

CSC, COA and ECCEC PROPOSAL REVIEW CRITERIA: Individual Rating Sheet for 2013-14 Funding

Agency/Program: _____

Scorer's Initials: _____

This sheet should be completed for each proposal. All rating sheets are due to the Community Development Division on or before the due date indicated on the cover letter. After reading each proposal, please review and rate each proposal on the following criteria and write your questions, if any, below.

A.	To what extent does this proposal meet the statement of <u>goals and objectives</u> ?	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19										
		Does not meet goals or objectives										Meets goals and objectives																			
B.	To what extent does proposal articulate documented <u>Needs</u> ?	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19										
		Needs are not mentioned										Documentation is vague										Needs are clearly stated									
C.	To what extent does this proposal give evidence of <u>sound fiscal planning and realistic budgeting</u> ?	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17												
		Project has a high administrative and/or unit/person cost or optimistic revenue projections										Describes realistic revenues, cost effective expenses																			
D.	To what extent does the program outcome describe its <u>quality</u> ?	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15														
		Program quality is not mentioned										Program quality clearly described and meets industry standards																			
E.	To what extent does the agency demonstrate <u>skills and experiences</u> to provide a successful program?	0	1	2	3	4	5	6	7	8	9	10	11	12																	
		History of poor follow-through, services, administration, or falls short of contract goals										History of providing quality services without waste, consistently meeting goals																			
F.	To what extent does the <u>Board</u> appear to be <u>adequate for its responsibilities</u> ?	0	1	2	3	4	5	6	7	8	9	10	11																		
		Board lacks experience or skills in critical areas										Board appears to be representative and includes a variety of experience and skill																			
G.	Does the agency and program describe a history or <u>ability to develop funds</u> .	0	1	2	3	4	5	6	7																						
		Proposal does not mention ability to raise funds										Proposal describes previous successful efforts and plans to leverage additional funds.																			

TOTAL: _____ of 100

Committee Member questions (if any) for agency response:

CDD 2013-14 Application Q and A

Agency Name:	AIDS Network	
Program Name:	Case Management	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What are your plans to improve racial diversity of your Board?		
Agency Answer 1:	Agency staff providing Answer 1:	Mary Vasquez, President
<p>AIDS Network has a long history of inclusivity and representation from the communities we serve on our Board of Directors. We are proud that throughout the years we have had representation from the LGBT and racial and ethnic minority communities on our Board and staff. Our Board also strives to be inclusive to people living with HIV, as we view the input of our client and patient population as critical. Recruiting well-meaning, capable, and effective members who believe in our work is imperative. Like other nonprofits, it is a struggle to maintain constant representation from all communities we serve within our Board of Directors. AIDS Network Board directors and staff actively network and reach out to the communities we serve to locate potential directors who believe in our mission. We will continue targeting racial and ethnic diversity for our Board through outreach and we will utilize targeted media when resources allow. We welcome input from individuals in the community and at the City of Madison concerning potential Board members.</p>		
Committee Question 2:		
Are any state grants/funds or fundraising donations at risk? If so, what are your plans to make up the gap in resources?		
Agency Answer 2:	Agency staff providing Answer 2:	Dan Guinn, Executive Director
<p>Fluctuating grant awards and the effect of the economic downturn on fundraising are constant concerns for nonprofits. In the past year AIDS Network has seen decreased federal dollars from the state in areas of case management and prevention, but increased federal funding from the state for linkage to care. AIDS Network has fortunately not needed to cut any significant programs the past few years and instead has developed three new major services unduplicated in the Madison area with our dental clinic, food pantry, and linkage to care program. We are conduct very active fundraising for unrestricted dollars which help us serve the Madison community. Although these funds, which stem from major fundraising events and community giving, also fluctuate each year, they often enable us to fill funding gaps. With the loss of federal case management funds, City of Madison funding has become even more essential to our mission to provide unduplicated services in Madison.</p>		
Committee Question 3:		
You report your rent and mortgage is \$225,000 or \$20,000/month. Please explain. Is there more than one office?		

