Racine County
WISCONSIN
Human Services

Reducing Arrests, Individuals with Mental-Health Challenges

Programs
Community Support Program (CSP)
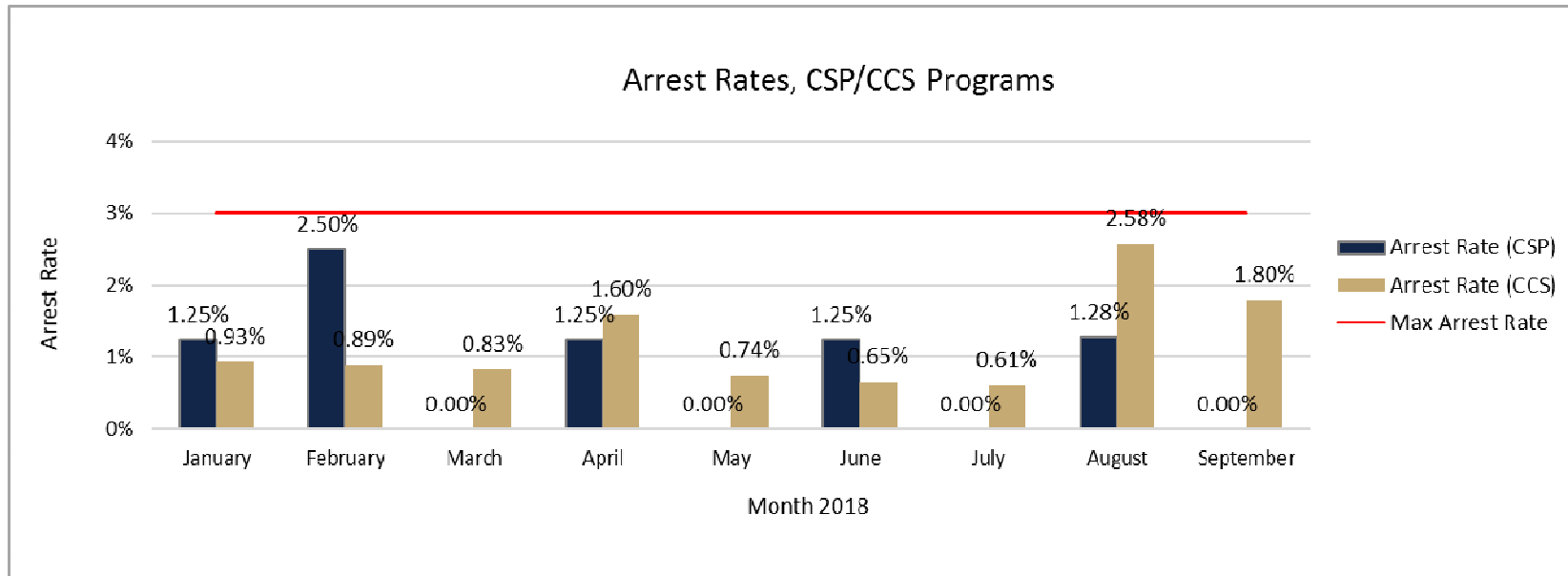
Comprehensive Community Services (CCS)

Goal
3%
Maximum arrest rate

Healthy

Racine County

Target Populaton
Individuals with mental-health diagnosis

Arrest Rates, CSP/CCS Programs

Legend:
- Arrest Rate (CSP)
- Arrest Rate (CCS)
- Max Arrest Rate

Month 2018	Arrest Rate (CSP)	Arrest Rate (CCS)
January	1.25%	0.93%
February	2.50%	0.89%
March	0.00%	0.83%
April	1.25%	1.60%
May	0.00%	0.74%
June	1.25%	0.65%
July	0.00%	0.61%
August	1.28%	2.58%
September	0.00%	1.80%

Racine County
WISCONSIN
Human Services

Reducing Recidivism, At-Risk Youth

Programs

Alternatives to Corrections through Education (ACE)

Baseline

25%

ACE recidivism rate in 2017

Healthy

Racine County

Target Populaton
At-risk youth

Recidivism Rate, Alternatives to Corrections through Education

	January	February	March	April	May	June	July	August	September
Recidivism Rate	0%	0%	0%	0%	0%	0%	0%	0%	0%

Month 2018

■ Recidivism Rate (ACE)

