CREATING OPPORTUNITIES TO OVERCOME ADVERSITY
Dear Friends and Supporters of WCS,

It has been another exciting year of individual and community impact achieved through the services delivered by WCS. Some individuals have celebrated ongoing sobriety, others with mental health problems have been able to avoid a stay in an institution or correctional facility, and still others have managed to overcome the hurdle of a criminal record to secure and maintain well-paying jobs.

Community safety has increased as youth previously involved in gangs have embraced training and new jobs, many clients with severe and persistent mental illness have maintained independent living while receiving intensive treatment services, and many conflicts have been resolved through mediation and conflict-resolution activities.

Such achievements have been made possible over the past 10 years as a result of Executive Director Holly Patzer’s capable and passionate leadership. As Holly retires this year, we are grateful for the way she has grown the agency and for her personal, unwavering commitment to justice and integrity in ensuring that all services we deliver are of the quality we would desire for our own sons and daughters. Holly leaves behind a legacy of competent and caring leadership that she combined with innovation and strategic thinking, which has served the agency and its clients very well. Holly has positioned WCS to move forward into the future, and to continue to provide excellent and innovative services and programs.

On behalf of the WCS Board of Directors, I am pleased to announce that the Board has selected Clarence Johnson to step into the position of Executive Director on January 1, 2017. Clarence has served as the WCS Associate Executive Director for the past 6 ½ years. He has extensive experience working in and leading nonprofit, government and human service agencies in the Milwaukee area and holds a B.A. in social work and a M.A. in educational psychology from the University of Wisconsin-Milwaukee. Clarence has deep roots in Milwaukee and brings an extraordinary commitment to the residents of the communities that we serve. We were thrilled to have had such an incredible internal candidate to promote to this position and look forward to supporting him in this new role as he strives to lead WCS to even bigger and better things. The combination of Clarence’s abundant executive experience and his extensive grassroots involvement will be a tremendous asset to WCS as an agency and the individuals that we serve.

Sincerely,

David Pifer,
WCS Board President

Annual report photo credits: John O’Hara, Melissa Streeter and Anne Osterwind.
Mission Statement

Wisconsin Community Services (WCS) advocates for justice and community safety, providing innovative opportunities for individuals to overcome adversity.

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Ligia Wipfli
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According to our clients, WCS is making a difference, listen to what they have to say...

“My tracker gave me positive advice and told me how my life could be if I continue going down the same path. I feel more confident in school, I am clean from pot, I have less anxiety and depression, I am in a better home environment, and I am proud of myself.”

— Intensive Tracking, Waukesha
The Board of Directors of Wisconsin Community Services, Inc. is pleased to announce that Clarence Johnson has been named the agency’s next executive director. Johnson has served as the associate executive director of WCS for the past six years.

Current Executive Director Holly Patzer is retiring December 31, 2016, after 10 years as the executive director and 23 years as an employee of WCS. We are deeply appreciative of Patzer’s unwavering commitment to the organization and her tireless work over more than two decades on behalf of WCS clients.

Since joining WCS, Johnson has been responsible for various program divisions, and helped to cultivate partnerships with community organizations and stakeholders. He has extensive experience working in and leading nonprofit, government and human service agencies in the Milwaukee area. Prior to his time at WCS, he served as executive director of Neighborhood House of Milwaukee, chief operating officer for YW Works (a then-subsidiary of the YWCA), and spent several years as a high-level manager for Milwaukee County Department of Health and Social Services. Johnson has a bachelor’s degree in social work and a master’s degree in educational psychology from the University of Wisconsin-Milwaukee.

“We are pleased to have Clarence in this new role. His passion for the mission of WCS in helping individuals overcome adversity will result in creative answers to issues in the community,” says Dave Pifer, President of the WCS Board of Directors. “The combination of Clarence’s abundant executive experience and his extensive grassroots involvement will be a tremendous asset to WCS as an agency and the individuals that we serve.”

“Getting out on Huber to perform community service lifted the depression that had been settling on me. Working at the church and the good people there made me feel atoning for my wrongs.”

– Adult Community Service Options, Waukesha

“He helped me with the tools that I needed toward bettering myself. I learned how to think of everybody I am hurting from making the wrong decisions.”

– Day Report Center, Milwaukee
70% of the students involved in Agree To Succeed, a truancy program of the WCS Mediation and Restorative Justice Center, improved school attendance.

The WCS Electronic Monitoring Program has provided more than 12,000 clients with alcohol monitoring through the SCRAM CAM Bracelet since 2005. These clients have a compliance rate of 86% of no alcohol use.

The WCS Conditional Release Program provided community placement, monitoring and supportive case management for 152 persons adjudicated under W.S.971.12, “not guilty by reason of mental disease or defect.” These clients come from five different counties and had an amazingly low revocation rate of only 3%.

