



2019

HUMAN SERVICES

IMPACT REPORT



RACINE COUNTY



TABLE OF CONTENTS

- 03** *Leadership Message*
- 04** *Leadership Team*
- 05** *Fiscal*
- 06** *Behavioral Health Services*
- 07** *Aging & Disability Resource Center*
- 09** *Economic Support*
- 11** *Workforce Solutions*
- 17** *Juvenile Detention*
- 19** *Youth and Family*



Hope Otto
Director

On behalf of 400 dedicated human services personnel, I'm excited to share with you the Racine County Human Services 2019 impact report.

The following pages are a brief snapshot of the support we provide thousands of Racine County families each year. We are extremely proud of the impact we've made and we're always striving to be better. In 2019, our vision of an **Educated, Healthy, and Empowered Racine County** was guided by three principles:

Community Informed Design

As a Human Services Department, we need to partner with our community in order to build upon services, meet resident expectations and engage in innovative practices that will change how we do business. As opportunities arise for our team to serve Racine County through building new infrastructures such as the Secure Residential Care Center for Children and Youth, or adopting new workforce opportunities like the Building the Workforce of Racine County initiatives, working in partnership with the County Board of Supervisors, community members and leadership was essential. This collective work has resulted in amazing opportunities for our residents.

Focus on Prevention

Preventative services are at the forefront of the work we do at Human Services. While we also have safety supports for families, our emphasis on prevention is critically important to the health of our county. Family preservation, building supports for our youth and creating training and educational opportunities is central to our work and how we budget. This is evidenced by our focus on Trauma Informed Care training that has been provided to all the Human Services Departments as well as many of our community partners to ensure that how we approach our work, customers and programs.

Creating a Culture of Excellence

The focus of being an employer of choice has assisted with our retention of employees as well as how we attract new talent. We have surveyed staff to solicit input on best practice, implementation of services and overall work and customer experiences. This information has been critical in how we approach work within our departments to ensure that our staff are happy and that our residents are receiving the highest level of service throughout Racine County.



