

# 2022

## ANNUAL REPORT



**KENOSHA HUMAN  
DEVELOPMENT SERVICES**  
A NONPROFIT ORGANIZATION

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# BOARD OF DIRECTORS

<b>CHAIRPERSON</b> Mark Johnson	John Broerman Lisa Chilsen	Samantha Pierce Tom Reiherzer
<b>VICE CHAIRPERSON</b> Michael Pollocoff	Pam Drummond	Heather Spencer
<b>SECRETARY</b> Virginia Fobart	Marcus Gallo Danielle Jarvis	Nicole Hunt Gianni Vujovic-Sunderman
<b>TREASURER</b> Jean Werbie-Harris	Ted McMahon	

Kenosha Human Development Services (KHDS) works to help all people in the community lead healthy, productive lives. We are a nonprofit agency that seeks to ensure that all people—especially those with the fewest resources—have access to the opportunities and support they need to succeed in life. The major funding for our services comes from the Kenosha County Department of Human Services and its Divisions of Aging and Disability Services and Children and Family Services.

# EXECUTIVE DIRECTOR'S REPORT

## Jeannine Field

I am pleased to present the 2022 Annual Report for Kenosha Human Development Services (KHDS). Reflecting on the past year, we are proud to share progress in our mission to provide cost-effective, person-centered, quality care to the Kenosha community.

KHDS offers a diverse and ever-changing array of programming. As we enter our 49th year of service, KHDS has served over 1.3 million individual children, youth, families, and adults in the greater Kenosha County area. We have helped members of our community with meeting their basic needs, locating the right behavioral health resources and making referrals, managing their mental health concerns, satisfying their personal safety needs, and addressing their homelessness.

On any given day, any Kenosha County resident may:

- Make a phone call to the Resource Center staff for help finding a psychiatrist.
- Meet with a case manager to manage their mental health care concerns.
- Call our after-hours child protection services to report a concern for a neighbor.
- Call Crisis to get help during their darkest hour to help plan for their safety.
- Ask a caseworker to help their child living with Autism get all the services they need to thrive.
- Ask their payee for help when they have difficulty getting their rent and bills paid.
- Work with a Teaching Family Model certified foster parent to help teach children the skills they'll need to succeed.
- Find a safe place at the KARE Center while they work through the difficulties of substance use.



- Call Aftercare when they realize that they are aging out of foster care and need help adjusting.
- Call our Homelessness Assistance Program because their family will soon lose their housing.

In 2022, KHDS delivered services through 37 different programs to thousands of children, youth, families, and adults who live across Kenosha County. This nonprofit is unique because we do it within the Teaching Family Model framework and philosophical approach that focuses seeing problems as an opportunity to learn better coping skills, develop inner motivation, and always put the client first. As we move forward in 2023, we have a renewed focus on our purpose and mission.

Jeannine Field  
Executive Director

# CHILDREN

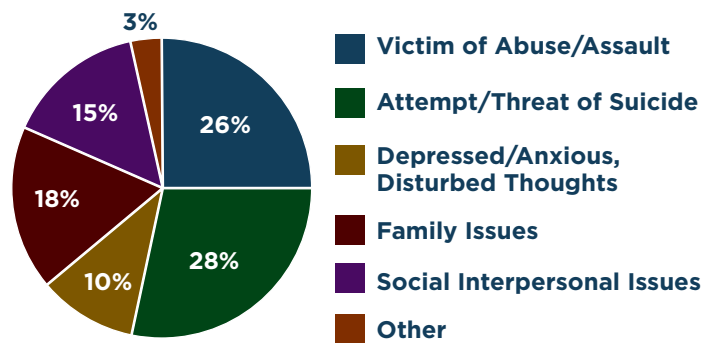
Serving children has been the cornerstone of KHDS since our inception in 1974. In fact, we began by creating group homes for children and a temporary receiving shelter. Our programming and services have expanded and evolved to meet the community's needs over time. Providing the best possible services for Kenosha County children continues to be a driving force in our continuum of care. In 2022, we served our community's children in many critical capacities.

**Crisis Intervention (Juvenile)** had 3,849 initial crisis events and another 3,408 follow-up contacts in 2022. These events ranged from feelings of suicide or self-harm, severe anxiety, problems with parents, and personal development or identity issues. Our crisis team had 12,134 contacts with children, youth, and families in their homes, on the phone, at schools, and in the community.

