

2009 Annual Report



BEHAVIORAL HEALTH SERVICES

COURT SERVICES AND COMMUNITY ALTERNATIVES

POLICY AND WORKFORCE DEVELOPMENT

RESIDENTIAL RE-ENTRY SERVICES

YOUTH SERVICES

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Photography provided by Tricia Shay of Shay Photography and Melissa Potter.

WISCONSIN COMMUNITY SERVICES MISSION STATEMENT

WCS advocates for justice and community safety, providing innovative opportunities for individuals to overcome adversity.

From the President of the Board

DEAR FRIENDS AND SUPPORTERS OF WISCONSIN COMMUNITY SERVICES

ach year WCS chooses a few of its many programs to feature in our annual report to give our funders, supporters and friends a taste of the work we do and a glimpse of the impact that WCS has on individual lives.

In the 2009 Annual Report we have chosen to feature the five WCS Program Divisions:

- Behavioral Health Services
- Court Services and Community Alternatives
- Policy and Workforce Development
- Residential Re-entry Services
- Youth Services

We hope spotlighting these program divisions will provide insight into the breadth of services that WCS delivers each and every day to assist individuals in overcoming adversity as they become valued members of our community. Although the recession brought a few challenges to WCS, the year overall proved to be one of sowing seeds that are reaping growth and expansion into new areas.

Each day much good is accomplished in the community through partnerships that WCS has with other agencies. This annual report's "Partner Spotlight" columns provide insight into just a few of our many collaborative efforts.

Discussions during 2009 led to exciting growth in the new year when WCS became the operating partner of the Center for Driver's License Recovery and Employability (CDLRE). This program now operates under the newly named Policy and Workforce Development Division.

Late in the year, WCS offered its first Deconstruction Training which welcomed 16 participants into its inaugural training class. Now, less than a year later, WCS trainees can be found deconstructing houses for the City of Milwaukee through a partnership in which WCS is involved.

2009 also found WCS working hard on its charter school application. In June 2010, the MPS School Board approved the Excel Charter High School. With the recent receipt of a planning grant from the Department of Public Instruction (DPI), WCS is looking forward to opening the doors of its own charter school (in the fall of 2011) dedicated to offering high-risk youth the opportunity to experience educational success and earn a high school diploma against the odds.

The WCS Board and staff efforts of 2009 have yielded unique and exciting opportunities for the present and the future. We invite you to see the fruits of these labors in the pages that follow.

Sincerely,

WCS Board President

wey fold



"Although the recession brought a few challenges to WCS, the year overall proved to be one of sowing seeds that are reaping growth and expansion into new areas."

Behavioral Health Services



he WCS Behavioral Health Services Division assists individuals in need of treatment programming due to mental illness, drug addiction, alcohol abuse or a combination of these.

The WCS Outpatient Mental Health Clinic serves individuals with severe and persistent mental illness. The clinic provides individuals with mental health treatment accompanied by other important ancillary services including medication monitoring, housing assistance, benefit acquisition and an on-site pharmacy.

The Conditional Release Services Program advocates for and coordinates the provision of community-based rehabilitation and treatment services for persons found not guilty by reason of mental disease or defect who are returning to the community.

Unlimited Potential is a licensed, outpatient day treatment program for those in need of Alcohol and Other Drug Abuse (AODA) counseling. WCS also provides recovery coordination AODA treatment services to Milwaukee County residents through the WIser Choice Program.

This division also includes the WCS Drug Testing Lab that screens for drugs of abuse for clients of WCS programs, as well as for external programs and agencies.

A client meets with staff as part of his treatment at Unlimited Potential.

A clinic nurse dispenses medication and advice to a clinic consumer.



Left: Pharmacy technicians fill consumer medications on a daily basis.

Below: In the Unlimited Potential waiting room a staff member calls a client to be the next to receive services.





Above: A Conditional Release Program case manager delivers medication to her client as part of a home visit.





In May of each year, WCS participates in the NAMI Walks event at Veteran's Park in Milwaukee. The WCS team of more than 100 walkers, the "Stigma Stompers," includes WCS staff, clients and family members.



Consumers and staff met on Saturday, May 15, 2010 to raise awareness and money to end the stigma attached to mental illness. Setting the pace was WCS Executive Director, Holly Patzer, and WCS Associate Executive Director, Clarence Johnson.