Racine County
W I S C O N S I N
Human Services
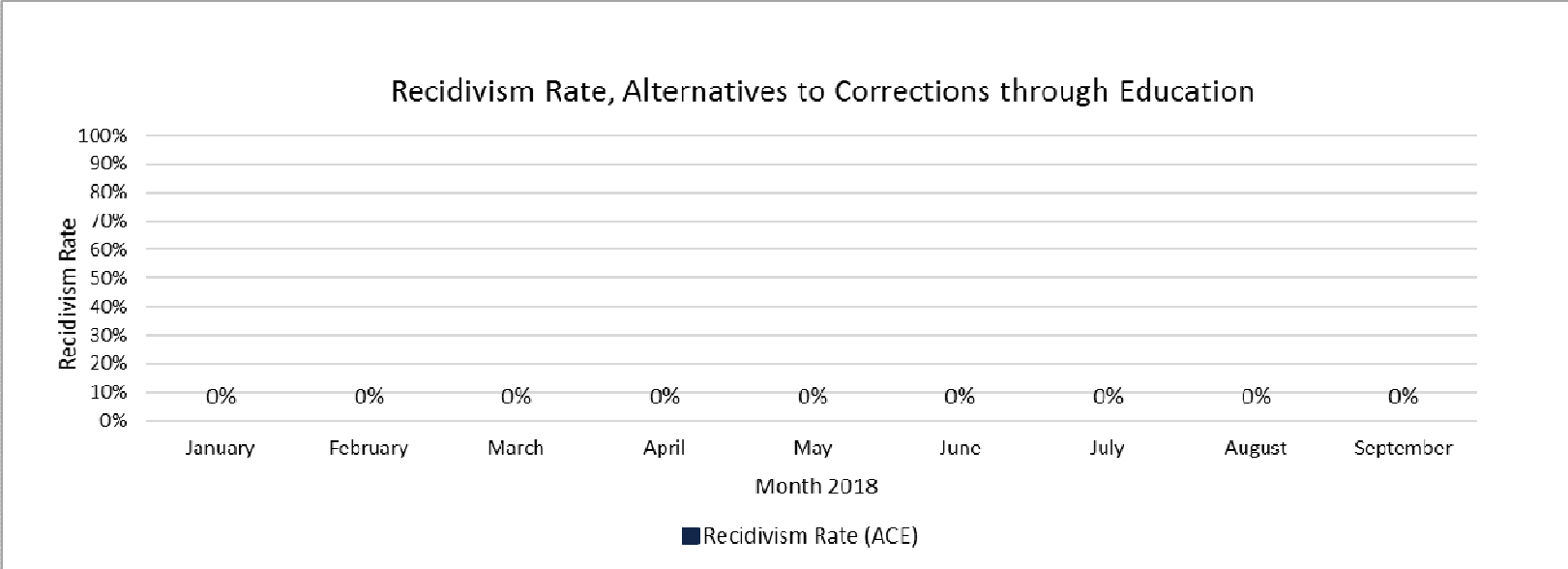
Educating Families through Home Visitation
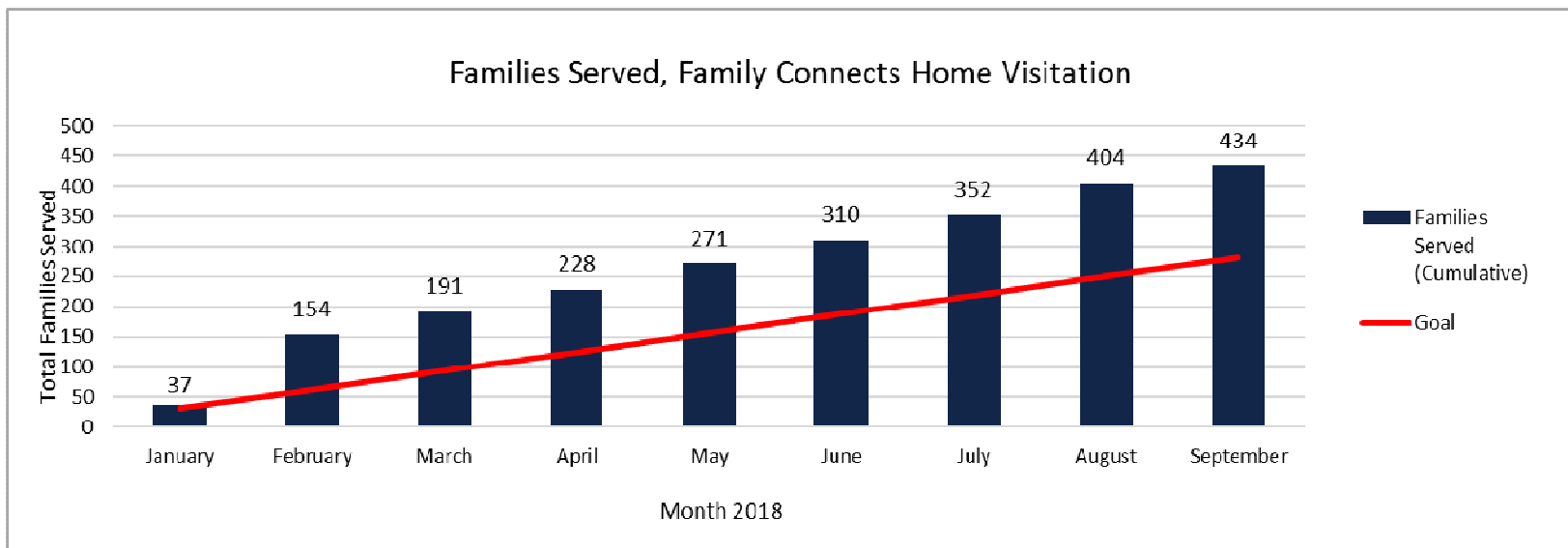
Programs

Family Connects Home Visitation

Goal

375

Families visited and served

Healthy

Racine County

Target Populaton
New births in Racine County

Families Served, Family Connects Home Visitation

- Families Served (Cumulative)
- Goal

Chart data (Total Families Served by Month 2018):
- January: 37
- February: 154
- March: 191
- April: 228
- May: 271
- June: 310
- July: 352
- August: 404
- September: 434

Racine County
WISCONSIN
Human Services

Increasing Youth Access to Behavioral Health Services
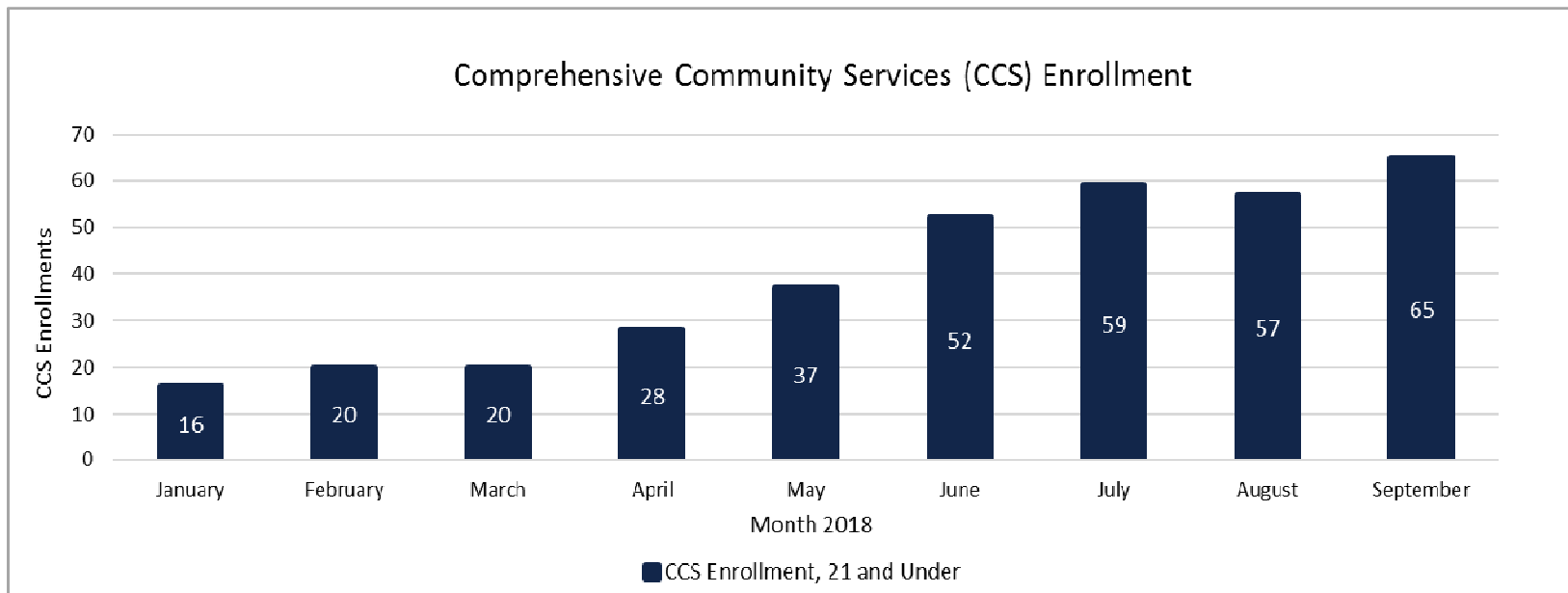
Programs

