

Racine County Human Services Department

2004 ANNUAL REPORT



DEPARTMENT MISSION

The Mission of the Racine County Human Services Department is to foster healthy, self-reliant individuals and families. We are committed to supporting a sustainable community using methods that:

- Promote independence
- Strengthen Families
- Encourage Healthy Behavior
- Provide services of value to taxpayers
- Protect vulnerable children, adults and families

Racine County Human Services Department
2004 Annual Report

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The Adult Services Division consists of three distinct areas of service: Aging Unit, Long Term Support Unit, and Mental Health/AODA Unit.

Aging Unit

The Aging Unit programs consist of the Older American's Act, Community Options Program (COP), Alzheimer Family Caregiver Support Program, Carrier Alert Program, Community Integration Program (CIP)(as it relates to nursing home relocation) and Elder Abuse. During 2004, there were 458 referrals for service to the Unit. Of those, 104 referrals were for the State mandated pre-assessments for anyone entering a Community Based Residential Facility and 86 referrals for Elder Abuse.

Congregate and Home Delivered (Meals on Wheels) Program - Congregate Meals served 51,346 meals to 773 participants. Home Delivered Program served 82,769 meals to 559 participants. Low participation sites were closed during the year and new sites were opened to achieve a higher rate of return. In 2004, three satellite meal sites were opened. These sites served a total of 1,614 meals.

COP and COP-Waiver - During 2004, the Aging Unit completed 268 assessments. Also in 2004, the Aging Unit served 191 participants in the COP-W program. Another 395 participants were served in the COP program. As of 12/31/04, there were 157 COP-W cases and 97 COP cases. This is a point in time count as there is a high turn-over in the number of people being served. Currently, 58 elderly individuals are waiting for COP funding for Community Based Residential Facility placement. In 2004, staff successfully implemented a State mandated computerized functional assessment tool.

Long Term Support

Adults with developmental and physical disabilities are provided a variety of support services in the community which include community based day programming, supported employment, specialized transportation, facility based vocational training, residential living options, and case management services. During 2004, assessments were completed on 202 adults with developmental disabilities and 110 adults with physical disabilities. In 2004, RCHSD contracted out case management for non-elderly CIP and COP cases.

In addition to community based services, Racine County has a number of disabled residents living in one of the three state centers for the developmentally disabled; 13 in Central Center and 32 in Southern Center. The 3 residents that resided in Northern Center were successfully moved into the community. Movement occurs as staff are able to arrange for sufficient support and funding for a safe living arrangement.

Children with long term support needs are also served by this unit, since their needs are often similar to the adult needs. The Family Support Program provides service to 155 eligible children. These services include: respite care for parents, specialized recreation, adaptive equipment and specialized therapy.

In 2004, Racine County implemented the Children's Waiver Program for Autism. This new program provides funds to pay for intensive treatment for children with autism for three years and ongoing support services until they turn 22. Fifty-two children currently receive this service in Racine County.

Adult Services (Disabilities)

The Birth to Three Intervention program provides services for infants and toddlers with developmental delays or disabilities until their third birthday. In 2004, 321 children were referred for Birth to Three services. The Department of Health and Family Services oversees the program and has developed rules that specify requirements. Eligibility is based on a diagnosed disability or significant delay in one or more areas of development. These areas include learning, communication, social/emotional, and adaptive. Parents must pay a portion of the cost of the program.

Mental Health Services

Chapter 51 of Wisconsin State Statute defines the procedure for the commitment of mentally ill, developmentally disabled, or drug dependent individuals who are a danger to themselves or others because of their actions or acts of omission. The Department is responsible for providing various services for these individuals.

In 2004, 1,446 individuals received some form of assistance from the AODA/Mental Health Unit due to issues associated with mental illness. Types of services available include the Community Support Program, vocational services, and crisis services. Even with this array of community services, some individuals with mental illness require inpatient psychiatric hospital care. The cost is a major expenditure for the mental health budget. The cost for 2004 was \$1,327,332, which reflects a decrease from 2003 of 18%

In 2004, RCHSD contracted with Transitional Living Services to provide Crisis Center services for the community. There were 579 admissions to shelter beds this year. In January of 2004, RCHSD was certified as a Medicaid provider of Crisis Services, allowing RCHSD to bill Medicaid for service provision to eligible persons.