## Programs:

- ◆ **Crisis Intervention (Juvenile)**
- ◆ **Children's Long-Term Service Program (CLTS)**
- ◆ **Specialized Foster Care**
- ◆ **Kauffman House**

## PRESENTING PROBLEMS OF CHILDREN IN CRISIS

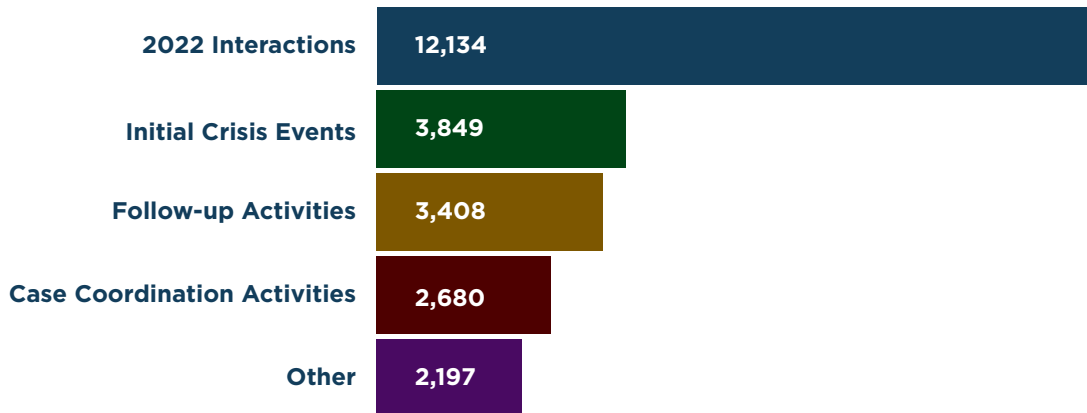


In October, KHDS, in partnership with the Kenosha County Division of Children and Family Services, separated our response to child abuse and neglect from juvenile crisis to its own unit. As a result, our singular KHDS crisis team provides streamlined emergency mental health response to the community, with no age distinction.

### **Children's Long-Term Service Program (CLTS)**

serves children with disabilities and their families to develop service plans and purchase services and equipment which may not be obtainable through traditional insurance. Some families come to KHDS when the child is first diagnosed, while others come once they have reached a point where they cannot provide enough support on their own to help their child thrive. In 2022, we served 449 children in the CLTS program.

## JUVENILE CRISIS INTERACTIONS, CHILDREN 0-17



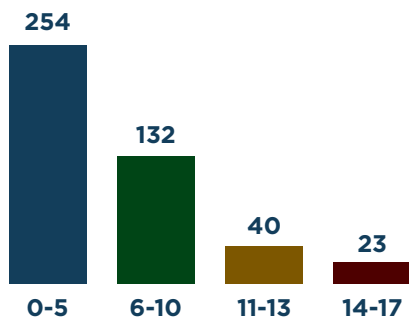
Despite some steep challenges in 2022, our residential care programs delivered stability and support for our community's young people. **Specialized Foster Care** served 32 children and youth, while **Kauffman House** served 148 individuals. We had 23 licensed foster parents in 2022. Kauffman House was staffed by four full-time and three part-time Residential Stabilization Workers.

When Specialized Foster Care takes children into a foster home, it is typically a temporary placement while the family resolves the issues which prompted the foster placement. The goal is to reunite children with their family in a safe and nurturing environment. However, 2022 proved to be a unique year. Of the 32 children placed in our program, 13 were adopted by our foster parents. One family, who had a years-

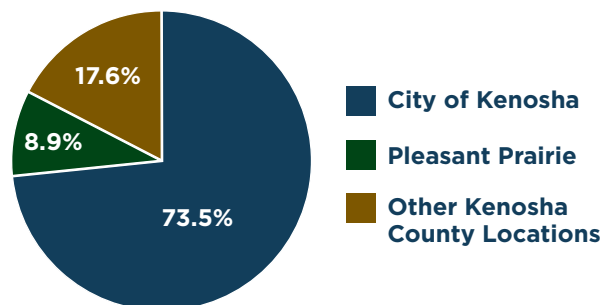
long intermittent foster relationship with a sibling group of four, ages 9-14, adopted them all in May!