Comprehensive Community Services (CCS)

Baseline

16

Youth served by monthly average in 2017

Healthy

Racine County

Target Populaton
Youth 21 years and younger

Comprehensive Community Services (CCS) Enrollment

Month 2018	CCS Enrollments
January	16
February	20
March	20
April	28
May	37
June	52
July	59
August	57
September	65

■ CCS Enrollment, 21 and Under

Racine County
WISCONSIN
Human Services

Increasing Youth Access to Behavioral Health Services

Strategies

AODA, Mental Health, Intoxicated-Driver Counseling, Crisis, and BHS ACE

Baseline

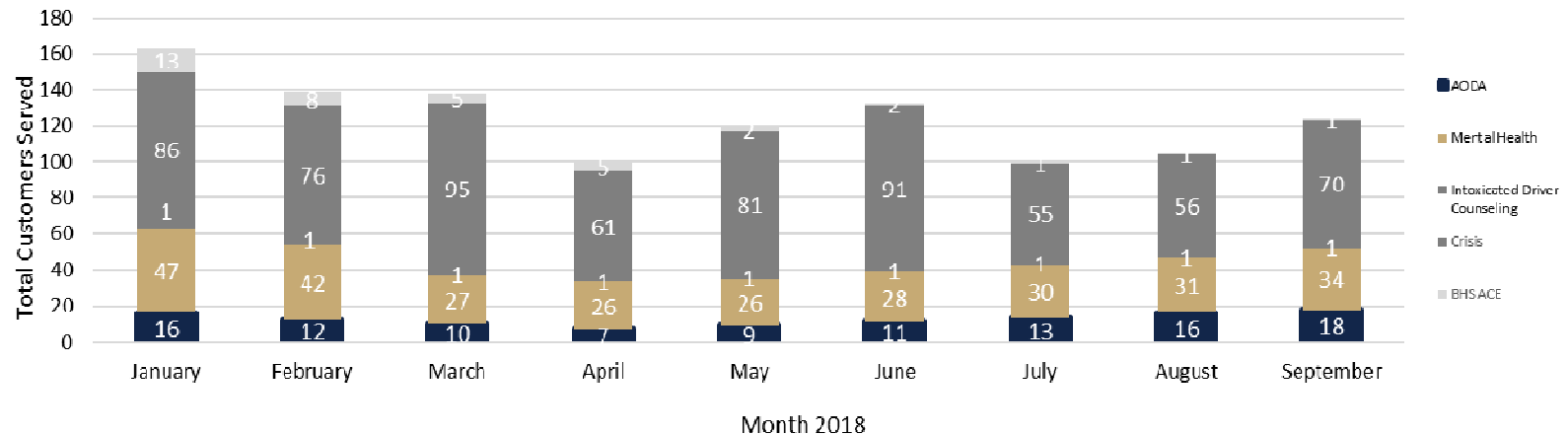# 72

Youth served by monthly average in 2017

Healthy

Racine County

Target Populaton
Youth 21 years and younger

Youth Served across AODA, Mental Health, and Intoxicated Driver Counseling

Legend:
- AODA
- MentalHealth
- Intoxicated Driver Counseling
- Crisis
- BHS ACE

Month	AODA	MentalHealth	Intoxicated Driver Counseling	Crisis	BHS ACE
January	16	47	1	86	13
February	12	42	1	76	8
March	10	27	1	95	5
April	7	26	1	61	5
May	9	26	1	81	2
June	11	28	1	91	2
July	13	30	1	55	1
August	16	31	1	56	
September	18	34	1	70	1

Total Customers Served

Month 2018

Racine County
W I S C O N S I N
Human Services

Increasing Treatment for Opioid Abuse and Addiction

Strategies

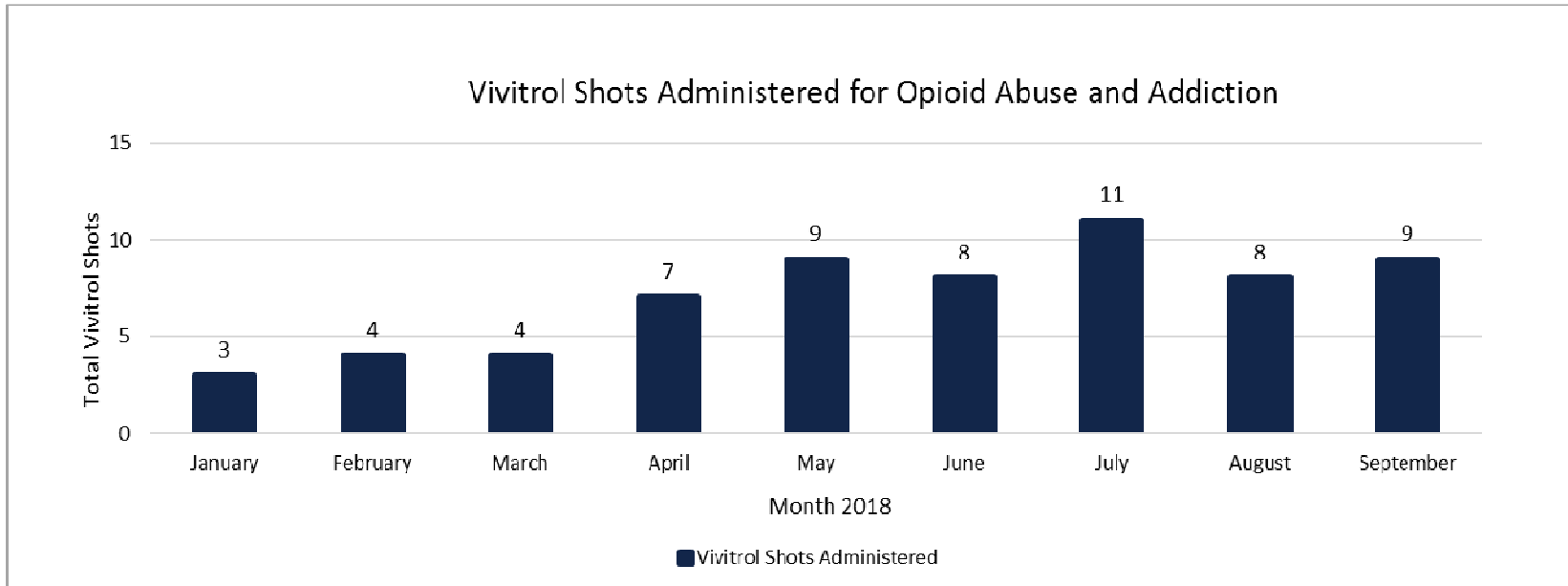Medically assisted treatment

Increased use of Vivitrol

Baseline

47

Vivitrol shots administered in 2017

Healthy

Racine County

Target Populaton
Racine County substance users

Vivitrol Shots Administered for Opioid Abuse and Addiction

Chart — Total Vivitrol Shots by Month 2018:

