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HUMAN SERVICES
ANNUAL
REPORT

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“ You are my support system. You’re like family. Without you guys, I don’t know where I would be in life. ”

- Human Services Customer

LEADERSHIP MESSAGE

Hope Otto, Director

Welcome to Racine County Human Services. Our staff and partners helped support healthy, independent, and positive outcomes for thousands of residents in 2018.

We are excited to share our journey toward more impactful, collaborative services to eliminate barriers and empower communities.



Building Bridges

In the words of Uplift 900 Manager, Pastor Melvin Hargrove, we must get serious about reconnecting with communities and bridging gaps in opportunities and quality of life for all residents. That is why we launched two new initiatives in 2018: Uplift 900 and Bring Them Home. The former takes work-ready resources, training, and family-sustaining jobs directly to high-unemployment communities. The latter recruits local foster parents and keeps children with their families or in the community.



Eliminating Barriers

Our department is committed to meeting head-on barriers faced by individuals with Adverse Childhood Experiences (ACE) or trauma, second-chance residents, the underemployed and unemployed, individuals with mental-health and substance-abuse challenges, and underserved communities. This year, we supported residents at high risk of contact with law enforcement, brought resources such as records expungement and driver's license recovery to community events, and trained dozens of partners in trauma-informed care.



Empowering Communities

Residents thrive when opportunities ensure success beyond a single service or resource. In 2018, we proudly raised awareness around resources for caretakers and the growing population with dementia, offered mental-health services to people involved in the justice system, provided critical services such as medical and nutrition assistance to thousands of residents, and funded hundreds of free training opportunities in high-demand, high-wage jobs.

ENGAGEMENT & IMPACT

HSED adult graduates

100+



More credits (4.7) earned by ACE juveniles vs. state corrections

4x



In delivering timely Economic Support services throughout the State of Wisconsin

Top 3



Driver safety plans completed for Racine County residents

898



Trainees in trauma-informed care

300

Customers willing to refer others to ADRC services (State survey)

100%

ECONOMIC SUPPORT



Delivering services to over 25,000 individuals with one of the timeliest deliveries and lowest error rates

About Us

Economic Support provides critical services to an array of populations, including expecting mothers, children, young adults, the elderly, individuals with disabilities, foster parents, and parents in need of child care assistance.

We currently have 15 Spanish speaking and bilingual staff to support our diverse customers.

Calls per month

15,000

One-on-one services

2,750

Services processed timely

99%

Absenteeism reduced, telework

5%



Excellence in Service

Even with the second highest call volume statewide, Wisconsin Kenosha Racine Partnership (WGRP) answers over 93% of incoming calls with an average answer speed under 5 minutes.

WGRP has one of the lowest benefit issuance error rates and performs in the top three for timely delivery of services.

AGING AND DISABILITY RESOURCE CENTER

Promoting independence, security, and quality of life for aging adults and individuals with mental and physical disabilities



About Us

The Aging and Disability Resource Center of Racine County provides access to long-term care, supports abused or neglected adults, offers meals to homebound seniors, supports family caregivers, and much more.

\$2.4M in health care benefits received by Racine County seniors and adults with disabilities