Agency Answer 3:	Agency staff providing Answer 3:	Suzanne Gillingham, Finance
<p>AIDS Network has more than one office. The summary of the rent, mortgage and depreciation for AIDS Network includes rent, utilities and maintenance costs under the rent. Approximately \$11,000 of the annual cost is for maintenance, \$14,000 is for utilities and \$131,500 is for rent. The rent is for the main office in Madison, the dental office in Madison and a small amount for offices in Beloit and Janesville. The remainder of the amount in this category-\$67,500 is for depreciation on office, computer and dental equipment.</p>		
Committee Question 4:		
<p>Have you considered partnering with Dane County TimeBank for volunteers?</p>		
Agency Answer 4:	Agency staff providing Answer 4:	Katie Childs, Volunteer Coord.
<p>Yes, AIDS Network has considered using the Dane County TimeBank to increase volunteers resources. It has not seemed a good fit, though, because AIDS Network volunteers are often working directly with clients and issues of confidentiality, HIV knowledge and prevention are integral parts of training an AIDS Network volunteer for direct client service. It is to the agency's and our client's and patient's benefit, therefore, to screen, interview and train volunteers in-house. While there is the possibility of an AIDS Network volunteer and matched client both being members of the TimeBank, we prefer to communicate directly with our pool of volunteers and cannot release client requests to those who have not completed our requisite confidentiality training.</p>		
Committee Question 5:		
<p>You make reference to \$15,000 in user fee income. How is this generated?</p>		
Agency Answer 5:	Agency staff providing Answer 5:	Suzanne Gillingham, Finance
<p>The user fees category is made up of medical assistance payments. Many of AIDS Network's clients are Medicaid eligible. When allowable, medical assistance is billed for case management time spent working with these individuals. These funds are used to cover case management overhead costs not covered by grants.</p>		

CDD 2013-14 Application Q and A

Agency Name:	Allied Wellness Center	
Program Name:	Wellness Center	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What community events does your organization use to do outreach? Is this the job of the Welcomers?		
Agency Answer 1:	Agency staff providing Answer 1:	Jacque Pokorney, AWC Board President
<p>We have multiple monthly/weekly events and then a few annual events to promote what the Allied Wellness Center does. The Welcomers along with our Gloria Manadier-Farr, the primary staff person, do most of the promotion.</p> <p>Gloria promotes available services to all new residents, who are identified by the Welcomers in the community and referred for a one-on-one session with Gloria. A monthly calendar of events is posted at the JFF office and promoted by staff of the building along with Gloria and our JFF Social Worker, Ryan Estrella. Monthly/weekly events include the Walk and Talk, Senior Pasta Meal (with health focused-activity), Mothers in the Neighborhood, and Breakfast Club (which is formally the Allied Road to Recovery support group for those with history of drug/alcohol abuse). The Welcomers meet weekly to help plan and promote the monthly health education event that is sponsored by UW Medical Students.</p> <p>Gloria and Welcomers work collaboratively and have overlapping membership in other organizations including the Allied Dunns Marsh Neighborhood Association, Mothers in the Neighborhood, and the developing Allied Community Cooperative. All groups work collaboratively to promote the monthly meetings of these groups and to promote monthly activities such as the Community Meal, which the AWC may take a lead on 3-4 times per year to promote health-related activities. And the combined groups work each year to put together a Summer Festival (which will be a smaller Community Picnic this year).</p> <p>The newest collaborative project is GEMS (Girls Empowered by Motivated Sisters) and is starting its second year. This is a joint effort of the female leaders in the neighborhood from the Welcomers, ADMNA, Mothers, and board members of the AWC. Its focus is on various forms of activities and social programs for the 10-13 year old girls in the neighborhood being led and taught by these neighborhood leaders in collaboration with other community members.</p> <p>These are all examples of the multi-pronged approach used by Gloria, the Welcomers, and the AWC Board work to promote and further develop the health-related activities of the Allied Wellness Center to the residents of the Allied Dunns Marsh Neighborhood.</p>		
Committee Question 2:		
Do you have any fundraising plans?		

