Racine County

Service Center Daily News

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Dennis Kornwolf Service Center Celebrates 10th Anniversary!

This fall, the Service Center that houses Human Services and the Workforce Development Center celebrates its tenth anniversary of serving the needs of Racine County residents.

While HSD & WDC is known as the "one-stop" Center that offers a myriad of federally funded employment and training programs and many human service programs at one location. Operationally, we offer a comprehensive menu of services for residents, job Seekers and employers. We have grown and expanded rapidly throughout our ten year history. Here is a brief look at the evolution of the Center over the years.

Did you know?

- 1997-WDC wins award for one-stop kiosks.
- 1998-W-2 has first full year of operation.
- 2001-DOL awards WDC the Pyramid Award.
- 2001-HSD Racine Wraparound Project implemented.
- 2006-September marks 10 year Anniversary.

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From the Beginning –1996-1997

1996-WDC

The Workforce Development Center opened its doors in September with the mission of providing our customers with quality training and educational services to meet the economic and workforce needs of the community.

1996-HSD

Taylor Avenue facility opened and Juvenile Detention Center opened.
County successfully applied to administer the W-2 program in Racine County.
Changes to the Juvenile Code were implemented. Videoconferencing system initiated. It was estimated at this time that 15% of Racine County residents receive some type of service from HSD.
Racine County has the lowest administrative costs for Aging Programs in Wisconsin and Youth Fair Chance (YFC) in third year of operation.

From the Beginning –1996-1997 (cont'd)

1997-WDC

WDC's entry Kiosks were selected for a national award for technology in one-stops.
National and international visitors toured the facility to view our unique approach, focusing on providing quality services to our customers, job seekers and employers. They included: New Jersey, California, U. S. Department of Labor, British government officials, New Zealand Public Television, and a contingent from the Netherlands. Media visitors included the Economist of London, Swiss Public Radio, National Public Radio, and ABC.

In partnership with the state Department of Employment and the county and city of Racine, a specialized project was developed to assist Racine residents qualify for positions at the new Racine Youthful Offender Corrections Facility.

Specialized recruitment events were held for Case Corporation, Johnson Wax and All Saints.

1997-HSD

The W-2 program was successfully implemented.
Family Smart/Kid Friendly collaborative project won two awards for excellence and innovation in programming.
NACo Award of Recognition for a "program which contributes to and enhances county government in the United States.
Wisconsin Family-Based Services Association awards HSD "In Search of Excellence Award."
Implementation of Kinship Care Program (provides a monthly subsidy for relatives providing a home to dependent children)
Racine County has the lowest administrative costs for Aging Programs in Wisconsin. The Carrier Alert program received recognition at the Senior Government Day Breakfast for saving an elderly resident's life.

Continuing Excellence 1998-1999

1998-WDC

Youth Council formed to create a comprehensive youth service delivery system.

Seventeen new workshops were developed to effectively keep pace with the changing needs of the community.

1998-HSD

This was the first full year of operation for W-2.
Early Childhood Expo held at Memorial Hall in April, 1998. Development of a worksite at RCSC for cognitively disabled Park HS students. Racine County has the lowest administrative costs for Aging Programs in Wisconsin.

1998 WDC featured in a DOL publication called "In a League of Their Own."

The Aging Program assigned a social worker to the hospital to assist in discharge planning

YFC in fifth year of operation

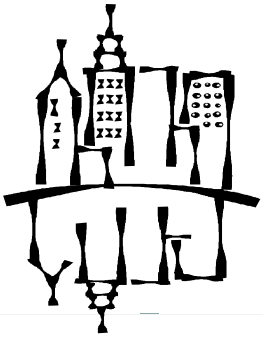
1999-WDC

The WDC received the 1999 National Distinguished Performance Award – One Stop Center of the Year.

Created and unveiled a website specifically for Racine County teens: ww.racineco.com/youthnet.

1999-HSD

Received a Juvenile Accountability Block Grant to enhance services to juveniles "aging out" of the foster care system
Conducted a successful public awareness campaign on foster care.
Reduced the time a child is in foster care by 48% before termination of parental rights.
Implemented BadgerCare.
Designed and implemented an electronic forms management system.
Expanded CAPS information system. Created a janitorial worksite at Taylor Avenue and at Ridgewood Care Center for developmentally disabled adults



Community Panel program extended to Caledonia.
Awarded $20,000 by the Bureau of Substance Abuse for Cross Systems Coordination – to improve services for women with substance abuse issues.
Aging Resource Center readied for 2000 opening.

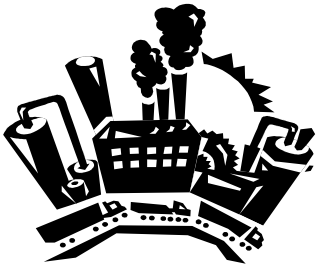
Excellence in the Making-2000

2000-WDC

Youth Council formed to create a comprehensive youth service delivery system.
Seventeen new workshops were developed to effectively keep pace with the changing needs of the community.

