Strengthening individuals and families for more than 100 years, WCS advocates for justice and community safety, providing innovative opportunities for individuals to overcome adversity.

Annual Report 2013

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Letter from the President of the Board

Dear Friends and Supporters of WCS,

After more than a century, WCS continues to make a real difference in individual lives and in our surrounding communities. This past year WCS initiated the Jefferson County Alcohol Treatment Court through a partnership with Jefferson County. Another new WCS program, Community Improvement and Job Training (funded by the State of Wisconsin), aims to prevent young adults ages 16-23 from participating in negative behaviors by connecting participants with education, job training and counseling, ATODA education and treatment, and one-on-one mentoring.

WCS also began two more programs through a partnership with Milwaukee County’s Delinquency and Court Services Division. The first program is the Evening Reporting Center which provides a community alternative to youth being placed in secure detention. The second is the Community Service and Restitution Coordination Program which is also an alternative to detention that allows youth to complete community service hours and pay back their court-ordered restitution.

We are grateful for the opportunity to be involved in individual lives. We are honored to be a part of the impact that change brings to the person, their family, their neighborhoods and our communities. We appreciate the many entities that support us in carrying out our mission through funding and collaboration. We invite each of you to join with us during the next year in whatever way you can, so that together we can provide more opportunities for individuals to overcome adversity.

Sincerely,
Renee Booker
WCS Board President

“We are honored to be a part of the impact that change brings to the person, their family, their neighborhoods and our communities. We are grateful for the many entities that support us in carrying out our mission through funding and collaboration.”
Wisconsin Community Services: Making a Difference

Through the resources entrusted to us by our funders and donors, WCS seeks to make a difference in our communities and in individual lives through a myriad of services that provide accountability, treatment, mentoring, education, rehabilitation, strengthening of neighborhoods and another chance.

WCS seeks to make a difference in individual lives:
- To help men and women deal successfully with their mental illness and make good on their heartfelt declaration of “prison no more.”
- To help young people acknowledge and work through the trauma that they have experienced in their lives, processing it and moving beyond it as they grow into adulthood.
- To mentor individuals as they overcome their addictions, gain an education and pour their lives into helping the next generation through a social services career.

WCS seeks to make a difference in the communities in which we work:
- To build communication, empathy and understanding through Community Building Milwaukee (CBM) workshops.
- To work with Waukesha, Milwaukee, Sheboygan and Kenosha Counties as they seek to reduce drunk driving in order to make our roads safer.
- To embrace the balancing act that collaboration with multiple partners brings in order that the Riverwest/Harambee neighborhood becomes a better, safer place for everyone to live.

WCS is proud to share with you the vital ways we help our clients turn challenges into opportunities in the following program areas:
- Behavioral Health Services
- Court Services and Community Alternatives
- Residential Reentry Services
- Workforce Development
- Youth Services

“WCS seeks to make a difference in our communities and in individual lives through a myriad of services that provide accountability, treatment, mentoring, education, rehabilitation, strengthening of neighborhoods and another chance.”
Above: WCS Community Improvement and Job Training graduates with their job readiness certificates.

Left: A picnic in the park is enjoyed by WCS Outpatient Mental Health Clinic staff and clients.

Above left: The WCS Agree to Succeed-Truancy Mediation Program is a Waukesha-area early intervention truancy program involving a mediation with the student, family and school officials. An action plan is developed between all parties with the goal of resolving attendance issues to prevent habitual truancy of youth. Referrals to the program come from schools and municipal and juvenile court officials.

The WCS “Stigma Stompers” team participates in the annual NAMI Walk.

WCS Healthy Girls coordinator reviews a “Making Proud Choices” lesson with a student.
Community Building
Milwaukee Initiative (CBM)

In Partnership with the Wisconsin Department of Children and Families and the Community Building Institute

In the spring of 2013, WCS launched the Community Building Milwaukee Initiative (CBM) in partnership with the Wisconsin Department of Children and Families and the Community Building Institute. CBM aims to incorporate a powerful change process called Community Building into social service, criminal justice and faith-based community programs throughout the Milwaukee area.

The long-term goal of CBM is to dramatically reduce crime, violence and poverty — and put our Milwaukee community on a better path for the future.