By the Numbers



23,000 meals

Offered across seven dining sites through the Senior Nutrition Program



6,000 customers

Supported annually through the Aging and Disability Resource Center

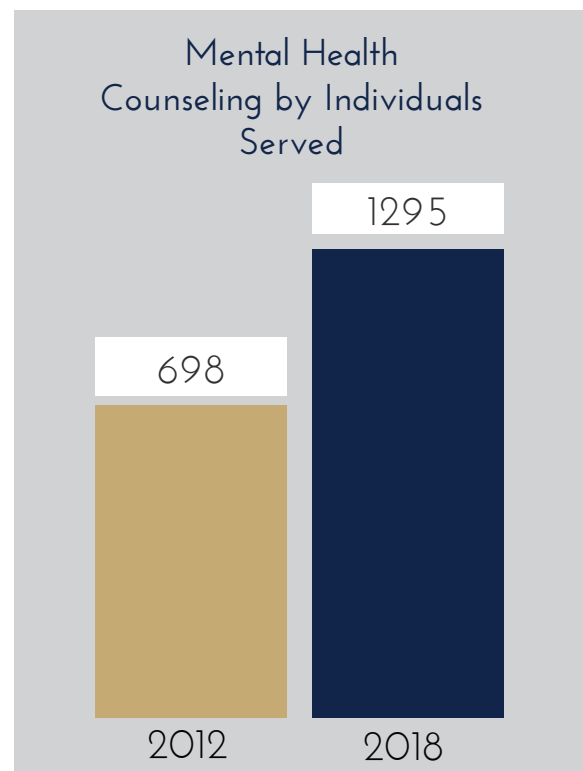
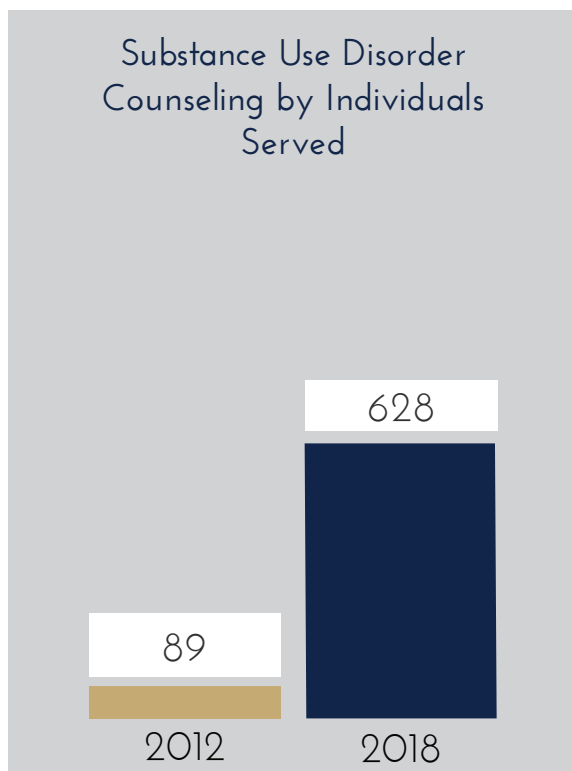


3,500 rides

Provided for medical and dialysis treatments

BEHAVIORAL HEALTH SERVICES

Providing mental health and substance use disorder services to Racine County residents



Expanding Services for Expanding Need

Research indicates individuals taking medication to assist in their recovery are more likely to be successful. As a result, Behavioral Health Services began conducting outreach to individuals with opioid addiction to encourage medication-assisted treatment.

Behavioral Health Services also developed a screening process, substance use assessments, and same-day appointments to expand access to counseling for residents in need. These efforts drastically increased the total number of individuals served over the last five years.



Domanik Drive Location (Racine)

Did you know

Individuals with mental health and substance abuse challenges recover more successfully in communities than institutions.

176 enrollees in Comprehensive Community Services, a 52% increase from 2017.

80% individuals diverted from in-patient hospitalization vs. 64% in 2014.

SERVICES



THC Alternative Solution

Served **109** individuals arrested for THC possession in a court-diversion class with a **95%** completion rate.



Intoxicated Driver Assessments

Assisted **2,856** individuals arrested for Operating While Intoxicated with driver assessments, driver safety plan monitoring, and counseling.



Opioid Recovery Support

Administered **154** vivitrol shots to assist individuals recovering from opioid addiction.



Racine County Jail AODA Program

Supported **83** currently incarcerated participants in a 30-day substance use treatment program with a **97.5%** success rate.

Our vision is a healthy, educated, and empowered Racine County.

Our mission is to promote independence, protect the vulnerable, and encourage wellness.