Kristin Latus,
Deputy Director



Michelle Goggins,
Administrator of Behavioral
Health Services



Travis Richardson
Division Director of
Performance and Analytics



Claribel Camacho,
Economic Support
Manager



Gwen Zimmer,
Fiscal Manager



Kerry Milkie,
Youth & Family Manager



Edward Kamin,
Workforce Solutions Manager



Antonio Chavez,
Detention Superintendent



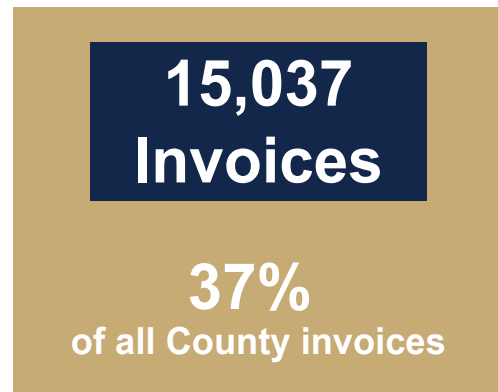
Bethany Tangerstrom,
HSD Data Analyst

LEADERSHIP TEAM

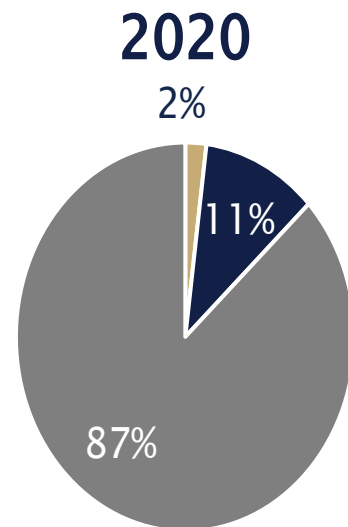
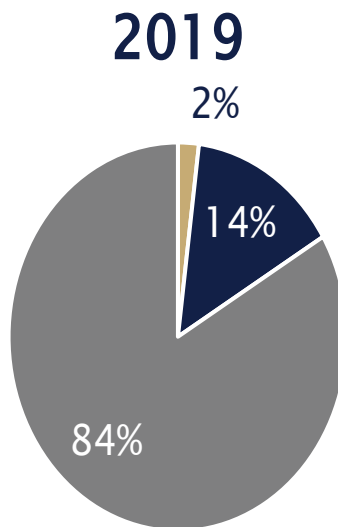
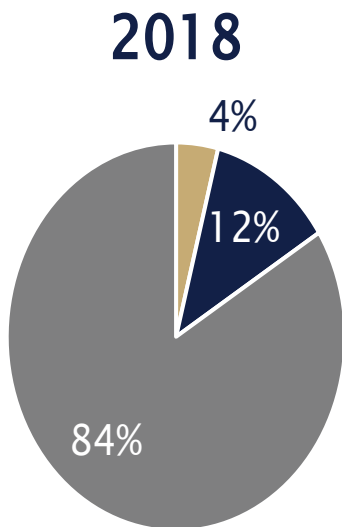
Fiscal

The Human Services Department’s Fiscal division ensures the financial integrity of the Human Services Department by providing fiscal analysis, support services and timely reporting to support the County’s leadership goals.

2019 was a busy year for the Fiscal division. In April, Gwen Zimmer became our new Fiscal Manager. The staff also started a flexible work schedule with some employees working four 10-hour days. They also started a supervisor training program which included giving employees feedback, giving performance reviews, and setting SMART goals. The team also focused on team building with communication and leadership style tests, and numerous potlucks.



Human Services Budget Grant vs. Levy Funding Comparison



■ Reserves ■ Levy ■ Grants

■ Reserves ■ Levy ■ Grants

■ Reserves ■ Levy ■ Grants

Behavioral Health Services

Behavioral Health Services (BHS) provides a comprehensive array of mental health and substance use disorder services including outpatient evaluations, psychotherapy and counseling. BHS has licensed mental health and substance abuse counselors to assist individuals. Additionally, BHS provides services to people who have psychotic disorders requiring services not available through the private sector.

Services

Operating While Intoxicated Driver Program

Racine County Residents who have been convicted of Operating While Intoxicated (OWI) are required to complete an OWI assessment. As part of the assessment, the assessor develops a Driver Safety Plan for the individual. The Plan may involve an alcohol education program, alcohol or drug abuse (AODA) counseling, or a combination of both.

1,388

Individuals Served

Comprehensive Community Services

Comprehensive Community Services (CCS) is a program that provides an array of community-based psychosocial rehabilitation services for children and adults who have a mental health and/or substance use diagnosis. The program focuses on a person-centered approach, building on the individual's strengths

431

Individuals Served

Crisis

Crisis Services provide emergency mental health services 24 hours a day/seven days a week. Crisis staff are available to meet with or talk to individuals experiencing a mental health crisis. Crisis staff will assist in developing response plans to provide information and resources to meet an individual's service need.

1,400

Individuals Served

38,343

Hours of Intervention

SAIL Program

SAIL is a short-term, 13 bed crisis stabilization center for Racine County adults experiencing a mental health crisis. SAIL operates 24 hours a day, 7 days a week. While at SAIL, individuals are closely monitored for safety and linked to resources to address their mental health crisis.

741

Individuals Served

689

*Adults Diverted from
Inpatient Care*

Aging & Disability Resource Center

Aging & Disability Resource Center (ADRC) provides a central source of reliable and objective information on a board range of programs and services. The staff at the ADRC help individuals understand and evaluate the various options available to them. By enabling people to find resources in their communities and make informed decisions about long-term care, staff help individuals conserve their personal resources, maintain self-sufficiency, and delay or prevent the need for potentially expensive long-term care. The ADRC also serves as the single access point for publicly funded long-term care.

Senior Nutrition

The Senior Nutrition program offers a variety of dining sites as well as the Meals on Wheels program.

