

MOVING FORWARD TOWARD A BETTER FUTURE



WISCONSIN COMMUNITY SERVICES, INC.

WISCONSIN COMMUNITY SERVICES, INC.

2018 ANNUAL REPORT



LETTER FROM THE PRESIDENT OF THE BOARD

Dear Friends and Supporters of WCS,



I hope you enjoy reading through this report on how individuals are MOVING FORWARD in their own personal lives as a result of the work done by WCS. We have chosen programs to highlight from each of our service divisions. The stories we share reflect our more-than-century-old commitment to being a “friend of the friendless.” WCS, at its core, exists so that individuals who have been isolated or disenfranchised due to mental health challenges, incarceration, long-term addictions, or other life-altering circumstances may overcome the adversity they face

and be restored as contributing members of our community.

As an agency, WCS has experienced significant growth. We have been moving forward as an organization, offering several new programs, strengthening our infrastructure and expanding the types of critical community needs we are able to address. We are grateful to be able to serve in this way.

I am proud of the impact WCS has on individual lives each and every day and the way in which, through the years, WCS has been able to quickly and effectively heed the call to help on the community level as well. We count it a privilege to contribute to the greater good in this way.

We invite you to join with us as we work each day to make it possible for thousands of individuals to be MOVING FORWARD for their own personal success and our community's strength.

Sincerely,

James Gramling, WCS Board President

BOARD OF DIRECTORS

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Retired Municipal Court Judge

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“If you can’t fly then run, if you can’t run then walk, if you can’t walk then crawl, but whatever you do, you have to keep moving forward.”

– Martin Luther King, Jr.

AT WCS, WE INVEST OUR DAYS HELPING INDIVIDUALS

AS THEY ARE **MOVING FORWARD** IN THEIR LIVES

DEFINITION: **M O V I N G**

Moving [moo-ving]
Causing or producing
motion; involved in
changing the location of

F O R W A R D

Forward [fawr-werd]
toward the front; in the direction that
one is facing or traveling; onward so as
to make progress; toward a successful
conclusion; toward the future



**“Don’t dwell on what went wrong. Instead,
focus on what to do next.
Spend your energies on **MOVING FORWARD**
toward finding the answer.”**

– Dennis Waitley

CONDITIONAL RELEASE (CR) PROGRAM

PARTICIPANT BEGINS HERE

- Direct referrals from Circuit Courts
- Mendota Mental Health Institute
- Winnebago Mental Health Institute

WCS PROGRAM INPUT

- Individuals work with their case managers to secure safe, stable, affordable housing.
- Through person-centered planning, case managers collaborate with participants to achieve physical and mental wellness by connecting them with mental health and substance use resources, as well as peer support.
- In addition, participants are referred to psycho-social and vocational programming.

MOVING FORWARD, A PARTICIPANT ACHIEVES

- Participants have achieved affordable, permanent housing and financial independence.
- Individuals are connected to county services for mental health and substance use treatment and support.

PROGRAM ACCOMPLISHMENTS

- 86% of Conditional Release participants were financially independent when they completed the program.
- Between July 1, 2018 and June 30, 2019, the program served 196 individuals – the average daily population served was 146 individuals.

“You can’t reach what’s in front of you until you let go of what’s behind you.”

– Anonymous

First diagnosed with Schizoaffective Disorder and Borderline Personality Disorder in late adolescence, Dorothy* spent years searching for a viable treatment regimen. Her struggle reached a critical point when she offended against her mother in 2010.

When she entered the Conditional Release (CR) program in 2011 upon her release into the community, Dorothy continued to struggle with isolation, anxiety, ruminating thoughts, paranoia, and distorted perceptions of her circumstances. The CR program assisted her in finding affordable housing, a linkage to a psychiatrist to adjust her medications, and a therapist to help process the guilt around her offense. Throughout every step of her recovery, the CR treatment team provided Dorothy with the support tools and resources to emerge out of despair, and strengthened her ability to connect with others. Once she regained optimal mental health functioning, Dorothy sought to repair the relationship with her mother. She initiated this through supervised phone calls that eventually evolved into supervised face-to-face visits.

