

Impacting Real Needs



WISCONSIN COMMUNITY SERVICES, INC.



LETTER FROM THE PRESIDENT OF THE BOARD

Dear Friends and Supporters of WCS,



I invite you to read the pages of this annual report and see the many ways in which WCS has helped individuals in our community face their life challenges.

For opioid users we offer access to drug treatment courts, and for those with mental health challenges we provide a broad continuum of mental health services. To promote healing from trauma we offer Community Building Workshops, and for those challenged by the loss of a driver's license we furnish

legal assistance and support through the process of license recovery. I encourage you to read these pages to see many more ways that WCS is addressing critical community needs by promoting strength and resilience, by focusing on each person, and by being trauma informed.

In seeking to honor the spirit in which we were founded, WCS continually strives to be a "Friend of the Friendless" in all that we do. Backed by our century of experience and solid infrastructure, WCS is able to quickly respond to community needs as they arise. Funders and community leaders regularly turn to WCS to develop innovative programming and services in response to a myriad of emerging challenges.

I am proud of the work that WCS – our staff, Board and participants – has accomplished during this past year, and the numerous ways we impact the lives of so many in each of our communities every day. Many thanks for your ongoing support!

Sincerely,

A handwritten signature in black ink that reads "James Gramling". The signature is written in a cursive, flowing style.

James Gramling, WCS Board President

*Annual report photo credits:
John O'Hara and Melissa Streeter*

BOARD OF DIRECTORS

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Centers, Waukesha Community Health Center

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Clarence Johnson

Associate Executive Director

Sara Carpenter

Chief Financial Officer

Kristine Radeztsky

Human Resources Director

Lori Sheets

MISSION STATEMENT

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



Project Excel youth participants worked with artists from Express Yourself Milwaukee in designing/painting a large mural installation symbolizing imagination and possibility. The mural is painted on an internal wall of Project Excel's location on North Avenue.

Impacting Real Needs

Every day in the news we read of so many people in our community who need help to overcome the significant adversity that they face.

READ MORE TO FIND OUT HOW WCS RESPONDS TO THE FOLLOWING NEEDS:

TRAUMA

Individuals with lives forever changed by the trauma they have endured, wondering every day if they will ever feel safe and whole again.

OPIOID ADDICTION

The hopelessness of a life given over to an opioid addiction, spending every moment thinking about where you will get your next high.

CRIMINAL RECORD HINDERS EMPLOYMENT

The father who applies for job after job, most of the time hearing nothing back and the few times that he does, the answer is no... and he knows it's because of his criminal record.

MENTAL HEALTH CHALLENGES

The crushing stress of hearing voices in your head that you feel you must obey because you have been completely overwhelmed by mental health challenges.

REVOKED DRIVER'S LICENSE

The frustration of a mother who needs to drop off her kids at school and get to work, but can't because her driver's license was suspended when she couldn't pay minor traffic tickets.

IN THE NEWS...



From generation to generation:
An epidemic of childhood
trauma haunts Milwaukee.

Oprah Winfrey addresses the long-term effects
of trauma on CBS's "60 Minutes"

Places to heal

With PTSD reaching well beyond combat veterans,
trauma experts see need for spaces conducive to recovery



AT WCS ... A Time To Heal

WCS IS THE LEAD AGENCY FOR THE COMMUNITY BUILDING MILWAUKEE INITIATIVE

Community Building is an intense interpersonal group process and experience that promotes social and emotional learning and improves or builds on the core competencies of self-awareness, self-management, social awareness, relationship building, and responsible decision-making skills in participants. The highly experiential workshop creates 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.

In the past year, 631 individuals have had the opportunity to heal their trauma by attending a WCS Community Building Workshop. Since the inaugural Community Building Workshop in July 2013, there have been 2,229 individuals who have benefitted from attending a workshop.

Community Building Milwaukee (CBM) is working in partnership with the Community Building Institute to train a network of Milwaukee-based facilitators so that Community Building Workshops are available for program participants, community leaders, employees and anyone else from the community who would like to participate. Community Building Workshops last 2 to 3 days, and typically involve 10 to 35 participants and two facilitators.