Agency Answer 2:	Agency staff providing Answer 2:	Jacque Pokorney, AWC Board President
<p>Yes. This has been an ongoing discussion and plan of action for the last two years but the more formal implementation has been sidelined by the more immediate needs of our transition process of moving from our Parish Nurse Model of Care to the Community Health Worker/Liaison Model of Care. We have worked with other advisors in the community including Vicky Selkove, member of the Madison EDC; Michael Goodman, Board member of the Goodman Community Center; and Kim Nemachek, former Board member of the Hospice Network to develop a more formal fundraising plan. One of the most immediate efforts will be using a social media tool called Razoo. We also have a definitive plan to re-establish a relationship with EPIC for \$10,000 that we are working on with our Alder, Brian Solomon.</p>		

CDD 2013-14 Application Q and A

Agency Name:	ARC Community Services	
Program Name:	RESPECT	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What is the term of office for Board members?		
Agency Answer 1:	Agency staff providing Answer 1:	Executive Director
Board terms are three years renewable ad infinitum. Advisory and CCR members length of participation is based on relevance of their expertise and/or role as a system representative.		
Committee Question 2:		
What is the rationale for the increase in CDD budget request?		
Agency Answer 2:	Agency staff providing Answer 2:	Executive Director
<p>Without the increase, core staff will be reduced and/or eliminated due to loss of funding for core RESPECT program. The \$87,776 request includes 2012 City of Madison funding and covers the loss of OJA, DHS funding (\$37,500) that has helped support the RESPECT program staff and provides funds to meet the City Living Wage mandate. The entire RESPECT staff would be effected including the Program Manager, Outreach Worker and the Case Manager. The latter position could not be sustained.</p> <p>The new US Department of Justice (OVC) money is time-limited and addresses a different target population, i.e. victims who are eligible for protection under State/Federal standard of "severe forms of trafficking" which requires a high standard of proof of force, fraud or coercion and does not cover the RESPECT staff time lost with the end of OJA, DHS funding which focuses on prostitution in the City of Madison and Dane County.</p>		
Committee Question 3:		
Why is your "space" cost \$400,000/year?		
Agency Answer 3:	Agency staff providing Answer 3:	Executive Director
<p>ARC has 13 different projects between Dane and Fond du Lac Counties. Space includes residential projects (four) and their related utility costs; day treatment clinics as well as outpatient offices. In some cases, especially residential, the amount of space necessary per client can be dictated by various regulations, licensure, etc. In addition, ARC takes into consideration special space needs of the target population such as attached child care, child visitation space and infant beds. The agency attempts to reduce these costs through consolidation of space for projects when possible.</p> <p>RESPECT's space cost is \$40,663 for 2013 and includes utilities. Safety concerns and program</p>		

needs impacted financial considerations when considering location and setting.

Committee Question 4:

Please explain how your program currently does outreach to Southeast Asian and Latino communities.

Agency Answer 4:

Agency staff providing Answer 4:

Executive Director

RESPECT's outreach, in general, is limited by staffing constraints (number of positions/hours). In addition, some of that outreach is directed to neighborhood concerns, coordinated response teams, and related service sites. However, RESPECT does do limited ongoing outreach to Latino and Southeast Asian communities with the Program Manager and Outreach Worker through their ongoing professional networking which maintains regular contact with related service providers including but not limited to Freedom, Inc.; Cambodian Temple; Workers Rights Center; Madison Urban League, etc. Staff from the Children's Services Society has provided document translation and interpretation services for the JOHN School.

Committee Question 5:

Because of the abusive nature of the situation your clients are fleeing, do you provide security (police protection) at your site?

Agency Answer 5:

Agency staff providing Answer 5:

Executive Director

The RESPECT Project was moved from the City-County building and a law enforcement model to a community case management model to encourage greater voluntary participation and increase the sense of safety by the women involved with prostitution without the fear of arrest. Although safety is clearly a prime concern of RESPECT for both staff and clients, it purposely does not provide onsite police security but does maintain very close contact with the Madison Police Department and Dane County Sheriff's Department and has related protocols to address security concerns.