Now, after eight years in the program, Dorothy is preparing for her approaching commitment expiration. She regularly attends Dialectical Behavior Therapy (DBT) groups, and has enrolled in exercise classes at the YMCA with support from her care coordination treatment team. Dorothy has made amazing progress and is a true success story!

* Name changed



OPENING AVENUES TO REENTRY SUCCESS (OARS)

PARTICIPANT BEGINS HERE

- Wisconsin State Prisons
- Milwaukee Secure Detention Facility



WCS PROGRAM INPUT

- Case managers begin working on pre-release planning with individuals by meeting with them in prison several months prior to their release.
- Case managers focus on participant engagement and release planning. An important priority is securing housing, as well as access to psychiatric, substance use, and other recovery services.
- Peer Support Specialists draw upon their lived experience to assist individuals in acclimating to their community after many years in prison.



MOVING FORWARD, A PARTICIPANT ACHIEVES

- Individuals have achieved reconnection with family and have their own social support system.
- Individuals are involved in long-term support programming.
- Participants have permanent housing, structured days, psychiatric stability, and are striving to maintain an alcohol and drug-free lifestyle.

PROGRAM ACCOMPLISHMENTS

- 100% of OARS participants were financially independent when they completed the program.
- Between July 1, 2018 and June 30, 2019, the program served 110 individuals – the average daily population served was 78 individuals.

“The truth is, unless you let go, unless you forgive yourself, unless you forgive the situation, unless you realize that the situation is over, you cannot move forward.”

– Steve Maraboli

WAUKESHA COUNTY DAY REPORT CENTER (DRC)

PARTICIPANT BEGINS HERE

- At sentencing, individuals are referred by the courts.
- Some individuals are referred by the Division of Community Corrections as an alternative to incarceration.

“Don’t look back, you’re not going that way.”

– Anonymous

WCS PROGRAM INPUT

- Participants are encouraged to form positive connections in the community through volunteering and participation in support groups.
- Accountability is provided through drug testing, and alcohol and electronic monitoring. Individuals are given referrals to AODA and mental health treatment.
- Transitional supports provide individuals with assistance in finding housing, employment, and strategies for other basic needs.

MOVING FORWARD, A PARTICIPANT ACHIEVES

- Improved relationships within their family
- Stability in residence
- Increased number of positive connections participants have in the community
- Increased sobriety
- Long-term stable employment

PROGRAM ACCOMPLISHMENTS

- Of the 248 individuals served last year, 87% of them successfully completed the program.
- There were 72 individuals that worked with the DRC Employment Specialist and 14 of those were able to secure employment before their discharge from the program.
- Waukesha County states that 7,647 jail days were saved.

“I started at the Waukesha County Day Report Center (DRC) after signing my Deferred Prosecution Agreement (DPA) for a felony charge. I was committed to staying out of trouble and thought it was a great opportunity to work on getting sober and changing my life. The Thinking for a Change class helped me deal with situations and barriers in my life, and also taught me skills to maintain my composure in stressful situations. I also did Carey Guides which helped me reflect on how and where to make changes in my life. The drug testing kept me accountable, sober, and out of trouble. Throughout my time at the DRC, the staff never gave up on me and always believed in me.

I am thankful for the program because had I not been provided these services, I would have kept using (drugs) and ended up getting another charge and going to jail. Nothing good was going to come from living my life the way I was, and the Waukesha DRC helped me to truly turn my life around.”

– Martin, a 2019 DRC program participant





MILWAUKEE COUNTY DAY REPORTING CENTER (MCDRC)

PARTICIPANT BEGINS HERE

- Some participants are incarcerated at the Milwaukee County House of Correction with the opportunity of being on Electronic Monitoring (EM).
- Others are Deferred Prosecution Agreement (DPA) participants in the community that are referred by the Milwaukee County Circuit Courts.