Month	Total Vivitrol Shots
January	3
February	4
March	4
April	7
May	9
June	8
July	11
August	8
September	9

X-axis: Month 2018
Y-axis: Total Vivitrol Shots

Legend: ■ Vivitrol Shots Administered

Racine County
WISCONSIN
Human Services

Diverting Children from Court Custody

Program

Alternative Response

Safety Support

Baseline

584

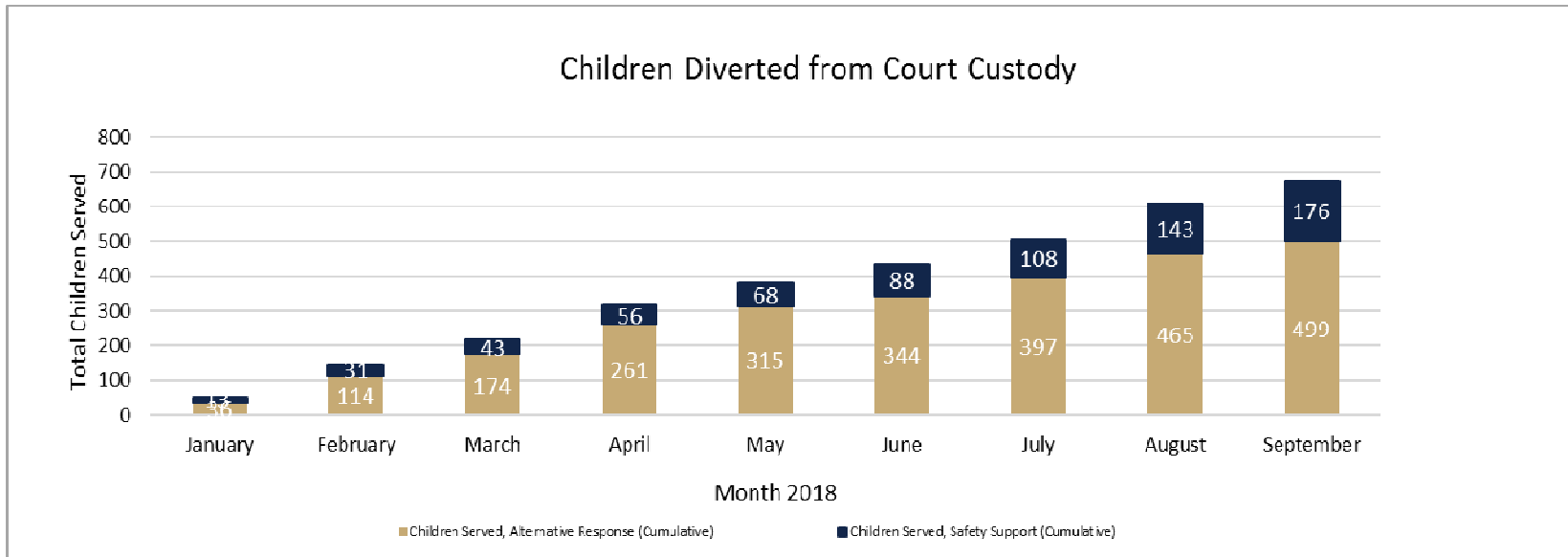**Children diverted from court custody**

Healthy

Racine County

Target Populaton
At-risk families and children

Children Diverted from Court Custody

Month 2018	Children Served, Alternative Response (Cumulative)	Children Served, Safety Support (Cumulative)
January	36	15
February	114	31
March	174	43
April	261	56
May	315	68
June	344	88
July	397	108
August	465	143
September	499	176

Total Children Served

■ Children Served, Alternative Response (Cumulative) ■ Children Served, Safety Support (Cumulative)

Racine County
WISCONSIN
Human Services

Increasing Completion of High School Equivalency Diploma (HSED)/GED

Strategies

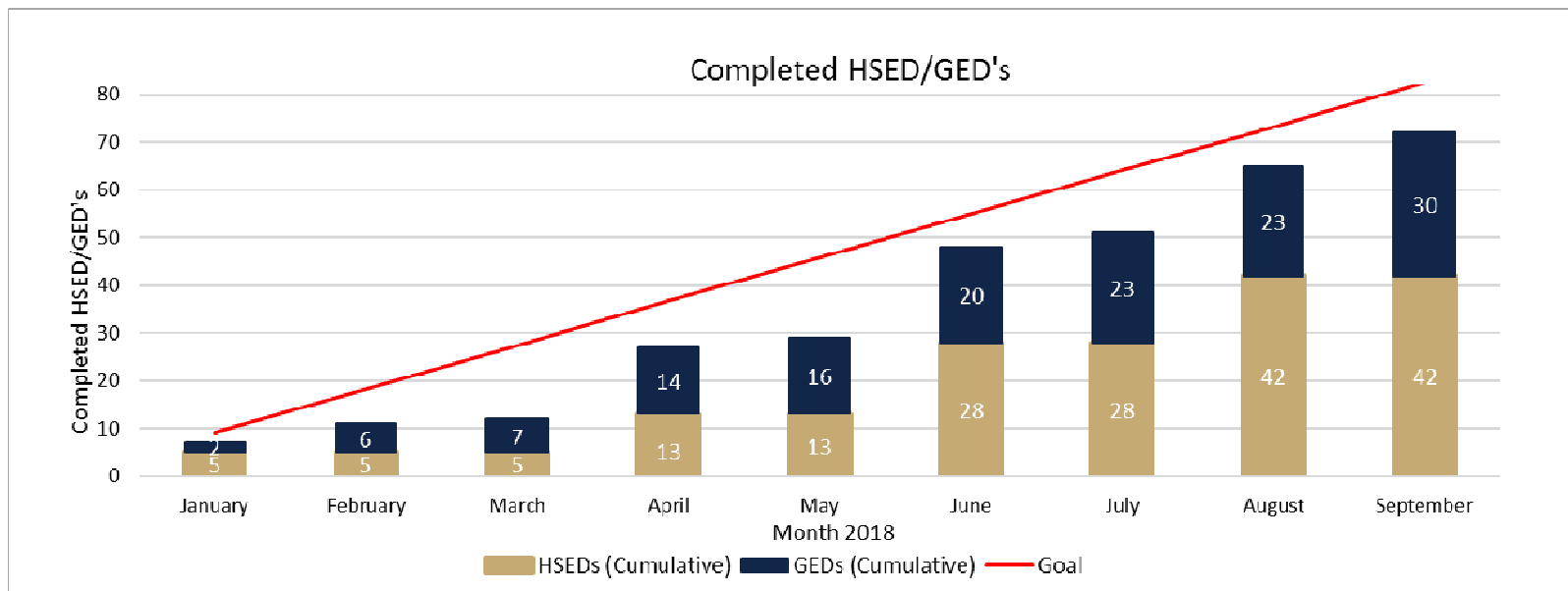GED Initiative
Adult Education Center
5.09 Program

