WISCONSIN COMMUNITY SERVICES ANNUAL REPORT
Creating Opportunities To Overcome Adversity
MISSION STATEMENT
Wisconsin Community Services (WCS) advocates for justice and community safety, providing innovative opportunities for individuals to overcome adversity.

Annual report photo credits: John O’Hara, Melissa Streeter and Anne Osterwind.
LETTER FROM THE PRESIDENT OF THE BOARD

Dear Friends and Supporters of WCS,

WCS has finished another year of delivering services to some of society’s most vulnerable individuals, providing opportunities for them to overcome adversity.

At WCS this means that a dad once incarcerated has worked hard to re-enter society and WCS has been there with training, mentoring and a job opportunity so that he can be the man his children need. It means that a mom overwhelmed with the pressures of daily life and the daughter struggling to stay in school are successfully following a plan they developed through mediation facilitated by WCS’s Agree to Succeed Truancy Mediation Program. It is also evidenced in the smile of the middle-aged woman who lives a simple, but peaceful life with assistance from her case manager, many miles and years from all the time she spent in the Winnebago Mental Health Institute when her mental illness had overtaken her life.

Each year, WCS is honored to be a part of the impact that changes lives for the better in our neighborhoods and communities. Delivering on our promise of “Providing opportunities for individuals to overcome adversity,” is our true bottom line. We are grateful for every donor dollar, every contract and grant, every in-kind gift, and every community collaboration that provides us with the resources to carry out our mission successfully. Please join us this year by giving a gift of your time, talents or money so that together, we can continue to provide opportunities for individuals to overcome adversity.

Sincerely,
David Pifer,
WCS Board President
n today’s complicated world, some of life’s challenges often seem impossible to overcome. Even with a desire to succeed and the will to become a productive member of our community, how can you do it? Where can you get job skills training? How can you earn a GED? How do you enroll in a post-secondary education? Where can you find a job?

The challenges seem insurmountable, yet they are faced by many of our young, at-risk citizens. To map out a plan for success, the WCS Community Improvement and Job Training Program (CIJT) stands ready to provide free help.

CIJT targets individuals ages 16-23 years of age who reside in the Harambee and Riverwest neighborhoods in Milwaukee. The goal is to prevent or stop young adults from participating in negative behaviors, such as crime, gangs and alcohol or drug use, and improve their life skills. The program connects or provides participants with education, job training/counseling, AODA (alcohol and other drug abuse) education, targeted group activities and one-on-one mentoring. CIJT can also assist individuals who have the desire and capacity to start their own small business.

The program works with participants to help them establish positive peer groups, and develop intergenerational and law enforcement relationships. Special efforts are made to involve residents who are former gang members or those at-risk of gang involvement. Each participant is assigned a case manager who helps a participant establish goals. Depending on individual needs, participants can be enrolled in the program for 6-8 months, with a 3-4 month follow-up.

“We work one-on-one with individuals through a series of assessments to identify personal goals,” explains Program Coordinator Jay Tucker. “For example, to find a job, you need job training. So our first step is to connect the participant with educational options and possibly a mentorship opportunity. Each person has his/her own specific needs, and we pride ourselves in mapping out a personal plan for everyone.”

CIJT also places an emphasis on soft skills, such as communication with co-workers and appropriate dress. Job coaching has assisted many participants in securing and keeping a job. Group activities keep the momentum high.

Gregory Byrd, a CIJT program participant, found employment with Scrub ‘n Shine after completing training. Byrd counts his experience with the CIJT program at WCS as very influential in his life.

“Working with WCS has been a blessing. . . I have a job I enjoy, I’m staying out of trouble and securing my independence as a man. I would recommend WCS to anyone — they really changed my life!”