Child Protective Service

Investigation of physical abuse, neglect and sexual abuse is the responsibility of the Child Protective Service Investigation Unit. During 2004, 1530 Child welfare referrals were received. Referrals had been declining since the mid-1990's, 2004 demonstrated an increase of 12% in child welfare referrals over 2003. The increase over the past two years is even more dramatic; with an increase of 33.5% between 2002 and 2004. Many factors may influence these numbers including statutory changes and clarification from state authorities.

The Child Protective Services Case Management unit provides direct intervention services primarily to families and children for whom a Child in Need of Protection and Services (CHIPS) finding has been made. Many of these children are living in out-of-home placements such as foster care, treatment foster care or residential treatment facilities. The primary responsibility of the unit is to ensure the safety of children, while working to achieve permanency for them. Wisconsin statutes provide only five permanency options: return to parents, placement for adoption, guardianship, permanent placement with a fit and willing relative, independent living, or long term foster care. During 2004, 50 family reunifications were achieved, 30 TPR's (termination of parental rights) were completed opening the way for adoption, and 17 Guardianships were completed.

Children Come First

One of the most significant needs for children and families in the Child Welfare system is mental health services. CCF is a supportive, wrap-around program provided to families of children with serious emotional disturbances. Children and families receive intensive in-home mental health treatment services and case management is provided while on the wait list, during their program participation and after discharge from treatment. In 2004, a total of 158 family members received case management support. Of the 15 children receiving in-home treatment services, 13 were able to remain in their homes.

Kinship Care Program

The State of Wisconsin provides supplemental payments to relatives caring for children through the Kinship Care Program. The HSD Kinship Care Coordinator is responsible for determining whether applicants meet the criteria which includes the degree of relationship, the criminal background of the applicant and the environment of the home. The program enables many children to remain in the homes of relatives rather than being placed in foster care. The Kinship Case Manager administers the program for an average of 320 children.

Foster Parent Recruitment and Licensing

Recruitment and licensing of foster parents and management of foster care placements is the responsibility of the Foster Homes specialist and two Foster Care Case Managers. In 2004, the Foster Care unit licensed 47 new foster homes, conducted 60 re-licensing studies/amendments, coordinated 217 foster home placements and investigated 47 foster home complaints and concerns.

Youth and Delinquency

The Youth and Delinquency Case Management Unit provided juvenile intake, court services and case management to 1033 newly apprehended youth in 2004, in addition to carry-over cases. Seventy-five percent of apprehensions involved juveniles between the ages of 14-16. Fifty-five children ages 6-9 were apprehended, however they were too young for a delinquency finding. Consequently, they were handled as either a CHIPS or JIPS (child or juvenile in Need of Protection or Services).

	2001	2002	2003	2004
Apprehensions	2423	2156	1884	1907
Correction Admits	57	103	99	62
Avg. Daily Corrections Pop.	39.6	46.8	65.1	38.2
Cost of Corrections	\$2,319,471	\$3,445,928	\$4,931,874	\$3,138,338

Corrections is not the only out-of-home costs incurred for youth in the Juvenile Justice system. Recommendations for out-of-home placements for all children, including those in the child welfare system, as well as juveniles adjudicated delinquents, are based upon several criteria: the child's needs; safety of the community and child; parents'/caregivers' ability or willingness to supervise the child; the availability of effective programming within the community. The following table reflects the cost of various out-of-home care for all children.

	2002	2003	2004
Foster Care	\$2,882,400	\$2,718,180	\$2,750,515
Group Home	\$541,426	\$614,475	\$495,780
Residential Treatment	\$2,926,947	\$2,987,356	\$2,043,340
TOTAL	\$6,290,773	\$6,320,011	\$5,289,635

New Initiatives

Alternatives to Corrections Through Education (ACE) provides a strong component of education and individual improvement programming within the secure confines of the Racine County Juvenile Detention Center. Juveniles must be facing the prospect of a correctional placement and willing to participate in an intense 130 day program. In 2004, 47 youth were served in the ACE program; 21 successfully completed all phases of ACE and 15 were carried over into 2005. The average ACE completer, earned an average of 3 school credits during program participation.