Goal

110

Completed HSED/GED's

Educated

Racine County

Target Populaton
Unemployed and underemployed

Completed HSED/GED's

Month 2018	HSEDs (Cumulative)	GEDs (Cumulative)
January	5	2
February	5	6
March	5	7
April	13	14
May	13	16
June	28	20
July	28	23
August	42	23
September	42	30

Legend: HSEDs (Cumulative), GEDs (Cumulative), Goal

Racine County
W I S C O N S I N
Human Services

Increasing Training Credentials

Programs

Workforce Innovation and Opportunity Act (WIOA)
Children First
Tech Hire and StartIT
Windows to Work

Goal
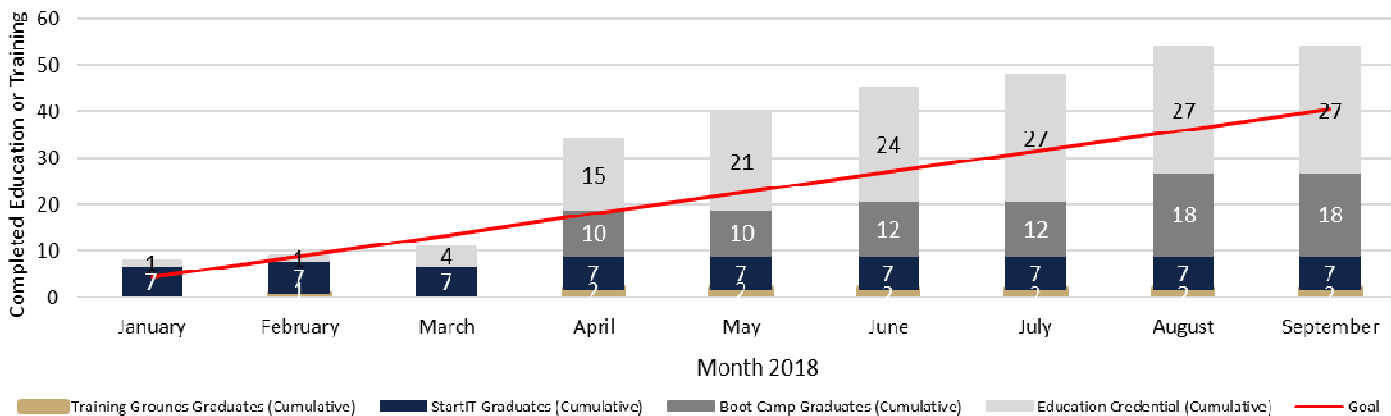
54

Completed education/training credentials

Educated

Racine County

Target Populaton
Unemployed and underemployed

Completed Training

Month 2018	Value
January	1 / 7
February	1 / 7
March	4 / 7
April	15 / 10 / 7
May	21 / 10 / 7
June	24 / 12 / 7
July	27 / 12 / 7
August	27 / 18 / 7
September	27 / 18 / 7

Legend: Training Grounds Graduates (Cumulative) — StartIT Graduates (Cumulative) — Boot Camp Graduates (Cumulative) — Education Credential (Cumulative) — Goal

Racine County
WISCONSIN
Human Services

Enhancing Knowledge and Skills of Human Services Staff

Strategies

Community Training
Living as a Leader
Communication and Conflict Resolution
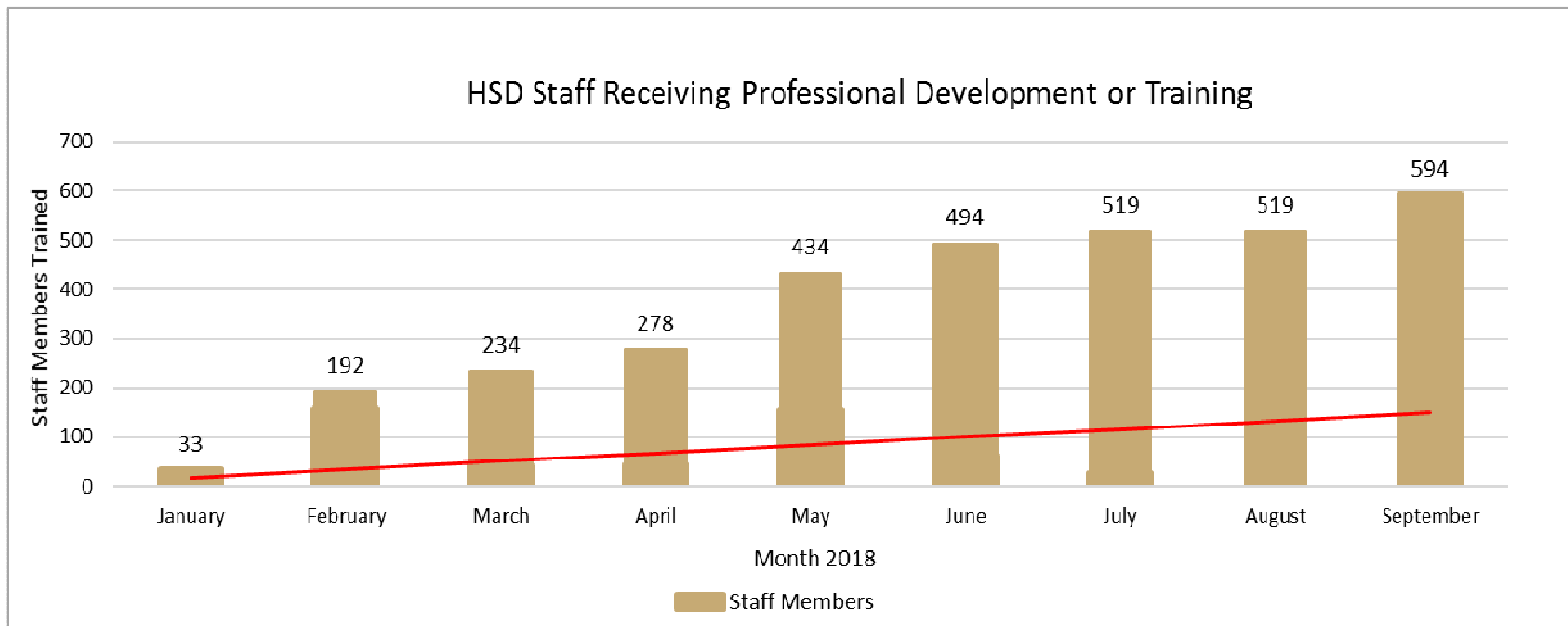Note Quality
Improved Billing Practices