CDD 2013-14 Application Q and A

Agency Name:	Centro Hispano	
Program Name:	General Support	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	B1	
Committee Question 1:		
Please explain how the position funded by this program differs from the position filled by the Dane County JFF social worker at your agency.		
Agency Answer 1:	Agency staff providing Answer 1:	
<p>Although part of the duties of the Dane County JFF social worker are to connect individuals to resources, the General Support Program differs in that it specializes in providing support to Spanish speakers. The Dane County JFF worker at our site already has a client base which was carried over from their former site. Although they do serve some Latino families, the majority of their clients are African-American families. When JFF moved to our site, the program coordinators also met to ensure that services were not duplicated, but instead work collaboratively. The majority of our General Support Program's participants speak little or no English and have little understanding of services and programs in Dane County that can help them. The primary JFF worker assigned to Centro Hispano does not speak Spanish.</p>		
Committee Question 2:		
Please clarify outcome objective #2.		
Agency Answer 2:	Agency staff providing Answer 2:	
<p>The General Support Program only has one outcome objective. We would be happy to create a second objective but our understanding was that only one outcome objective was required.</p>		
Committee Question 3:		
The support needed for this referral service program seems to need more than one general staff (1.0 FTE). Is this an error?		
Agency Answer 3:	Agency staff providing Answer 3:	
<p>Although the General Support Program only has one full-time staff position, the program coordinator regularly receives support from social-work interns and qualified volunteers. The City of Madison funding for this position only covers salary and benefits for this position. All operating, space and administrative costs must be covered through Centro Hispano's fundraising budget.</p>		

Committee Question 4:	
Is this a United Way Agency? Why no dollars to this program?	
Agency Answer 4:	Agency staff providing Answer 4:
Although we are a United Way Agency, United Way does not provide funding for this program. This is because this program does not fall under a specific United Way of Dane County Agenda for Change item, but rather provides overarching, short term support.	

CDD 2013-14 Application Q and A

Agency Name:	Chrysalis	
Program Name:	Supported Employment	
Committee:	Early Childhood Care and Education Committee Committee on Aging <input checked="" type="checkbox"/> Community Services Committee Community Development Block Grant Committee Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
Does Dane County Mental Health have funding for this program?		
Agency Answer 1:	Agency staff providing Answer 1:	1
<p>At this time, 85% of Chrysalis services are funded through a Purchase of Service (POS) contract with Dane County Department of Human Services (DCDHS). Within the last 2 years the Federal Government has introduced a new source of funding to Wisconsin (Community Recovery Services, CRS) that supplements county costs for Chrysalis services. In order to become connected to this Medicaid benefit, clients must meet financial and functional criteria. The process has been slow moving, as there is only one individual in Dane County responsible for connecting individuals to CRS. Since the introduction of CRS in October of 2010, 14 Chrysalis clients have been approved. This number is steadily increasing as we have worked closely with Dane County CRS staff to increase the efficiency of enrolling clients for this benefit.</p> <p>The county has stated that the contract for Supported Employment services will not be increased without CRS funding. At this time, Chrysalis is unable to connect more individuals to CRS funding until new clients are able to receive services at Chrysalis. For this, more staff are needed.</p>		
Committee Question 2:		
If Federal Employment Funding comes through, will the City be needed in 2014?		
Agency Answer 2:	Agency staff providing Answer 2:	1
<p>With an extra staff and 20+ new clients, Chrysalis will be able to increase CRS revenue and eventually increase our contract with DCDHS, which would eventually eliminate the need for City funding. This process takes time; it is very possible that it would take two years of new referrals to CRS before Chrysalis would be able to generate enough revenue to eliminate the need for City funding. Chrysalis services are provided regardless of CRS approval; therefore city funding will allow Chrysalis to continue to provide services to those who do not meet CRS criteria, while getting those who are eligible approved in order to eventually increase county funding and eliminate city funding. It is not likely that this increase in county funding would happen within one year, however, I am confident that by 2015 Chrysalis will have enough clients connected to CRS and therefore be able to negotiate an increase in county contracted services.</p>		

Committee Question 3:		
Do you have the ability to work with LEP clients?		
Agency Answer 3:	Agency staff providing Answer 3:	1
While Chrysalis staff work as part of a treatment team, I am confident in Chrysalis' ability to provide employment supports to LEP clients. Chrysalis has received very few referrals from the LEP population to date. However, to increase outreach to this population we have recently started discussions with community partners including the Latino Support Network of Dane County (LaSup) and Kajsiah House through Journey Mental Health Center. Hiring a staff with bilingual abilities will be made a priority if given the opportunity to expand this program.		
Committee Question 4:		
Please list the 20 community businesses that you alluded to, who provide jobs to your clients.		
Agency Answer 4:	Agency staff providing Answer 4:	1
Below are fifteen of the most recent employers that have employed Chrysalis clients. Until March of 2012, Chrysalis provided employment support to 30 individuals. Over the last four months, 20 new clients have been receiving employment supports. Supported Employment staff have been networking with numerous community businesses to increase employment outcomes for Chrysalis clients. Chrysalis also works closely with each client to insure that the individual plays an active role in the job search process, in order to teach job search skills, as opposed to fostering dependency on service providers.		
Manna Café, Cousins Subs, Sam's Club, Crossmark, Cosi, TJ Maxx, Hobby Lobby, Fresh Market, Come Back Inn, Pick n' Save, Macy's, QTI Group, UW Athletics, Fiscal Assistance of Dane County, Dane County Parent Council/East		
Committee Question 5:		
Where do you receive referrals from? Have you had a waiting list in the past?		
Agency Answer 5:	Agency staff providing Answer 5:	1
In efforts to better incorporate the evidenced-based practice of Individual Placement and Support (IPS) Supported Employment, Chrysalis has recently changed the referral process. At this time,		