WCS PROGRAM INPUT

- A case manager provides ongoing support of the participant's individualized goals and reentry plan.
- Individuals complete "Thinking for a Change" which aims to improve decision-making, problem solving, and social skills through changed thinking patterns and behaviors.
- Other key services provided as needed:
 - AODA counseling
 - Employment counseling
 - Restorative justice
 - Community service opportunities
 - Fatherhood and parenting training
 - Adult Basic Education (ABE)

MOVING FORWARD, A PARTICIPANT ACHIEVES

- Individuals satisfy all court obligations, and address their substance abuse treatment needs.
- Participants obtain employment or are job-ready and can begin a job search with a new confidence that they will be successful.
- Individuals make academic gains and readily engage an opportunity to continue their education.
- Individuals experience dramatic improvement in their interpersonal relationships which is foundational to moving forward in life.

PROGRAM ACCOMPLISHMENTS

- During an eight-month span, 246 individuals were served and 104 of them successfully completed the program.
- The participants as a whole performed 1,150 community service hours.
- Recidivism is tracked and the outcomes are as follows: at six months it is 85.7%; at 12 months it is 83.6%; and at 18 months it is 75%.

Tyrone* had four OWI convictions when he was sentenced to the Milwaukee County House of Correction. He knew that to break this destructive cycle, he had to change his way of thinking and his lifestyle. When he was admitted to the MCDRC, he devoted himself to completing AODA Treatment, Cognitive Intervention Programming (CIP), Job Readiness classes, and Community Service. He successfully participated in the Electronic Monitoring program and obtained full-time employment at Arandell Corporation where his supervisor has praised him for his strong work ethic and attitude.

* Name changed

PARSONS HOUSE RESIDENTIAL REENTRY CENTER (RRC)

PARTICIPANT BEGINS HERE

Individuals come from federal prisons where most have been incarcerated for the past 5 to 10 years, although for some it has been 20 to 25 years.

“Moving forward is making things happen.”

– Anonymous

WCS PROGRAM INPUT

- As they reintegrate into their community, Parsons House residents receive:
 - Case management.
 - Employment assistance.
 - Help developing transitioning skills.
- The program provides stable housing, structure, and accountability so that individuals have a safe, strong base from which to support efforts at re-entry.

MOVING FORWARD, A PARTICIPANT ACHIEVES

At the end of their stay with WCS, participants:

- Are employed and doing well at their job.
- Have been reunited with family, moving those relationships in a positive direction.
- Have adapted successfully to the changes that have taken place in society.

PROGRAM ACCOMPLISHMENTS

More than 90% of Parsons House residents remain crime-free, secure employment, remain drug and alcohol free, and are successfully discharged.

John* came to the Parsons House Residential Reentry Center (RRC) to complete the last several months of his 4-1/2 year sentence with the Federal Bureau of Prisons. John didn't have a GED or any real previous work experience, but he was determined to do whatever it took to gain the skills he needed to find and keep meaningful employment. John worked with his Case Manager and Employment Counselor at Parsons House to enroll in a GED completion program and an Employment Readiness Program. He continued to work on his GED even after he was hired as a forklift driver and general laborer at the Community Warehouse. Before he was released from Parsons House, John earned his GED. More than a year after his release, he still holds the same job and is resolved to stay on a positive path. John is working hard to show that he is a reliable, responsible, and personable employee.

* Name changed





BAKARI CENTER

PARTICIPANT BEGINS HERE

- Male youth ages 13-17 years old are adjudicated in the juvenile justice system and are court ordered to receive treatment at Bakari Center.
- The Bakari Center was envisioned as an alternative to Lincoln Hills and other less-effective, out-of-home placement settings.



WCS PROGRAM INPUT

- Bakari Center utilizes an Integrated Treatment Model (ITM), an evidenced-based approach that provides treatment to the youth to improve interpersonal effectiveness, mindfulness, and distress tolerance.
- Dialectical Behavior Therapy (DBT) provides a foundation for ITM.
- Treatment focuses on: critical thinking skills, self-regulation, problem-solving, goal setting, and enhancing caregiver confidence.
- Families receive Multi-Systemic Therapy (MST) in order to develop their skills in meeting the youth's needs.
- Families are trained in these treatment models to create continuity of skills development for youth.