Goal

200

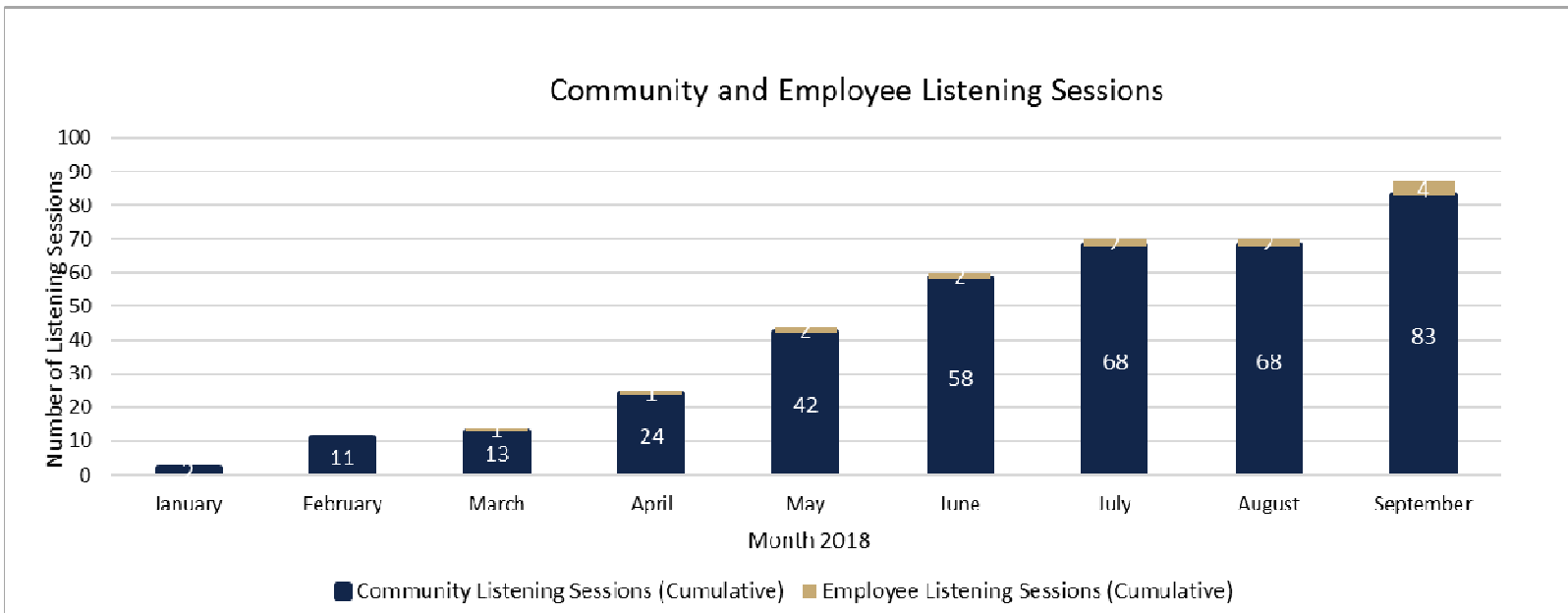Staff completing training

Educated

Racine County

Target Populaton
Human Services staff

HSD Staff Receiving Professional Development or Training

Bar chart: Staff Members Trained (y-axis) vs Month 2018 (x-axis)

- January: 33
- February: 192
- March: 234
- April: 278
- May: 434
- June: 494
- July: 519
- August: 519
- September: 594

Legend: Staff Members

Racine County
W I S C O N S I N
Human Services

Improving Services through Feedback

Strategies

Community Partners

Targeted Outreach

Baseline

5

Community and employee listening sessions

Empowered

Racine County

Target Populaton
Racine County employees and residents

Community and Employee Listening Sessions

Month 2018	Community (Cumulative)	Employee (Cumulative)
January	2	
February	11	
March	13	1
April	24	1
May	42	2
June	58	2
July	68	
August	68	
September	83	4

Number of Listening Sessions

■ Community Listening Sessions (Cumulative) ■ Employee Listening Sessions (Cumulative)