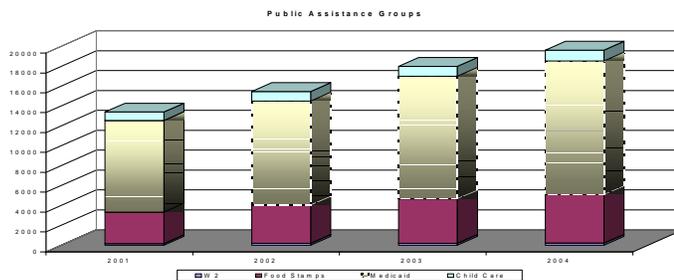
New Initiatives

Saturday Reporting Center funded through Disproportionate Minority Confinement funds, began operation in September, 2004. It is open each Saturday morning and provides case managers with an alternative consequence for youth who violate their court orders. This program can be utilized in place of the 72 hour detention hold. Youth can be required to attend the Center for up to five consecutive Saturdays. Activities provided within the Center include tutoring, study skills training, career goals, consequences of irresponsible behavior, job interview/employment, skills for daily living, immediate rewards for responsible behavior. In it's four months of operation in 2004, the center served 78 youth.

Afternoon Reporting Center (ARC) - In October, 2004, the Human Services Department was awarded a federal grant from the US Department of Health and Human Services to establish an Afternoon Reporting Center for adjudicated delinquent youth that have an alcohol or drug abuse diagnosis. Youth must be nearing release from corrections, detention, a group home or residential treatment facility or at risk of being placed in such a setting. The program will start in March, 2005.



The Financial Assistance Division is responsible for determination of eligibility and monitoring of public assistance benefits. The high unemployment rates in Racine County continue to be reflected in the growing assistance caseloads. During 2004, the number of assistance groups grew to 19,628, a 10% increase over 2003. The number of unduplicated cases rose from 11,353 in December of 2003 to 11,944 in December of 2004.



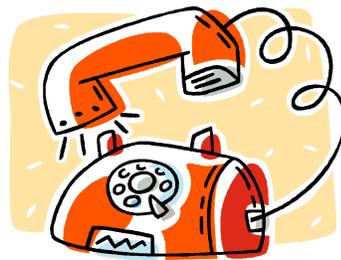
In 2004, 3,449 children in 1,975 families received assistance in paying for child care for employment or participating in an employment search program through the Wisconsin Share's program.

Emergency Assistance helps families facing a housing emergency caused by fire, flood, homelessness, impending homelessness and homelessness or impending homelessness caused by domestic abuse. In 2004, 359 adults and 727 children were served by this program. Total benefits paid were \$151,512, up 13% over 2003.

Wisconsin Home Energy Assistance Program provides payments for heating oil or natural gas to families and individuals. In 2004, 4,318 households received assistance.

New Initiatives

In 2004, the Financial Assistance Division implemented a Change Reporting Center. Customers are given a single designated phone number to call to report changes. A team of designated staff answer phone calls from customers to report changes. Calls are answered in both English and Spanish and the Change Center is accessible by email and fax as well as telephone. The CRC enables the Division to provide better customer service, as callers are able to speak with a worker rather than being forced to leave voice mail messages, as our heavy processing workload frequently requires. The accuracy of information is also improved, as workers are able to ask all relevant questions in a live conversation, rather than receiving incomplete or unintelligible names and phone numbers.



In addition, the Change Reporting Center enables the division to distribute and manage the workload more efficiently. Financial Employment Planners and Economic Support Specialists are able to spend their time interviewing applicants and recipients and completing the resulting case processing with few interruptions.

