

Overcoming ADVERSITY





Letter from the President of the Board



Dear Friends and Supporters of WCS,

It has been another exciting year of individual and community impact achieved through the services delivered by WCS. Each brings new stories of individual lives that have changed for the better while receiving services at WCS. For many it is the days and weeks that turn into months and years of sobriety. For others it is the rebuilding of relationships with family and friends as they succeed in addressing their mental health challenges. Securing a family-sustaining, living wage-paying job is the experience of many others which results in a very positive change of direction for their families.

I invite you to read through the pages of this annual report as two of the individuals we serve tell us how they have reached their goals with encouragement, support and guidance from WCS staff members.

WCS continues to experience continued growth in the number of people served, the breadth of services provided and our overall impact in the community. A highlight of the past year has been the new, in-depth leadership training tracks that have been initiated for staff. As WCS grows there is a need for additional well-trained leaders, so this is one way we are intentional about growing those individuals that already work for us. This will benefit those we serve and their communities. Another highlight was the very first adoption to be overseen by WCS!

WCS counts it an honor to journey with thousands of individuals each day as they use the innovative opportunities afforded to them to overcome the adversity in their lives. When I hear how someone has changed the direction of their life with support from WCS, I am filled with hope for our future.

I am proud of what WCS has accomplished and grateful for all of you who have supported the agency through funding, donations, collaborations and partnerships. It is good to hear from those that we serve that we are making a difference!

With appreciation,
Andreas Pack,
WCS Board President

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MISSION STATEMENT

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

The Bucks and Brewers Provide Special Moments and Memories

Photo credit: Sara Stathas/Milwaukee Brewers



Individuals benefit from the services WCS provides in a multitude of ways. Sometimes, this means relishing a positive experience they wouldn't be able to enjoy without a special opportunity. Thanks to generous contributions from the Brewers Buddies Ticket Program and the Milwaukee Bucks Foundation, individuals being served by WCS can sometimes see the city's two major professional sports teams in action at no cost.

Gary hadn't been to a Milwaukee Brewers game since his father took him to games at the old Milwaukee County Stadium in the 1980s. Thanks to the free game tickets it receives from the Brewers Buddies Ticket Program, WCS was able to send Gary to his first Brewers game at American Family Field – and a win over the Pittsburgh Pirates.

"I really enjoyed that experience," remembers Gary, a participant in the WCS Comprehensive Community Services Program. "It meant everything because I hadn't been to one in decades." Gary was in total awe of the ballpark. He said the experience was "different," but in a good way. That's because the new experience brought about positive emotions, while also reducing his anxiety. "It was a calming and relaxing moment."



Gary was in total awe of the ballpark ... the new experience brought about positive emotions while also reducing his anxiety.



Chad said his first Bucks game was "magical" and "amazing," especially seeing Giannis Antetokounmpo score a franchise-record 64 points!



Photo credit: Chad

Chad was in attendance when Giannis Antetokounmpo scored a franchise-record 64 points in a December 13, 2023, win over the Indiana Pacers. As if seeing a future first-ballot Hall of Famer put on an all-time performance in person wasn't magical enough, it was also Chad's first Bucks game. A recipient of WCS program services, Chad says he was happy to even be considered for the opportunity to attend the contest. He said the night was "amazing" and he was happy to have attended it with a member of his support system. Definitely a historic memory!

"Individuals benefit from the services WCS provides in a multitude of ways."

“... just keep putting
one foot in front of
the other.”

Walking on a Positive Path

Through the years, Terrance has experienced significant and ongoing adversity. He has endured trauma, suffered great loss, struggled with meeting basic needs, and lived with Post Traumatic Stress Disorder (PTSD), Major Depressive Disorder (MDD) and General Anxiety Disorder (GAD). But regardless of what challenges he has faced, he has always strived to put one foot in front of the other and keep moving forward. “My motto,” he says, “Is that no matter what you go through, you can always get over the bad stuff in life. Just keep putting one foot in front of the other.”