The CIJT Program builds and strengthens neighborhoods by providing job training, gang-prevention programs and substance-abuse prevention programs at no cost to participants. The CIJT is funded by the State of Wisconsin Health Department, Division of Mental Health and Substance Abuse Services. The CIJT program also partners with other organizations including Running Rebels, Wisconsin Women’s Business Initiative Corporation (WWBIC) and Milwaukee Area Technical College (MATC).
WCS Impact by the Numbers

During the 2014-2015 program year, WCS programs funded by the United Way provided services to 4,486 individuals.

In 2014 the agency’s four Intoxicated Driver Intervention Programs served 2,286 Operating While Intoxicated (OWI) defendants saving 29,000 jail days.

Since 2005, WCS’ Electronic Monitoring Unit has monitored 11,000 clients through the SCRAM Continuous Alcohol Monitoring® system with a compliance rate of 98%.

From its inception in March 2007, the Center for Driver’s License Recovery and Employability (CDLRE) has assisted more than 3,000 drivers to secure a valid driver’s license.

The WCS Community Improvement & Job Training Program in the Harambee/Riverwest neighborhood helped 42% of their participants obtain employment.

More than 445 clients receive assistance at the WCS Outpatient Mental Health Clinic annually. This includes treatment services, case management, benefit advocacy and assistance with housing.
WCS established a Black Male Advisory Council (BMAC) in December 2014 at the urging of several WCS African American male staff who attended a local conference highlighting some of the harsh realities and disparities impacting boys and men of color in the Milwaukee community. The local initiative in Milwaukee was part of a national effort launched by President Barack Obama through his challenge to cities, towns, counties and tribes across the country to become “My Brother’s Keeper Communities.”

By establishing the BMAC, WCS hopes to improve the ways that the organization can positively impact the lives of African American men served by the agency, as well as those in the larger community.

The WCS BMAC recently sponsored a well-attended Community Resource Fair, held outside of the WCS administrative offices. This free event featured a variety of booths offering job opportunities and help dealing with life challenges, along with music and food.
It made me think of my own loved ones and how I would feel if it happened to me. We all know the consequences of drinking and driving. But sometimes it takes a victim to bring that message home. That’s what the WCS Victim Impact Panel (VIP) is all about.

Several evenings during the year, the VIP brings together drunk driving offenders for a court-ordered panel discussion with those who have suffered a personal loss due to driving under the influence of alcohol. The panel of speakers stand in a room full of strangers to share personal and powerful stories. They tell of how their lives were impacted by the actions of a drunk driver. They speak of the staggering and life-changing impact of children, family and friends lost too soon. They recall the pain and anguish of an accident that didn’t need to happen.

While the program does not blame or judge, its goal is to encourage the offenders to take responsibility for their actions with the hope they will be convinced to never again drive while under the influence of alcohol.

“This was the wake-up call I have needed for a very long time.”

“I will never take a risk like this again — never!”

“It made me think of my own loved ones and how I would feel if it happened to me!”

VIP presenter Mayda Crites summarizes her story: “Drunk driving crashes are not accidents or mistakes; they are predictable and avoidable. My 24-year-old son, Byron, was a senior at UW-Stevens Point and training to race mountain bikes. One afternoon while on a training ride, he was struck and killed by a drunk driver. He was a strong, handsome, athletic young man who was killed in an instant before the prime of his life. Two families and a multitude of friends suffered irreversible tragedies because of the choices of one individual. This was not an accident — it was the result of a series of choices and because of the driver’s choices, my son lost his life.”

Another VIP panel member, Paul Jenkins, says, “An intoxicated driver killed or injured half of my immediate family. Courtney, her mother Jennifer and her unborn sister Sophia were killed by a drunk driver in 2008. Courtney wrote poetry and little stories, and was quite good for a 10-year-old. She may not have ever written another “Gone with the Wind” or poetry like Emily Dickinson, but we will never know. An intoxicated driver made sure of that.”

Finally, Kathy Szefinski tells her story: “Our children, Jake (who would have been 5 years old in 2 days), and Lauren who was only 5 months, were killed by a drunk driver because he made a mistake – his blood alcohol was 0.10, just over the legal limit. He said he had two drinks. His two drinks cost Jake and Lauren their lives. I know people make mistakes, but this could have been avoided, and “I’m sorry” doesn’t bring Jake and Lauren back.”