A group of approximately ten people, including men and women of various ages, are seated around a large wooden table in a well-lit room. They appear to be in a professional or community meeting. The room features a high ceiling with recessed lighting and large windows that let in natural light. The participants are dressed in business casual attire. Some are looking towards the center of the table, while others are looking towards the camera. There are water bottles, glasses, and some papers on the table.

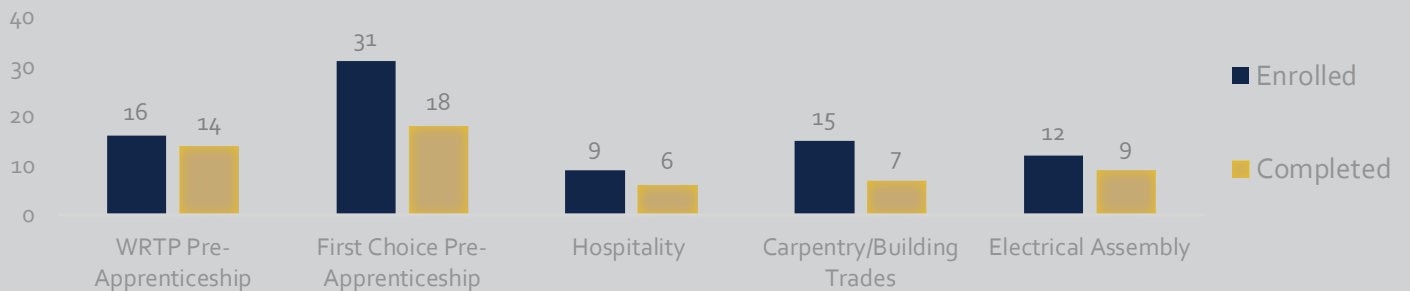
Community Faith Forum

December 13, 2018



Racine County, the City of Racine, and Racine Area Manufacturers and Commerce (RAMAC) collaboratively applied for and successfully received over \$1M to fully fund no-cost training for almost 400 unemployed and underemployed Racine County residents.

Training Enrollments and Completions, First Quarter



WORKFORCE SOLUTIONS

Building a skilled workforce through community and collaboration

Racine County Workforce Solutions partnered with dozens of community and workforce organizations to build a community-wide workforce plan, fully fund short-term trainings for hundreds of residents, and provide critical employment supports to the unemployed and underemployed, incarcerated, ex-offenders, and out-of-school youth.



✓ Building the Workforce of Racine County

Racine County partnered with Racine County Economic Development Corporation (RCEDC) and ManpowerGroup to build a comprehensive plan to address the growing demand for talent. After facilitating discussions with dozens of business and community leaders, Racine County developed strategies and goals to attract, develop, retain, and grow our future workforce across the fastest growing jobs families.

✓ Upskilling the Incarcerated and Ex-Offenders

Windows to Work promotes self-sufficiency for individuals returning to the community after incarceration. In 2018, Racine County in partnership with the Department of Corrections helped 30 individuals develop work-readiness skills, connect with community resources, and gain employment. Short-term, free trainings in mechanical maintenance and repair technician were also provided through a Department of Workforce Development grant with Gateway Technical College instruction.

✓ Providing High-Tech Training

Racine County, Twin Disc, and Leeward Business Advisors led efforts to create StartIT, an innovative technology program offering paid work experience and certifications to underserved, out-of-school youth. Racine County also partnered with the Southeast Wisconsin and Waukesha-Ozaukee-Washington Workforce Development Boards to fund IT training for over 30 residents.

Featured Initiative

UPLIFT 900

"We must get serious about bridging the gap and reconnecting with the community."

- Pastor Melvin Hargrove, Uplift 900 Manager

The City of Racine has faced the highest unemployment rate in the State of Wisconsin for over a quarter century.

Uplift 900 is a new initiative to engage, empower, and employ 900 unemployed City of Racine residents and in theory, close the gap between the city and state unemployment rates.

To help employ 900 Racine residents, Uplift 900 brings local resources such as records expungement, driver's license recovery, and training directly to communities in need.