referrals are only accepted from one of seven mental health treatment teams (five Journey Mental Health Centers Community Support Programs, Tellurian's Community Intervention Team, and SOAR Case Management). Together these agencies serve over 600 individuals. This change in services increases integration of employment support and mental health treatment. Research conducted by Gary Bond shows that this integration improves employment outcomes from 20% to 60%.

In the past, Chrysalis had a waiting list of close to 40 individuals; the recent integration of services with mental health treatment teams has increased Chrysalis' ability to target individuals with the most severe and persistent mental illnesses. According to the Substance Abuse and Mental Health Services Administration (SAMHSA), 70% of unemployed adults with severe mental illness want to work; six out of ten clients with mental illness can work at a job in the community if they are provided the right types of services and supports. Until recently, this type of support did not exist within mental health treatment teams. Referrals to the Chrysalis Supported Employment services are increasing steadily as people realize that work is a realistic possibility, and that Chrysalis is accessible to be part of that journey.

CDD 2013-14 Application Q and A

Agency Name:	Freedom Inc	
Program Name:	SEA Referral	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
Where did \$37,310 in "Other" and "Other Govt" funding, go from 2012 to 2013?		
Agency Answer 1:	Agency staff providing Answer 1:	
We are expecting a \$25,000 decrease in one of our State grants in the year 2012.		
Committee Question 2:		
Please clarify the need for budget increase in the salary line.		
Agency Answer 2:	Agency staff providing Answer 2:	
<p>The budget increase is the direct result of needing to increase the staff hours on this project. As more people in our community learn about our work, more people are using and requesting our services. We intended this project to do more referral and information services but we are finding out that if we send people to these other services providers we still have to work with the participants/clients because many of these other services providers do not have the language and cultural capacity to serve our communities; so we continue to work with the client throughout the time they access the services and with the referral agency. In order to do this work effectively, more than a part time position is needed.</p>		
Committee Question 3:		
Please clarify your goals and outcomes.		
Agency Answer 3:	Agency staff providing Answer 3:	
<p>Our goal is to provide basic services to the Southeast Asian community such as: translation interpretation, medical appointment scheduler/assistance, economic support, and referral services. As a result of our project and programming we will have contact with and/or work with 500 Southeast Asian folks who otherwise would not access services, receive support, and often have things that are very important for survival. An example of this, because we provide these services people who otherwise would never go to the doctor, are now going to receive medical treatment because we have significantly lessened the racial/ethnic/cultural linguistic barriers they face. We work with those who have fallen through the cracks of other outreach efforts and organizations.</p>		