We thank and acknowledge our current VIP presenters: Dave Andersen, Mayda Crites, Jody Jargdefeld, Paul Jenkins, Brian Lovelien, Don Pinnow, Kathy Szefinski and Tony Watson.
A Joshua Glover House resident celebrates Black History Month with a special meal.

Local officials and supporters gather at a press conference to introduce Milwaukee’s first Harm Reduction Housing Project — The Thurgood Marshall Apartments. From left to right: Director of Milwaukee County’s Health and Human Services Department, Hector Colon; Milwaukee County Executive, Chris Abele; Milwaukee County Housing Administrator, Jim Mathy; HUD Midwest Regional Administrator, Antonio Riley; Milwaukee Mayor, Tom Barrett; and community member and recovering addict, Mark Hilton.

WCS Executive Director Holly Patzer and WCS Board Member Joyce Mallory join members of the Halyard Park Neighborhood Association at the future site of the Thurgood Marshall Apartments. From left to right: Jackie Patterson, Holly Patzer, Joyce Mallory, Lennie Mosely—President of the Association, and Sharon McKinney.

Robin Dorman of the State Public Defenders Office at the Annual Spirit of Giving Event. The event had almost 200 attendees and raised $21,000 for the WCS Outpatient Mental Health Clinic.
WCS Outpatient Mental Health Clinic staff serve the food at the client picnic in the park.

WCS Outpatient Mental Health Clinic clients enjoy grilled meat and all the fixings, at a picnic in the park.

Led by the WCS United Way Campaign Ambassadors, WCS staff donated $43,922.79 to the United Way.

Together clients, staff, family members and friends aim to reduce the stigma associated with mental illness by walking almost 100 strong as the “Stigma Stompers” in the annual NAMI (National Alliance on Mental Illness) Walk.

Individuals receive janitorial training through the WCS Workforce Development Employment Program.
The WCS Outpatient Mental Health Clinic is considered a “safe place” to hang out. Monday through Friday, the Clinic is bustling with activity providing mental health treatment and ancillary services such as medication monitoring, housing assistance, benefit acquisition and an on-site pharmacy for patients with severe and persistent mental illness. And, yes, it is a safe place where friends are made and conversations are shared.

The Clinic staff provides critical support to clients affected by mental illness and substance abuse. Denisho is an excellent example. By the time he was 16, his father had been murdered, he had been bullied, dropped out of school, abused drugs and alcohol, been arrested, and many of his family relationships were broken.

Denisho spent the next 15 years in and out of mental health and correctional institutions. He struggled with relationships, anger, violent behavior and self-loathing. After several incidents of self-mutilation, he was finally diagnosed with schizophrenia.

After serving several years in prison for battery, he became a resident at the WCS Joshua Glover halfway house in 2008. In 2009 he began attending the WCS Outpatient Mental Health Clinic. And with their patience and care, along came new hope.

Over the years, staff members have been monitoring Denisho’s mental health symptoms and his medication intake. Case managers provide service coordination and support for daily living needs. And most important for Denisho, they’ve helped him learn how to live independently — and he loves it! He could talk for hours about his pets — a cat Missy and a dog Shocker, and beams when he talks about how much work they are — “like taking care of children!”

And he’s taken charge of his own life while helping others. Denisho now participates on the Client Advisory Committee, holding meetings every two weeks and helping organize the client recognition lunch for clients who are progressing in their recovery. He also manages the client-operated store, Our Spot, and proudly boasts that profits are used to sponsor events like the client lunch.

Denisho is also a walking-talking success story helping Roy Merath, a clinical coordinator at the Clinic, when Roy speaks to high school students about mental illness.

“Denisho is a very likeable guy and certainly a role model. Like many people with mental illness, he is a survivor of generations of poverty. Our clients are truly wonderful people and it is our job to provide them with life skills and hope — so they can become productive members of society,” says Merath.