In order to accelerate the number of individuals who have the opportunity for such healing, WCS – through its leadership of Community Building Milwaukee – has facilitated the training of 50 Milwaukee-based facilitators. They have held 105 workshops that have provided many others with opportunities to heal their trauma.



IN THE NEWS...

WISCONSIN
STATE JOURNAL

With another record year of opioid overdose deaths, Wisconsin eyes fixes

In 2017, 916 people in Wisconsin died from opioid overdoses, more than the number killed in car crashes.

#HopeActLiveWI



AT WCS ... Breaking the Cycle of Addiction and Promoting Recovery

The Waukesha County and Jefferson County Drug Treatment Courts offer participants the opportunity to break the cycle of addiction, improve their chances of a sober, crime-free, healthy life, and contribute to a safer community. Through these programs, participants can experience freedom from drug dependence, receive ongoing individual support, and heal relationships with family and friends.

Working with key stakeholders, these Treatment Court Programs utilize a multi-disciplinary team approach as participants move through the four phases toward sobriety and graduation. In each phase, participants must comply with routine court appearances, case management appointments — including office and home visits — treatment requirements and random alcohol/drug testing.

In 2017, 24 individuals graduated from the Waukesha County Drug Treatment Court program. Since the Waukesha County Drug Treatment Court began in 2012, there have been 262 participants and 124 graduates.

The Jefferson County Treatment Court began in 2017. It averages 40 to 50 participants in the program and has recently celebrated its initial graduates as well.

The Waukesha County Drug Treatment Court offers Recovery Support Specialists who serve as personal guides and mentors for participants in the program, assisting them in making early recovery choices that will work for them. These Recovery Support Specialists use their own personal recovery to inspire and effectively support the participant. They help the individual to develop personal goals, create a recovery plan and also link them to valuable community resources.

The Recovery Support Specialists promote recovery by removing barriers and obstacles, and serve as guides through the Waukesha County Drug Treatment Court and beyond. They also help participants improve job skills and assist with employment services.

In the past few years 10 Drug Treatment Court graduates have become Recovery Support Specialists and they have worked to support 26 Drug Treatment Court participants.

IN THE NEWS...

CNN BUSINESS Markets Tech Media Success Perspectives Video

American Opportunity

Out of prison and out of work: Jobs out of reach for former inmates

The New York Times
Out of Trouble, but Criminal Records Keep Men Out of Work

AT WCS ... Conquering the Criminal Record Barrier



Finding a job is hard work — imagine trying to find a job 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.

EMPLOYMENT AND TRAINING SERVICES

Through the WCS Employment and Training Center, individuals with a criminal record are able to get a job and keep that job. They prepare a resume, practice mock interviews, find probable job leads, land interviews, and receive guidance on how to retain the job. Many individuals are able to participate in training that provides them with a skill to make them more employable.

Through WCS employment and training services, 773 individuals with little or no work experience received employment counseling and supportive services during the past year. Of this number, 327 individuals were reintegrated back into their local communities.

In addition, 154 individuals were trained in a specific line of work to increase their chances of securing a job more quickly, 597 completed Employment Readiness, and 398 individuals were placed in jobs.



IN THE NEWS...

Psychology Today

Mental Illness Is Not a Crime

Instead of jail, use the justice system to help the mentally ill

MILWAUKEE
JOURNAL SENTINEL

As epidemic of U.S. mental illness worsens, so does the funding gap to provide cure



AT WCS ... Addressing Mental Illness

Millions of Americans live with mental health conditions. In fact, according to the National Institute of Mental Health, approximately one in five adults in the U.S experiences mental illness in a given year. Living with a mental illness often brings social, emotional, physical and financial challenges. Unfortunately, these challenges can also lead to unintentional involvement in the criminal justice system. Since 1978, WCS has been helping individuals living with severe and persistent mental illness to live full and rewarding lives through intensive services that support each individual's recovery needs.

