 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. 348 individuals used the Learning Lab and 333 used the Computer Skills Lab. A total of 568 individuals attended 161 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 347 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 2004 included:
 - *Recruitment services, including on-site recruitment at the Kenosha County Job Center (63 events), job fairs (4 hosted with 142 employers and 2,932 job seekers attending), marketing job postings, and development of recruitment strategies.*
 - *Internet based resources for recruitment to Wisconsin's JOBNET (listing an average of 3,621 job openings listed in 2004) and America's Job Bank/Talent Bank.*
 - *Arranging customized training.*
 - *Publications & forums, including Resume Matrix (which distributed 2,583 resumes to employers), six employer newsletters, marketing portfolios, and employer forums including four Corporate Park roundtables.*
 - *Labor market and human resources information.*
 - *Small Business Development Center with 491 attending the initial business-planning workshop.*
 - *Financial incentives such as on-the-job training, tax credits and other programs.*
 - *Collaboration with key business organizations such as the Kenosha Area Business Alliance and the Kenosha Area Chamber of Commerce.*
 - *A total of 7,573 contacts to area employers with 936 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.

**DIVISION OF WORKFORCE
DEVELOPMENT**

Adelene Robinson
Director

**CHILD SUPPORT
PROGRAM MANAGEMENT**

Tom Buening
Lori Redlin
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Nina Tracy
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**CHILD SUPPORT
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Julie Lichter
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Marni Sorce
Heather Nikula
Kimberly Peters
Helen Smith
Karen Reget (Niedzielski)
Gayle Schwartz
Christine Steinseifer
Sue Thorpe (Nelson)
Marcia Watson
Janice Weber
Edward Winkler
Karl Zuberbuehler
Tiffany Zuberbuehler

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, 2004 and December 31, 2004 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 11,258 cases by December of 2004.

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 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 2004 there were approximately 240 non-custodial parents enrolled and served in the Children's First program.

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 2004. The key agencies comprising the ESN are:

*RACINE/KENOSHA COMMUNITY ACTION AGENCY
KENOSHA CO. INTERFAITH HUMAN CONCERNS NETWORK/SHALOM CENTER
SALVATION ARMY OF KENOSHA
THE SHARING CENTER, INC.
KENOSHA HUMAN DEVELOPMENT SERVICES
SPANISH CENTER OF KENOSHA
FIRST UNITED METHODIST CHURCH FOOD PANTRY
AMERICAN RED CROSS
TWIN LAKES AREA FOOD PANTRY
WOMEN AND CHILDREN'S HORIZONS
KENOSHA COUNTY – UW-EXTENSION
KENOSHA COUNTY DWD
AIDS RESOURCE CENTER OF WISCONSIN*

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, 2003 through September 30, 2004. For FFY 2004, the following represents some key information:

Total Households Applied	4,578
Total Households Eligible	4,079
Total Heating Assistance Paid	\$1,277,052
Total Crisis Assistance Cases Paid	698
Total Crisis Assistance Paid	\$165,935
Total Furnace Repair/Replacement Cases Paid	74
Total Furnace Repair/Replacement Paid	\$71,014

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 2004 Kenosha County contracted with 7 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 2004 were \$1,437,137. The average cost per medical trip was \$26.50.

INTERPRETER SERVICES

The Kenosha County Job Center provided 4,818 instances of foreign language and 9 instances of sign interpretation to individuals who accessed services at the KCJC in 2004. Spanish interpretation accounted for 81% of the language interpretation. The other languages were Lithuanian and German (East European & Balkan individuals use German as a second language). Interpreter services in 2004 experienced an 80% increase over 2003 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 during the holidays. A series of coordinated activities take place during October, November and December through a community effort commonly known as Holiday House.

In 2004, the fall Winter Wraps program delivered 2,112 coats to children and adults who needed winter garments. The Thanksgiving Food Basket event provided food for the holidays to 1,226 families. The Christmas Toy and Food Drive served 1,269 needy Kenosha families, the majority with young children.