PARTNER SPOTLIGHT

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)

National Alliance on Mental Illness (NAMI) is the nation's largest, grassroots mental health organization dedicated to improving the lives of those with serious mental illness. WCS has a strong partnership with NAMI in Milwaukee. Several WCS **Outpatient Mental Health Clinic consumers** participate in NAMI education programs and support groups, and some even volunteer at the NAMI office. WCS staff and consumers have benefitted from the NAMI Crisis Intervention Team (CIT) that trains police officers to provide the most effective and compassionate response possible to police situations involving people experiencing a mental health crisis. NAMI offers a variety of support groups for individuals with mental illness and their family members. NAMI relies significantly on fundraising efforts to support their programs.

Because NAMI is such a valuable resource for clinic consumers and staff, WCS always enthusiastically supports the NAMI Walks fundraiser.

According to Colleen Dublinski, Director of the WCS Outpatient Mental Health Clinic, "NAMI is a great advocate for the mentally ill. We are thrilled to support them in any way we can."



Court Services and Community Alternatives

he WCS Court Services and Community Alternatives Division helps individuals to fulfill their legal obligations and provides the opportunity for them to make behavior changes. By connecting people to community resources and holding them accountable, the Court Services and Community Alternatives Division offers the opportunity for men and women to put an end to circulating through the criminal justice system. Through the programs in this WCS Division, individuals are better equipped to leave their old life behind and start in a new direction.

WCS is the sole distributor and service provider of the Secure Continuous Remote Alcohol Monitoring (SCRAM) bracelet in multiple southeast Wisconsin counties. WCS uses this tool to continuously monitor alcohol offenders to ensure that they are not drinking.

This division also serves Waukesha County youth deeply involved in the juvenile justice system. Intensive programming allows youth to stay at home, avoiding costly juvenile corrections placements, and to learn to make the necessary behavior change choices within their home setting.



A technician installs a SCRAM bracelet on a client.



SCRAM services provided by specialized technicians support clients and programs.

The Mediation and Restorative Justice Center provides parties in a conflict with the opportunity to create their own mutually agreeable solutions. Mediation services are provided to resolve small claims cases, community problems, landlord-tenant issues, juvenile disputes and domestic problems. Restorative justice programming allows offenders to take responsibility for their actions and victims to express the impact of crime on their lives



Random alcohol testing in action.



Clients receive intensive case management for supervision and support as part of the Milwaukee County Pretrial Intoxicated Driver Intervention Program.

A FOCUS ON RESTORATIVE JUSTICE

A young offender, Steve, was involved in a home burglary. He met his burglary victim, a young professional man. Steve wore a nice shirt and tie for the meeting. He was accompanied by his mother. During the conference, Steve took responsibility for his participation in the burglary and was genuinely remorseful. Steve apologized for the pain he caused Paul and his family. Steve's mother sat behind Steve and quietly wept. Steve also cried as he recounted the phone call police made to his mother about what he had done. Steve described the sanctions that he faced and his plans for the future.

The victim, Paul, was very articulate in describing the effect the burglary had on him and his family. Paul indicated that his family no longer felt safe at home. Paul expressed concern that in a different circumstance, Steve could have been shot and killed by a homeowner. Paul was able to have his questions answered by Steve. At the end, Paul accepted Steve's apology.

"This meeting provides the opportunity for the victim to face the offender in a nonthreatening environment, and communicate the impact of the crime."

A victim/offender conference is a dialogue allowing a crime victim to meet with the person who victimized them while a trained facilitator is present. It is the role of the facilitator to provide a safe, structured format for the victim and offender to talk with each other face to face about what happened. This meeting provides the opportunity for the victim to face the offender in a nonthreatening environment, and communicate the impact of the crime. The offender is provided the opportunity to take direct responsibility for his/her actions, to express remorse, and if appropriate, discuss restitution to be made to the victim. Often times the victim and offender will experience a sense of closure and healing from this conference.

The Mediation and Restorative Justice Center, a program of WCS, has been engaged in victim/offender conferencing for 26 years."

PARTNER SPOTLIGHT

SOPHIA

For the last several years, SOPHIA has been an active and vocal supporter of WCS programs that provide alternatives to jail and focus on treatment. SOPHIA, which stands for Stewards Of Prophetic, Hopeful, Intentional Action, is an interfaith organization of faith communities and congregations in Waukesha County. SOPHIA members are dedicated to living out their faith and values. According to WCS Court **Services and Community** Alternatives Administrator Sara Carpenter, "SOPHIA is always willing to advocate for our programs when facing potential budget reductions. SOPHIA's voice makes a difference." WCS is grateful for SOPHIA's generous donation of incentives for clients who reach important milestones in the Waukesha Alcohol Treatment Court and Waukesha Day Report Center programs.