Kauffman House went through a challenging year in 2022. Due to regional labor shortages, it became exceedingly difficult to hire the high-quality, experienced practitioners our community's vulnerable children deserve. In August, KHDS leaders developed a plan to save the program. The plan involved additional weekend and evening shifts for our leadership team, often pairing them with early career practitioners to mentor them in the Teaching Family Model and provide the best care for the children in residence. By the end of 2022, Kauffman House was well on their way of rebounding into a first-class Teaching Family Model program.

### AGE OF CLTS PARTICIPANTS



### LOCATION OF CLTS PARTICIPANTS



# YOUTH

KHDS began building programs to specifically serve the needs of older adolescents and younger adults (ages 16-24) in 1985. At that time, we opened a group home for older adolescents and started our scattered-site Independent Living Program (ILP) for 17 and 18-year-olds who are under county supervision. At that point, KHDS leadership quickly identified the need to expand the array of services for this specialized group. KHDS worked at the Federal level to offer programming for Kenosha County's homeless youth, ages 18 to 21. Our Basic Center and Teen Street Outreach teams work with runaways, pushouts, and other youth at risk of homelessness to ensure they are healthy, safe, and supported. In 2022, KHDS had a robust

## Programs:

- ◆ **Supervised Independent Living/Adult Living Skills**
- ◆ **Regional Aftercare**
- ◆ **Youth Street Outreach**
- ◆ **Youth Homelessness Demonstration Project (YHDP)**
- ◆ **Yellow Door Project**
- ◆ **System Navigator**

## THE AFTERCARE PROGRAM SERVED

— 65 —  
YOUTH in 2022

array of services for this very important age group.

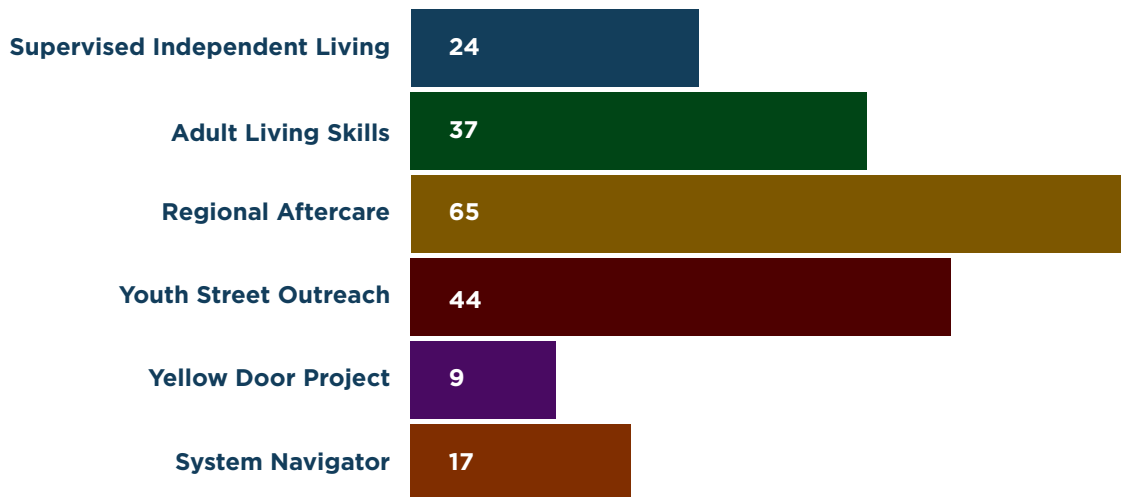
### **Supervised Independent Living/Adult Living Skills**

KHDS provided services to 24 court-ordered youth in Supervised Independent Living and another 37 youth in the Adult Living Skills Program. These programs prepare youth with the skills they need to transition successfully into adulthood in our community.

### **Regional Aftercare**

KHDS started providing aftercare services to Kenosha, Racine, and Walworth Counties in 2019. This program allows those youth aging out of home care to receive voluntary services until they are 21. Many youth are initially reluctant but find additional services helpful such as educational assistance, individual supportive services, and skills building. In 2022 the

## YOUTH SPECIALTY PROGRAMMING PARTICIPANTS, AGES 17-24



Aftercare program served 65 youth throughout the three counties.