How Does CBM Work?
CBM works in partnership with the Community Building Institute to train a network of Milwaukee-area facilitators so that Community Building Workshops (2-3 days each) are available for clients, community leaders and anyone else from the community that would like to participate.

The highly experiential workshops create an experience of unusual safety, allowing participants to address unproductive attitudes and behaviors, and heal unresolved trauma and grief that may be driving current dysfunctional circumstances. Participants collaborate and work together and learn that achieving community, inside and outside the workshops, requires them to practice and model certain skills, behaviors and principles.

Objectives:
• Enroll, train and certify 30-40 Milwaukee facilitators to conduct Community Building Workshops.
• Incorporate Community Building Workshops into a minimum of 30-40 social service, criminal justice and/or faith-based programs of participating agencies.
• Support and maintain an ongoing network of Community Building Workshop facilitators to serve the Milwaukee community.

Entities Participating in the CBM Initiative:
• Agape Community Center
• Alma Center
• Amani Neighborhood/Dominican Center for Women
• Center for Self-Sufficiency
• Center for Veterans Issues
• Century City Tri-Angle Neighborhood Association
• City of Milwaukee - Office of Violence Prevention
• COA Youth and Family Centers
• Community Advocates
• Compel
• Division of Community Corrections
• Faith Partnership Network
• Felmers Chaney Correctional Center
• Journey House
• LISC
• Marshall Sherrer Correctional Center
• Metcalfe Park Neighborhood/Next Door Foundation
• Milwaukee Christian Center
• Milwaukee County House of Correction
• Milwaukee Police Department
• Milwaukee Secure Detention Facility
• Milwaukee Women’s Correctional Center
• Neighborhood House of Milwaukee
• New Concept Self Development Center
• Northcott Neighborhood House
• Pastors United
• Running Rebels
• Safe and Sound
• Silver Spring Neighborhood Center
• Sojourner Family Peace Center
• Saint A
• St. Charles Youth & Family Services
• United Methodist Children’s Services
• UNCOM
• United Way of Greater Milwaukee
• WestCare Wisconsin
• Wisconsin Community Services
• Word of Hope Ministries

For more information or to register for one of the public workshops, please contact James Bartos at WCS: 414-290-0472 or email jbartos@wics.org. For more information about Community Building, please download a CBM white paper on the impact of Community Building on social service outcomes at CommunityBuilding.com.
“The workshop has given me hope that I can be successful ...”

“It’s a change that really cannot be described, but I feel new on the inside.”

“What our group experienced in the workshop was nothing short of transformational healing. We began as 40 individuals from diverse walks of life . . . police and correctional officers, politicians, neighborhood leaders, community builders, pastors and healers. The workshop’s safe environment and peer support gave us the courage to share personal experiences, often deeply painful, and life experiences that were the underpinnings for racial and role prejudices. There was conflict, but also respect as we grew in our acceptance of one another. From the raw honesty emerged empathy, dismantling walls and bonding, with a mutual love for our Milwaukee community and a strong desire to work as one for its healing.” — Lois B.
It was an assorted group of individuals that gathered together. Amongst them you could find a painter, an avid reader, a doting grandfather and an MATC student. Yet, they were bound together by a dream for the future – “Prison No More.”

As different as they each were, they had a common experience from the past which they all shared; each had spent time in a state prison because of their actions stemming from their mental illness. Now as they met, they were eager to hear of the successes of a peer who had achieved a comfortable reintegration into the community. As he shared, they were encouraged. He spoke about having his own apartment, working for $14 per hour, having a girlfriend and paying his own rent. He spoke of achievements that hardly seemed possible when they overlapped in prison.

They asked questions. He gave advice. They shared with one another. As they listened they were inspired. Hearing it from a peer whom they had seen at the lowest point in his life made it believable that they, too, could one day in the not-too-distant future, stand where he stood. It was informative, motivating, heartwarming and inspiring. They were brothers working together to make their “Prison No More” dream become a reality. If one of them had done it, why not all of them? They celebrated with food and the sweet fellowship continued.
A Story of Redemption

Hers is a rich story of redemption. Addicted to drugs and alcohol, having served time in jail and prison, Tonyetta was in a place she did not want to stay. She says, “I screamed at God, ‘You’ve got to get me out of here.’”