WCS offers mental health treatment, ongoing case management and ancillary services such as medication monitoring, housing assistance, benefit acquisition and an on-site pharmacy. Through these services individuals receive consistent support, coping skills training, housing stability, reliable transportation, advocacy for legal issues (landlord/housing issues, parental custody, etc.) and visits ranging in frequency from daily to once per month. Stabilization in these areas enables participants to work on reconnecting with family, to benefit from financial management assistance, and to gain from a peer support person working side by side with them.

As a result of this consistent support, the vast majority of the individuals with severe and persistent mental illness that WCS serves are able to avoid continued cyclical periods of incarceration or stays in a mental health institute.

During 2017, WCS provided intensive services to 1,130 individuals with mental health needs.



IN THE NEWS...

MILWAUKEE NEWS

Ticket to nowhere: The hidden cost of driver's license suspensions

NEXTECONOMY

No Driver's License, No Job



AT WCS ... A Driver's License Is Key

In its October 2015 report, "Barriers to Employment: Who Are Milwaukee's Unemployed Jobseekers?," the Public Policy Forum of Wisconsin evaluated the most critical barriers to employment, and found that 50% of unemployed job seekers in Milwaukee lacked a valid driver's license.

The WCS Center for Driver's License Recovery and Employability (CDLRE) addresses this critical barrier to employment by providing legal representation and case management to low-income individuals who have suspended or revoked driver's licenses. Legal services include helping to identify alternatives to financial obligations in court, such as affordable payment plans or supervised community service. It also includes assistance with administrative Department of Transportation (DOT) suspensions, issues concerning correction

of records, and negotiations for payment plans. Case management services provide the necessary program arrangements and support to help ensure program completion.

In 2017, CDLRE provided direct services to 681 Milwaukee County residents and 258 individuals received case management and legal assistance.

Overall, 180 participants had their driver's licenses reinstated as a result of work done by the CDLRE.

Since the program began in 2007, CDLRE has provided direct services to more than 13,000 Milwaukee County residents and nearly 4,000 participants have had their driver's licenses reinstated as a result of work done by the CDLRE.

A GRATEFUL CITY OF MILWAUKEE WORKING MOM RECALLS:

"Without a driver's license, I couldn't get where I needed to go. I couldn't accept several job offers because they were out of the city or demanded a valid driver's license. I could not pay the fines I owed, and could not make arrangements to pay the fines over time. I could not do anything to get my driver's license back. I felt totally frustrated, and like I was at a dead end. I just kept going in circles and getting nowhere. But then Molly, my attorney with the CDLRE, knew who to contact and how to get me the help I needed. At the start, I didn't really know what to expect. I needed help with a number of unpaid tickets that had resulted in losing my driver's license. My attorney went with me before a judge and helped to make everything manageable for me. I was able to get my driver's license back." — A City of Milwaukee working mom

Impact in Action



An individual receives outpatient counseling services from a WCS Certified Substance Abuse Counselor in the offices of the WCS Unlimited Potential Outpatient Mental Health Clinic (a state-licensed outpatient substance use and mental health clinic).



Residents of the Thurgood Marshall Apartments enjoy the outdoors while working in a garden that they planted and tended.



A WCS Employment and Training Services participant listens intently during an employment readiness class as she prepares for her future career.



Participants of the Community Based Mental Health Programs spend a few minutes chatting before they meet with their case managers.



The WCS Black Male Advisory Committee (BMAC) hosted its 4th Annual Community Resource and Job Fair.



Preliminary breath testing is an integral component of supervision at WCS.



WCS has been providing Electronic Monitoring Services since 2005. During that time the agency has monitored more than 20,000 individuals.

