



IMPACT REPORT 2025

Artwork Credit: Aaron Johnson - Kenosha



FROM THE EXECUTIVE DIRECTOR

Hello,

Kenosha Human Development Services was built on a simple but radical idea: that every person, no matter their circumstances, deserves to be met with compassion, without judgment, and with genuine help.

What our team does is not easy work. They answer the phone at 2 in the morning. They drive across the county de-escalate a crisis. They walk alongside families navigating homelessness, mental health issues, disability, and grief. And they do it with a level of skill, dedication, and heart that takes my breath away.

Our crisis staff fielded 30,000 calls this year and logged over 3,000 hours of direct community response. In a variety of programs, our staff documented more than 45,000 face-to-face contacts. Those are not just numbers, they represent 45,000 moments when someone reached out or met for an appointment, and found a real human, ready to help. That is not something you can automate or outsource.

In our Homelessness Programs, when our community members are at a desperate moment, they find a human touch willing to help them rise and start again. At Kauffman House, our staff welcomed young people in some of the most vulnerable moments of their young lives and created an environment where growth was possible. Our CLTS team supported hundreds of children with disabilities and their families, offering not just services, but partnership and hope. At Bridges, our peer support staff helped build a community where members feel seen and valued, gathering more than 1,000 times this year for shared activities that make life richer.

To every KHDS employee, thank you. You are the reason this agency has endured for over five decades. You are the reason people in Kenosha have somewhere to turn.

To our donors, partners, community supporters, and stakeholders, your investment makes it all possible. You give our staff the resources to do their work, and you give the people we serve the message that this community has not forgotten them. That message matters more than you know.

With deep gratitude,

Jeannine M. Field
Executive Director

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UPDATED BRAND HISTORIC VISION

KHDS recently took a thoughtful step back to reflect on who we are, what we stand for, and how we show up in our community.

Through conversations with staff, partners, and community members, along with a careful review of our work and values, we gained a clearer understanding of our purpose and where we are headed.

This process helped us realign around what matters most and shape a stronger path forward. As a result, we updated our mission and vision and refreshed our brand and tagline to better reflect our identity and direction.

Most importantly, it reaffirmed our commitment to the work that defines us: strengthening connections, standing with our community through advocacy, and driving meaningful change.

CONNECTION

We meet people where they are at.

We create connections that are impactful.

We are a connection point between partners, donors, investors, and solutions.

ADVOCACY

We use our tools to help people.

We use our data to enhance the quality of services.

We help people find their voice.

CHANGE

We believe that change is possible.

We offer a strong return on impact to support the community.

Our solutions create social change that has long-lasting impact.

ABOUT KHDS

Mission Statement

We believe change is possible. We support all people in our community on their journey toward healing and autonomy, creating positive impact that spans generations.

Vision

We envision a community where all people receive the support and services they need when, where, and how they need it.

Values

We meet people where they are
We discover opportunities
We find a way
We empower others
We make a difference

Our Commitment

Our commitment is to explore every opportunity, look for every resource, and work our hardest to connect people with the resources and opportunities best fit for them.

OUR HISTORY AS KENOSHA'S NONPROFIT

KHDS' can-do approach to solving complex issues in our community has deep roots. In 1973, our founders identified a need for responsive programming to serve youth in troubling situations. That group of individuals launched Kenosha Area Group Homes. The energy, the commitment, and the flexibility only grew from that point.

In the early part of the 80's, our focus shifted and so did our name, we became Kenosha Youth Development Services. The eighties saw rapid growth of our programs, services, and philosophies. In the late 90's, we adopted Kenosha Human Development Services to more accurately match our evolving work.

Our pragmatic and service mindset led us to take responsibility for delivering more programs, opportunities, and positive impact for the local Kenosha County community.

These investments into the community included specialized foster care, child welfare programming, disability services, mental and behavioral health, substance use disorder programming, residential programs, and countless other programs.

Today KHDS has over 35 programs and 165 staff delivering our mission.

“ Together we have built a cornerstone of care in the community. We look forward to the next 50 years of serving Kenosha.”

Jeannine M. Field
KHDS Executive Director

OUR WORK

Homeless Assistance Services

Our team's mission is to make homelessness a rare, brief, and one-time experience through outreach efforts, HUD housing programs, and community-wide strategies.