Meals on Wheels

- * Monday - Friday
- * Homebound seniors receive a nutritious meal and visit at lunchtime
- * Delivered by a volunteer or staff member
- * Gift bags are given to participants to brighten their day during the holidays

24,116

*Congregate
Meals Served*

76,026

*Meals on Wheels
Meals Served*

ADRC Option Counseling

The ADRC has 12 state-certified Options Counselors. These staff are trained to help

- * Individuals with intellectual and/or developmental disabilities
- * Individuals with physical disabilities
- * Seniors to determine what long term care services best meet their needs

Evaluating and matching needs is much more than offering what an agency can provide which is typical of an Information and Referral agency. The ADRC options counselors also help to navigate and streamline access to programs and services and increase awareness of resources so families can make informed choices.

1,700

Option Counseling Sessions

Excellence in Services

"Hello, I met with Ruthie Farmer today for a Medicaid assessment for my father. The paperwork is VERY overwhelming but Ruthie answered every question and was very, very kind. When you have a parent in Assisted Living with dementia it can be very confusing, daunting & depressing to think about whether or not he'll lose his house, how to pay for services and just the process itself. Ruthie was kind, caring but also to the point. Having someone with a kind soul help you through this nerve-wracking process helps tremendously."

MyRide for Seniors

MyRide for Seniors is a program that offers free rides to Racine County seniors 55 and older, who are no longer able to drive. Recent research has identified a tendency for seniors to become less social as their transportation options shrink. MyRide gives a feeling of independence providing rides in private automobiles to and from a destination by a trained volunteer driver.

4,631 Rides in 2019

3,521

Medical Appointments

121

Social and
Recreational

665

Shopping

326

Nutrition



"The program has been invaluable in helping me to get to appointments. The drivers are excellent. Jenny does a wonderful job of scheduling. This is a remarkable program and I hope it will continue to serve non-driving seniors. You are appreciated!"

"I would be lost without your fine service!"

Dementia Care Network

In 2019, the Dementia Care Network provided 4 trainings for community partners. Topics included:

- * Clinical Perspectives on Decisional Capacity
- * Geriatric Cognitive Functioning and Disorders
- * Acute Cognitive Impairment in Delirium, Stroke, and Traumatic Brain Injury
- * Boost Your Brain - 5 Science-Backed Strategies to Enhance Memory and Minimize the Risk of Alzheimer's

All topics were presented by Dr. Michelle Braun, PhD, ABPP, Board Certified in Clinical Neuropsychology.

Training Attendance ranged from 65-80 professionals with 94%-100% positive approval ratings of the presentations

Economic Support

Economic Support provides critical services to an array of populations, including expecting mothers, children, young adults, the elderly, individuals with disabilities, and parents in need of childcare assistance. With the second highest call volume statewide, Wisconsin Kenosha Racine Partnership (WKRP) answers over 93% of incoming calls with an average answer speed of under 5 minutes. WKRP also has one of the lowest benefit issuance error rates and performs in the top three for timely delivery of services.



Excellence in Services

"My case worker was easy to talk to and very friendly. She made it easier to get help while I was struggling to make ends meet."

"Our management is excellent at providing updated information and are constantly improving agency procedures to give us the opportunity to give our customers the best service."

43,639

Applications Received

45,430

Renewals Received

89,069

Calls Answered

Economic Support identifies fraud through daily reports on earned vs. reported income. Within Economic Support, Integrity Specialists complete desk investigations, identify overpayments and defend fair hearings. Investigators review fraud referrals from staff, the Racine County fraud hotline and the Office of Inspector General. Referrals consist of questionable reporting on household composition, employment, and/or fraudulent documentation of residency.

\$169,054

Saved in Front-End Verification

\$930,633

In Claims Established on Over Payments

Front-end verification identifies relevant, unreported client information to reduce and prevent fraudulent public benefits. Claims established on over payments identifies and recovers payments to which clients are not entitled.

99%

Applications were completed in a timely manner

Staff must respond to requests for assistance within the program-specific length of time. For example, Medicaid applications must be processed and completed within 30 days; priority FoodShare applications must be completed and processed by the seventh day after the application date.