In the last 10 years, the Waukesha County Alcohol Treatment Court has successfully graduated 369 participants, saving a total of 36,706 jail bed days. Successful completion of the program significantly reduces the amount of time offenders serve in jail.

The WCS Outpatient Mental Health Clinic served 528 clients that have severe and persistent mental illness. One of our primary goals is to keep clients out of institutions. During this year, only 1% of client days were spent incarcerated.
The first tenants of the newly built Thurgood Marshall Apartments began moving into their new permanent homes in October 2016. But these new residents are unique. Prior to moving into the Thurgood Marshall Apartments, they were chronically homeless and struggling with alcoholism. Today, they still live with their addiction, but reside in a supportive environment that puts them on a path to recovery and stability.

The Thurgood Marshall Apartments, developed by WCS and Cardinal Capital Management in partnership with Milwaukee County and the City of Milwaukee, provide permanent supportive housing for 24 individuals. The apartments are located at 1918 N. 6th St., the former site of WCS’ Thurgood Marshall Halfway House. The project is a critical piece of the County and City’s collaborative plan to end chronic homelessness in Milwaukee.

All residents have access to WCS case management services and are encouraged to take advantage of on-site support and other community resources.

You can help Thurgood Marshall residents on their path to a healthier life by making a donation today! 100% of your gift will go directly to funding the vital services that WCS provides on-site. You can send your gift to the Thurgood Marshall Apartments fund in the enclosed envelope, or donate online through our website at wiscs.org/support.

“This building will serve as a path from addiction to recovery and offer individuals in need a home, as well as a chance to get their life back. It is an important step toward ending chronic homelessness in Milwaukee.”

– Erich Schwenker, President of Cardinal Capital Management
Eleven participants from the WCS Community Improvement and Job Training Program (CIJT) were given a platform to demonstrate their entrepreneurial skills when they were a part of the My City My Biz Expo where they presented and sold their products. In preparation for this day at State Fair Park they received specialized training from F.E.M.A. (Future Entrepreneurs Moving Ahead) through its program that matches future entrepreneurs with established entrepreneurs.

This valuable partnership helps to develop creative thinking, explore entrepreneurship options, learn about marketing and sales, create a business plan, and learn how to present a product. It was a wonderful opportunity for the young people to gain first-hand experience engaging in business and networking.
DONORS, SUPPORTERS AND VOLUNTEERS

BUSINESSES & ORGANIZATIONS
6 Wings LLC
AODA Volunteers of Waukesha County
Aramark Correctional Services
Barricade Flasher Service, Inc.
BEAUTY
Bronze Optical
Byte Studios
Captain Frederick Pabst Mansion
Cardinal Capital Management, Inc.
Care-a-lotta (Bartolotta Charitable Fund)
Central Bark Milwaukee
Menomonie Valley Chocolate Sommelier
Chudnow Museum of Yesteryear
Coleman & Williams, Ltd.
Comet Cafe & Honeypie Cafe
Community Building Institute (CBI)
Festa Italiana
Friends of the Boerner Botanical Gardens
Full Service Car Wash
German Fest Milwaukee, Inc.
Go Riteway
Gonzalez, Saggio, & Harlan
Green Bay Packers
Harley Davidson Museum
Heller Consulting, Inc.
HP
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Indian Summer Festival, Inc.
Irish Festivals, Inc.
Jeff’s Sports, Inc.
John G. Shedd Aquarium
JP Morgan Chase Bank
Juniper 61
Landmark Theatres
Laughlin Constable
Libertv C.O.G.I.C.
Maxie’s, Blue’s Egg & Story Hill BKC
MillerCoors (Madden POS Fulfillment)
Milwaukee Area Domestic Animal Control Commission
Milwaukee Center for Independence (MCFI)
Milwaukee Community Journal
Milwaukee County Zoo
Milwaukee Repertory Theater
Milwaukee World Festival, Inc.
Morningstar Golfers Club
Mt. Olympus Water & Theme Park
Mutual of America
Northwoods Software Development, Inc.
Outpost Natural Foods
Project Return
Randstad
Schlitz Audubon Nature Center
Scrub ‘n Shine
Siegel-Gallagher Management Company
Steinhafels
Sunset Playhouse
SVA Consulting
The Institute of Beauty & Wellness
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LaVonne Williams
2015-2016 FUNDING SOURCES

Behavioral Consultants, Inc.
City of Milwaukee: Community Development Block Grant (CDBG)
City of Greenfield
Village of Shorewood
Village of Whitefish Bay
City of Milwaukee Police Department Internal Affairs Divisions
City of West Allis
COA Youth & Family Centers - Arts Education Collaborative
Community Advocates, Inc. - Brighter Futures & Stay Strong
Employ Milwaukee
Friends of Holton, Inc.
Greater Milwaukee Foundation-Paul P. Lipton Fund
Jefferson County
Kenosha County Sheriff’s Office
Manitowoc County Sheriff’s Office
Medicaid/Medicare
Medical College of Wisconsin: Healthier Wisconsin Partnership Program
Milwaukee Area Technical College (MATC)
Milwaukee County: Child Support Services
Milwaukee County Combined Court-Related Operations
Milwaukee County: Community Development Block Grant (CDBG)
Milwaukee County: DHHS - Delinquency & Court Services Division