Committee Question 4:		
What is the average time you spend on info and referral?		
Agency Answer 4:	Agency staff providing Answer 4:	
<p>We spend at least 25% of our time on sharing information and educating the community about the type of resources. Due to issues of language and culture (each time we refer or give information to someone) we must also do education on these services to that person. It takes us twice as much time to do work with someone who doesn't speak English as it does with someone whose primary language is English. We want to do more referral and information sharing for our communities instead of providing them with the services ourselves, but it turns out that due to language and culture most of the time we work with the person even though we have referred them to other services (specially if these other services don't have a Hmong or Cambodian advocate).</p>		
Committee Question 5:		
You only have 1.5 FTE staff? Can more volunteers be used for translation?		
Agency Answer 5:	Agency staff providing Answer 5:	
<p>We have 3 full time staffs and many part-time staffs at Freedom Inc. We do not use volunteers for many of our translation work due to the complexity, and frequency of translation services-- it goes beyond only switching between languages. Optimal translation services require bi-culturalness, as to know how to communicate with different age groups, ethnicities, how to approach a conversation around different issue areas. For example, a native English speaker knows that when doing youth outreach there is a colloquialism that is more effective, and specific to different regions, in different places. Depending on a person's ability to navigate, will determine how effective they are in their outreach, programming and services... Such is true of translation for Southeast Asian communities. Additionally, most people are now suppose to be certified translation work, a duty beyond what is reasonable to ask of volunteers. Certified translators often charge a lot of money.</p>		
Committee Question 6:		
Have you considered developing a volunteer program?		
Agency Answer 6:	Agency staff providing Answer 6:	
<p>We have many volunteers for all our programs but this type of work can not depend on volunteers because of language and cultural challenges and due to the nature of the needs. Many of the services need more than volunteer work and for the kind of consistency we need a staff person so the services are offered on a consistent basis. This position depends on a certain type of skill set (bi-lingual, bi-cultural, and understanding of community needs) therefore volunteers can only provide some basic help. We are already using volunteers for many of our services, such as the food pantry, transportation, group discussions, and garden work.</p>		
Committee Question 7:		
Do you coordinate with service providers such as Tenant Resource Center?		
Agency Answer 7:	Agency staff providing Answer 7:	

Yes we coordinate with many different service providers. We get many referrals from other organizations as well. Tenant Resource Center is just one organization with whom we having a working relationship. Many of our participants in this project can't be "referred " to other organizations due to culture and language. Here are a few examples of other organizations and services that we coordinate with: Access Community Health, ICE, social security, Foodshare, Job Services, Journey Mental Center, Legal Aid, Cambodian Temple, Bayview Community Services, Northport Community Services, Madison Public schools, teachers, local churches, CAC, CDA, section 8....these are just a few of the service providers we currently work with. Our agency works with more than this.

Committee Question 8:

Is it correct that 20% of your clients are in Dane County, outside of Madison, but you want Madison to fully fund this program?

Agency Answer 8:

Agency staff providing Answer 8:

This data is primarily for our Cambodian participants. These numbers are from services that we provide once a week at the Cambodian temple located in Oregon, WI. Many of the Cambodian people of who we serve in Madison, congregate regularly at the Temple (daily) because it is the only culturally specific space for them, and it is their place of cultural and spiritual practice-- it has huge cultural significance. Thus, when we go to the temple during our work hours, we are really servicing Madison clients. There are also many Cambodians from outside of Madison who also ask for help. We are seeking matching funds to continue to serve those who do not live within the City of Madison.

CDD 2013-14 Application Q and A

Agency Name:	Journey Mental Health Center	
Program Name:	Southeast Asian Service Access	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
How was the target population served before now?		
Agency Answer 1:	Agency staff providing Answer 1:	Doua Vang
<p>United Asians Services of Wisconsin (UASW) formerly known as the United Refugee Services of Wisconsin for over 25 years was the central agency in Madison that provided the services to SEAsian American refugees in accessing resources (social services, health care, housing, jobs, school, and local government). Due to UASW loss of funds, UASW no longer has the capacity to provide the needed services to this group of people. When UASW was still active in serving the SEA population in Madison, Kajsiab House (KH) worked collaboratively with UASW, CAC, Literacy Network, Freedom Inc, and other local agencies in providing services to this population. Our focus was to serve SEA's who suffered from their war experience in Laos, Cambodia and Vietnam. When UASW was no longer able to provide these needed services, more SEA individuals and families approached KH for assistance for their interpreter needs, citizenship processes such as filling out applications, accompanying them to their naturalization interviews, SSI issues, contacting State and US Representatives for assistance for green cards, and or driver license, help with housing, and other needs. Because KH is well known in the community and has provided services to many of their relatives and family members, it is culturally insensitive to turn them away. Thus, there is a big gap in accessing services for this population. With the funding from the City of Madison, we may be able to fill, not all of the needs, but some of their crucial needs and emergent needs.</p>		
Committee Question 2:		
With regard to staff: do you really split 0.5 FTE between 2 people? Is the staff total 15 or 10.12?		
Agency Answer 2:	Agency staff providing Answer 2:	Doua Vang
<p>The total number of paid staff at Kajsiab House is 16. Two 100% time, two 92.5% time, six 80% time, one 70% time, one 70% time, two doctor who are working less than 50% time, and 2 senior trainees paid for by the Greater Wisconsin Agency on Aging Resources, Inc.</p> <p>To be effective in our services to this population, we would like to split the half time position requested from the City to two staff. The .10 FTE is for the Program Support Specialist, this position is vital to make phone calls, take messages, do office duties, answer questions and make referrals, etc.,. The Cultural Broker who is assuming the .40 FTE is providing some of the direct and supportive services to the SEA population. This person will work to meet all the goals and objectives proposed. This person will also accompany clients to their important appointments such as SSI, court, social services, and others when requested in advance.</p>		