### Youth Street Outreach

Our Youth Street Outreach program builds relationships between KHDS staff and runaway or homeless youth. We provide support services that aim to move youth into stable housing and prepare them for independence, with an additional objective to prevent the sexual abuse or exploitation of young people in unstable housing. In 2022, the Youth Street Outreach program served 36 individuals and 4 parenting youth. We also provided support and referral services to another 4 youth living in precarious circumstances to receive community services through appropriate referrals.

### Youth Homelessness Demonstration Project (YHDP)

Our Homelessness Assistance Team worked with the Wisconsin Balance of State Continuum of Care to develop and fund the Youth

Homelessness Development Project. This grant allowed KHDS to add two programs to our vibrant array of homelessness services—Yellow Door Project and System Navigator.

The **Yellow Door Project** quickly moves homeless youth off the street and into transitional housing. KHDS has worked with a community landlord to have an apartment ready for these youth as we work on getting them into permanent housing.

The **System Navigator** works directly with clients alongside case managers, social workers, and other community providers. The Navigator identifies and knocks down potential housing barriers related to criminal records, credit reports, and prior housing judgments due to eviction. Since launching YHDP in October 2022, we have served 9 youth in the Yellow Door Project, and the System Navigator worked with 17 young adults.

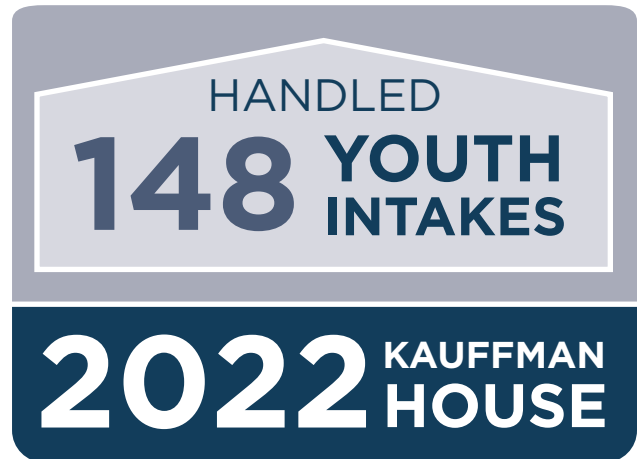
# FAMILIES

At KHDS, we recognize and embrace the idea that the family unit, or natural supports, is the core of an individual's existence and identity. While most of our programs and services focus on an individual, we continuously circle back to the individual's support structure. Working with families is the cord that links our programs together. In every program, whether the focus is children, youth, or adults, family interactions or engaging with a person's natural support system is always on the service plan.

Teaching Family Model is the foundational philosophy at KHDS. This internationally recognized model, developed in the late 1960s, focuses on social and emotional learning, with

## Programs:

- ◆ **Family Intervention Project**
- ◆ **Children's Long-Term Services (CLTS)**
- ◆ **Specialized Foster Care**
- ◆ **Kauffman House**
- ◆ **KHDS Child Protective Services Support**
- ◆ **Crisis Intervention & Community Support Program (CSP)**



structured skill building. It uses relationships, clear expectations, and perceiving problems as an opportunity to teach better coping skills, and develop inner motivation. Improved social skills are an important part of successful recovery and psychosocial rehabilitation, both in substance use and mental health disorders.

This is the overarching approach we take to every program, every consumer interaction, and every staff training. KHDS is the only accredited Teaching Family Model site in Wisconsin.

**Family Intervention Project** is a collaborative program through the Victims of Crime Act (VOCA) that allows KHDS, Women's and Children's Horizons, and Legal Action of Wisconsin to work together to provide service and referrals to families dealing with domestic violence. Our inter-agency, collaborative approach to working with victims of domestic abuse by an intimate partner provides a strong

safety support network to create the space for individuals to heal and connect with long-term services to break the cycle of abuse.

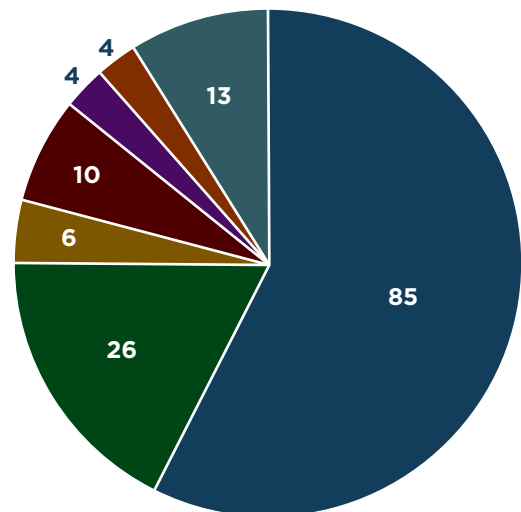
**Children’s Long-Term Services (CLTS)** helps families with children living with autism or developmental issues to assess and then purchase services or equipment that the child will need to help the family care for their child.