Wisconsin Home Energy Assistance Program

The Wisconsin Home Energy Assistance Program (WHEAP) helps low income customers with heating cost, electric costs, and energy crisis. On October 1, 2019, WHEAP began to be administered in-house under the Economic Support Division as opposed to through a contracted agency. This change allows Racine County to have control over how processes and procedures are completed. There is also a better collaboration with other programs within the Human Services' Department. This integration of WHEAP has allowed for an increase in accessibility and a higher level of customer service.

Workforce Solutions

The mission of Racine County's Workforce Solutions is to provide dynamic services that produce work-ready employees for business and community growth.

Children First

A program for non-custodial parents who are behind in child support payments. Enrollees receive coaching on how to find and maintain employment to help support their children.

Commute to Careers

Provide low cost rides to individuals to and from employment or training who do not have access to private or public transportation.

Fast Forward Trainings

Provide free training for Racine County residents across in-demand occupations that offer family sustaining wages.

Training Grounds Coffee Shop

Training Grounds coffee shop provides employment and training opportunities to Racine County residents who are seeking to increase their work-readiness skills.

Windows to Work

Windows to Work (W2W) reentry program utilizes a Cognitive Behavioral Intervention curriculum to help justice involved individuals address their criminogenic needs that can lead to recidivism. The program's goals are to help individuals improve social interactions, increase employment opportunities and improve job retention, and to reduce recidivism after release from incarceration.



Building a Skilled Workforce

Program and Department Collaborations

Megin Jorgensen began working with Racine County Workforce Solutions with the Children First program. She was searching for employment to support herself and her son. Her Children First case manager, Denise Price, felt that she would be a good fit for the UMOs Transitional Jobs program which provides subsidized wages for individuals trying to get back into the workforce. She was interviewed and hired as a part-time staff performing clerical work for Racine County's Youth and Family Division. Very early on Megin proved herself with her outstanding work ethic, upbeat personality, and reliability; Racine County offered her the full-time receptionist position at the Racine County Dennis Kornwolf Service Center.



Megin demonstrates the true mission and goals of Racine County Workforce Solutions and the power of collaboration between different programs and divisions.

TRAINING GROUNDS

Training Grounds, located at 1717 Taylor Ave, is a coffee shop that provides employment and training opportunities to Racine County Residents who are seeking to increase their work-readiness skills

Paula began her internship as a Training Ground's barista in October 2019. She impressed the owner of The Grind Coffee during his visits to Trainings Grounds that he hired her at his coffee shop located at Gateway Technical College.

COMMUNITY WORKFORCE INITIATIVES



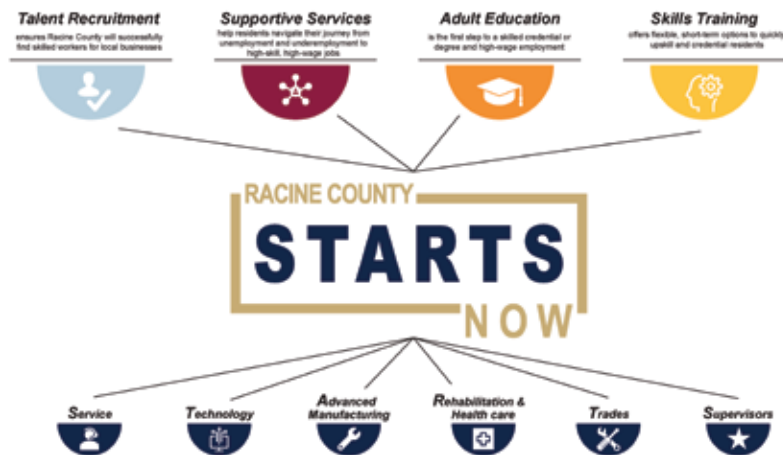
Racine County brought together over 150 local business, nonprofit, faith-based, and education leaders at community talent luncheons and strategic focus groups to discuss how our community can best attract, develop, retain and grow our future workforce.