Committee Question 3:		
To what extent can you accept less funding than requested and still run the program?		
Agency Answer 3:	Agency staff providing Answer 3:	Doua Vang
Reduction of funding will lead to a decrease in service and the number of people that KH can serve. It will also mean that we cannot provide the same level of services proposed. To fully provide and deliver the level of services requested, it requires a 1.0 FTE position. With limited resources, we are hoping that this funding will allow us to assist the population while we are looking for other resources to fully provide the needed services to this population group. The amount requested is to fund the staff time, the Journey Mental Health Center- Kajsiab House will cover for other expenses, (e.g. rent, telephone, insurance, benefits, taxes, and the administrative cost that may amount to half of the amount requested from the City).		
Committee Question 4:		
Why don't you use more volunteers?		
Agency Answer 4:	Agency staff providing Answer 4:	Doua Vang
Kajsiab House uses volunteers as much as possible. Currently, we have six volunteers who come to assist in running programs at KH. 1. Bill Keys - Teaching Citizenship/Civic Class every Wednesday 10:30-12 noon 2. Karla - Teaching Basic English Class every Tuesday 1:30 pm - 2:30 pm 3. Kazoua Moua - UW-Extension providing Nutrition and Wellness education - twice per month ever other Monday. 4. Two UW-Madison student volunteers. 5. Martha - RSVP does sewing every Thursday 10:30 - 12 Noon. KH is in the process of collaborating with Literacy Network to have a basic English class here at KH on Thursday afternoon, starting this mid July. A student intern from Herzing College will start this coming Monday July 9, 2012 to the end of August 2012. Two UW-Madison students will internship at KH this fall, one is a graduated student from the School of Social Work, the other is an undergraduate student majoring women studies. As we are expanding our services to meet the needs of the SEA communities, we will actively be seeking volunteers. The problem of seeking volunteers in serving this population is the language issue. It is difficult to find volunteers who are willing to work with non-English speaking. Also, KH do not have enough staff to translate for volunteers. Our experience has been that when we have volunteers who do not speak one of the SEA languages, one of paid staff will have to translate for the volunteer/s. Instead of getting more help, we were losing a staff to act as interpreter. We have worked with many college and university students who speak the SEA language/s but because of their school demands and schedules, this has not been consistent. We welcome ideas and suggestions that the committee has for us in terms of using more volunteers.		
Committee Question 5:		
You say you are the only provider of this service to the SEA population, but it seems very similar to Freedom Inc's SEA referral program. Please explain the difference between the programs.		
Agency Answer 5:	Agency staff providing Answer 5:	Doua Vang
Freedom Inc., is viewed by SEAsian communities as providing services to youth and DV related issues. For many years, United Asians of Wisconsin was the agency that many sought services from. But since UASW no longer has the capacity to provide that role, Kajsiab House is the agency that people have turned to for help. KH has seen a dramatic increase in the number of non-KH participants seeking help with translation, social service needs, employment related needs and medical care issues. Kajsiab House has working relationships with community organizations such as Southern Wisconsin Hmong Association, Lao Veterans of America, and the Dane County 18 Clans Council who are recognized by the community to represent the broader community.		

Freedom Inc., is providing similar referral services in the SEAsian American community, however KH is more recognized and provides services to a wider segment of the community. We have the staff capacity to offer more supportive and more direct services and we can also accompany clients to their appointment when needed in addition to linking clients to other services and making referrals.