Before Terrance joined the WCS Comprehensive Community Services (CCS) Program, he was unsure of himself and his direction in life. Since joining CCS, he has worked closely with his Care Coordinator, Joseph, and other staff and community supports to make sure he takes all of the needed steps to stay healthy and enhance his overall quality of life. This includes regularly participating in therapy to work through the many barriers to his mental health, taking his medication on time and on his own, making sure all his documents and paperwork are completed before they are due, and addressing his housing, transportation and financial needs.

According to Joseph, “Terrance has been spectacular at engaging with services and getting the most out of his time with CCS. His mental state, perception of the world and general positivity are indicative of the hard work he has put forward in building himself up.”

As a result of this dedication, Terrance has made tremendous strides toward achieving the many goals he has set for himself. Most notably, he enrolled in and began as a student in the Automotive Maintenance Technician program at Milwaukee Area Technical College (MATC). He even visited the public library to learn more about how cars work before beginning classes. To keep himself grounded and focused, he loves to walk, listen to music, and play his guitar whenever he can.



Terrance Robinson has made great strides while participating in the Comprehensive Community Services Program (CCS) at WCS.

Terrance does not know what the future holds for him, but he does know that in order to keep moving forward, he just needs to follow his motto and take one step at a time. (In fact, he actually does this, as you can often find him walking about town.) He also knows that he needs to surround himself with things that lift his spirits, like playing his guitar (it is named “Annie” after his late mother) and people (like family, friends and providers) who walk with him on a positive path.





“... he needs to surround himself with things that lift his spirits, like playing his guitar ... and people (like family, friends and providers) who walk with him on a positive path.”



“Terrance has been spectacular at engaging with services and getting the most out of his time with CCS.”



“Watching Brianna accomplish her goals and maintain her sobriety has been a real encouragement to see and to be a part of. It’s amazing!”



Brianna proudly shows off her certificates of completion for the CNA competency exam.

“... now I am more goal-oriented and I’m set on accomplishing my goals.”



Christopher and Brianna connect regularly to talk about recovery and meeting life’s challenges.

MAINTAINING HER RECOVERY AND ADDRESSING HER MENTAL HEALTH NEEDS

Brianna Williams clearly remembers the exact dates and times in her life that have impacted her journey toward sobriety, recovery and a healthy life.

In 2009, her use of alcohol and marijuana became excessive. "It was all consuming," she remembers. "It was every day, day in and day out." Over the next several years, she often wanted to stop, but she wasn't sure how to do so. Brianna says it was really difficult because alcohol and drugs were "always everywhere and with all of the people with whom I spent time. I had no sober family or friends."

Finally, in July of 2022, when she was diagnosed with major depressive disorder (MDD) and high blood pressure, and was dangerously underweight, she realized that her life needed to drastically change. "I wanted to be healthy and happy, and I didn't want to drink anymore," she says. So, Brianna stopped drinking in September of that year.

On December 26, 2022, she started her new life of complete sobriety. To strengthen and stabilize her recovery, and address her mental health needs, Brianna spent time taking part in treatment at Granite Hills Hospital, the Center for Independence's Crisis Resource Center- West and the Jeannetta Robinson House.

On July 5, 2023, she left treatment and began working with WCS Certified Peer Support Specialist Christopher. As a Peer Support Specialist, Christopher has lived experience in recovery from substance use. Because he knows the challenges and rewards of recovery, Christopher has been

able to provide support for Brianna without judgment as she works to find her own pathway to recovery and wellness. Brianna and Christopher meet once or twice a week. Sometimes, they attend AA or CA meetings together. Other times, they just get together to talk about recovery and dealing with life, work, emotions and sobriety. According to Brianna, spending time with Christopher has been incredibly beneficial. "I am not very assertive, and he is getting me out of my shell. He is very good at what he does. He's not intimidating and he's down to earth, which makes it a lot easier," she reports.

Together, Brianna and Christopher have looked at where Brianna has been and where she wants to go. "Compared to when we started, now I'm more goal-oriented and I'm set on accomplishing my goals." Already, Brianna has been reaching several of the goals she set for herself.