Community Talent Luncheons

Over 54,000 Racine County residents face barriers to high-skill, high-wage employment such as lacking a high school diploma or post-secondary credential, limited soft skills, or possessing a criminal record. For example, 32% of Racine County residents have a high school diploma yet only 18% of jobs require one. Conversely, only 24% of Racine County residents have a bachelor’s degree, a requirement for more than half of all jobs. At the same time, Racine County anticipates a shortage of roughly 5,500 skilled workers by the end of 2021.

The six fastest growing job families form STARTS, a foundation to develop sector-specific strategies and metrics, as well as track community progress toward filling critical talent roles.



To learn more about Racine County’s untapped talent, growing demand for skilled workers, and strategies and metrics to best attract, develop, retain and grow our future workforce, check out the Building the Workforce of Racine-County Plan at https://drive.google.com/file/d/1F2HlrpYwz9vtiDaEzb2q_-vD4sKDhyq6U/view?usp=sharing.

Commute to Careers

Racine County, in partnership with Higher Expectations of Racine County, received a grant to provide low cost rides for individuals to and from work or training. Racine County partnered with Community Health Transit to provide \$1-\$2 rides for low income individuals whose job or training could not be accessed by public transportation. The limited time rides give participants adequate time to find permanent transportation solutions.

126

Approved Applicants

4,867

Rides Provided

28

Employers Served

Job Fest

On August 22, 2019, Racine County organized a family friendly community job fair at Julian Thomas Elementary School as part of Racine County's Uplift 900 initiative. The goal was to bring employers and community resources to convenient and accessible locations for City of Racine residents. This was the 4th Job Fest that Racine county has hosted and was one of the most successful and well attended.

272

Attendees

19

Employers

21

Community Resources



Increased Focus and Funding on Untapped Populations

In 2019, Racine County was able to secure additional XXX funding to continue its efforts to better serve individuals with re-entry from prison, and non-custodial parents who have fallen behind on their child support obligations by expanding Windows to Work and creating Elevate.

Windows to Work

Windows to Work received additional funds to hire a new Windows to Work Coach to work with inmates, ranging from 18-24 years old, who will be releasing from the Racine Youthful Correctional Facility. New Funding allows Racine County to provide services to an additional 45 individuals.



ELEVATE

Racine County was one of five countries chosen to participate in a demonstration project from the Wisconsin Department of Children and Families. The grant was rewarded to Racine County in Fall of 2019 to provide a more holistic approach to non-custodial parents who have missed at least one child support payment. Participants in the program receive job assistance, parenting and education services, and child support services.

Juvenile Detention

Racine County Juvenile Detention's mission is to provide the highest quality of structured care to our youth through a variety of policies and procedures, creative programs and services that teach accountability and provide protection to the community. Our vision is to further the development of positive social skills for the youth and families that we serve and to advance the overall safety of the community in which we live.

Medical and Mental Health Services

Health and psychological assessments are performed during the first 24 hours. Both onsite nursing and weekly doctor visits with 24-7 on call MD services.

1057

Medical Visits in 2019

142

Doctor Visits in 2019

1801

Mental Health Visits in 2019

122

Groups Receiving Mental Health Services

Alternatives to Correction through Education (ACE)

ACE is a juvenile court program mandated by a juvenile court judge in conjunction with Racine County Human Services where qualified juveniles receive programmatic services in lieu of being sent to Wisconsin State Corrections.

Mind Up Service

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.

Carey Guides Service

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

Interactive Journaling

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

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.

OUTCOMES

Average stay for ACE completers **148** days

Family program rating



4.35

Family Participation

100%

4.5 - 5.5

Average amount of academic credits each ACE participant earns

Racine County is actively considering the construction and operation of a Regional Youth Justice facility to replace the current 4th floor Juvenile Detention Center. In response to State legislation, the construction would be primarily funded through the State of Wisconsin allowing for the opportunity to construct a 48-bed state of the art facility with minimal local taxpayer dollars. The Racine County Secured Residential Care Center for Children and Youth (SRCCCY) would serve Racine County youth as well as our surrounding counties. This model will allow for greater emphasis on education and vocational skill development and incorporate trauma informed design and programming.