**Specialized Foster Care** and **Kauffman House** both work with the families of the children and youth placed in our programs. Our goal is to help stabilize the family. We assess the child/youth for necessary skill development and help the parent reinforce the child’s skills to allow them to go home successfully.

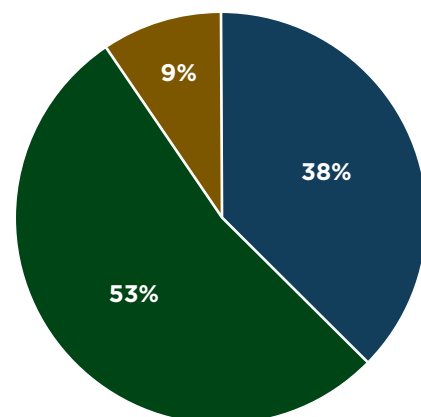
**KHDS Child Protective Services Support** began as a separate program in October of 2022. KHDS has provided this type of backup overnight and weekend support for the Division for Children and Family Services for many years. This program ensures the safety and well-being of all children in the Kenosha County Community 24 hours a day, 7 days a week.

**Crisis Intervention & Community Support Program (CSP)** staff often use the individual’s natural support to help them find their way to recovery considering familial relationships may have been severed during long-term mental illness.

## KAUFFMAN HOUSE DISCHARGES



## AGES OF CHILDREN IN FOSTER CARE



THE SPECIALIZED  
**FOSTER CARE**  
PROGRAM SERVED

**32** YOUTH IN  
**2022**

# ADULTS

## Programs:

- ◆ **The Mental Health and Substance Abuse Resource Center**
- ◆ **Crisis Intervention and Stabilization Services**
- ◆ **Community Support Program (CSP)**
- ◆ **Bridges Community Center**
- ◆ **Representative Payee Program**
- ◆ **The KARE Center**
- ◆ **Sunrise Clinical Services**
- ◆ **Coordinated Entry System**
- ◆ **Emergency Motel Voucher Program**
- ◆ **Street Outreach Programs (PATH & RHY)**
- ◆ **Rapid Rehousing Program**
- ◆ **Permanent Supportive Housing Program**
- ◆ **Operational Services**

KHDS began working with adults as the primary consumer in 1982 when we started providing emergency mental health services for Kenosha County. KHDS started with one case worker, an emergency response worker, and a substance abuse worker. Since then, we have worked diligently with Kenosha County to develop a full range of integrated mental health and substance abuse programs which have become the gold standard in the region.

In 1991, the need for services for individuals experiencing homelessness became a significant concern in the greater Kenosha community. KHDS partnered with other local service providers to address this issue by establishing immediate shelter and housing assistance programs. KHDS has continued working closely with HUD and Wisconsin's Balance of State Continuum of Care agencies to deliver the services our community needs. This partnership has resulted in the creation of additional sheltering options, rapid re-housing options, and permanent supportive housing programs to benefit people across all of Kenosha County.

In recent years, we have continued to expand to meet the emerging needs in our community. We provide the Resource Center, the KARE Center, Crisis Intervention, CSP/CCS, and many smaller programs to better serve adults in our community.

The **Mental Health and Substance Abuse Resource Center** is the first stop when consumers need help or services. Information and Assistance Specialists help with referrals to psychiatric and therapeutic providers, insurance applications, disability applications, and connect them with community resources to meet their basic needs.

In 2022, the Resource Center was also responsible for completing options counseling and screening services for the community's long-term mental health care programs. The Resource Center had 3,422 interactions with the community. Of those contacts, 64% asked for assistance with basic needs such as clothing, food, or shelter. The other 36% were calling for referrals to mental health providers, psychiatrists, help with substance abuse, or assistance with insurance. The Resource Center also has a benefits specialist who helps community members apply for Social Security benefits. That specialist worked with 133 issues; the monetary community impact was \$265,886.