Policy and Workforce Development



inding a job is hard work – imagine trying to job hunt when you've never had a real job and you have a criminal record. WCS knows that having a job with family sustaining wages is key to an individual's ability to recover and move forward into a healthy, secure future. The Policy and Workforce Development Division is comprised of WCS Employment and Training Services, the Center for Driver's License Recovery and Employability (CDLRE) and Policy efforts.

The Employment and Training Services include:

- Education Vocational training Employment skills
- Job placement
 Job retention
 Case management
 These services assist individuals to secure family-sustaining



jobs, live crime-free lives, and fulfill their responsibilities to their families and the community.

and search online

for positions that match their

interests and

experience.

If your driver's license disappeared tomorrow, what would the impact be on your life? The CDLRE assists low-income individuals who have a suspended or revoked driver's license. The license recovery plan includes case management, legal assistance from an attorney, a payment plan for fines and community service as agreed to by a judge.

WCS is also working to affect policy changes that reduce barriers for those with criminal histories which in turn make it difficult for them to fully realize a changed life.

Pre-apprentice candidates in the WCS Deconstruction Training Course, in partnership with Home Builders Institute, constructed a garden storage barn for Milwaukee Center For Independence (MCFI) clients to store tools and supplies they use when working in a local community garden.

WORKFORCE DEVELOPMENT -A CLIENT SUCCESS STORY

In January, Rashan Lawrence, an ex-felon without a home or a job, came to the WCS Center for Driver's License Recovery and Employability (CDLRE). Within two weeks, Rashan was able to regain his driving privilege so he could more efficiently search for jobs and be more employable at the time of application because he possessed a valid license. One month later he enrolled in the WCS Employment Program Deconstruction Training where he learned valuable "green" economy skills in a growing industry. In the spring, Rashan became employed at a company located outside of the City earning more than \$11 per hour. Just three months after coming to WCS, Rashan was successfully rebuilding his life and, according to him, it all started with his driver's license!



A new client is welcomed to the CDLRE Office where he will receive assistance as he attempts to recover his driver's license.

A CDLRE case manager discusses a customized license recovery plan with a client.

> An attorney from Legal Action of Wisconsin and her client appear before the Honorable Philip M. Chavez.

PARTNER SPOTLIGHT

HOME BUILDER'S INSTITUTE (HBI)

Home Builders Institute (HBI) has been an integral partner in the WCS Construction/Deconstruction Employability Project that was funded with federal stimulus dollars through the Social Development Commission (SDC). By training participants in 21st century general construction skills and showing them how to apply these skills in an actual deconstruction setting, HBI and WCS are giving ex-offenders the tools they need to find and keep family-sustaining employment.

HBI is the workforce development arm of the National Association of Home Builders. They have distinguished themselves as a major provider of training services for individuals who have been unemployed, underemployed or who have limited labor force experience. These populations include dislocated and displaced workers, veterans, women in non-traditional occupations, individuals who are homeless or who have disabilities and other significant barriers to employment, as well as adult and youth offenders and ex-offenders.



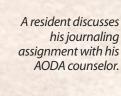
Residential Re-entry Services

he Residential Re-Entry Services Division consists of five halfway houses and two rooming houses. The goal of the halfway houses is to assist in the successful community reintegration of men and women coming out of incarceration. The hope is that individuals will be able to develop the necessary skills to achieve an independent, pro-social approach to life and that they will return to the community to live a drug-free lifestyle and to participate as a crime-free neighborhood resident.

Each halfway house provides supervision 24 hours per day, and the following services as needed by residents:

- AODA treatment
- Employment assistance
- Parenting and fatherhood classes
- Individual and group counseling
- Anger management
- Cognitive intervention groups
- Living skills
- Drug testing

The two rooming houses serve men with mental health and/or AODA issues, providing safe, affordable shelter in a supportive environment. Each gentleman receives his own room and is involved in programming that provides case management.





Boxing is one of the recreational activities available at the Justice Thurgood Marshall House.



As this resident leaves the Justice Thurgood Marshall House he does so with new skills,

confident that he will settle in and make a positive contribution to his community.

"Thank you for giving me the tools to help me believe in myself and for letting me know that being drug-free is not bad at all."

"WCS has given me a new way to live and to have faith, dreams and goals."



A resident practices job-seeking skills while looking for employment online.