And that’s what Denisho has done. He is honored to be the captain of the WCS Work Crew. He earned a trade certificate from the Milwaukee Center for Independence for custodial services and is known around WCS as the housing supervisor’s “right hand man.”

Denisho has no problem rattling off the many ways that the Clinic has helped him. Thanks to them, he now describes himself as kind, considerate, loving, courageous and loyal. And, he describes WCS as “the number-one place!”

Above: Denisho sits down with the Clinic’s Director, Colleen Dublinski, to talk about his progress.

Twice a month Denisho works in the Clinic’s store. The store is operated by Clinic clients and sells household, personal, food and clothing items at reasonable prices to other Clinic clients.
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. This commitment may be practiced professionally or personally, locally or at a statewide level. Earlier this year, WCS honored two important individuals with the Friend of the Friendless Award.

**DR. LOIS QUINN** is a senior scientist at the Employment and Training Institute (ETI).* Lois has played an instrumental role in the community dialog around the mass incarceration report that she co-authored in 2013, challenging leaders to see their individual roles not only in the problem but, more importantly, the solutions. Her principal research work focuses on supporting the assets of central-city youth and families, and she has authored reports that produce data-supported, new approaches to achieve goals with greater effectiveness and efficiency.

Currently, Lois is collaborating with the WCS Center for Driver’s License Recovery and Employability (CDLRE), Milwaukee Public Schools (MPS) and United Way to restore free, universal driver’s education and license recovery services for Milwaukee youth. She is dedicated to using her research to help end the Courts’ use of driver’s license suspensions as a “tool” for collecting unpaid court fines, a practice that disproportionately affects low-income drivers.

Lois is a friend and advocate to the many who have no voice – who appear as numbers in statistical equations. She sees these numbers as mothers and fathers, sisters and brothers, parents and children, and she is driven by the opportunities they could, and should, have.

**JOHN PAWASARAT** has been the director of the Employment and Training Institute (ETI) since 1988, and in that time, has produced countless reports that characterize the dimensions of some of the most pressing social dilemmas our community faces. He is unapologetic in delivering his research and policy recommendations, which are apolitical and supported by empirical evidence. John is one of the foremost researchers about employment barriers in the nation, focusing on the confounded employment challenges faced by persons who have been involved in the criminal justice system and by persons who have a suspended or revoked driver’s license for reasons not relating to safety.

His work has served as the solid foundation on which the successful CDLRE was built, the efforts of which have directly impacted more than 10,000 low-income Milwaukee County residents over the past eight years. His groundbreaking research about Wisconsin’s mass incarceration of African American males has received international attention and put a spotlight on this critical issue for decision-makers.

John’s research has helped to illuminate people’s struggles and has resulted in better-informed policy decisions.

*‘The University of Wisconsin-Milwaukee and University of Wisconsin-Extension created the ETI in 1978 to address the needs of unemployed and underemployed workers and their families in Milwaukee and Wisconsin."
2014-15 Supporters

INDIVIDUALS
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Dr. Robert & Carol Bartos
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BUSINESSES & ORGANIZATIONS
6 Wings LLC
Adult Learning Center, Inc.
American Association of University Women
Aramark Foods
Badger Truck Center
Barricade Flasher Service, Inc.
BEAUTY
Body Wellness & Pain Therapy
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Brewers Community Foundation, Inc.
Broadlands Golf Club
Bronze Optical
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Cardinal Capital Management, Inc.
Care-a-lotta (Bartolotta Charitable Fund)
Central Bank Milwaukee
Menomonee Valley
Chippy’s Popcorn
Chudnow Museum of Yesteryear
Colectivo Coffee
Coleman & Williams, Ltd.
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Erica P. John Fund
Festa Italiana
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Full Service Car Wash, Inc.
German Fest Milwaukee, Inc.
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JP Morgan Chase Bank
Juniper 61
Krumrich’s Jeweler
Landmark Theatres
Laughlin Constable
Lexicom Corporate Services Inc.
Maxie’s, Blue’s Egg, & Story Hill BKC
Meritage
Mexican Fiesta
MillerCoors (Madden POS Fulfillment)
Milwaukee Ballet Company
Milwaukee Center for Independence
Milwaukee County Parks
Milwaukee County Zoo
Milwaukee Repertory Theater
Milwaukee World Festival, Inc.
Morgan Stanley Foundation
Morningstar Golfers Club
Mt. Olympus Water & Theme Park
Mutual of America Life Insurance Company
Noodles & Company
Outpost Natural Foods
Polish Heritage Alliance, Inc.
Project Return
Randstad USA
Rockwell Automation
Schlitz Audubon Nature Center
Scrub n’ Shine
Siegel-Gallagher Management Company
Soaring Adventures of America, Inc.
SPIN Milwaukee
Sunset Playhouse
SVA Consulting, LLC