We are the lead Coordinated Entry (CE) agency for Kenosha County. Coordinated Entry is the prioritization framework resources within the homelessness services delivery system.

Crisis & Stabilization

Our team provides supportive, comprehensive, and wrap around services to individuals and families in a time of crisis or mental health emergency in the community.

Much of this work is done inside our Crisis Prevention Center, a standalone building where individuals can walk-in, call, or email. We also maintain the 24-hour Crisis Intervention Line which is answered by a live, in-house staff person 24 hours per day, 365 days per year.

Community Recovery Services

We provide direct support to individuals and families experiencing mental illness. Community Recovery programs use a wraparound approach that builds trust and allows participants to live fulfilling and meaningful lives while managing their symptoms.

Additionally, our team supports Bridges Community Center, a peer-facilitated drop-in center that provides space for recovery, social interaction, and peer support.

Children's Programming

Our programs include the Children's Long Term Support Program which provides support to children with disabilities and their families to ensure that a child may remain in the home and community. KHDS also runs Kauffman House, an eight-bed youth shelter facility which provides a safe place during a time of crisis.

We also provide Child Protective Services support for Division of Child and Family Services on behalf of Kenosha County and children's crisis programs.

Youth Programming

We provide comprehensive support to older youth. Our Supervised Independent Living Program provide support to youth ages 17+ living under a child welfare or youth justice court order. This program helps provide stability, relationship, and durable skills as they grow into independent adulthood.

Additional programs like Regional Aftercare, the Family Intervention Project, and Adult Skills Program help young people grow towards self-sufficiency and success.

KHDS 2025 BY THE NUMBERS

Homeless Assistance Services

Households without Children Assessed by Coordinated Entry	73*
Households with Children Assessed by Coordinated Entry	242*
Adults Moved into Stable Housing Programs	105
Children Moved into Stable Housing Programs	61
Nights of Emergency Voucher Stays (EVS)	1,044
Total Individuals Serviced in EVS	151

Children’s Long-Term Support

Children Served	668
New Cases	135
Children Served Under 5	60%

Aftercare & Supervised Independent Living

Individuals Served in Supervised Independent Living	23
Individuals Served in Aftercare	40

Kauffman House

Unique Intakes in Kauffman House	155
Individuals Discharged to Less Restrictive Care	147

**This is not a de-duplicated number, as some households may have been referred multiple times during the reporting period*

Bridges Community Center

New Members	251
Activity Groups	1,297

Crisis Response

Crisis Contacts	17,038
Follow-Up Contacts	12,152
Hours in Community Response	3,490
Escalation to Crisis Case Management	183
Number of Mobile Responses	1,890
Number of Safety Plans	227
Extended Stabilization Admission from Hospital to KARE	38
Miles Driven by Mobile Crisis	12,600

Community Support Program

Consumers that Stayed Safe & Stable	126
Satisfaction Rate	90%

KARE Center

Individuals Admitted	584
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ANNUAL SPONSORS

Our Annual Sponsors Program gives corporate and organizational supporters an opportunity to meet their social and philanthropic goals, support the thousands of individuals and families who are impacted through KHDS' work, and showcase that partnership works. Our Annual Sponsorship Program year runs from July 1 to June 30th.

*Visionary
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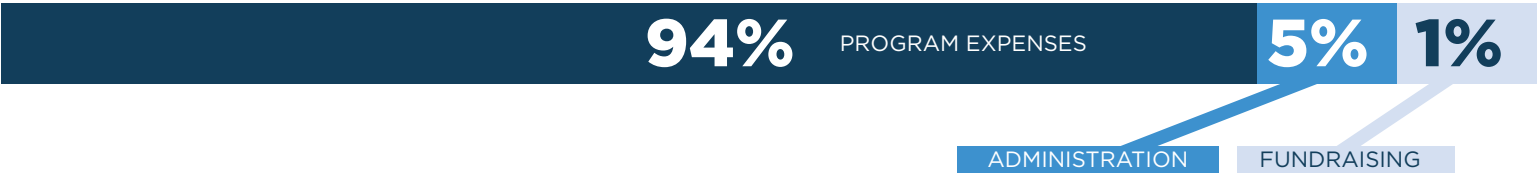
FINANCIALS IN REVIEW

KHDS continues to appreciate the investment from federal, state, and local partners who prioritize the work we do to impact the local community. We are also grateful for individual donors, sponsors, and grantors who help close the fiscal gap and stretch our resources to the greatest impact. We thank you for your continued support.