Tonyetta sought treatment through the WCS Wiser Choice Recovery Support Services Program. Paulita became Tonyetta’s WCS recovery support coordinator, and worked with her to set goals, choose services and to select a person to support Tonyetta on her road to recovery. The road through this major life change was a difficult one. “We often bumped heads,” says Paulita. “Tonyetta sometimes made choices that led away from her goals, or at least were a very round-about way of reaching them, but they were Tonyetta’s goals, and Tonyetta’s choices. I let her make them.”

Tonyetta confirms this, “Because she let me make them, I learned what worked and what didn’t work. Paulita would say, ‘How did that work for you?’ I learned from making not-so-good-choices how to make better choices. I’ve been clean for seven years. I’ve achieved many of my dreams.”

And more than that . . . she is now using all she has learned to improve the lives of those just being born. Today, Tonyetta is the Director of Life Enhancement Supportive Services, which provides prenatal and child-care coordination to women awaiting the birth of a child. She helps women to navigate the health-care system, choose a healthy prenatal lifestyle, secure the skills needed to obtain and maintain employment, establish a budget, and build positive personal relationships. The first objective is the birth of a healthy child – the final objective is that every client achieves self-sufficiency as an individual and as a parent.

The most important step in working toward these goals, says Tonyetta, is establishing a relationship of trust. “We do not tell the women what they are doing wrong. The women set their own goals. We point the way for them to obtain the services they need to reach those goals.”

With prison and addiction well behind her, Tonyetta spends each day helping mothers and making sure their children get the best possible start in life. Through her, a past client, the impact of WCS is felt into the next generation.
Dear Dad,

I wonder why you were never there from the age of 2 to 12. I wake up day and night and I wonder where you are. There's this woman in my face portraying to be my father. I wonder, can this woman teach me how to love a man? Can this woman teach me how a man should treat me?

Sometimes I wonder, if Dad had been there when I was 2, would I be different? Would I have high self-esteem? Daddy, sometimes I wonder if you loved me when I was younger, because all I can remember is you didn't even call me when it was my birthday. Instead, you were runnin' with your girlfriend. The thing that saddens me most is, you never said you were sorry.

Raymona
Outpatient Mental Health Clinic Recognized

“The partnership has helped officers meet the goals of their training and allowed Clinic clients to interact with Milwaukee police in a positive way, helping to establish trust between client and law enforcement.”

The Wisconsin Drug Recognition Expert Program’s Class of 2013 presented the WCS Outpatient Mental Health Clinic with a plaque in recognition of the Clinic’s assistance during their field certification training. Several clients volunteered to take part in a 12-step evaluation that helps officers learn about the effects that prescribed mental health drugs and medications have on individuals. Even though the individuals are not always “impaired” by the drugs or medications, the officers are still able to observe certain signs and symptoms that the drugs or medications normally produce. This partnership has helped officers meet the goals of their training and allowed Clinic clients to interact with Milwaukee police in a positive way, helping to establish trust between the client and law enforcement.

Several WCS Outpatient Mental Health Clinic clients worked with a professional photographer as part of the “Postcards from America: Milwaukee” project and the photos of three individuals were chosen to be a part of the exhibit at the Milwaukee Art Museum. Two of those WCS clients, Michael and Clinton, along with Case Manager Sunne, enjoyed touring the exhibit with the curator, compliments of the Milwaukee Art Museum.
“This simple project provided a healing touch to the lives of these individuals, as they work hard to overcome adversity.”
Every fall, the United Way of Greater Milwaukee hosts a Season of Caring—a period when businesses and their employees volunteer time and assist non-profits that receive funding from the United Way. In 2013, more than 4,000 individuals in the Milwaukee area took part in the United Way’s Season of Caring. WCS was fortunate to have teams from local businesses help out with three special projects for the benefit of WCS programs and clients.

In October, a group of Rockwell Automation employees helped out by planting bulbs at our residential program houses. This simple project not only helped make the yards of the houses beautiful, but also supplied a healing touch to the lives of the individuals in those programs as they work hard to overcome the adversity they face. This new beautiful landscape offers a visible welcome to residents, staff and visitors while also helping the houses blend into the neighborhood. This project has even given the clients an outlet to nurture the gardens themselves.