Advisory Committee for Youth Justice

In March 2019, Racine County Executive, Jonathan Delagrave, convened the Youth Justice Advisory Committee to participate in the preliminary planning for space needs and programming for the proposed SRCCCY. Community and civic leaders were appointed to the committee and individual citizens were encouraged to attend the advisory meetings. The Advisory Committee met four times with vigorous discussions regarding the challenges to carrying out the mission, the regional commitment and support available and the design considerations for the building and its implications for programming. The Advisory Committee came up with numerous recommendations.



Grant Application Submitted

In June 2019, Racine County Human Services submitted the application for funding to the Wisconsin Department of Corrections. Attached to the application were numerous letters of support from judiciary and law partners, the school district, and surrounding counties.

Racine County Human Services is excited about this opportunity to enhance the already robust services in our Youth Justice Division with the appropriate physical plant to support a more therapeutic setting

Secure Residential Care Center for Children and Youth

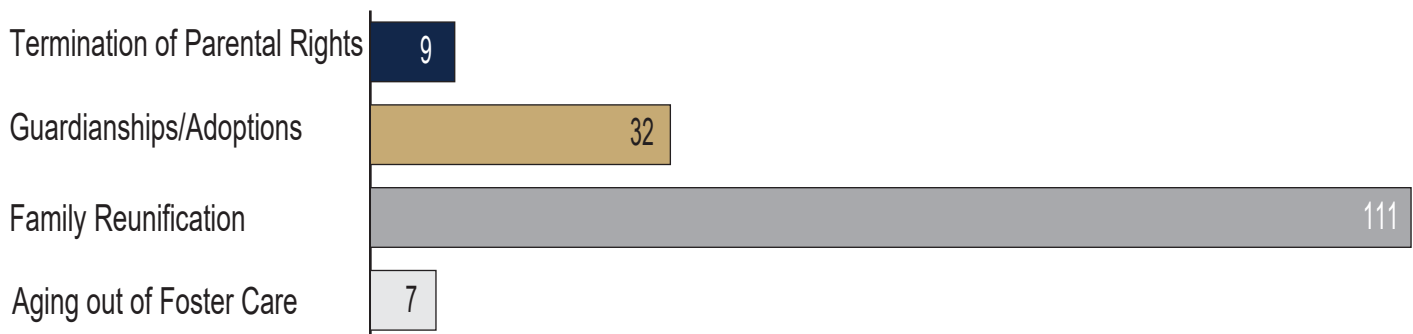
Youth and Family

The Youth and Family Division of the Racine County Human Services Department is made up of several units. While each unit appears to concentrate on separate things, the reality is that we all have the same goals - safe children, healthy families, and a better community. Children, youth, and families that enter the Youth and Family Division, for the most part do so involuntarily. Each worker within the Youth and Family Division works with these families to create long-term, sustainable change, so that children and families function well without the support of the Human Services Department.



While most youth and parents enter the Youth and Family Division under tough circumstances, Racine County is a State leader in creating sustainable change within families -- achieving the best results in all of Wisconsin in terms of reuniting families and keeping them together. The County has also been at the forefront of a statewide shift in addressing delinquent youth and implemented a Trauma-Informed Care initiative to get to the root of many families' challenges.

Out-of-Home Discharges





Alternative Response

In Child Protective Services (CPS) there is a two-pathway system for screened-in cases. The one pathway, Traditional Response (TR), workers determine if child abuse and/or neglect occurred. This is a maltreatment determination. In the second pathway, Alternative Response (AR), assessments do not have maltreatment or maltreater determinations. AR cases are less severe and less likely to need collaboration with law enforcement or courts.

168
Alternative Responses

Safety Support

Safety Support staff play an important part in ensuring the safety of a child through intensive monitoring of the family, ongoing assessment of parental protective capacities and coordination of services as needed. Safety Support staff allow Racine County Human Services Department to better assure child safety, fully assist families in changing the conditions that make their children unsafe, and further enhance a child's well-being.