In November 2023, she completed a 10-day accelerated Certified Nurse Aide (CNA) training class and passed the competency exam. So now, she is officially a CNA in the State of Wisconsin. While she is truly proud of this accomplishment, Brianna said her greatest goal is to maintain her recovery.

On December 26, 2023, she earned her one-year medallion from AA to mark a year of sobriety. "I was always resilient," she says, "but everything was clouded by alcohol and substance use. I was lucky because I got a chance to do it again. Who knows, if I could complete my CNA training in 10 days, imagine what I could do in a year."

Christopher says, "Watching Brianna accomplish her goals and maintain her sobriety has been a real encouragement to see and to be a part of. It's amazing!"



“Brianna has been reaching several of the goals she set for herself... her greatest goal is to maintain her recovery.”

Providing Outpatient Mental Health And Substance Use Services: **WELCOME TO UNLIMITED POTENTIAL**

Welcome to Unlimited Potential – a program of Wisconsin Community Services (WCS). We are an Outpatient Integrated Behavioral Health Treatment Services Program licensed by the State of Wisconsin Department of Health Services under Administrative Rule 75.50, and we provide outpatient mental health, substance use, and co-occurring needs services for culturally diverse populations including children, adolescents, adults and families.

Our goal is to always be welcoming to those we serve, beginning with the first interaction each person has when entering Wisconsin Community Services until they leave.

Our clinic utilizes a strength-based, trauma-informed therapeutic style to nurture healthy family life and promote stability for individuals coping with mental health needs and/or substance use needs in the community.

Our treatment clinic remains a forerunner in diagnosing and treating individuals with co-occurring disorders and holds significant expertise in the following areas: depression, anxiety, relationship issues, domestic abuse, anger management, self-esteem, LGBT and sexual identity issues, trauma, behavioral and emotional needs, mood disorder/bipolar disorder, ADHD, adoption, and substance abuse and/or dependency needs.

We take great pride in offering a welcoming environment. We accept referrals from Milwaukee County Wraparound, Comprehensive Community Services (CCS), Community Access to Recovery Services (CARS), and Milwaukee County Children Youth and Family Services (CYFS). We also accept most insurances: Straight Medicaid, Anthem BC/BS, Children's Community Health Plan (CCHP), I-Care and Molina.

Unlimited Potential's therapists have extensive experience providing mental health and substance use services for at-risk individuals and families using evidenced-based assessments and treatment planning. This includes providing therapeutic services to individuals with co-occurring intellectual, mental health and/or substance use needs. Our therapists support person-driven planning and emphasize a person-centered, recovery-oriented approach during treatment sessions.



Currently, we have 21 clinicians, six who provide dual diagnosis therapy, a psychiatrist, and psychologist. During 2023, UP served 600 individuals.

Thank you for taking the time to learn more about the treatment services offered through our clinic. If you or someone you know is in need of these services, please contact us. It would be our pleasure to serve you.

Contact Unlimited Potential at 414.290.0404.

“Our goal is to always be welcoming to those we serve, beginning with the first interaction each person has when entering WCS until they leave.”

“Getting the needed feedback helped me to make decisions easier. I became more confident.”

“I liked the honesty and reflecting. It was well needed for my growth.”

“I liked the sincerity of my therapist.”



WHO WE SERVE

WCS provides services to children, youth, adults and families in the areas of behavioral health, criminal justice, community reintegration, and employment and training.

In 2023, WCS served 17,335 individuals in more than 60 different programs.

- Of those who disclosed their race, 47% are Black, 38% are White, 11% are Hispanic, 1% are Asian, another 1% are Native American, and 2% identify as multi-racial.
- Of the individuals that indicated an annual income level, 70% were under \$9,999; 15% were \$10,000-\$23,999; 11% were \$24,000-\$49,999; and 4% were over \$50,000.
- In terms of gender, 68.4% are male, 31.3% are female, 0.19% are transgender and 0.11% are non-binary/genderfluid/prefer to self-describe.
- WCS served individuals from 4-84 years of age broken down as follows: 6% were under 18 years old; 13% were 18-25 years old; 27% were 26-34 years old; 22% were 35-44 years old; and 32% were 45-84 years old.