In November, volunteers from GE Healthcare assisted by providing a needed and greatly appreciated painting makeover to the main entrance and two primary classrooms of the Employment & Training Center. The entrance and classrooms had been showing the natural wear of traffic by several hundred program participants from the preceding few years. The volunteers were extremely helpful, professional and inquisitive regarding the nature of WCS employment programming and client challenges and needs. The makeover looks wonderful and has helped make the Center a wonderful and enjoyable place to learn.

Also in November, the Outpatient Mental Health Clinic’s annual Thanksgiving meal took place, with a group of employees from BMO Harris Bank serving a delicious meal to the Clinic’s clients. This annual event is always looked forward to by the clients and it’s fun to have people from the community help out at the event and learn more about WCS, its programs and its clients.
The Friend of the Friendless Award is an important WCS tradition that recognizes praiseworthy individuals and organizations demonstrating a long-term commitment to strengthening our community by supporting and empowering those who are seemingly outcast from mainstream society.

In 2014, WCS recognized three special individuals with the Friend of the Friendless Award. All have been friends of the WCS Outpatient Mental Health Clinic.

**Officer Steve Krejci** of the Milwaukee Police Department, first came in contact with the WCS Outpatient Mental Health Clinic in 2010 when he responded to a call for service at the Clinic. Clinic workers remember how respectful he was with the client and that his assistance with the situation was greatly appreciated. In 2011, Officer Krejci asked the Clinic if clients could assist him in a training exercise on the effects medications may have on a field sobriety test. Many clients volunteered to join the training which turned out to be a positive experience for both police officers and clients. Over the years, Officer Krejci has “always shown great respect to our clients and takes our concerns seriously,” says Colleen Dublinski, clinical director of the WCS Outpatient Mental Health Clinic. “He greatly deserves the award for his continual support, and for so often going above and beyond the call of duty for the sake of our Clinic clients.”

**John Maher** was first recognized by WCS in the late 1970s for his volunteer services. Since that time, John has developed a special friendship with the WCS Outpatient Mental Health Clinic. As the Executive Director of the Irish Cultural and Heritage Center and subsequently the Funeral Director at Brett Funeral, he has shown great compassion for the clients we serve. John has provided meaningful funeral services that mean a lot to the client's family and to the other clinic clients that are grieving the loss of a friend. Because of his many years of dedication to WCS clients, John has shown that in addition to being a “Friend of the Friendless, he is also a WCS “Friend for Life.”

**Mary Briggs Sedlachek** became known as “Nurse Mary” by the WCS Outpatient Mental Health Clinic in 1999 when she brought WCS Clinic staff and Family Care Clinic staff together for increased education about the challenges faced by persons with Severe and Persistent Mental Illness (SPMI). Several years ago, when the Family Care Clinic moved further away from WCS, she helped create an in-house “satellite” office at WCS that allowed clients to get medical care at a location to which they were already coming and were comfortable. Nurse Mary also helped with the eventual placement of Aurora phlebotomy services at the WCS Clinic. Her compassion for clinic clients, coupled with her commitment to creating real positive change, makes Nurse Mary a true “Friend of the Friendless.”
WCS offers individually tailored training for your organization in the following practices:

- Motivational Interviewing: Overview and Skill Building
- Motivational Interviewing: Coding and Coaching
- Trauma Informed Care
- Creating a Culture of Service: Alignment of Evidence-Based, Best and Innovative Practices
- LS/CMI Training

Our trainer, Shawn Smith, is a member of the Motivational Interviewing Network of Trainers (MINT) and since 2009, has taught motivational interviewing to more than 500 professionals, including those serving in education, health care, behavioral health and the criminal justice system. He is a certified trainer in CPI Nonviolent Crisis Intervention and LS/CMI (Level of Service/Case Management Inventory), an evidence-based, risk-needs-responsivity assessment tool. In 2014, he earned a certificate in trauma counseling through the University of Wisconsin-Milwaukee.