Financial Assistance

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Mission Statement

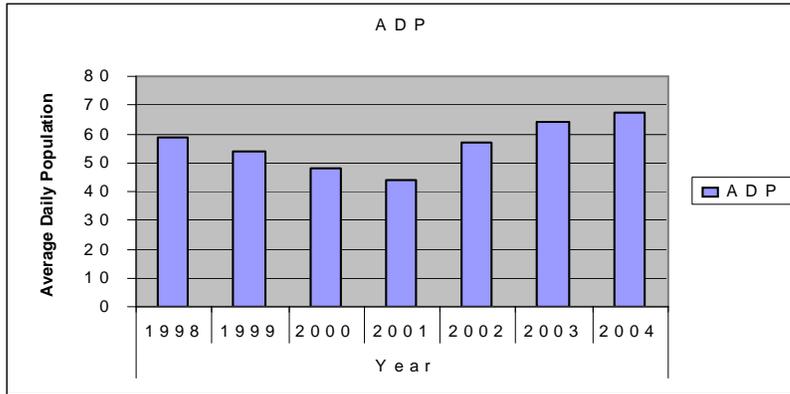
It is the mission of the Racine County Juvenile Detention Center to provide a safe, secure and positive environment for all juveniles in detention. To protect juveniles from harming themselves or society. To facilitate and to attend the daily needs of juveniles while in custody at the Center.

The Juvenile Detention Center has gone through many changes during 2004. The center changed superintendents and many policies and functions in the center, from how staff are scheduled, to how incidents reports are monitored, to incorporating new intake procedures, just to mention a few.

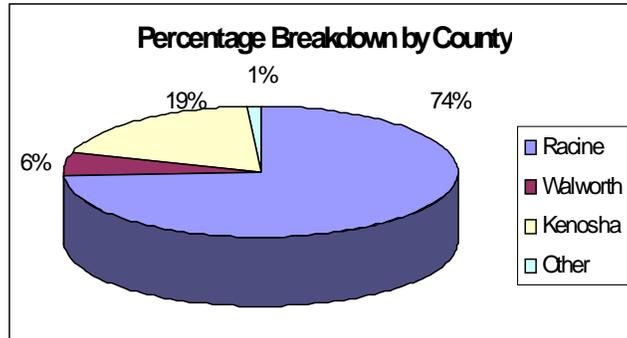
The Detention Center continues to offer meaningful programs for juveniles. The ACE program has become a good partnership between the detention staff and ZCI. Programs with Racine Unified School District are offered on site.

Average Daily Population

During 2004, the average daily population was 67.3. This was the highest average we have had in detention in the past 7 years. This can be attributed to the addition of the ACE program participants, who previously would have been incarcerated in state correctional facilities.



Racine County provides secure detention services to both Kenosha and Walworth Counties and at various times with other municipalities in emergency situations.



Juvenile Detention

Workforce Development

Racine County is in transition; moving from an economy heavily dependent on manufacturing to one that will increasingly be dependent on knowledge, and technical and service skills. It is critical that local education, employment, support, and training programs serving businesses and job seekers be driven by a well defined strategy appropriate for the new realities Racine County faces.

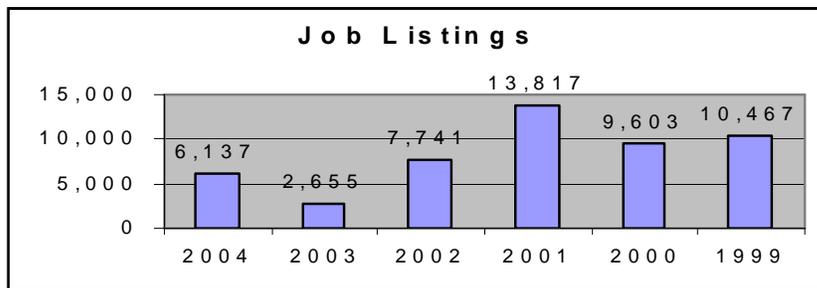
The Racine County Workforce Development Board is the governing body in Racine County assigned to provide the strategic direction that guides the cutting edge and innovative initiatives launched to meet the needs of job seekers and employers. The board oversees our local Workforce Development system, known as the Racine County Workforce Development Center, which encompasses a broad spectrum of employment and training services. Services to job seekers and businesses are available through two centers: Racine Workforce Development Center and the Burlington Service Center.