Donors, Supporters and Volunteers

BUSINESSES AND ORGANIZATIONS

BestEd Business
Bob's Discount Furniture
Charitable Foundation
Cardinal Capital Management, Inc.
Direct Supply
Girl Scouts of Wisconsin
Southeast, Inc.
Heller Consulting, Inc.
M3 Insurance
Morgan Stanley
Mutual of America
SOPHIA, Inc.
Town of Genesee
Wolf's Cleaners

INDIVIDUALS

Anonymous
Marlene Amelio
Michael & Michelle Balda
Mary Briggs-Sedlachek
Barb Caprile, Caprile Studio
Sara Carpenter
Catherine D'Alessio
Judge Mac Davis
Nan Fassett
Michael Gietl
Amy Haegele Bowers
William Heinzelman
Patricia Heinzelmenn
Donald & Melissa Henken

Latoya Johnson
Clarence & Tina Johnson
Martin & Jean Joyce-Brady
Carol Kaiser
Allan Kasprzak & Trudi Schmitt
Kjersti Knox
Dorothy Kulke
Loyal La Plante
Leo Martinez
Angela Matthias
Jean McLaughlin
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Marian O'Brien-Frigo
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John Pawasarat & Lois Quinn
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Rev. Ralph Schultz
Allen Sells
Gerald & Jill Stanwitt
Jerry & Melissa Streeter
Jocelyn Szczepaniak-Gillece
Nancy Wieland
Noah & Molli Wise
Alison Wolfe
Stanley Vos

Geraldine Wuerslin
Brandon Young
Cheryl Zimmerman

VOLUNTEERS

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Ira Epstein
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Marshal Gratz
Joan Gucciardi
James Guckenberg
George Hall
Jerry Imig
Jodi Jagdfeld
Ramona Larson
Rhonda Litschauer
James Murray
Don Myles
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Judith Paulick
Kasha Riggsbee
William Roden
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Mike Schlaman
SecureFutures
Denny Selby
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Ron Sonderhouse
Wendy Weinfurter

Friend of the Friendless

Ms. Eloise Anderson

WCS was honored to present our 2018 Friend of the Friendless award to Ms. Eloise Anderson. This award is presented to those who have demonstrated extraordinary, long-term dedication to meeting the needs of those considered excluded from the mainstream of our communities. Ms. Anderson has served as the Secretary of the Wisconsin Department of Children and Families since January 2011 – she began her career in Milwaukee as a social worker before joining state government. Secretary Anderson recalls her humble beginnings working for Northcott Neighborhood House in Milwaukee, providing services to low-income families. It was there that she developed her fervent belief that individuals have the capacity to make substantive improvements in their lives given the right opportunity and support.

During her long and illustrious career, she has worked for more than 20 years in Wisconsin state government, serving in a variety of roles. Secretary Anderson has left an indelible mark on southeast Wisconsin where she continues to be a champion for systems reform and supporting urban communities. Her leadership is particularly evident in Milwaukee, Racine, Kenosha and Rock Counties where she strongly supports the work of community-based organizations and their ability to positively affect the lives of thousands.

In Milwaukee, Secretary Anderson has worked to improve the operations of the Division of Milwaukee Child Protective Services, the Transitional Job Programs, mental health services for children, and has been an ardent supporter for Transform Milwaukee. She has also demonstrated bold leadership with her support of Community Building Milwaukee (CBM). CBM is an initiative that has evolved over the past five years to help heal trauma in Milwaukee and surrounding communities.

As a national and international leader in public policy creation, a visionary and a thoughtful leader, Secretary Anderson has changed the way low-income communities and government work together. She is indeed a Friend of the Friendless.



Ms. Eloise Anderson (center) is shown with WCS Associate Executive Director Sara Carpenter and WCS Executive Director Clarence Johnson.