Shawn sits on the Wisconsin State Trauma Informed Care Advisory Committee and the Wisconsin State Trauma Informed Care Tool-Kit Workgroup. He is a core team member for the Fostering Futures initiative for the Harambee Community (focused on creating trauma-informed awareness in Milwaukee’s Harambee community) and serves as a community advisor to the Medical College of Wisconsin’s Violence Prevention Initiative Research & Evaluation Team and the Violence Prevention Collaborative. Shawn has been serving youth and families as a direct service provider, manager and administrator for more than 20 years.

During the past year, WCS has provided training to the following entities:

- HALO (Homeless Assistance Leadership Organization of Racine)
- The Hope Council
- Marion County Ohio Juvenile Probation
- North Dakota Juvenile Court System
- Professional Services Group (Kenosha)
- Racine Unified School District
- Racine Women’s Resource Center
- Racine Workforce Development Center
- St. A (formerly St. Aemelian-Lakeside)
- St. Charles Youth & Family Services
- Wheaton Franciscan Health Care
- Wisconsin Department of Corrections
- Wisconsin State Public Defender’s Office
- Wraparound Milwaukee

For more information, contact:
Shawn Smith, Director of Training & Quality Assurance, WCS
3732 W. Wisconsin Ave. • Suite 200 • Milwaukee, WI 53208
414-290-0409 (office) • 414-235-1930 (cell)
ssmith@wiscs.org

“WCS offers individually tailored training for your organization…”
2013-14 Funding Sources

Behavioral Consultants, Inc.
Brewers Community Foundation
City of Greenfield
City of Milwaukee: Community Development Block Grant (CDBG)
City of Milwaukee: Department of Public Works (DPW)
City of Milwaukee: Municipal Court
City of Milwaukee Fire and Police Commission
City of Waukesha: Parks, Recreation & Forestry Department (WPRF)
City of West Allis
COA Youth & Family Centers - Arts Education Collaborative
Community Advocates - Brighter Futures
Erica P. John Fund
Greater Milwaukee Foundation
Jefferson County
Kenosha County Sheriff’s Department
Kenosha County Department of Human Services: Division of Aging & Disability Services
Medicaid/Medicare
Medical College of Wisconsin: Healthier Wisconsin Partnership Program
Milwaukee Area Technical College (MATC)
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)
Morgan Stanley Foundation

Potawatomi Bingo Casino – Miracle on Canal Street
Safe & Sound, Inc.
Sheboygan County: Sheriff’s Department
Sheboygan County: Circuit Court Crime Prevention Fund
State of Wisconsin: Department of Corrections (DOC)
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 Transportation (DOT)
The Benedict Center
U.S. Courts: Probation and Pretrial Services
U.S. Department of Justice: Bureau of Prisons (BOP)
U.S. Department of Labor (DOL)
United Way of Greater Milwaukee
United Way of Greater Milwaukee - Alexis de Tocqueville Society
United Way of Greater Milwaukee - Healthy Girls Initiative
United Way in Waukesha County
United Way in Waukesha County: Community Impact Fund
Walworth County
Waukesha County Community Foundation
Waukesha County: Criminal Justice Collaborating Council (CJCC)
Waukesha County: Department of Health and Human Services (DHHS)
WHEDA Foundation, Inc.
Wisconsin Regional Training Partnership (WRTP)

WCS clients enjoy a Milwaukee Brewers baseball game, many for the very first time, compliments of the Milwaukee Brewers Community Foundation/Brewers Buddies.
2013-2014 Supporters