**Crisis Intervention and Stabilization Services** provide a continuum of care for individuals experiencing a mental health emergency within Kenosha County. The crisis line is available 24 hours a day, seven days a week, for emergency mental health services via telephone, walk-in, and mobile services. A total of 29,341 contacts were recorded for emergency mental health services in 2022 including 13,234 intake crisis contacts and 4,409 follow-up contacts.

Using a systemic approach to helping people manage their mental health crisis, KHDS provides programs that support people from the moment the crisis begins until the crisis ends.

KHDS provides ongoing crisis management through linkage and follow-up, the jail diversion program, crisis case management, and the chapter 51 liaison program. These services are designed for those who may need extra care while dealing with challenging circumstances. KHDS served 444 individuals with ongoing crisis management programs.

KHDS has a robust service delivery system for people in our community who are living with severe and persistent mental health issues and substance abuse issues through our Community Support Program (CSP), Bridges Community Center, and the Representative Payee Program.

**Community Support Program (CSP)** is a community mental health program designed to help people living with a severe mental health diagnosis to improve quality of life through skill building, symptom management, and support from a dedicated team of professionals. CSP worked with a total of 120 consumers in 2022.

**Bridges Community Center** is a peer-facilitated drop-in center that provides a safe place for members to enjoy social interactions, peer support, and support groups. In 2022, Bridges Community Center held over 1,200 group activities with over 225 members.

The **Representative Payee Program** is provided by KHDS through the Social Security Administration to help individuals manage their Social Security money. In 2022, we served over 600 consumers by receiving and managing their benefits. As a representative payee, KHDS is responsible for ensuring that a consumer's financial needs are met every month. Together with our consumers, our Rep Payee team in the Resource Center ensured timely and responsible use of 7.6 million dollars in Social

Security benefits that went to pay rent and purchase groceries or other basic needs at local stores and businesses.

The **KARE Center** is a 16-bed community based residential facility that is accessed through crisis intervention as an alternative to psychiatric hospitalization. The KARE Center is the only social detox facility in Kenosha. Staff in the home are well-trained and supported to help with suicide prevention, symptom management, and coping skills. They also assist those needing detox services from alcohol or other substances. People experiencing a mental health or substance abuse crisis can come to the KARE Center to help stabilize their immediate crisis. While at the KARE Center, residents can contact their psychiatrist or a psychiatrist through Sunrise Clinical Services, a program through KHDS. In 2022, the KARE center completed 576 admissions.

**Sunrise Clinical Services** provides therapy, psychiatric assessment, and medication management for individuals in our community. Consumers come to the clinic seeking therapeutic intervention for many different issues. Our therapists collaborate with other clinical partners to work with consumers on their depression, anxiety, the trauma of victimization, and other mental health concerns. The clinic also has a psychiatrist who can assess and complete medication management for individuals.

Additionally, in 2022, the clinic had two therapists who worked in the **Therapy Addressing Pandemic Stress (TAPS)** program that helped people deal with the emotional stress of the pandemic.

The **Victims of Crime Act (VOCA)** program works through Sunrise Clinical Services and

provides community support and response to victims of crime. The VOCA program works closely with all our other programs, including crisis intervention, homelessness assistance programs, and the Mental Health and Substance Abuse Resource Center. We offer individual and group programs as well as financial assistance to those in need. In 2022, VOCA worked with 686 survivors in the community response program and completed 823 therapy sessions.



KHDS is at the forefront of the Homeless Service Delivery System for Kenosha County by providing 9 different programs with the goal of addressing and ending homelessness.

Through leading Kenosha's **Coordinated Entry System**, KHDS is tasked to ensure that Kenosha is a true No Wrong Door Community. This system is how people access homeless programming in Kenosha and it trains all willing community partners to assess immediate need and help eligible persons access homeless programming. In 2022, a total of 151 people received Coordinated Entry, including 91 adults without children and 60 adults with children.

The **Emergency Motel Voucher Program** served 91 adults with children, 249 adults without children, and 156 children. Many exited

to positive permanent housing destinations including 72 single individuals and 30 families.

Our two street outreach programs, the **Project for Assistance in Transition from Homelessness (PATH)** and **Runaway and Homeless Youth (RHY)** served 233 individuals. Of those served, 45 were adults over the age of 21 and 44 were youth 18 to 21.