2017-2018 Funding Sources

Behavioral Health Consultants, Inc.
City of Greenfield
City of Milwaukee: Community Development Block Grant (CDBG)
City of West Allis
Employ Milwaukee
Greater Milwaukee Foundation
Greater Milwaukee Foundation - Paul R. Lipton Fund
Jefferson County
Kenosha County Sheriff's Department
Manitowoc County Sheriff's Office
Medicaid/Medicare

Milwaukee Area Technical College (MATC)
Milwaukee County: Child Support Services
Milwaukee County Combined Court-Related Operations
Milwaukee County: DHHS – Division of Youth and Family Services (DYFS)
Milwaukee County: DHHS - Behavioral Health Division (BHD)
Milwaukee County: DHHS - Housing Division (HD)
Milwaukee County House of Correction (HOC)
Milwaukee Public Schools (MPS)
ResCare, Inc.
Sheboygan County Sheriff's Department

State of Wisconsin: Department of Corrections (DOC)
State of Wisconsin: DHS - Division of Care and Treatment Services (DCTS)
State of Wisconsin: Department of Health Services
State of Wisconsin: Department of Children & Families (DCF)
Town of Genesee
U.S. Courts: Probation and Pretrial Services
U.S. Department of Justice: Bureau of Prisons (BOP)
United Way of Greater Milwaukee and Waukesha County
Village of Shorewood
Village of Whitefish Bay

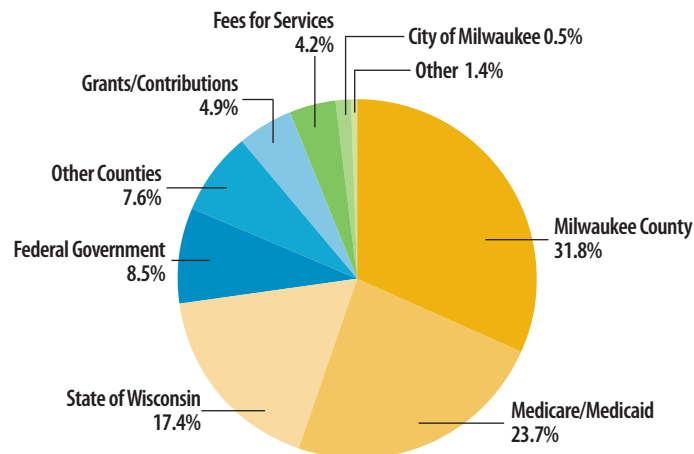
Waukesha County: Criminal Justice Collaborating Council (CJCC)
Waukesha County: Department of Health and Human Services (DHHS)
Wisconsin Regional Training Partnership (W RTP)



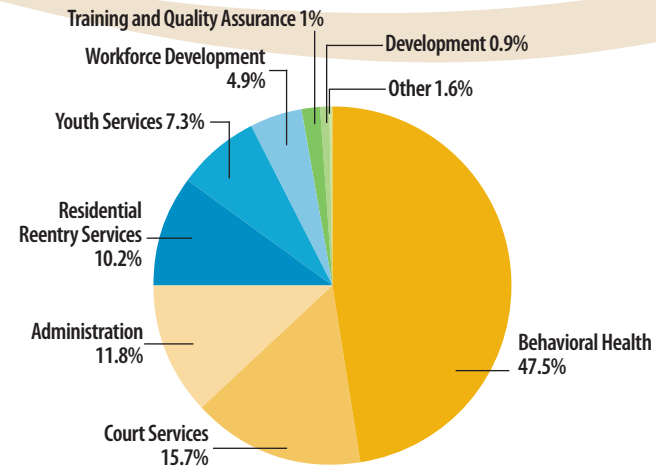
Financial Report: Income and Expenses

Year ending December 31, 2017

WHERE FUNDS COME FROM 2017 TOTAL INCOME: \$25,431,294



WHAT FUNDS PAY FOR 2017 TOTAL EXPENSES: \$24,845,734



HOW YOU CAN HELP!

Donations in any amount are always appreciated and can be made online at wiscs.org or mailed to WCS, Development Department, 3732 West Wisconsin Avenue, Suite 320, Milwaukee, WI 53208.

A list of needed items is also available on the WCS website (wiscs.org).



Proudly serving the community with justice, respect,
integrity and the pursuit of excellence!



WISCONSIN COMMUNITY SERVICES, INC.

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