REVENUE (\$12,769,295)



EXPENSES (\$13,220,691)



A NEW JOURNEY FOR KHDS, FUND DEVELOPMENT

For much of our 52-year history, KHDS has appreciated the community’s investment through local, state, regional, and national partners to provide necessary, often required, services to the community. However, in the last decade shifts in priorities, strategies, and availability of funding forced us to evaluate our business model, and develop a strategy for diversifying revenue.

In 2025 we launched a plan to study, strategize, identify, and activate funders from corporate, foundation, and individual contributor circles.

We welcomed Erica Rodenbeck and re-assigned Ben Lake to develop a qualified fund development strategy that is focused on sustainable, meaningful, and transformational giving. Their work is paying off. Our fund development strategy will carry us for the next 50+ years!



TAKING GOOD CARE: KHDS CRISIS RESPONSE TEAM IS A VALUABLE ASSET TO KENOSHA

Q & A with Wendy Trefz

Wendy Trefz is the Director of Crisis & Stabilization for KHDS. For more than thirty years, she has been in roles & capacities that allow her to support individuals, families, and children in a variety of spaces and circumstances. In her current role, she oversees a division responsible for providing thousands of hours of comprehensive care, operating a 16-bed community-based residential facility, and Sunrise Clinical Services, our fully functioning behavioral health clinic.

As an integral part of KHDS' holistic approach to providing services, Wendy's teams provide seamless access to care to meet people where they are at.

Q: What is Crisis & Stabilization?

Let me start with what it isn't: the end all-be all solution to issues in the community. Crisis, which KHDS has been doing for 30 years (since 1982), is focused on providing immediate, rapid, and, in some cases, emergency care for those experiencing mental and behavioral crises.

Q: What is something that people might have a misconception about your work?

Everyone had their own view of what "resolution" looks like in a crisis situation. People who are interacting with the system often have their view, which might be at odds with what a professional sees or the law dictates. And it often differs from what the family is seeking. Our job is never to force an outcome. Rather, we resolve with the individual's safety, stability, and choice as the priority. Communication is the biggest key to success in crisis, and that is where we shine.

Q: Crisis is emergency work, can it be strategic?

You will never "solve" mental or behavioral health crisis. You manage it. We stand out because we've developed exceptional ways to work with our partners at Kenosha County, our local health systems, and other stakeholders to build a wraparound system that closes

gaps, improves service, and manages efficiently. Those decades of experience have created the KARE Center, the Crisis Prevention Center, Crisis Case Management, Mobile Crisis, and The Resource Center.

Q: What makes this work challenging? Rewarding?

The work is challenging because there is an endless amount of demand for this work, but our supply (staff, resources, systems) are limited. What our team finds rewarding is being able to do our best to make someone feel heard, listened to, or cared for. Some callers (into our Crisis Line) just call because they are experiencing devastating loneliness. This is that opportunity to feel some sense of belonging, and that gives us a very rewarding feeling.

Q: What are you most proud of at work?

Without a doubt, my team. These are incredible individuals who are here because they care deeply, think profoundly, and respond thoughtfully. I have folks that have been here for twenty years (probably because of their sense of humor) and young college interns looking to change the world. Each bring something extraordinary to the workplace and make a noticeable difference.



KHDS 2025 ANNUAL

Fundraising Event

Presented by  Honda of Kenosha



KHDS' First Annual Fundraising event was held on September 12, 2025, and it was truly an event to remember. From the incredible waterfall charcuterie board, passed appetizers, and tasty sliders, guests had quite the selection! The chic vibe of Upper East provided the backdrop for the 40+ silent auction and live auction, as well as a one-of-a-kind immersive Voice of the Voiceless Experience (presented by Grand Appliance).