Racine County
WISCONSIN
Human Services

Sharing Services and Resources with Community

Strategies

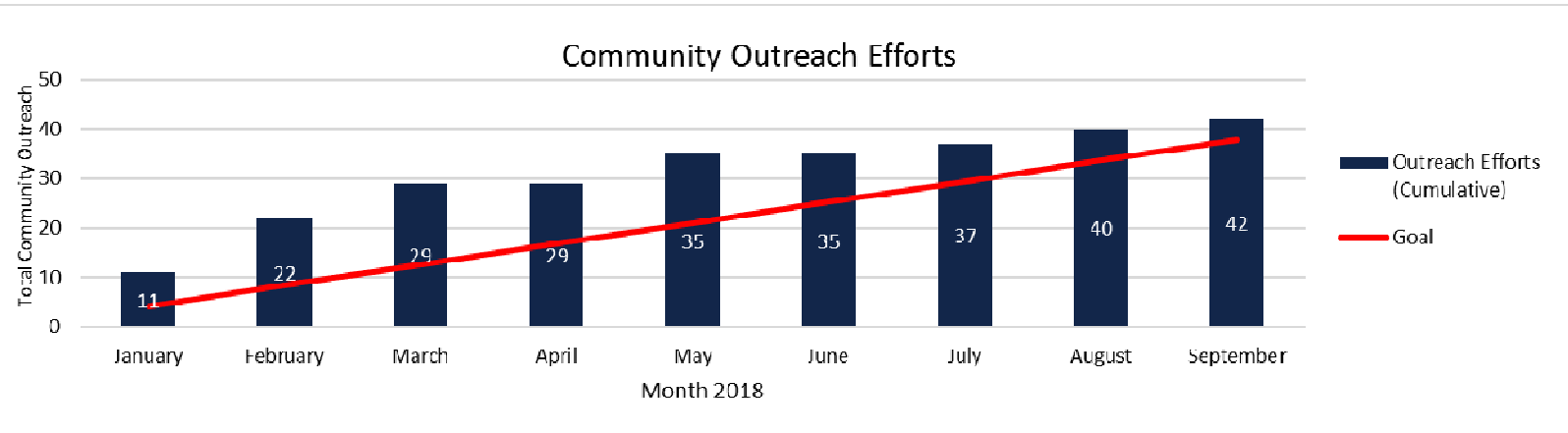**Community Partners**

Targeted Outreach

Goal
50
Community outreach presentations and fairs

Empowered

Racine County

Target Populaton
Racine County residents and partners

Community Outreach Efforts

Bar chart titled "Community Outreach Efforts" with y-axis "Total Community Outreach" (0–50) and x-axis "Month 2018":

Month	Outreach Efforts (Cumulative)
January	11
February	22
March	29
April	29
May	35
June	35
July	37
August	40
September	42

Legend: Outreach Efforts (Cumulative); Goal

Racine County
WISCONSIN
Human Services

Securing Benefits for Seniors

Program

Elder Benefit Specialist (EBS) Program Services

Baseline

$741K

Impact of assistance for Seniors

Empowered

Racine County

Target Populaton
Residents 55 years and older

Monetary Impact of Benefits

Month 2018	Monetary Value of Senior Benefits
January	$0
February	$0
March	$11,900
April	$29,362
May	$70,828
June	$120,154
July	$160,867
August	$335,611
September	$565,383

■ Monetary Impact of Benefits (Cumulative)

Racine County
WISCONSIN
Human Services
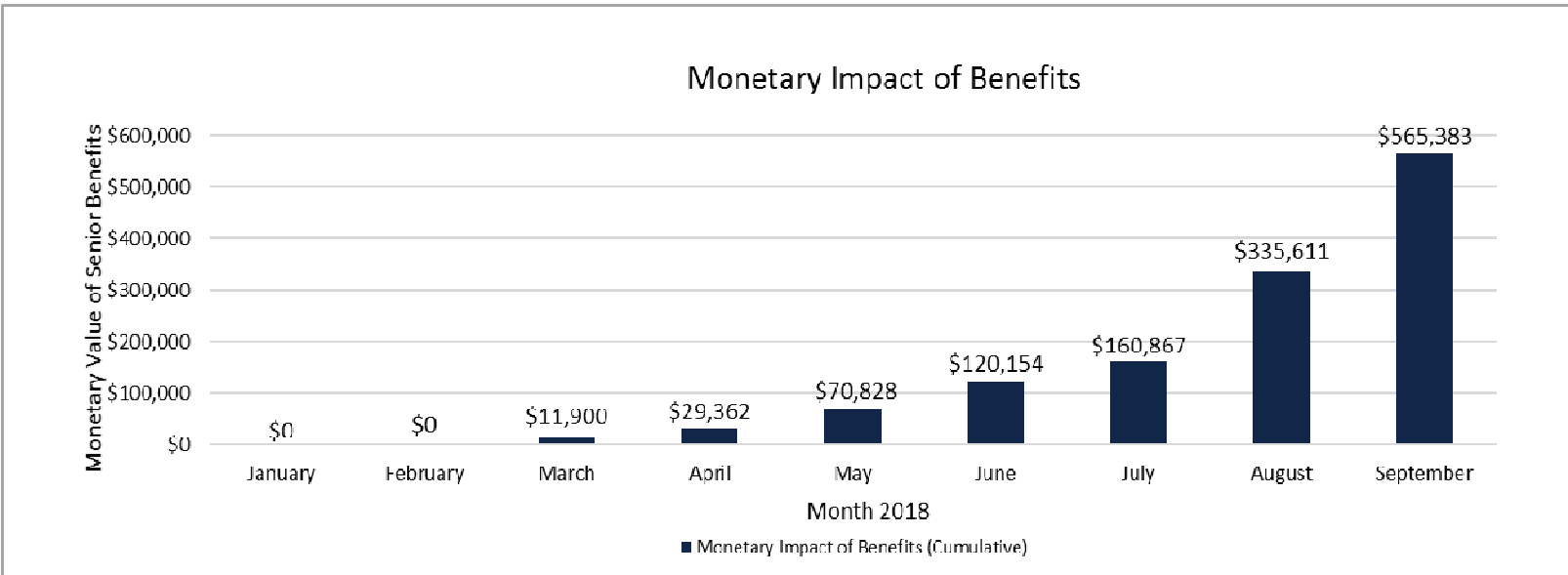
Providing Access to Nutrition and Health Care