The **Rapid Rehousing Program** served 62 adults without children, and 22 families with 39 children.

KHDS also served 37 adults without children who qualify as chronically homeless in our **Permanent Supportive Housing Program**.

**Operational Services** is the backbone that keeps daily functions up and running effortlessly at all our locations. From the basics of keeping supplies on hand, to maintaining all our agency sites and vehicles, these hard-working employees know how to do it right! Often working diligently outside of the limelight, they play an integral part in making KHDS the premier place to work.

Our **IT Specialists** maintain some of the best systems for tracking productivity and data, including dashboards for Kauffman House and KARE Center, a reporting system for crisis plan tracking, and an employee portal for up-to-date resources.

Our infrastructure and operations teams—**Administrative, HR, Payroll, and Front Desk** staff—provide the sound foundation for our consumer-facing professionals to efficiently deliver the services, support, and care our community needs and deserves.

## IN MEMORIAM



Jeff Buchanan was with KHDS since February of 2019 as our Facility and Fleet Manager, although it feels like we had known him much longer. Jeff was friendly, helpful, and a hard worker. He fit in our culture at KHDS immediately and became well known and respected throughout the agency. Jeff was always someone who took the time to help out when you needed him and was so involved with our day-to-day work by dealing with maintenance issues, moving our clients in and out of apartments, or gathering donations for our consumers. Jeff was a craftsman who helped keep the engine of KHDS going every day. He will be greatly missed. There was not ONE THING he couldn't do. We never doubted him in his abilities and trusted him implicitly with any task that was given to him. That's just work stuff though. Jeff's heart was, simply put, "gold." Jeff loved KHDS. He loved working here and never hesitated to let staff know that. He would tell everyone, "the people you work with really do determine how much you enjoy your job."

# SPONSORS & BUDGET RECAP



**Total Furniture**

"Your Friends in the Furniture Business"



## BALANCE SHEET AS OF DECEMBER 31, 2022

### ASSETS

#### CURRENT ASSETS

BANK	\$1,226,067
MONEY MARKET	\$361,123
PETTY CASH	\$775
ACCOUNTS RECEIVABLE	\$1,118,426
PREPAID EXPENSES	\$293,795
PREPAID INSURANCE	\$53,355
INVEST ACCT HAS TEMP RESTRICTED	\$4,468,552

**TOTAL CURRENT ASSETS \$7,522,093**

#### FIXED ASSETS

LAND	\$169,650
FURNITURE & FIXTURES	\$645,017
BUILDINGS	\$5,776,146
VEHICLES	\$86,697
<b>SUBTOTAL</b>	<b>\$6,677,510</b>
<b>LESS: ACCUM DEPRECIATION</b>	<b>(\$1,153,618)</b>
<b>TOTAL FIXED ASSETS</b>	<b>\$5,523,892</b>

**TOTAL ASSETS \$13,045,985**

### LIABILITIES & FUND BALANCE

#### CURRENT LIABILITIES

ACCOUNTS PAYABLE	\$9,983
WAGES PAYABLE	\$584,982
ACCRUED PENSION PAYABLE	\$253,384
EMPLOYEE FLEX SPENDING	\$1,817
TAXES & FRINGE PAYABLE	\$42,703
ACCRUED PAYROLL EXPENSES PAYABLE	\$4,842