INDIVIDUALS
Anonymous
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Rose Barton
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Jan Bylow
Sara Carpenter
Jan Brylow
Melva Damough
Honorable J. Mac Davis
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Karen Duffy
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Adult Learning Center
Ambassador Hotel
American Association of University Women
Aurora Family Services
Badger Truck Center
BEAUTY
Belair Cantina
Blush Beauty
Body Wellness & Pain
Therapy Massage
Brewers Community Foundation, Inc.
Broadlands Golf Club
Bronze Optical
Byte Studios
Captain Frederick Pabst Mansion
Care-a-loota (Bartolotta Charitable Fund)
Charles Allis/Villa Terra Art Museums
Chippys Popcorn
Chudnow Museum of Yesteryear Colectivo Coffee
Coleman & Williams, Ltd.
Comet Cafe & Honey pie Cafe
Erica P. John Fund
Festa Italiana
First Unitarian Society of Milwaukee
Friends of the Boerner Botanical Gardens
Full Service Car Wash
Gaia Micro Spa
German Fest
Gonzalez, Saggio & Haflan
Green Bay Packers
Harley Davidson Museum
Immanuel Presbyterian Church
Indian Summer
Indulgence Chocolatiers
Integrated Therapeutic Massage
Irish Fest
Jeff’s Sports, Inc.
John G. Shedd Aquarium
JP Morgan Chase Bank
Juniper 61
Karl Ratzsch’s Restaurant
Kettle Moraine Golf Club
Krumrich’s Jewelers
Landmark Theatres
Lexicom Corporate Services
Maxie’s Southern Comfort Meritage
Mexican Fiesta
MillerCoors (Madden POS Fulfillment)
Milwaukee Ballet
Milwaukee Branch of AAUW
Milwaukee County Parks
Milwaukee County Zoo
Milwaukee Journal Sentinel
Milwaukee Public Museum
Milwaukee Repertory Theater
Milwaukee World Festival, Inc.
Mt. Olympus Water & Theme Park
Mutual of America
Neroli
Noodles & Company
Outpost Natural Foods
Paintball Dave’s
Peach Heritage Alliance, Inc.
Pritzlaff Wholesale Meats
Project Return
Salon 147
Schlitz Audubon Nature Center
Scrub ‘n Shine
Soaring Adventures of America
Sojourner Truth Peace Center
SPIN Milwaukee
Sunset Playhouse
Taglio Salon & Spa
Ten Bells Bar
The Titus Group
Transfer Pizzeria and Cafe
United Healthcare
Waukesha County Community Foundation
Wauwatosa Presbyterian Church
Wines for Humanity
Wisconsin Coah Lines
Wisconsin Timber Rattlers
Xerographic Supply of Wisconsin
Yo Mama!

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Ligia Wipfli
Outpatient Clinic Manager, Sixteenth Street Health Centers-Waukesha Community Health Center

**AGENCY LEADERSHIP**

**Executive Director**
Holly Patzer

**Associate Executive Director**
Clarence Johnson

**Chief Financial Officer**
Steve Guion

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Financial Report

Year Ending December 31, 2013

2013 Expenses $23,752,247

**Where Funds Come From**

- State of Wisconsin 24%
- Medicare/Medicaid 14%
- Grants/Contributions 14%
- Milwaukee County 22%
- Other 2%
- Federal Government 9%
- Other County 7%
- Fees for Services 7%

**What Funds Pay For**

- Behavioral Health 39%
- Court Services 16%
- Residential Reentry Services 14%
- Administration 11%
- Workforce Development 5%
- Youth Services 10%
- Other 5%
- Other 11%
Overcoming Adversity: YOU Can Make a Difference!

Earlier this year many Americans participated in the Ice Bucket Challenge to raise money for a national charity. Right now, WCS is asking you to help raise money for WCS and its services. But don’t worry — there is no need to dump a bucket of ice water on yourself. Instead, WCS is challenging you to make a financial donation to the agency.

Your donation will support WCS in carrying out its mission in one of its service areas that include Behavioral Health Services, Court Services and Community Alternatives, Residential Reentry Services, Workforce Development, and Youth Services.

Donations of any amount to WCS will help staff carry out the agency’s mission to make change possible in the community and will benefit those trying to overcome adversity. By making a donation, not only will you stay dry and warm, but you can feel good that the donation is going to help those making a positive change in their lives.

If you would like to learn more about Wisconsin Community Services, Inc., its mission and its programs, please visit wicsc.org.

Held in the early spring, the WCS “Wine, Chocolate and the Spirit of Giving” fundraiser has become an annual event that raises money to provide client assistance such as bus tickets and emergency food for individuals that are served by the WCS Outpatient Mental Health Clinic.

Photography credits: John O’Hara, Melissa Streeter, Carol Kaiser and Anne Osterwind
Proudly Serving the Community with
Justice, Respect, Integrity and the Pursuit of Excellence

WISCONSIN COMMUNITY SERVICES

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