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Aether Arts
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Ascension Wisconsin
Bartolotta Restaurants
Central Waters Brewery
Charter Communications
Circular Inc.
Engberg Anderson Architects
FIERCE, Unapologetically
G.L. Ruka Investment
Galleria Greendale
GT Private Detective Agency, LLC
Heller Consulting, Inc.
Homestyle Catering MKE

Human Resource Group
Husco International
iLashOut
Infinity Benefit Solutions
JD Davis Enterprises, LLC
Leffler Cleaning
M3 Insurance Solutions
Mueller Communications
Mutual of America
MWH Law Group
Packerland
Penzeys Spices
Ridley Consulting Group
Salamone Supplies
Scrub n' Shine
Share Collaborative
Staffing Partners
Swaims Landscaping and
Snow Removal
Teko Mechanical
The Bull at Pinehurst Falls
UnitedHealthcare
US Bank
Wegner CPAs
Wipfli, LLP

ORGANIZATIONS

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Blackbaud

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Community Insurance
Information Center
Southwest Milwaukee
Optimist Club
WCS Board of Directors
We Black We Golf
Zilber Family Foundation

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David Budde
Rebekah Noble
Charles Schudson
Jon & Mary Reddin
Nichole & Leon Todd
Ginny Goode

IN MEMORY OF TIM RITTER

Robert Harris

Help Others To Overcome Adversity

The work of WCS addresses the significant societal issues related to mental health, substance use and criminal justice involvement through person-centered care.

This means any donation to WCS has a positive impact on the community.

Whether it's a one-time contribution or a continued gift, your aid will empower others in their journey to overcome adversity and improve their lives, affording them the confidence and direction needed to support a greater tomorrow for all.

To donate, visit our website (wiscs.org) or mail your contribution to the WCS Development Department, 3732 W. Wisconsin Avenue, Suite 320, Milwaukee, WI 53208.

Those who would like to shop for a specific item to donate can find a "wish list" of needed items on the website.

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Sara Carpenter



FUNDING SOURCES

Access to Independence
Adult Care Consultants
Ascension Wisconsin
Bader Philanthropies, Inc.
Behavioral Consultants, Inc.
Children's Hospital of Wisconsin
City of Milwaukee: Community Development Block Grant (CDBG)
Dane County
Dodge County
Elevance Health
Employ Milwaukee
Fahrman Center
Hope House of Milwaukee
Iowa County
Jefferson County
Journey Mental Health Center
Kenosha County
Kenosha County Sheriff's Department
LCO Indian Child Welfare
Lutheran Social Services
Manitowoc County
Marinette County
Marquette County
Maximus
Medicaid/Medicare
Medical College of Wisconsin
Milwaukee County Combined Court-Related Operations

Milwaukee County: Department of Child Support Services (DCSS)
Milwaukee County: DHHS-Children, Youth & Family Services (CYFS)
Milwaukee County: DHHS-Behavioral Health Services
Milwaukee County: DHHS-Housing Services
Milwaukee County: Community Reintegration Center (CRC)
Ozaukee County
Polk County
Progressive Community Health Centers
Rock County
Rock Valley Community Programs
Sauk County
Sawyer County
Sheboygan County
State of Wisconsin: Department of Children & Families (DCF)
State of Wisconsin: Department of Corrections (DOC)
State of Wisconsin: DHS-Division of Care and Treatment Services (DCTS)
State of Wisconsin: DHS-Division of Mental Health and Substance Abuse Services (DMHSAS)
U.S. Courts: Probation and Pretrial Services