MOVING FORWARD, A PARTICIPANT ACHIEVES

At the completion of six months of treatment and residence at Bakari Center, the youth have:

- Developed skills to support their success when they return to the community.
- Become able to be succeed in the community by not re-offending, completing probation, continuing their education and/or seeking employment, remaining emotionally regulated, and becoming positive role models in Milwaukee County.

During his stay at Bakari, David* was a leader and role model. He encouraged others to use their skills both when regulated and escalated, and re-engaged group members during skills group. David was consistently respectful to staff, youth, and visitors alike. He often articulated how Bakari assisted him in recognizing his own "life worth living" and how the skills resonated with him. He was successfully discharged before his 18th birthday.

David made significant progress both in obtaining and utilizing Dialectical Behavior Treatment (DBT) skills as well as earning credits towards high school graduation. He worked diligently on target behaviors such as verbal and physical aggression and impulsivity. His DBT skills helped reduce the frequency, intensity, and duration of these behaviors. He arrived at Bakari with freshman level credits and earned enough to leave Bakari with senior status. David's goals are to graduate from high school, obtain his driver's license and get a job. He will also be returning to Bakari in an internship/mentor role to assist with facilitating DBT skills groups to help other youth.

* Name changed



OFFICE OF CONSUMER AFFAIRS (OCA): PEER SUPPORT SPECIALISTS

PARTICIPANT BEGINS HERE

Individuals receive services at the following Milwaukee County Behavioral Health Division sites:

- Hospitalized on the inpatient units.
- Observation unit.
- Two stabilization houses.
- Froedtert emergency room/opioid overdose initiative.
- Access Clinic.
- Individuals recently discharged from the hospital.

WCS PROGRAM INPUT

- Certified Peer Specialists are an integral part of the treatment team and strong advocates for the individuals they serve.
- The Peer Specialists are dedicated to addressing the recovery needs of the individuals they serve and sharing their own personal lived experiences to support others to reach their recovery goals.
- Certified Peer Specialists promote wellness, self-direction, and recovery by enhancing the skills and abilities of participants.
- The Peer Specialist also supports people as they negotiate their mental health and/or substance use symptoms with dignity and with a knowledgeable advocate at their side.

MOVING FORWARD, A PARTICIPANT ACHIEVES

- Participants reach their recovery goals as they are supported by peer specialists.
- Individuals are able to stabilize their current crisis and develop a plan to prevent a future crisis as their peer specialist works one-on-one with them using their own unique lived experiences.

PROGRAM ACCOMPLISHMENTS

The participants who receive assistance from Peer Support Specialists are pleased with the results:

- 88% report feeling encouraged and supported by having them involved in their recovery.
- 91% report that the Peer Specialist successfully connected with them either through discussion or activities.
- 93% report feeling satisfied with peer support.
- These numbers reflect a high degree of success.

“Set your goal and keep moving forward.”

– Georges St.-Pierre





COMMUNITY SERVICE AND RESTITUTION COORDINATION (CSRC)

PARTICIPANT BEGINS HERE

- Youth are referred by a Milwaukee County Children's Court judge.
- Youth are required to complete community service or pay restitution to repair harm they have caused through their actions.

WCS PROGRAM INPUT

The CSRC program facilitates meaningful opportunities for youth to engage in the community and earn court-ordered restitution. Opportunities include:

- Youth-led Community Action Projects.
- Restorative Circles.
- Participating in regular neighborhood clean-ups.
- Helping to restore paths at the Urban Ecology Center.
- Serving a hot meal at St Ben's.
- Weeding and harvesting fruits and vegetables from community gardens.
- Preparing bag lunches for the Street Angels project.

MOVING FORWARD, A PARTICIPANT ACHIEVES

- Youth gain a sense of fulfillment from engaging in a restorative process and helping others in their community.
- Youth express feeling empathy for the people they have harmed through their actions.
- These youth are much less likely to re-offend in the future which is a win for everyone.