The Institute of Beauty & Wellness
Titus, Inc.
Town of Genesee
Transfer Pizzeria & Cafe and Via Downer
United Way of Greater Milwaukee & Waukesha County
United Healthcare Services, Inc.
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Willis HRH
Wines for Humanity
Wipfl, LLP
Wisconsin Coach Lines
Wisconsin Timber Rattlers
Yo Mama!

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Will You Help Our Clients?

You can help WCS carry out its mission by donating to the Overcoming Adversity Fund today!

The Overcoming Adversity Fund is solely dedicated to direct assistance for WCS clients – 100% of the money in the Fund goes directly to helping clients. Every cent of your donation will help WCS provide clients with items that they need to be successful. Your donation might help a client who has a new job purchase work boots or bus tickets. Or, it might provide the money needed to purchase a winter coat for a teen client whose family does not have the means to buy one, even though winter has arrived. It could even buy a bag of groceries for an Outpatient Mental Health Clinic client who is in need of food.

For more than 100 years, WCS has helped individuals as they work to overcome the challenges in their lives. WCS has ALWAYS counted on friends like you to help meet the needs that regular funding does not cover.

You can send your gift to the Overcoming Adversity Fund in the enclosed envelope or donate online through our website at wiscs.org/support.

If you would like to learn more about WCS, its mission and its programs, please visit wiscs.org.
Electronic Monitoring

WCS has provided electronic monitoring for more than 12,300 individuals during the past 10 years. WCS is the premier authorized provider for SCRAM (Secure Continuous Remote Alcohol Monitoring) throughout the state of Wisconsin. The WCS Electronic Monitoring Unit provides services in multiple counties using various devices that monitor clients. The WCS Electronic Monitoring Unit offers these devices:

**SCRAM Continuous Alcohol Monitoring®**
The SCRAM Continuous Alcohol Monitoring® system is the world’s most widely used and trusted 24/7 transdermal alcohol testing system. This system is for high-risk DUI and alcohol offenders.

**SCRAM GPS®**
A one-piece GPS that combines location monitoring accuracy and two-way communication with an industry-leading strap design that virtually eliminates false alerts. GPS solutions are offered on all cellular networks to provide comprehensive location monitoring options.

**SCRAM Remote Breath®**
The first and only handheld, wireless, portable breath alcohol device with automated facial recognition and GPS. This system is for clients who have earned less intensive testing and monitoring.

WCS is the best choice for providing electronic monitoring services. The WCS Electronic Monitoring Unit has:
- Competitive pricing
- High-quality service and staff
- 24/7/365 coverage
- All technicians are certified professionals.

WCS provides full service that includes installations, daily monitoring and reporting, equipment maintenance, weekly appointments with participants, handling of all fees for private-pay programs, de-installations, and cleaning of all equipment. Technology services can be set up as private pay (payment by the client) or established through a contract with an entity with cost based on volume.