"I've been in many AODA programs over the years and I would rate WINGS Halfway House (Women in Need of Greater Support) as the best one that I've attended. The counselor truly cared about me and helped me to make positive choices for myself.

She also helped me to understand how my thinking patterns related to my behaviors and the choices I made in my life."



Justice Thurgood Marshall House residents volunteer at the SHARE distribution center which distributes food to more than 20,000 people every month.

PARTNER SPOTLIGHT

SHARE

For more than 10 years, SHARE and WCS have joined in a creative collaborative that offers opportunities for the residents of Justice Thurgood Marshall House and WINGS to give something back to the community. SHARE is a nonprofit organization that distributes quality, nutritious food at reduced cost to more than 20,000 people every month. SHARE's mission is to build and strengthen community through volunteer service.

Once a month, the residents of these two WCS halfway houses travel to the SHARE distribution center where they work side-by-side with other volunteers and gain a sense of what it's like to make a positive contribution to the community. At SHARE, the residents are held to high standards for accuracy and safety. They have to follow instructions, operate a pallet jack, read a pick list and perform other warehouse tasks.

According to SHARE's Executive Director Paulette Flynn, "You can see the satisfaction on their faces as they make it possible for us to load 18 truckloads of food for families in need. I wish they all could become permanent members of our volunteer team, even though I know that the next step for them is to get a paid job. We hope that their time working with us helps them along that path."



Youth Services



roject Excel provides high-risk youth ages 10 to 17 years with an alternative to juvenile correctional or other out-of-home placement, and allows others that are at great risk of expulsion to remain in school.

Of the students that attend Project Excel:

- 80% are in need of AODA services.
- 35% have been expelled from their home school.
- 30% have identified mental health issues.



When youth arrive at Project Excel they are offered a challenge: Your Future. Your Choice. The staff helps the youth to recognize that they are determining their futures each and every day through their actions and choices. Youth are provided with holistic support through four domains: Educational, Interpersonal, Family and Community.

• **Educational** Students attend high school at Project Excel studying the language arts, life skills (including employment and cooking), social studies, and math (including personal finances).

Students enjoy cooking lessons as part of the life skills portion of the curriculum.

- Interpersonal Students receive AODA and Anger Management treatment in hopes that their periods of substance use abstinence will grow longer and that the learned behaviors of aggression and anger will be replaced with pro-social communication that leads to healthier relationships.
- **Family** Project Excel strives to work with the families of its students by inviting their participation and using the Creating Lasting Family Connections approach to increase healthy, family functioning and strengthen the probability of success.
- Community Youth Division staff utilizes restorative
 justice practices as they strive to help youth live at peace
 in their community. Students are equipped with conflict
 resolution skills and complete court-ordered community
 service to fulfill an obligation and experience making
 amends for their wrongful actions.



Students and staff use the AIR Room (Active Intervention Room) – a dedicated space for resolving conflicts or providing students an area they can use when they need some time apart from others.



"Girl talk" aimed at discovering solutions to a multitude of situations.



A bright, student-decorated classroom contributes to educational success at Project Excel.

PARTNER SPOTLIGHT

SAFE & SOUND

As a designated Safe & Sound "Safe Place," WCS Project Excel keeps youth engaged in positive and productive activities while endeavoring to keep them from harm. Over the last several years, Safe & Sound's support has enabled Project Excel's Afterschool Program to involve many at-risk youth in arts-based employment training, crime awareness and prevention projects, as well as leadership development activities. The WCS partnership with Safe & Sound has also created numerous opportunities to divert youth from the juvenile justice system into community-based programming.

Safe & Sound serves as a valuable community resource and crucial link to law enforcement. Their mission is to "develop, support and facilitate collaborative approaches to measurably reduce violent crime by blending law enforcement, neighborhood organizing and youth development." Project Excel has been honored and grateful to be a part of this important mission.



Friend of the Friendless



"She doesn't just defend them in court, she fights for the services they need to fill the hole in their lives that brought them to the criminal justice system in the first place."

ach year WCS presents a deserving individual with the Friend of the Friendless Award. This award is given to a special individual who has supported, assisted and empowered those who are seemingly outcasts in our community. In June 2009, the award was given to Attorney Robin Dorman.

Attorney Dorman embodies what it means to be a "friend of the friendless" with her 30-plus years of tenacious advocacy on behalf of persons in the criminal justice system. She is the Principal Deputy Public Defender in the Milwaukee Trial Office of the Wisconsin State Public Defender. In addition to administrative duties, Attorney Dorman defends adult criminal justice clients, juvenile homicide clients, and clients in the newly created Milwaukee County Drug Treatment Court.