PROGRAM ACCOMPLISHMENTS

- Over 80% of the youth complete all of their court-ordered community service hours.
- Almost 70% pay back all of their court-ordered restitution.
- While engaged in the program, 92% do not re-offend.

"Getting to know your program and the people in it has been a blessing for me and my granddaughter. Destiny* matured while she was in the program. She became more trusting of authority, which has been a big help. She also improved her social skills. I believe that Project Excel is a positive environment for Destiny because she continued to mature and grow there."

— Grandparent/guardian of youth in CSRC Program

* Name changed



DONORS, SUPPORTERS, AND VOLUNTEERS

BUSINESSES AND ORGANIZATIONS

160 Driving Academy
Athena Communications
Barb Caprile, Caprile Marketing/
Design
Barricade Flasher Services, Inc.
Benedict Center
BestEd Business
Cardinal Capital Management, Inc.
Chocolate Sommelier
Colectivo Coffee
Community Insurance Information
Center
Culvers
Elite Media Communications
Fess Properties LLC
Financial Solutions
Heller Consulting, Inc.
Historic Concordia Neighbors
Husco International
Infinity
Legal Action of Wisconsin
M3 Insurance Solutions
Machulak, Robertson & Sodos, S.C.
Moir A. Desch Survivor's Trust

Morgan Stanley-The Muller Group
Mortle Trucking, Inc.
Mutual of America
Mutual of America Foundation
MWH Law Group
Near West Side Partners, Inc.
Noble Medical
Paul P. Lipton Fund
Potawatomi Bingo Casino
Quorum Architects, Inc.
Saving Others for Archie
Saz's State House
SCRAM Systems
Scrub'n Shine
SOPHIA, Inc.
Town of Genesee
United Way of Greater Milwaukee
& Waukesha County: Alexis de
Tocqueville Society
Variety the Children's Charity
of Wisconsin
Vistelar
Wipfli
Wisconsin Women's Business
Initiative Corporation
WRTP/Big Step

INDIVIDUALS

Theodore Anderson
Michael & Michelle Balda
Robert Bartos
Marge Beil
Steve Brachman
Sara Carpenter
Craig Cuckle
Jacob Corr & Melissa Karls
Bob Cuttingham
Catherine D'Alessio
Judge Mac Davis
Merci Duffy
John & Tamara Dunn
Ira Epstein
Joel Gaughan
Michael Gietl
Michele Goldstein
Honorable James Gramling, Jr.
John Guarda
Donald Henken
Douglas Henson
Tom & Debbie Hitchcock
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Kent & Beth Idig
Ruth Irvings & Amy Shapiro

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Allen Sells
Gerald & Jill Stanwitt
Melissa Streeter
Jocelyn Szczepaniak-Gillece
Carol Talatzko

Donnie Tolbert
James Dimitri Topitzes
Cheryl Zimmerman

VOLUNTEERS Businesses and Organizations

City of Greenfield
City of West Allis
Town of Genesee
United Way of Greater Milwaukee
& Waukesha County
Waukesha County: Department of
Health & Human Services (DHHS)

Individuals

Bob Albrightson
Evelyn Ang
Pam Bloomer
Mary Casey
Terry Donini
Susan Fischer
Marshal Gratz
Joan Gucciardi
James Guckenberger
George Hall
Jodi Jagdfeld

Ramona Larson
Rhonda Litschauer
James Murray
Don Myles
Brent Nistler
Judith Paulick
Sandra Plascencia
Mike Schlaman
Denny Selby
Allen Sells
Adam Sith
Ron Sonderhouse
Nancy Tavares
Wendy Weinfurter
Ann Villeneuve

**"Faith is moving forward, even when things don't make sense,
trusting that in hindsight everything will become clear."**