The 21st century presents a very different world. Life-long learning and having several different careers is now a reality. Today workforce training is an “economic” issue and the board and staff of the Racine County Workforce Development Center are proud to share our 2004 accomplishments in meeting the directives of our mission: “to promote the economic prosperity of our community through the provision of quality services to employers and job seekers.”

Applicant Recruiting and Job Listings

Through the WDC Business Services Team, employers can list their job openings on a computerized state job listing service; JobNet. Job Net is available through the Internet and touch screen computers. This system provides employers with extensive exposure to local, state, and national job seekers, Racine County employers listed 6,137 job listings with the WDC in 2004 – a 230% increase compared to 2003. The chart below illustrates job listings over the past six years.

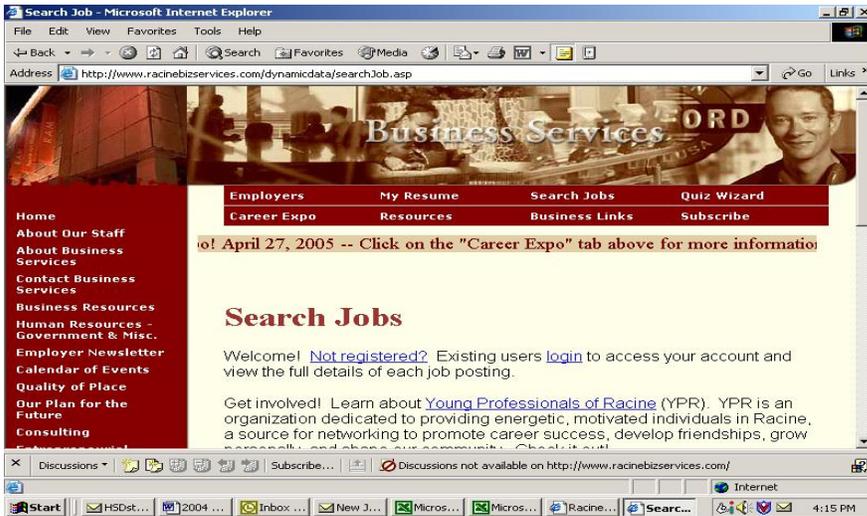
The Workforce Development Center developed and launched a Business Services



website in February 2004! It is a dual-purpose site that provides ongoing, current information on business services available for Racine County employers and also holds a job board for professional jobs and professional job seekers – www.racinebizservices.com or www.racinerecruit.com.

Both sides of the site are truly interactive with their business and professional job seeker customers. The business site features a monthly newsletters and the most current information on services available to the business community by WDC staff or partner organizations. During 2004, 165 employers and 639 job seekers registered on the site. The site averages 101 sessions per day.

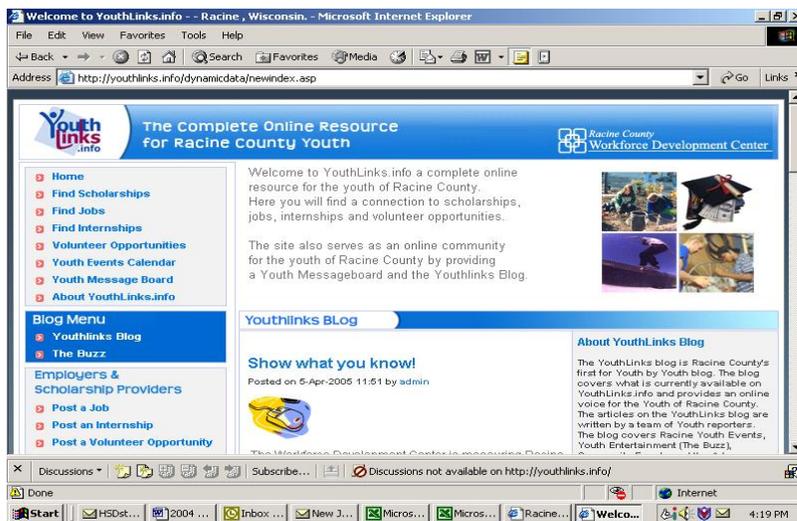
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Job seekers have the ability to post their resume, track the number of times their resume has been viewed by a prospective employer or they can suppress their name and address from being viewed by prospective employers. Additional site features include: career advice, featured companies, sample letters and resumes, and other resources. Racinebizservices.com received the Racine Technology Organization's Crystal Mouse award based on the content and layout of the site.