Previously, Attorney Dorman was the First Assistant of the Waukesha Region of the State Public Defender where she served on the Waukesha County Criminal Justice Collaborating Council which created the Waukesha County Alcohol Treatment Court. WCS has had a strong working relationship with Attorney Dorman in both Waukesha and Milwaukee Counties. She has been a longtime supporter of the Waukesha Mediation and Restorative Justice Center and worked closely with WCS staff to promote Victim Offender Conferencing many years before Restorative Justice was an accepted practice.

Attorney Dorman advocates for policies that promote alternatives to incarceration by serving on numerous state and local committees and boards, including the board of the Wisconsin Association of Treatment Court Professionals. More important than her credentials and years of experience, she is a true "friend of the friendless" because she is fiercely passionate about the rights and needs of those who are most disenfranchised. She doesn't just defend them in court, she fights for the services they need to fill the hole in their lives that brought them to the criminal justice system in the first place.

VOLUNTEERS MAKE A DIFFERENCE

Wisconsin Community Services is always looking for enthusiastic volunteers.

WCS representatives help to inform the public about the agency's ongoing efforts and accomplishments in the community. If you would like to become a WCS volunteer or would like to have a booth at a fair or event, please contact the WCS Development Department at 414-290-0400.

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Shawn Smith

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Court Services and Community Alternatives: Sara Carpenter

Policy and Workforce Development: Nichole Yunk

Residential Re-entry Services: Joe Spolowicz

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Development and Communication: Anne Osterwind

Fiscal: Yolanda Babcock

Human Resources: Lori Sheets



WCS 2009 Supporters

ORGANIZATIONS

Alcoholics Anonymous Ambassador Hotel BEALITY

Been There, Done That Best Buy, Wauwatosa

Betty Brinn Children's Museum

Blommer Chocolates Boston Store, Milwaukee

Bradley Technology & Trade School

Brewers Charities Casa del Rio

Chancery Family Pub, Waukesha Crossroads Presbyterian Church

Culver's, Waukesha

Dairyland Greyhound Park DeLind Gallery of Fine Art

ESAB Welding and Cutting Products

Euro Auto

Famous Dave's, Waukesha First Stage Children's Theater

Green Bay Packers

Immanuel Presbyterian Church

Ironwood Golf Course Jeff Fleur Fun, LLC JP Morgan Chase Bank Kindred's Gifts on Grand Krumrich's Jewelers

Lincoln Electric Company M3 Insurance Solutions

MATC School of Barbering/ Cosmetology

Medical College of Wisconsin

Metavante Corporation

MillerCoors Milwaukee Ballet Milwaukee Bucks Milwaukee County Parks Milwaukee County Zoo

Milwaukee Mile

Milwaukee Symphony Orchestra

Milwaukee Wave Mutual of America Nelson Stud Welding Olde English Flower Shop Poblocki Paving Corp. Russell's Food SOPHIA, Inc.

Speedy Metals Sprecher Brewing Company

Target, Milwaukee Target, Waukesha Tricia Shay Photography University Lake School

Vino 100

Walker's Point Center for the Arts

Wal-Mart, Milwaukee

Waukesha Floral & Greenhouse

Waukesha State Bank

Wauwatosa Presbyterian Church

WIPFLI

Weld Specialty Supply Corp. Xerographic Supply of Wisconsin

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Bob Albrightson Shirley Amick Elizabeth Anderson

Theodore Anderson W.B. & Iona Anderson Sandy Anderson-Payne

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Gregory Williams
Janet Wimmer
Mary Ann Wittwer
Jamie Young
Jean Zimmerman





United Way of Greater Milwaukee



WCS 2009 Funding Sources

Annie E. Casey Foundation

Behavioral Consultants, Inc.

Children's Service Society of Wisconsin

City of Greenfield

City of Milwaukee – Community Development Block Grant (CDBG)

City of Milwaukee Fire & Police Commission

City of Milwaukee Health Department

City of West Allis

Greater Milwaukee Foundation:

Gertrude M. Speer Fund and WCS Mental Health Fund

Hebron House of Hospitality, Inc.

Hon. Marianne E. Becker Fund, Inc.

Integrated Family Services, Inc.