365
Families used Safety Support

Family Connects

Family Connect is a community-wide visiting home nurse program in partnership between Racine County Human Services, the Central Racine County Health Department, Ascension and United Way of Racine County for all parents of newborns in Racine County. This program supports parents by bringing health providers, community resources and families together. The mission of the program is to enhance family and child well-being by nurturing the whole family and supporting the child's growth.

488 Family Connects Referrals

251
Parent & Child Health

210
Parent Emotional Well Being

14
Family Violence

13
Substance Abuse

Credible Messenger

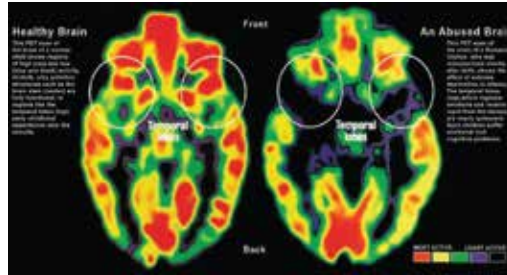
The ability of youth to engage in and connect with community supports that help to build social capital and support economic and social-emotional stability is minimized if those presenting the message are not credible. Credibility lies in the ability to create a relationship based on similarities, an understanding of where youth come from, an understanding of involvement with the justice system that youth can appreciate and the ability of the messenger to communicate with the youth. The Credible Messenger program partners with the youth, families and the case manager to serve as a guide, mediator and mentor, and assist the youth in becoming capable of functioning within the community without further involvement in the justice system, support the youth's well-being, help youth to change or break generational cycles and alter challenging life circumstances.



The above picture is from December 19, 2019, when Racine County Leadership met with Antonio Fernandez, formerly known as “King Tone” of the Latin Kings gang. Antonio (fourth from left) now works to help at-risk youth, and today he shared an inspirational message about transforming our youth justice system. Antonio is part of Racine County’s Credible Messenger program.

Trauma Informed Care

According to the Centers for Disease Control, childhood experiences impact adult actions and choices by affecting brain development. Adverse or negative childhood experiences can impair social, emotional and cognitive development, which increases risks for disease such as addiction issues, health problems, low life potential and even early death. These experiences, whether it be abuse, neglect, the loss of a loved one, financial stress or any unavoidable traumatic event, can have an impact on how young brains grow.



In order to address this issue within Racine County, and to increase protective factors with the children and adults that come through our doors, we partnered with SaintA of Milwaukee to deliver Trauma Informed Care (TIC) training to individuals and agencies throughout Racine County – starting with staff at the Human Services Department. ***During 2019, Racine County provided trainings to 559 individuals!***

Racine County's commitment to the ongoing work of Trauma Informed Care training and implementation has not gone unnoticed. The State of Wisconsin, Department of Health Services' Trauma and Recovery Project have chosen Racine County to participate in a Train the Trainer program for a Trauma Parenting Curriculum. These individuals were trained in the curriculum and completed the first of the training series in 2019. Racine County is excited to be included in this additional project and the opportunity to share the positive, forward-thinking work that we are providing.

Excellence in Services

"I want to thank you for offering Trauma Informed Care (TIC) classes for those in our community, beyond county workers! Investing significant resources to become a "trauma aware" community is a forward-thinking way to build common language, create more evidence-based care, and to get some of the current science on how our brains are impacted and potentially re-impacted by trauma. I believe this is a great investment and will pay dividends in the ensuing years. Again, thanks for what you are doing to make Racine a better place to live!"

"I always knew trauma was an issue in our society, but I often overlooked the seriousness of it. The Trauma Informed Care training was an eye opener for me, I was able to view people/clients from a different lens. I believe bringing awareness is important, it also unlocks the door for other much needed conversations our County must have."

Dennis Kornwolf Service Center

1717 Taylor Avenue
Racine, WI 53403

262.638.6353