Youth Services

Racine's premier online resource for youth related resources Youthlinks.info



served as a training vehicle and youth voice venue for Racine County. The site is entirely maintained by college interns and high school reporters. Community events were reviewed and highlighted and the site provided access to information on jobs, scholarships, internships and volunteer opportunities. The most popular pages within the site were events and job listings. The site averaged 600 hits monthly in 2004

Workforce Development

Knowledge Worker Initiative

In 2004, the Professional Services initiative was launched to recruit and retain knowledge workers in Racine County. A Professional Career Services Consultant was added to our staff to provide direct services to job seekers with a two year degree or higher. This initiative has been a huge success. During 2004, 476 knowledge workers were connected with local employers, and 31 professionals advanced their careers or obtained employment and dozens more were referred to employers matching the candidate's career goals.

Workshops and Seminars

During 2004 the Workforce Development Center presented 452, workshops, with a total of 3,523 customers attending in Racine and 36 workshops were presented in Burlington with 91 in attendance. Thirty-three outreach workshops were conducted with 504 customers.

In partnership with the Small Business Development Corporation (SBDC) a new seven workshop series: "Pre-entrepreneur Workshops" to address fundamental skills needed before initiating a business plan was launched in January. The WDC and the Racine Small Business Development Center continue to offer First Steps in Starting a Small Business workshop which focuses on key components needed to start a small business.

The Workforce Development Center offers lunch hour workshops that provide employers with business and human resources information on a variety of topics. During 2004, 16 employer workshops were held with 457 in attendance

Career Discovery Center for Youth

In 2004, the WDC serviced 8,222 youth customers. The majority were provided career discovery services with approximately 75% in school based settings. Services are provided in high school, middle school, and grade school settings. Topics covered included general career exploration, web based career tools, goal setting, skill discovery, and applications.

Academic Improvement

In the Academic Improvement Center, customers can access computerized instructional and occupational programs. Learning 2000 Lifetime Library is utilized for basic skills instruction. It consists of a series of comprehensive Windows 95 multimedia programs in reading, writing, math and algebra, which also incorporates history, science and English. Six hundred and nine students received basic skills instruction in 2004.

The afternoons and evenings in the Academic Improvement Center, offer the opportunity to improve computer and keyboarding skills. The lab offers computer based tutorials for Microsoft Word, Excel, Access, PowerPoint and Outlook in the afternoons as well as an Intro to Computer class on Monday and Wednesday afternoons. 296 customers participated in the afternoon computer programming. Nine computer software classes are offered in the evening from 5-8 p.m. and 281 customers participated in the classes. Each software program is 12 hours of instruction and learning.

Services to Veterans

The County Veterans Service Office was incorporated into the Workforce Development Center in 2004 and a new functional team was developed – the Veterans Services Team. The team provides benefits, employment and training assistance to Racine County veterans. The County Veterans Office processed in excess of 725 applications in 2004 (Federal and State) crossing a very broad range of issues including disability pensions, loans, education, healthcare, death benefits, burial flags, grave markers and widow pensions. The unit scheduled firing squads and buglers for 140 funerals during 2004

The Disabled Outreach representative provides employment and training assistance for veterans with service connected disabilities. The Local Veterans' Employment representative coordinates employment and training services for all other veterans. In 2004, the program provided employment services to 211 veterans and 24 received intensive case management services.

Workforce Investment Act

The Workforce Investment Act (WIA) is a program offering job search and training assistance for individuals who have not been successful in obtaining employment through the core services offered at the Workforce Development Center. WIA consists of three distinctly separate programs: Adults, Dislocated Workers, and Youth.

In 2004 the WIA Employment Consultants responded to layoffs and plant closings. WDC staff made presentations for employees of the following companies: Fresh Brands (Piggly Wiggly), CHN, and Color Arts.