Kenosha County Sheriff's Department

Medicaid/Medicare

MillerCoors - United Way Designation

Milwaukee Area Workforce Investment Board (MAWIB)

Milwaukee County - Chief Judge's Office

Milwaukee County Task Force on Work Reform for

Men of Color

Milwaukee County – Community Development Block

Grant (CDBG)

Milwaukee County – Community Options Program

Milwaukee County DHHS –Behavioral Health Division

Milwaukee County DHHS – Delinquency & Court

Services Division

Milwaukee County - Office of the Sheriff

Milwaukee Public Schools (MPS)

Safe & Sound, Inc.

Salvation Army of Wisconsin and Northern Michigan

Sheboygan County – Circuit Court Crime Prevention Fund

Social Development Commission (SDC)

State of Wisconsin - Department of Corrections

State of Wisconsin – Department of Transportation

State of Wisconsin - Division of Mental Health and

Substance Abuse Services (DMHSAS)

State of Wisconsin – Office of Justice Assistance

U.S. Dept. of Justice - Bureau of Prisons

United Way of Greater Milwaukee

United Way of Greater Milwaukee - Employment Initiative

United Way of Waukesha

United Way of Waukesha - Community Impact Fund

Waukesha County - Criminal Justice Collaborating

Council (CJCC)

Waukesha County (DHHS)

Waukesha Youth Collaborative







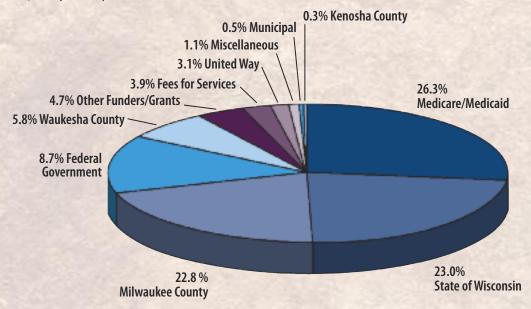
2009 Financial Report

Year Ending December 31, 2009

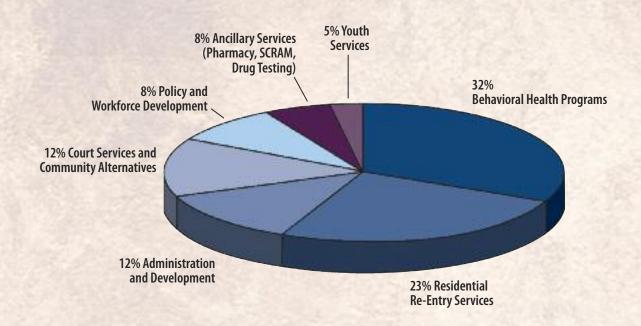
ASSETS	
CURRENT ASSETS:	SUPPORT AND REVENUE
Cash and Cash Equivalents \$2,984,838	United Way and Donations\$595,656
	City of Milwaukee
Grants and Contracts Receivable	Milwaukee County 5,352,799
Accounts Receivable – Other99,723	Other Counties
Total Account Receivables	State of Wisconsin
Inventory - Pharmacy91,466	Federal Government
Prepaid Expenses	Other Funders/Grants 882,703
	Medicaid
Total Current Assets 5,085,683	Medicare
FIXED ASSETS:	Fees for Professional Services
Leasehold Improvements	Intra-Agency Sale of Service and Medications 135,016
Furniture and Equipment	Miscellaneous
Total Fixed Assets	Total Support and Revenue\$18,946,899
Less Accumulated Depreciation(361,158)	
Net Fixed Assets	OPERATING EXPENSES
Other Assets	Salaries and Wages\$8,272,923
	Payroll Taxes and Fringe Benefits2,677,769
Total Assets\$7,258,426	Professional Fees
LIABILITIES AND FUND BALANCE	Supplies
	Telephone
CURRENT LIABILITIES:	Postage14,429
Accounts Payable\$413,962	Occupancy
Prepaid and Deferred Income	Equipment and Rental249,946
Payroll and Related Expenses	Printing and Media52,973
	Employee Travel
Total Current Liabilities	Conferences and Meetings52,052
Client Trust	Individual Assistance
Accrued Pension Liability2,107,612	Dues
	Liability Insurance
Total Liabilities	Miscellaneous
Total Net Assets	Total Expenses\$18,583,934
Total Liabilities and Net Assets\$7,258,426	Net Surplus (shortage)\$362,965

2009 Revenue and Expenses

REVENUE SOURCES 100% = \$18,946,899



EXPENDITURES BY SERVICE AREA 100% = \$18,583,934



WCS advocates for justice and community safety, providing innovative opportunities for individuals to overcome adversity.





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