300+ Attendees

100+ Resources

50+ Hired

30+ Vendors

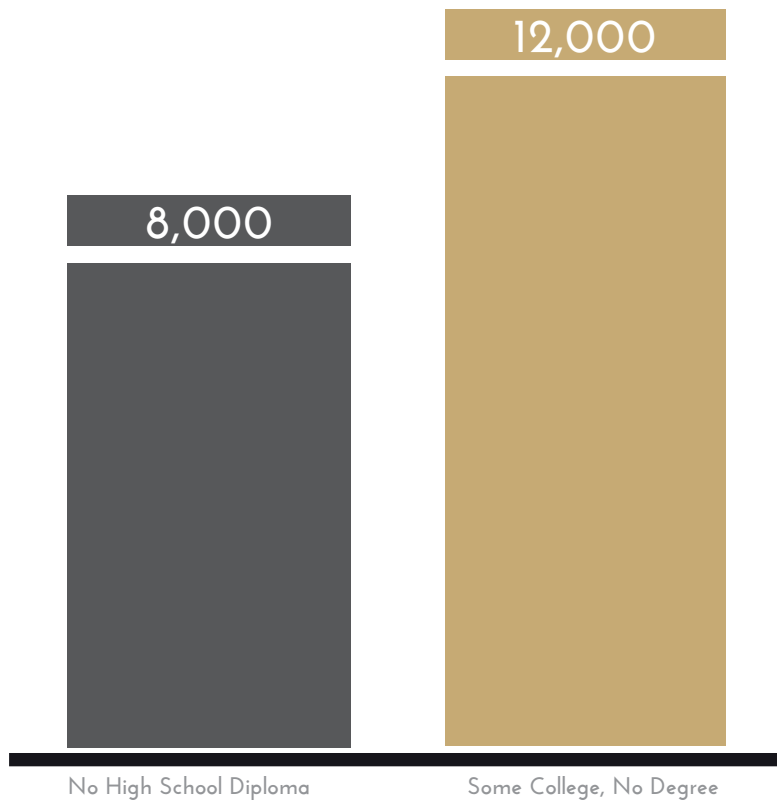


Untapped Potential

Over 20,000 City of Racine residents face educational barriers to high-skill, high-wage employment. This is roughly two in every five City of Racine adult residents over age 25.

Racine County Workforce Solutions and Higher Expectations partnered with UW-Parkside to conduct a labor market analysis of local drivers of unemployment. The study found high school diploma and bachelor's degree attainment as well as parental status as significant drivers of employment.

Educating unemployed and underemployed residents will become increasingly important to meet growing demand for skilled talent.



Source: 2017 American Community Survey 5-Year Estimates, Educational Attainment in City of Racine (U.S. Census Bureau)

Job Fest

Job Fest is a family-friendly, community-based jobs and resource fair providing critical services from work readiness to training and high-wage employment for Racine Area residents.

In 2018, Racine County hosted 3 job fest events at Knapp Elementary, Dr. MLK Jr. Center, and Veterans Terrace (Burlington).

JUVENILE DETENTION

Helping youth learn positive, effective ways to solve problems and resolve conflicts

Racine County Juvenile Detention provides education, medical, and mental health therapy services to address life challenges positively, avoid the Adult Correctional System, and become productive members of society. Below are services offered to youth in Alternatives to Corrections through Education (ACE):



Interactive Journaling

Interactive Journaling is youth-centered, self-driven change, addressing topics such as “What got you here?”, healthy relationships, and individual change plans.



Mind Up

Mind Up is a research-based curriculum offering easy strategies to focus attention, build stress resilience, and develop a positive mindset in school and life.



Aggression Replacement Therapy

Aggression Replacement Therapy is a cognitive behavioral program featuring social skills training, anger control, and moral reasoning to reduce aggression in youth.



Carey Guides

Carey Guides are evidence-based tools to help youth work on identified need areas.