— Many Hale

2018-2019 FUNDING SOURCES

January 1, 2018-September 30, 2019

City of Milwaukee: Community Development Block Grant (CDBG)
 Greater Milwaukee Foundation
 Greater Milwaukee Foundation Paul P. Lipton Fund
 Jefferson County
 Kenosha County Sheriff's Department
 Manitowoc County
 Marquette County
 MAXIMUS
 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
 Milwaukee County: DHHS - Behavioral Health Division
 Milwaukee County: DHHS - Housing Division
 Milwaukee County: DHHS - Wraparound
 Milwaukee County: House of Correction
 Milwaukee Public Schools (MPS)
 ResCare, Inc.
 Rock Valley Community Programs

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
 U.S. Courts: Probation and Pretrial Services
 U.S. Department of Justice: Bureau of Prisons
 United Way of Greater Milwaukee and Waukesha County
 Washington County

Waukesha County: Criminal Justice Collaborating Council (CJCC)
 Waukesha County: Department of Health and Human Services (DHHS)



“Growth is painful. Change is painful. But nothing is as painful as staying stuck somewhere you don’t belong.”

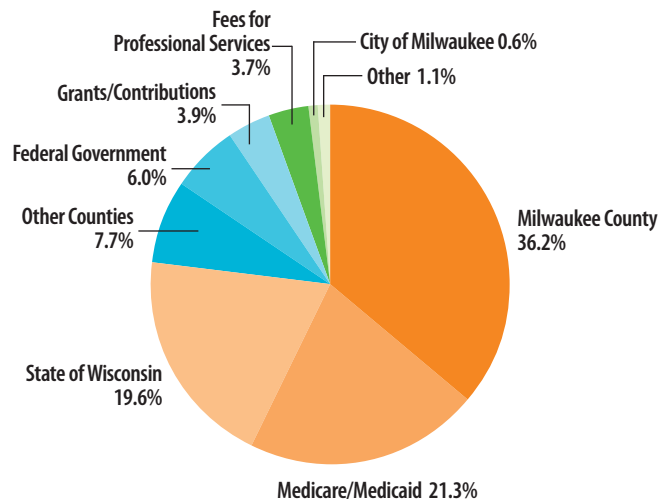
– Anonymous



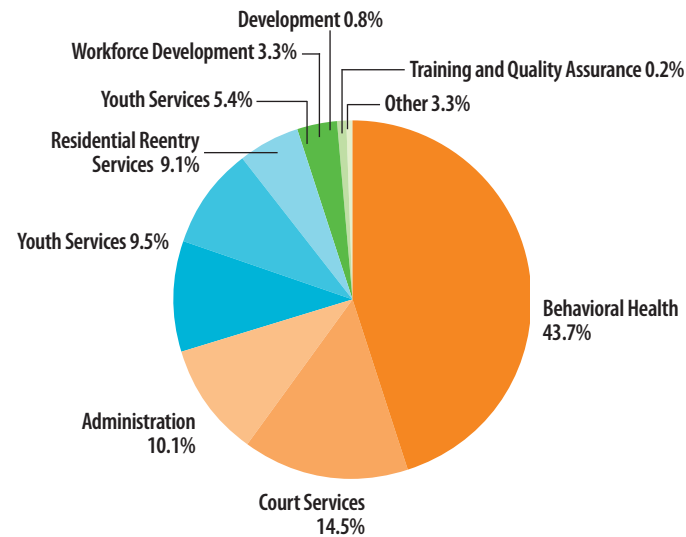
FINANCIAL REPORT: INCOME AND EXPENSES

Year ending December 31, 2018

WHERE FUNDS COME FROM 2018 TOTAL INCOME: \$28,091,520



WHAT FUNDS PAY FOR 2018 TOTAL EXPENSES: \$28,004,728



WCS MISSION STATEMENT

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



HOW YOU CAN HELP OUR PARTICIPANTS...

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).



“You don’t have to have it all figured out to move forward. Just take the next step.”