COMMUNITY INVOLVEMENT

Partner agencies at the Kenosha County Job Center participated in a number of volunteer efforts during 2004. Staff donated their time and effort to assist with many worthy causes and to help community-based agencies with a variety of projects. Among the long list of community activities that DWD staff supported during 2004 were:

Leadership Kenosha, American Cancer Society Relay for Life, Healthy People Kenosha County 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 Board, Kenosha Achievement Center, Joint Task Force on Homelessness, Kenosha County Jail Chaplaincy, Kenosha United Way, KABA Mentorships, Gateway Technical College Advisory Committees, 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 various KUSD locations.

Division of Workforce Development

Staff in the Division of Workforce Development demonstrated their caring and commitment to the Kenosha community through their countless volunteer hours devoted to these activities and many other community service agencies.

KENOSHA COUNTY DEPARTMENT OF HUMAN SERVICES

PURCHASE OF SERVICE AGENCIES

ADDUS HEALTH CARE	DESTINY ADULT FAMILY HOME
ALCOHOL & OTHER DRUGS COUNCIL OF KENOSHA COUNTY, INC.	DU BOIS ADULT FAMILY HOME
A.M. GUARDIANSHIP, INC.	EAU CLAIRE ACADEMY
ALL SAINTS HEALTHCARE SYSTEMS, INC.	E.S.I. ASSOCIATES
ALPHA COMMUNITY SERVICES, INC.	EXPERIENCED ELDERLY CARE SERVICES
ALPHA HOMES OF WISCONSIN, INC.	FAMILY WORKS PROGRAM, INC.
ALTERRA HEALTHCARE CORPORATION	FIRST STEP SERVICES
AMENT ADULT FAMILY HOME	GATEWAY TECHNICAL COLLEGE
AMERICAN RED CROSS	GENTIVA HEALTH SERVICES (USA), INC.
ARBOR VILLAGE OF GENEVA CROSSINGS	GINA'S HOME HEALTH CARE, LLC
ARCHIVES, INC.	GOODWILL INDUSTRIES OF S.E. WI & METRO CHICAGO, INC.
ATHEY ADULT FAMILY HOMES	GUARDIANSHIP SERVICES OF KENOSHA COUNTY
BABUSUKUMAR, DR. PUSHPA	H&D CARING SERVICES, INC.
B-CARE CORP (CARING HOUSE)	HARBOR SENIOR CONCEPTS
BELL THERAPY, INC.	HARMONY LIVING CENTERS, LLC
BETHESDA LUTHERAN HOMES & SERVICES, INC.	HOME INSTEAD SENIOR CARE
BIO-CATT, INC.	HOMES FOR INDEPENDENT LIVING
BOYS & GIRLS CLUB OF KENOSHA/CYC SPORTS	HOPPE & ORENDORFF
BRESHA SERENITY HOUSE	INDEPENDENT OPPORTUNITIES, INC.
BRIDGES COMMUNITY CENTER, INC.	INSPIRATION MINISTRIES
BROTOLOC HEALTH CARE SYSTEMS, INC.	ISHMAEL ADULT FAMILY HOME
BUCKO'S AMBULATORY TRANSPORT	JUVENILE ASSESSMENT & TREATMENT CENTER, LLS
C & C HOMESTEAD	K&S MEDICAL TRANSPORT, INC.
C & S TRANSPORT	KAS TRANSPORTATION
CMB TRANSPORTATION CO.	KAISER GROUP
CAMPBELL HOUSE	KASPRZAK FOSTER HOME
CANTERBURY HOME OF KENOSHA	KENOSHA ACHIEVEMENT CENTER
CARE HOME	KENOSHA AREA FAMILY AGING SERVICES, INC.
CAREERS INDUSTRIES	KENOSHA COUNTY INTERFAITH HUMAN CONCERNS NETWORK
CAREY MANOR SERVICES, INC.	KENOSHA HUMAN DEVELOPMENT SERVICES
CASA MIA CARE CENTER, INC.	KIMBERLY LANE GROUP HOME
CHILDREN'S SERVICE SOCIETY OF WISCONSIN	KRAAI ADULT FAMILY HOME
CHILEDIA INSTITUTE	LAKESIDE WOODLAND HOME
COMMUNITY ADVOCATES	LAKEVIEW REHABILITATION CENTER
COMMUNITY CARE ORGANIZATION	LAUER ADULT FAMILY HOME
COMMUNITY CARE RESOURCES/PROGRAMS, INC.	LAURA'S HOME
COMMUNITY IMPACT PROGRAMS, INC.	LIBERTY HOUSE
COOK ADULT FAMILY HOME	LINCOLN LUTHERAN OF RACINE
COTE ADULT FAMILY HOME	LIVING HOPE, INC.
COVELLI CBRF	LONG BEACH GENETICS
CRABTREE ADULT FAMILY HOME	LUTHERAN SOCIAL SERVICES
DAYTON RESIDENTIAL CARE FACILITY	MJ CARE INC.
DEER PATH ESTATES, INC.	MARSHMAN ADULT FAMILY HOME
DELANNA HOUSE	MARTIN ADULT FAMILY HOME