**TOTAL CURRENT LIABILITIES \$897,711**

#### LONG TERM LIABILITIES

MORTGAGE PAYABLE	\$1,713,714
LOANS PAYABLE	\$176,449

**TOTAL CURRENT LIABILITIES \$1,890,163**

#### EQUITY

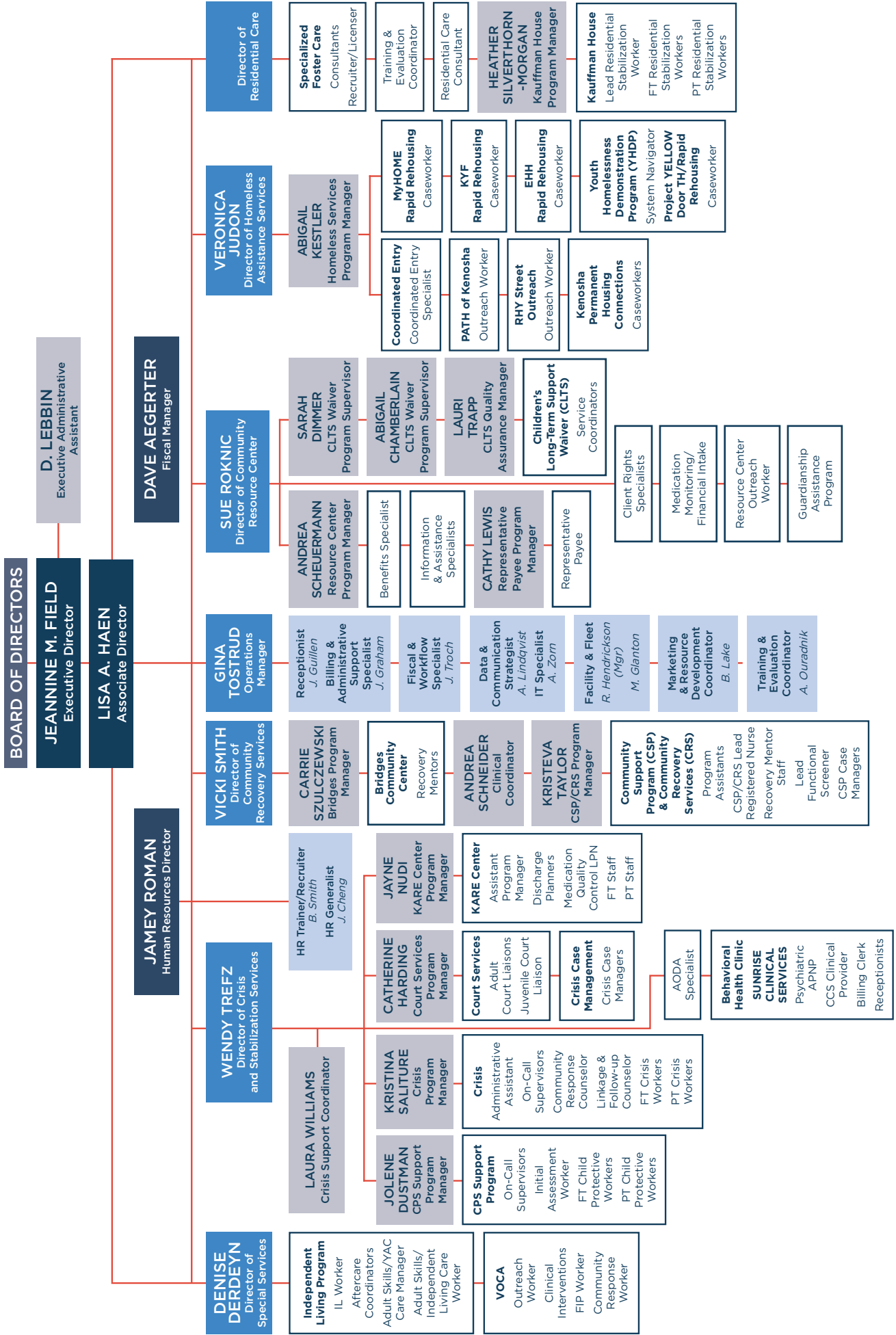
TEMPORARILY RESTRICTED	\$4,807,665
RELEASE FROM TEMP RESTRICTED	(\$99,322)
RETAINED EARNINGS	\$5,760,325
NET INCOME	(\$210,557)

**TOTAL EQUITY \$10,258,111**

**TOTAL LIABILITIES & FUND BALANCE**

**\$13,045,985**

# ORGANIZATIONAL CHART





**KENOSHA HUMAN  
DEVELOPMENT SERVICES**  
A NONPROFIT ORGANIZATION

We are a nonprofit organization that works to help all people in the community lead healthy, productive lives. We seek to ensure that all people—especially those with the fewest resources—have access to the opportunities and support they need to succeed in life.

KHDS OFFICE LINE  
**(262) 764-8555**

CRISIS HOTLINE  
**(262) 657-7188**

MAIN OFFICE  
3536 52nd Street, Kenosha, WI 53144



SUNRISE CLINICAL SERVICES  
3536 52nd Street, Kenosha, WI 53144  
(262) 842-0538

KARE CENTER / CRISIS PREVENTION CENTER  
1202 60th Street, Kenosha, WI 53140

**KHDS.ORG**