48

Hours per week of on-site mental health professional care

75%

ACE youth do not receive felony charges within one year of release

1st

in the State to develop 180/365 programming

YOUTH AND FAMILY

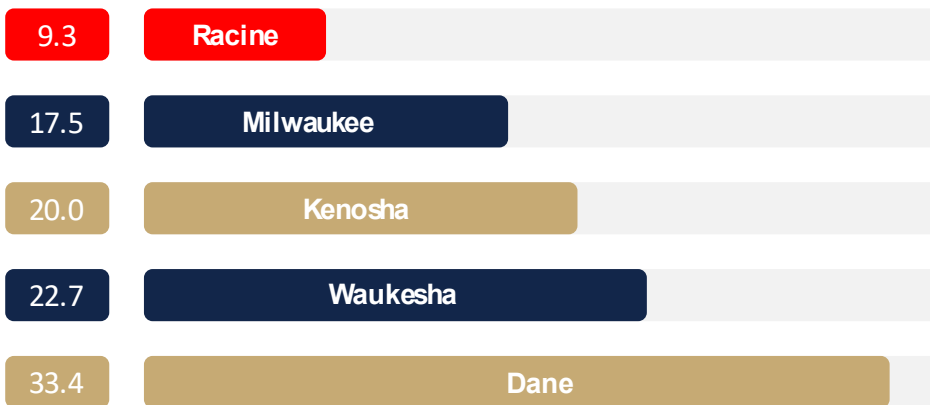
Leading the state in child safety and family stability for reunified children



About Us

Youth and Family aims to keep children safe, families healthy, and build a better community. Each staff member works with families to create long-term, sustainable change so children and families can function together.

Foster Child Re-Entry Rate into Out-of-Home Care by County



Foster child re-entry rate is how much time, if any, elapses before children who have been reunified are re-removed from their family due to new allegations of abuse or neglect.

Racine, one of the 9 largest counties in Wisconsin, has the lowest re-entry rate and is the only county to meet the federal threshold with a re-entry rate below 10%.

New Program: Safety Support

Safety Support uses a child-centered, family-focused approach to intervene with families and manage safety threats. This approach identifies the unique strengths of each child and family; ensures child and family services are individualized, strength-based, culturally sensitive and needs-driven; creates opportunities for positive change; and assesses and monitors outcomes to implement change.

100% of families had no reported findings of additional maltreatment on open cases. 85% of family cases were closed with the child identified as safe.



Featured Initiative

BRING THEM HOME

A Racine County Foster Care Movement

The Racine County Foster Care Program launched a new campaign to help keep Racine County foster children in the community.

The Bring Them Home campaign has two central goals: to recruit and license new foster homes in Racine County and bring back local children who were placed in homes outside the county. The campaign comes as the county has experienced a foster care crisis, seeing both a rise in the number of children placed in foster care and a decline in local foster homes.

Keeping foster children in the community allows siblings to stay together and potentially shortens the length of time children are in out-of-home care. Separating siblings deepens the trauma

facing foster children, who are already forced away from their family home.

The Bring Them Home campaign is a rebranding of the county's foster care work. The effort includes a social media blitz, videos, grassroots outreach, advertising, and much more. Racine County Foster Care also worked with filmmaker Joey Papa, who previously produced a short film, (Un)wanted, about the local foster care crisis.

“ We have developed community partnerships that are able to support foster parents in ways that they didn't have access to in the past. ”

- Kerry Milkie
Youth and Family Division Manager

“

We are so grateful for the tireless efforts of foster families, Racine County staff and community members that manage and coordinate the foster care program.

- County Executive Delagrave

”

✓ **Benefits of keeping children in county**

Community care helps children maintain important relationships with family, school, teachers, friends, and other important supports, improving emotional and mental well-being. Community care also increases the chances of family reunification compared to kids placed outside of their community.

Number of children placed outside community decreased by

49%

In April 2018, Youth and Family placed 92 children outside of Racine County. By early 2019, children out of County dropped by 49% to 47 children.

Number of new foster homes increased by

10%



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