Purchase of Service Agencies

MARTINEZ ADULT FAMILY HOME
 MATHEWS ADULT FAMILY HOME
 MARY LOU GETTER ADULT FAMILY HOME
 McDONALD ADULT FAMILY HOME
 MEADOWMERE SOUTHPORT
 MEDIX AMBULANCE SERVICES, INC.
 MICHAELS ADULT FAMILY HOME
 MILLER ADULT FAMILY HOME
 MILWAUKEE ACADEMY
 MILWAUKEE CENTER FOR INDEPENDENCE
 MOORE CRES, LLC
 MYSTIC ACRES, LLC
 NELSON ADULT FAMILY HOME
 NJM MANAGEMENT SERVICES, INC.
 NORRIS ADOLESCENT CENTER
 NORTHWEST PASSAGE
 OAKWOOD CLINICAL ASSOCIATES
 OCONOMOWOC DEVELOPMENTAL TRAINING CENTER
 OPPORTUNITIES, INC.
 PARAGON INDUSTRIES, INC.
 PARKER ADULT FAMILY HOME
 PATH WISCONSIN, INC.
 PATHWAYS MEDICAL ADVOCATES
 PINECREST OF LAKE GENEVA
 PRADER-WILLI HOMES OF OCONOMOWOC, LLC
 PRAIRIE VIEW HOME, INC.
 PRODUCTIVE LIVING SYSTEMS, INC.
 PROFESSIONAL SERVICES GROUP, INC.
 RHB TECHNOLOGY SOLUTIONS, INC.
 RACINE-KENOSHA COMMUNITY ACTION AGENCY
 RACINE COUNTY OPPORTUNITY CENTER
 RASMUSSEN ADULT FAMILY HOME
 RAWHIDE BOYS RANCH
 REINDL HOME
 REM-WISCONSIN, INC.
 RIGHT AT HOME OF KENOSHA-RACINE
 ROGERS MEMORIAL HOSPITAL
 ROESCHEN'S OMNI CARE PHARMACY
 ROSEWOOD MANOR, LLC
 SAVAGLIA ADULT FAMILY HOME
 SHAH, DR. ASHOK K., M.D.
 SHANNON MARTIN ADULT FAMILY HOME
 SHANNON MARTIN TRANSPORTATION
 SHARING CENTER, INC.
 SHARMA, DR. V. K.
 SOCIETY'S ASSETS
 SOUTHPORT REHABILITATION ASSOCIATES, INC.
 SOUTHPORT TRANSPORTATION
 SPANISH CENTER OF KENOSHA
 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.
 TREMPLEAU COUNTY HEALTH CARE CENTER
 TURNER ADULT FAMILY HOME
 TWIN LAKES AREA FOOD PANTRY
 UNITED DYNACARE, LLC
 UNITED HOSPITAL SYSTEM
 UNIVERSITY OF WI
 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,
 WHISPERING WILLOWS BRF
 WILLOWGLEN ACADEMY-WI, INC.
 WINDY OAKS GROUP HOME
 WI STATE AFL-CIO LABOR & EDUCATION TRAINING
 CENTER
 WISCONSIN EARLY AUTISM PROJECT
 WEGNER LLP CPAS & CONSULTANTS
 WOMEN & CHILDREN'S HORIZONS/PATHWAYS OF
 COURAGE
 WRIGHT ADULT FAMILY HOME
 WYALUSING ACADEMY
 YVONNE WILLIAMS ADULT FAMILYHOME