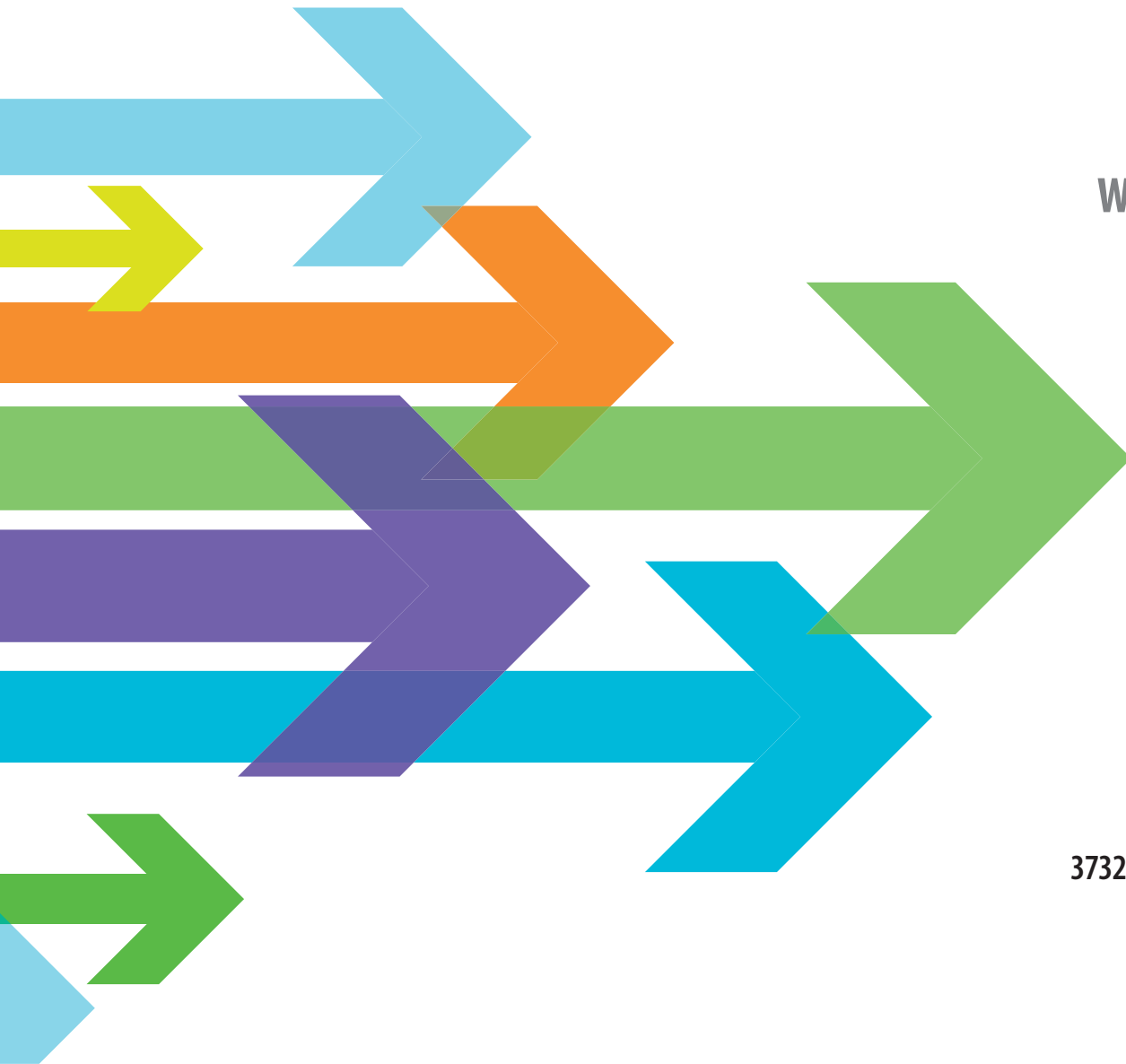
– Anonymous



**PROUDLY SERVING THE COMMUNITY WITH
JUSTICE, RESPECT, INTEGRITY AND
THE PURSUIT OF EXCELLENCE**



WISCONSIN COMMUNITY SERVICES, INC.



3732 West Wisconsin Avenue, Suite 320 • Milwaukee, WI 53208

414.290.0400 • fax 414.271.4605 • wiscs.org