2000-HSD

Child Support Department became a Division of HSD.
Child Support Division received "Certification of Outstanding Achievement" from the DWD for exceptional performance



Electronic Benefit Transfer system became operational for Food Stamp recipients, providing them with rechargeable plastic cards instead of paper coupons.
The Aging Resource Center opened at All Saints, offering one-stop information and assistance for Racine County elderly residents and their families.
Youth and Family Division was awarded a contract for the Brighter Futures Initiative.
Racine Wraparound Project developed with 1999 grant from Bureau of Substance Abuse.

Planning done for Self Determination Project, set to begin in 2001, to aid physically and developmentally disabled clients.

A Community Link grant allowed HSD to work with home health agencies to address the shrinking number of home health care workers

Agency achieved BadgerCare enrollment goal

2001-WDC
Pyramid Award for excellence in customer service awarded to the WDC from the Department of Labor.
In partnership with the Urban League and the Economic Inclusion Coalition developed a pre-apprenticeship training program for eligible low-income individuals to prepare for entry in building trade occupations.
In collaboration with United Way developed a community wide information and assistance telephone system top provide residents in need of any social service assistance and 24 hour access to trained and knowledgeable staff.
Assisted GTC in providing ESL classes in the Racine community.
In collaboration with GTC. UWP, RUSD, RAMAC and RCEDC, planning was undertaken for the development of a center for training individuals in Manufacturing Technology.
The Center for Advanced Technology and Innovation (CATI) is the outcome of this planning.

2001-HSD
Youth and Family Division received a "Child Welfare Excellence Award" for efforts in achieving permanency planning for foster children.
The Self-Determination Project for physically and developmentally disabled clients was successfully implemented.

The Racine Wraparound Project was successfully implemented. Child Support Division won a "Certificate of Excellence" for third consecutive year.

An intensive outpatient counseling program was initiated for AODA clients awaiting placement in residential treatment.

2002-WDC

Strategic Planning Retreat held at the Racine Marriott.

Inner-city marketing campaign launched

WDC job readiness workshops were duplicated at various sites within the inner city as a means of marketing the entire spectrum of services to unemployed residents.

In 2004 WDC Business Services unveils 2 new websites; RacineBizServices.com and RacineRecruit.com.

Youthlinks.info, a website that lists resources for local youth was redesigned by two high school students.

2002-HSD

No Report for this Year

2003-WDC

Youthlinks.info expanded its scope to include scholarship listings, internship information and discussion board features.
Business Services Team restructured with a focus on recruiting knowledge workers.
Educational Services curriculum restructured with an emphasis on computer literacy
Tri-County WDB awarded a $250,000 Limited English Proficiency grant to

(WDC-2003 cont'd)

provide targeted services to the Hispanic Community. Enhanced services included: Additional ESL classes, conversational Spanish classes offered to staff, on-site interpreters available to assist customers. Promoted entrepreneurial options: developed an Entrepreneurial Guide and launched pre-entrepreneurial workshop series, as well as created Entrepreneurial spotlight area with access to library of books, videos, testimonials and magazines regarding small business ventures.

2003-HSD
ACE (Alternatives to Corrections through Education) was implemented in August, providing an alternative pre-dispositional resource in the Juvenile Detention facility for appropriate participants.

The Foster Care Unit created when County assumed in-house responsibility for recruiting, licensing and administering foster homes.

2004-WDC
Department of Vocational Rehabilitation, Older Worker Program and the County Veterans Service Officer welcomed as new partners within the Center.
Partnered with UWP to provide just-in-time translation services to walk-in visitors with college interns.
Collaborated with GTC to provide bilingual CNA training to county residents.
Launched our professional services initiative to recruit and retain knowledge workers –Business Services website unveiled – RacineBizServices and RacineRecruit.com.

Disability Navigator position added to enhance service delivery within the center for job seekers with a disability.
Crystal Mouse Award for content and layout of RacineBizServices.com

2004-2006

2004-WDC (cont'd)
awarded to the Center from Regional Technology Organization
WDC weekly orientation format and content redesigned to provide customers with take-aways regarding a successful job search techniques and objectives.
First Annual WDB Entrepreneurial Award.

2004-HSD
The Children's Waiver Program for Autism implemented by Department
The Saturday Reporting Center, funded through the Disproportionate Minority Confinement program, began operation in September, providing case managers with an alternative consequence for youth who violate court orders.
The Department received funds for an Afternoon Reporting Center (ARC) through a grant provided by the U.S. Department of Health and Human Services for youth with alcohol and drug abuse problems who are being returned to the community from corrections, detention or residential treat-

2004-HSD (cont'd)
ment.
The program will become operational in 2005.
The Financial Assistance Division implemented a bilingual Change Reporting Center, giving customers a simple way to report changes in their situations.
A Grant Writer position was established for the County within HSD.

2005-WDC
Computer Literacy initiative "Show what you Know Racine County!" launched with over 4,000 residents logging on.
Partnered with GTC to provide intensive job training for CNC operators.
Launched Executive Networking group for senior level job seekers who are in career transition.
Truancy initiative launched with RUSD
SC Johnson utilized the Center to develop a hiring pool.

2005-HSD
The Afternoon Reporting Center (ARC) became operational.
The Transitional Education Program (TEP) was initiated.
The Racine Unified School District, as part of its Comprehensive Opportunities for Youth program, provides a transitional school setting for eligible ARC participants.

September 2006

Happy 10th Anniversary!

Caption describing picture or