The WIA program emphasis is on the most immediate path to re-employment. The Employment Consultants work closely with the customer to evaluate their job seeking skills and the range of employment opportunities they may be qualified for. Re-training is an option if the customer has outdated skills which limit their ability to compete in the current labor market. During 2004, 359 customers received one-on-one assistance from the WDC's Employment Consultants and 71 obtained employment. During 2004, 134 WIA customers were authorized for some level of training at a total cost of \$133,671 or an average of \$998 per customer compared to 95 customers in 2003 at a total cost of \$112,994 or an average of \$949 per customer. The type of training authorized corresponded to the list of high wage/high demand occupations designated as priorities by the Racine County Workforce Development Board.

Children First

Children First is designed to assist non-custodial parents in arrears with their child support payments to obtain employment and commence making regular support payments. These individuals are court ordered to participate in the program. During 2004, 581 non-custodial parents were enrolled in the program, and 250 non-custodial parents obtained employment at an average wage of \$7.71 an hour compared to \$7.42 an hour in 2003. During the year the Children First Jail Program provided services to 194 child support inmates and enrolled 61 in the Children First Program. The program assisted 22 of the 61 inmates in obtaining employment at an average wage of \$7.71 an hour compared to \$7.18 an hour in 2003.

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Financial Information

As noted in this Annual Report, a significant number of new initiatives were implemented during the 2004 aimed at enhancing our service to residents of the county, while also providing cost effective alternatives to our mandated programs. As a result, the Department was successful in reducing the county costs to Human Services.

Revenue					
	2004 Actual	% of total		2004 Budget	% of total
County Costs	\$ 7,235,941	14%		\$ 8,198,173	15%
Intergovernmental Contracts	\$ 41,787,825	79%		\$ 44,065,392	78%
HSD Stabilization Reserve	\$ 832,866	2%		\$ 832,866	1%
Detention Collections	\$ 495,078	1%		\$ 554,247	1%
Other Collections	\$ 2,461,166	5%		\$ 2,582,259	5%
Misc. Revenue	\$ 169,375	0%		\$ 135,522	0%
	\$ 52,982,251			\$ 56,368,459	

Expenses					
	2004 Actual	% of total		2004 Budget	% of total
Other Community	\$ 861,321	2%		\$ 966,100	2%
HSD Staff	\$ 13,436,089	25%		\$ 13,660,835	24%
Detention	\$ 2,109,753	4%		\$ 2,119,538	4%
WDC/Financial Assistance	\$ 3,889,085	7%		\$ 4,579,696	8%
Youth	\$ 10,282,917	19%		\$ 11,163,619	20%
Elderly	\$ 2,658,451	5%		\$ 2,943,464	5%
Disabilities	\$ 19,744,635	37%		\$ 20,935,207	37%
	\$ 52,982,251			\$ 56,368,459	

Fiscal Division

The Fiscal Division is responsible for all the Department's accounting functions, including budgeting, accounts payable and receivable, payroll, purchasing and audit reporting. Approximately 19,000 vouchers are created by the Division each year to pay nearly \$43 million of purchased services. Expenditures totaling \$14.5 million are billed to State/Federal sources on an individualized monthly basis for over 700 individuals. The Division monitors expenditure levels, manages budgets and completes various reporting requirements for the more than 100 separate allocations awarded by various State or Federal governmental agencies. Another important function of the division is the completion of 200 single audit report schedules which reconcile the Racine County's general ledger and the year-end expenditures reported to various State agencies. Audit reviews of 90 vendor agencies are conducted yearly.

Grant Writer

2004 was the first full year that Racine County had an employee assigned to grant writing. Working with eCivis, a subscription online service, the Grant writer identified a total of 205 grant opportunities for virtually every County department. Discussions were held concerning a number of these opportunities, and two federal grant applications were submitted. The County was awarded one of those grants, for a Youthful Offender Reentry Program. The grant period is five years, and the award is \$500,000 per year. After an approved planning period, the project, an Afternoon Reporting Center, began operations in March, 2005. In addition, the grant writer worked with HSD staff on a number of successful state grant proposals and reports. Finally, the grant writer passed along 77 grant opportunities to Gateway Technical College, which were among 394 grant opportunities forwarded to a variety of local government and non-profit organizations.

Administration