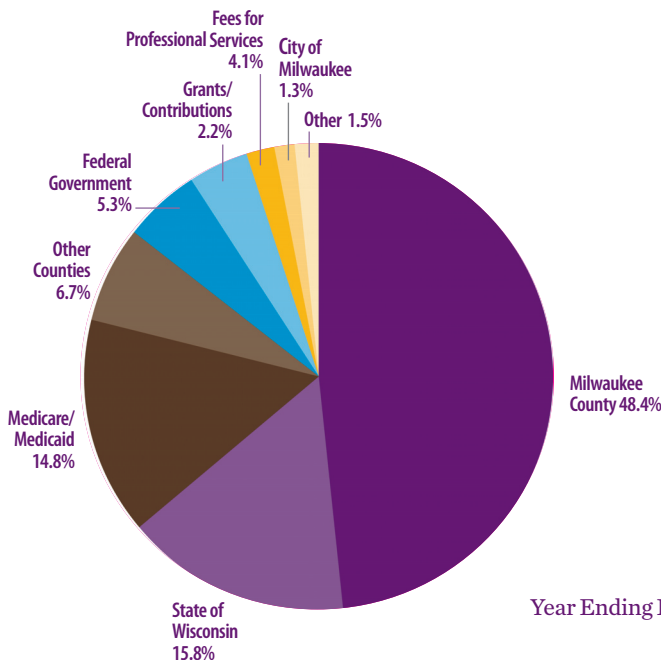
U.S. Department of Justice: Bureau of Prisons (BOP)
United Way of Greater Milwaukee and Waukesha County (UWGMWC)
University of Wisconsin-Madison
University of Wisconsin School of Medicine and Public Health
University of Wisconsin-Whitewater
Vital Strategies
Walworth County
Washington County
Waukesha County: Criminal Justice Collaborating Council (CJCC)
Waukesha County: Department of Health and Human Services (DHHS)
Wellpoint
Winnebago County
Wisconsin Department of Justice (DOJ)
Wisconsin Regional Training Partnership (W RTP)
Wisconsin Voices for Recovery (WIVFR)
Women & Girls Fund of Waukesha
Zilber Family Foundation