**For more information, contact:**
Sara Carpenter, WCS Division of Court Services & Community Alternatives • 262.544.4600 (office) • 262.993.2581 (cell)

Financial Report

2014 TOTAL INCOME $24,202,541

WHERE FUNDS COME FROM

- City of Milwaukee 1%
- State of Wisconsin 23%
- Milwaukee County 22%
- Federal Government 10%
- Grants/Contributions 11%
- Medicare/Medicaid 18%
- Other 2%
- Other County 7%
- Fees for Services 6%

2014 TOTAL EXPENSES $24,275,541

WHAT FUNDS PAY FOR

- Development Less than 1%
- Training and QA Less than 1%
- Behavioral Health 40%
- Court Services 18%
- Residential Reentry Services 13%
- Administration 10%
- Other 3%
- Youth Services 10%
- Workforce Development 5%
Funding Sources 2014-15

Behavioral Consultants, Inc.
Brewers Community Foundation, Inc.
City of Greenfield
City of Milwaukee: Community Development Block Grant (CDBG)
City of Milwaukee Fire & Police Commission
City of Milwaukee: Municipal Court
City of West Allis
COA Youth & Family Centers-Arts Education Collaborative
Community Advocates, Inc-Brighter Futures & Stay Strong
Greater Milwaukee Foundation
Greater Milwaukee Foundation-Paul P. Lipton Fund
Jefferson County
Kenosha County Sheriff’s Department
Medicaid/Medicare
Medical College of Wisconsin: Healthier Wisconsin Partnership Program
Milwaukee Area Technical College (MATC) (in-kind)
Milwaukee Area Workforce Investment Board (MAWIB)
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
Milwaukee County: DHHS-Behavioral Health Division
Milwaukee County: House of Correction
Milwaukee Public Schools (MPS)
ResCare, Inc.
Safe & Sound, Inc.
Sheboygan County: Sheriff’s Department
Sheboygan County: Circuit Court Crime Prevention Fund
State of Wisconsin: Department of Corrections
State of Wisconsin: DHS-Division of Health Care Access and Accountability (DHCAA)
State of Wisconsin: DHS - Division of Mental Health and Substance Abuse Services (DMHSAS)
State of Wisconsin: Department of Children & Families
State of Wisconsin: Department of Transportation
U.S. Courts: Probation and Pretrial Services
U.S. Department of Justice: Bureau of Prisons
United Way of Greater Milwaukee and Waukesha County
Waukesha County Community Foundation
Waukesha County: Criminal Justice Collaborating Council (CJCC)
Waukesha County: Department of Health and Human Services (DHHS)
Wisconsin Regional Training Partnership (WRTP)
Word of Hope Ministries

The WCS-led Community Building Milwaukee (CBM) initiative has continued to bring significant positive impact to the community during its second year. The CBM initiative aims to incorporate a powerful change process called Community Building into social service, criminal justice and faith-based community programs through Community Building Workshops (CBWs). The long-term goal of the CBM initiative is to dramatically reduce crime, violence and poverty — and put our Milwaukee community on a better path for the future.

- An amazing 622 people have attended one of the 29 two-and-a-half-day Community Building Workshops.
- More than 70 leaders attended a 5-day training to begin the certification process to be able to conduct CBWs.

Participant groups have included:
- Inmates at the Milwaukee County House of Correction
- Staff and clients of many social service agencies
- Milwaukee Police Department staff
- Staff from four different W-2 Agencies
- Milwaukee Public School students
- Church members and pastors
- Staff from the Department of Corrections
- Youth at the Milwaukee County Juvenile Detention Center

If you are interested in participating, please contact Jim Bartos at 414.290.0472.

“My Community Building experience has become one of the most memorable moments in my life. It created a chance for me to remove the mask that’s imprisoned me for many years. The trauma I’ve endured created psychological barriers that affected me socially and professionally. I’ve always been reluctant to expose my truth in fear of judgment by my peers. Having the opportunity to become transparent within a room of strangers helped me move past this fear. Some say I’m resilient, overcoming continuous trauma — I say I’m simply blessed. “ — Shyrda C.
Proudly Serving the Community with Justice, Respect, Integrity and the Pursuit of Excellence