Financial Report
Year Ending December 31, 2015

2015 TOTAL INCOME $22,238,370

WHERE FUNDS COME FROM

- City of Milwaukee 1%
- Grants/Contributions 5%
- Federal Government 13%
- State of Wisconsin 18%
- Medicare/Medicaid 21%
- Other Counties 8%
- Other 2%

2015 TOTAL EXPENSES $22,194,824

WHAT FUNDS PAY FOR

- Behavioral Health 42%
- Residential Reentry Services 13%
- Workforce Development 4%
- Youth Services 6%
- Administration 11%
- Training and QA 1%
- Other 2%
FRIEND OF THE FRIENDLESS: HEYERMAN JOHN

In 2001, WCS established the Friend of the Friendless Award to recognize persons and agencies that have demonstrated a long-term commitment to meeting the needs of those considered ostracized from the mainstream of the community. In June of 2016, WCS honored Herman John with the Friend of the Friendless Award.

Throughout his career, Herman John has treated individuals involved in the justice system with compassion and respect, and has earned the genuine admiration of colleagues and community alike. He is the very model of a public servant and a true friend of the friendless. WCS was thrilled and honored to recognize Herman John with the 2016 WCS Friend of the Friendless Award.

Herman has held public office as a commissioner for both the Milwaukee County Circuit Court and the City of Milwaukee Municipal Court and as a Deputy District Attorney for Milwaukee County. As a prosecutor for more than three decades, he worked with social service providers to build pretrial, mental health, drug treatment and indigent support programs in both the adult and children’s courts because he recognized the limitations of the legal system in helping to improve people’s lives.

In the 1970s and ’80s, Herman helped to develop and sustain major outreach programs that were responsive to the needs of those who are directly involved in the justice system. When he was well into his retirement, he co-founded the Center for Driver’s License Recovery and Employability (now a program of WCS), an accomplishment that has resulted in thousands of low-income Milwaukee County drivers gaining a valid driver’s license to increase their household income and improve their quality of life. Herman has live his life as a true friend of the friendless.

WHAT OUR CLIENTS HAVE TO SAY...

“I am sober! I have a clear head and set goals for a better, sober future.”
— Sheboygan OWI

“The bracelet helped me to quit drinking while I was getting help. I am back with my family and my daughter does not have to live in a split home.”
— Electronic Monitoring Unit

“Accountability was important for self-worth to return. Each time I did what I was asked I felt better.”
— Day Report Center, Waukesha

Staff and youth of the Community Improvement & Job Training program attend a summer event.

In early 2016 the Milwaukee County Day Report Center moved to its new location in the WCS Administration building on Wisconsin Avenue.
WCS Drug Testing Services fill important role

WCS Drug Testing Services offer a complete menu of laboratory-based and rapid substance abuse testing options designed to meet the needs of clients referred through the Criminal Justice System, workplace testing programs, family court and other personal needs. Testing options include hair, nails, urine, saliva and breathalyzers. Pricing and panel options are available upon request.

“From my first visit to my last visit to WCS, I was greeted with a smile and treated with respect.”
— WCS Drug Testing Services

Clients can be RANDOMLY tested and results are sent immediately upon receipt to the requesting party via a Release of Information, usually within one to six business days.

Services are by appointment only. Cash or credit/debit cards accepted for payment at the time of testing. For additional information, questions about testing services or how to set up an account, please contact Daniela Imig at 414-290-0443 or dimig@wiscs.org.

WCS Electronic Monitoring Services
Available throughout the State of Wisconsin

Benefits of working with WCS Electronic Monitoring Services include:

- Structured department solely dedicated to provide Electronic Monitoring Services 24/7/365
- Expertise: Leadership and technicians are certified professionals
- WCS maintains unlimited inventory to meet the demand.
- WCS provides full service.
- Pricing is competitive for high-quality service and staff.
- Technology services can be set up as private pay or established through a contract.

— Between October 2015 and October 2016 the program served/monitored 2,413 individuals.
— The average rate of compliance (zero violations) of the program is 91%. This rate is 5% above the national average.

For more information, please contact Sara Carpenter at 262.993.2581 (direct) or 414.290.0400 (office).
PROUDLY SERVING THE COMMUNITY WITH JUSTICE, RESPECT, INTEGRITY AND THE PURSUIT OF EXCELLENCE

WISCONSIN COMMUNITY SERVICES
Serving the needs of Wisconsin communities since 1912

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