FINANCIAL REPORT: INCOME VS. EXPENSES

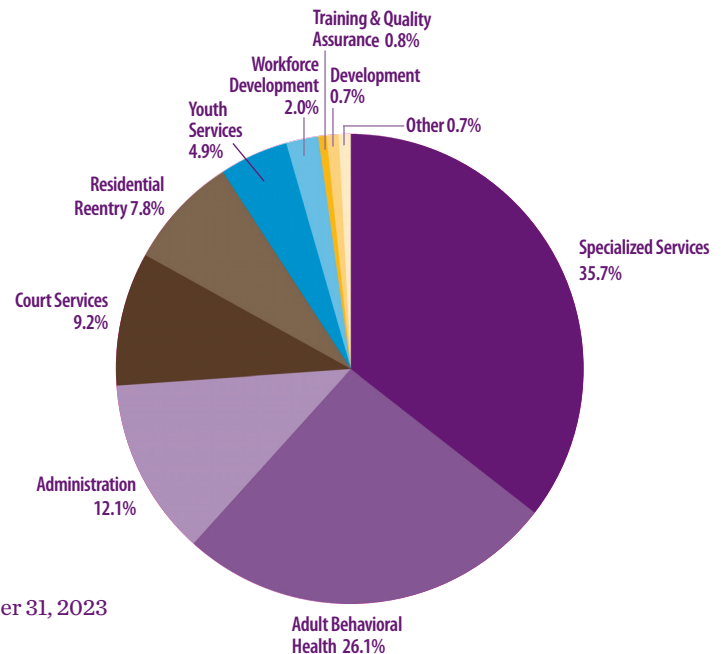
Total Income = \$50,115,251

WHERE FUNDS COME FROM



Total Expenses = \$49,969,007

WHAT FUNDS PAY FOR



Year Ending December 31, 2023

Source: Audited Financial Statements

WCS PROGRAMS AND SERVICES

BEHAVIORAL HEALTH SERVICES ADULT SERVICES

- Access Point
- Adult Comprehensive Community Services – Care Coordination (CCS) and Ancillary Services
- Community Linkages and Stabilization Program (CLASP)
- Community Support Program (CSP)
- Conditional Release Services (CR)
- Court Liaison Services
- Department of Corrections (DOC) – Peer Support (Region 3)
- ED2 Recovery+ Program (Emergency Department to Recovery+)
- Forensics Peer Specialist Services
- Hub & Spoke Health Home
- Keys to Independence – Permanent Supportive Housing Services
- Office of Consumer Affairs – Peer Support Specialists (OCA)
- Opening Avenues to Reentry Success (OARS)
- Outpatient Competency Restoration Program (OCR)
- Peer Specialist Academy
- Recruiting and Developing Peer Recovery Coaches
- Recovery Support Coordination (RSC) Services
- Targeted Case Management Services (TCM)
- Treatment Alternative Program (TAP)
- Unlimited Potential - Outpatient Integrated Behavioral Health Treatment Services
- Wraparound Placement Team

Adult Residential Services

- Nova House
- Outpatient Plus – Sankofa House
- Thurgood Marshall Apartments (TMA)
- Adult Supported Housing Programs
 - Empowerment Village-Lincoln and National
 - Farwell Studio Apartments
 - Highland Commons

YOUTH SERVICES

- Children's Long-Term Support (CLTS)
- Parent Peer Support
- Treatment Foster Care
- Wraparound Milwaukee-Creating Opportunities for Recovery and Empowerment (CORE)
- Wraparound Milwaukee REACH-Crisis
- Youth Comprehensive Community Services – Care Coordination (CCS) and Ancillary Services

Youth Residential Services

- Bakari Center Residential Care Center (RRC)
- Matz Center-Youth Crisis Stabilization Facility (YCSF)

ADDITIONAL SERVICES

- Pharmacy Services

COURT AND COMMUNITY REINTEGRATION SERVICES ADULT SERVICES

- Center for Driver's License Recovery & Employability (CDLRE)
- Community Building Milwaukee (CBM)
- Community Driven Primary Prevention for Opioids Drug Testing Services
- Electronic Monitoring Unit
- Employment and Training Services
- Entrepreneurship Training Program
- Innovative Community Staffing (ICS)
- Jefferson County Drug and Alcohol Treatment Court
- Waukesha County Operating While Intoxicated Treatment Court (OWITC)
- Waukesha County Drug Treatment Court (DTC)
- Kenosha Intoxicated Driver Intervention Program
- Milwaukee County Day Reporting Center (MCDRC)
- Milwaukee County Pretrial Continuous Remote Alcohol Monitoring
- Milwaukee County Pretrial Drug Testing
- Milwaukee Fatherhood Initiative
- Milwaukee Public Schools (MPS) Violence Reduction Program

- Opioid Prevention Initiative
- Peer Support Services DOC (Regions 2 and 7)
- Peer Support Services – Walworth County
- Peer Support, Forensics – Waukesha and Milwaukee County (Certified) Peer Specialist Services – Waukesha County Department of Health & Human Services
- Prisoner Reintegration Program (PRP)
- Waukesha Adult Community Service Options (CSO)
- Waukesha Day Report Center (DRC)
- Waukesha County Intoxicated Driver Intervention Program
- Waukesha County Offender Reentry Employment Program
- Waukesha County Pretrial Jail Screening Services Waukesha County Sheriff's Office – Electronic Monitoring
- Waukesha Pretrial Supervision Services

Adult Residential Reentry Services

- Joshua Glover Residential Reentry Center (RRC)
- Parsons House Residential Reentry Center (RRC)
- Swigart House Residential Services Program

YOUTH SERVICES

- Aspire Program
- Community Improvement and Job Training (CIJT) Program
- Community Service & Restitution Coordination Program (CSRC)
- Waukesha County Comprehensive Community Services (CCS) – Youth Advocate Services
- Waukesha County Intensive Supervision (Home Detention)
- Waukesha County Intensive Tracking

Youth Residential Services

Youth Shelter Care (YSC) Program:

- Bahiya House (Girls)
- Rashid House (Boys)



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