Program

FoodShare
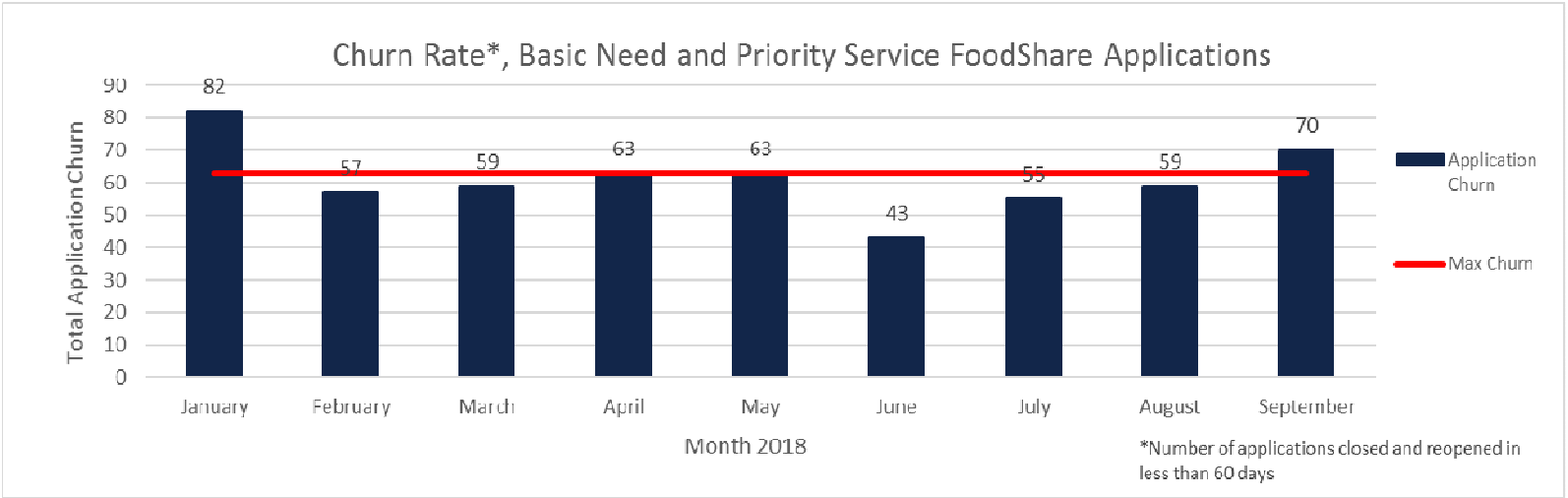
Health Care

Goal

63

Average monthly applications closed and reopened in < 60 days across WKRP

Empowered

Racine County

Target Populaton
Low-income residents

Churn Rate*, Basic Need and Priority Service FoodShare Applications

- January: 82
- February: 57
- March: 59
- April: 63
- May: 63
- June: 43
- July: 55
- August: 59
- September: 70

Legend:
- Application Churn
- Max Churn

Y-axis: Total Application Churn
X-axis: Month 2018

*Number of applications closed and reopened in less than 60 days

Racine County
WISCONSIN
Human Services

Providing Timely Access to Benefits

Program

FoodShare

Goal

95%

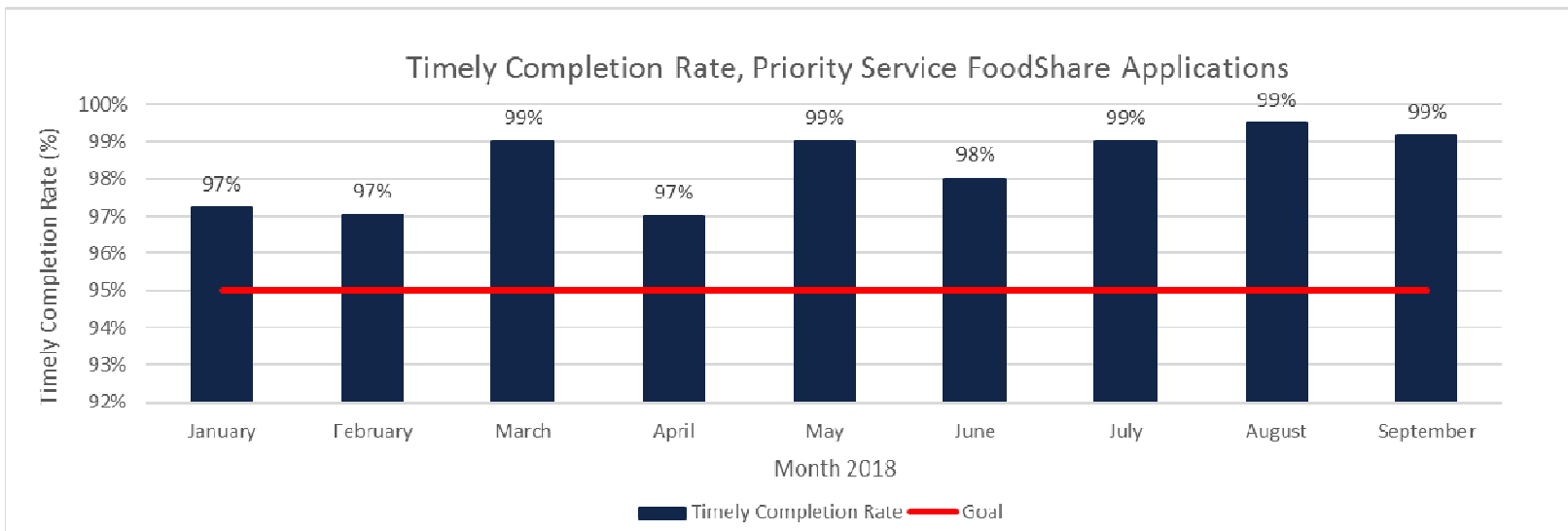**Priority Service FoodShare applications received and completed timely**

Empowered

Racine County

Target Populaton
Low-income residents

Timely Completion Rate, Priority Service FoodShare Applications

Month 2018	Timely Completion Rate
January	97%
February	97%
March	99%
April	97%
May	99%
June	98%
July	99%
August	99%
September	99%

Timely Completion Rate — Goal

Ensuring Program Integrity and Quality Control

Strategy

Address Intentional Program Violations (IPV's)

Baseline

2

Guilty Intentional Program Violations (IPVs) in 2017

Empowered

Racine County

Target Populaton
Residents and taxpayers

Program Integrity and Quality Control, Intentional Program Violation (IPV)

Legend: Issued IPVs, Guilty Findings, Overturned IPVs

X-axis (Month 2018): December 2017, January, February, March, April, May, June, July, August, September

Y-axis (IPV Totals): 0–9

Data labels:
- December 2017: 3, 3, 0
- January: 8, 8, 0
- February: 6, 6, 0
- March: 2, 2, 0
- April: 1, 1, 0
- May: 5, 5, 0
- June: 2, 2, 0
- July: 2, 2, 0
- August: 3, 0, 0
- September: 5, 0, 0

Acronyms

ACA – Affordable Care Act

ACE – Alternatives to Corrections through Education

ADP – Average Daily Population

AEC – Adult Education Center

AVC – Application Verification Center

CCS – Comprehensive Community Services Program

CMI – Client Mix Index

CSP – Community Support Program

DRAI – Detention Risk Assessment Instrument

FS – Food & Nutrition Services

FSET – FoodShare Employment and Training

GED – General Education Diploma

HSED – High School Equivalency Degree

HVN – Home Visiting Nurse

IM – Income Maintenance

IPV – Intentional Program Violation

JDAI – Juvenile Detention Alternative Initiative

Kinship Care – placement with relative

MH – Mental Health

MOU – Memorandum of Understanding

OP – Outpatient

SAIL – Stabilization Assessment Information and Linkage

SPARC – Shuttle People Around Racine County

TIC – Trauma Informed Care

WIOA – Workforce Innovation and Opportunity Act

WKRP – Wisconsin's Kenosha Racine Partners