Our presenting sponsor, Honda of Kenosha, represented by Cory Wilson, shared about how transportation has helped hundreds of families and individuals supported

by KHDS achieve their goals. Keynote Speaker, Dr. Stacia Thompson, shared her own journey as a KHDS worker and how it transformed her into the leader she is today. The evening ended with a riveting live auction led by Herb Justman, auctioneer extraordinaire! Attendees and supporters raised more than \$65,000 for KHDS' impact mission.

This event would not be possible without the support of the KHDS Board of Directors, Fundraising Committee, our generous supporters, sponsors, and friends.



A HOUSE ISN'T ALWAYS A HOME: HOMELESSNESS IN CHECK

THOUGHTS FROM A HOUSING NAVIGATOR

By Maurizia Johnson

As a Housing Navigator, I support clients in securing safe, stable, and affordable housing by delivering comprehensive, client-centered services throughout the housing search and placement process. This work is made possible through investment by the United States Department of Housing and Urban Development. No day is the same with tasks like assessments of client needs, identifying appropriate housing opportunities and collaborating closely with landlords, property managers, and community partners. A lot of my work is spent fostering opportunities to build long-term independence, stability, and improved quality of life for the individuals and families I serve.

As a whole, there are limited program spots available and we still have unaddressed pockets of homelessness both in our community and around the country. In theory, we will never have the resources to “eliminate” homelessness, there are several observations that I’ve made in my time as a case worker that might paint a broader picture as to how interconnected this issue is to many others.

Homelessness is an economic issue.

Think about a time that you were rushing out of the house and you didn’t have your morning coffee. It really messed up your routine and you could feel it. While this is not anywhere close to or equivalent to not having a safe place to go, it’s a fairly easy way to connect the issue. When individuals do not know where they are going to stay the next night, or have instability in their housing situation, or even worse, are parents and experiencing homelessness, it is hard to maintain “the status quo”. We see extraordinary levels of unemployment, job turnover (as much as 70%), and skill deficits amongst our homeless community. When you don’t have a foundation to stand firm on, everything else collapses on top. Making strides to identify ways to increase access to safe shelter and housing will have a positive impact on economic growth and employment in the community.

Homelessness is a health issue. In some news headlines, you will see a community declare a public health emergency related to homelessness. There is some benefit to approaching this complex issue using health as a pillar of the problem solving. Why? Think about how you feel going

out to get the paper in the morning on a particularly cold morning -- or how on especially hot days, even our dogs have to limit their time on the pavement. It’s pretty unbearable in our short window of experiencing the elements, now imagine you can’t escape that. The Warming & Cooling Shelters are only open during business hours and the shelters are completely full. Being out in the elements creates substantial risk for permanent health risks including death. Often, our homeless neighbors have also lost their health insurance or have other underlying health issues which compounded create major problems for them. These health issues turn into ER and hospital visits. With no means to pay, the costs are absorbed and we all absorb those costs. Having a plan for safe shelter and housing may allow us to alleviate these long term health challenges.

There are many other micro-issues in the macro-world of unresolved homelessness. These are just two examples of adjacent issues that we must contend with in this work. We’re making a difference with the resources we have today but we can do so much more. I urge you to learn more, get connected, and ask: How can I help?



**Honda
of Kenosha**

**PROUDLY SERVING
THE KENOSHA COMMUNITY**



FINDING YOUR WHY:

As you likely discovered reading through our Impact Report, KHDS is made strong by the people who make this work possible. Each of them have “A Why” that empowers them to show up every day and do difficult or challenging work.

One of the questions we frequently get from readers like you is ***“how can I support the work KHDS does?”***.

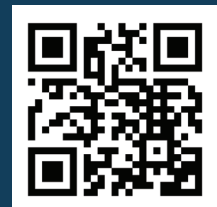
Your gift of time, talent, or treasure makes a difference!

Your donations mean retaining high quality and highly trained staff for our programs, supplies for our youth shelter, or easy meal kits for individuals and families living in homelessness. But “your why” doesn’t always have to be answered with a cash donation, it might be an in-kind donation.

There are always a variety of needs across our organization, and we’d be glad to work with you on helping you accomplish Your Why. Know that however you choose to give, you are a making a difference.

Make a difference today by visiting: www.khds.org/donate or email our Development Team at devteam@khds.org.

3536 52nd Street
Kenosha, WI 53144
(262) 764-8555



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