KH believes that in order to deliver good services, we have to go beyond the referral processes. It is already difficult for non-English speakers to navigate for services through the complicated service systems. By pointing them to where they should be going with a piece of paper and directions, it is like walking in the dark. Clients will give up before they really reach their destination. Our goal is to take clients by the hand and guide them to where they are going to go to get the services they need. This is less intimidating and at the same time will give clients a positive experience. Imagine you are in a country where the spoken language is not yours, how difficult it is for you to get around let alone getting help.

KH strongly encourages the committee to come to visit our program and meet with our clients before you make your decision, if possible and if that will assist with your decision making process. We can not speak or advoaecte enough for the members of the community who really need and want to services that will make difference in their lives.

Committee Question 6:

How does a person qualify to be a “culturally competent interpreter”?

Agency Answer 6:

Agency staff providing Answer 6:

Doua Vang

To qualify to be a culturally competent interpreter, Madison City Council Member, Shiva Bidar-Sielaff, who is also a member of the Certification Commision for Healthcare Interpreters (CCHI), is the best person to answer this question. Our staff at KH have worked with Council Member Shiva Bidar-Seilaff and were trained by her. There is Court Interpreter training offers in the State of Wisconsin for interpreter certification and the Madison Area Technical College (MATC) also offers series of trainings for new healthcare interpreters (<http://matcmadison.edu/health-care-iterpreting>).

To be trained through course and certficates is not enough, KH cultural brokers are bilingual Hmong and English. The cultural brokers are knowledgeable about Hmong history, culture, and the needs of clients and thus, cultural brokers use this knowledge to help clients get the best services given the context (health, legal, employment, social services, education) in which these clients seek services. In addition, KH cultural brokers have provided cultural competency training to MMSD, Dean Clinic, Meriter Hospitals, Hospice Care, UW-Madison School of Social Work, Hmong National Development (HND), and Journey Mental Health Center Staff Training. KH Cutural Brokers are fluent in Hmong and English. Cultural brokers are knowledgeable about Hmong culture and Hmong resources in the Hmong community. Cultural brokers also have enough knowledge of the suffering the members of the community have been through; have knowledge of the customs and traditional practices such as marriage, shaman rituals, funeral services and arrangement, having a new babies, family conflicts, and traditional divorces, etc. Cultural brokers use their education and knowledge to help difuse potential tension and conflicts between service providers and clients. KH cultural brokers are college graduated and well respected in the communities. The greatest advantage for KH staff is that we work closely with Dr. Fred Coleman, a western psychiatrist and Dr. Roger Garms, a clinical psychologist. KH cultural brokers regularly consult with Dr. Garms and Dr. Coleman.

The following is a statement from Dr. Fred Coleman, who has been treating SEA patients for more than 20 years.

"It is aided enormously with use of a translator. Part of the thing that is hard to appreciate until you've done this for a while is we are in very substantially different languages. If you're Euro-American and you learn another European language, French, Spanish, German, Italian, you learn that there are roughly word for word translations of sentences and although there are nuances of words, structurally it fits, but in fact many of the things we talk about there is nothing even remotely resembling a direct translation. Perhaps with this is beef, this is chicken, but for most other things a lot of the descriptions are metaphorical and the answers to a lot of the questions are stories or tales, not direct answers so the ability to have an interpreter translator who moves between the structure of the two languages is really essential. Sometimes to get to the heart of what you really want to ask, the only way is around. We, as westerners, tend to think about truth as that which is reached directly and which is at the center. Sometimes truth is much more the whole picture with all the coloration where the center is not particularly directly illuminated, and that's how some of the conversations go.

I was asking about a health condition for somebody today and what she ended up talking to me about was what were the dreams she is having now and what are the dreams she was having 10 years ago, and how they have or haven't changed. An important aspect of what she wanted to tell me was that when she dreams of walking in the jungle or the forest the paths don't come to ends and that for her that was part of a description that she felt she was healthy enough that she doesn't think she has any life-threatening illnesses and therefore her path is not likely to come to an end. But that began with a question about how her health has been, so one has to appreciate different realms of answers and how to work with them.

Key translator interpreters must be people who are willing to work at that process and have the education on both sides to stand with a foot in two different conceptual territories. Without that you simply cannot use western professionals effectively.

We've done a lot of training with that so for instance early on at Kajsab House we brought together our whole group of translators and we took all of the common questions asked in a psychiatric interview and history taking, and then we discussed openly, how would you translate that? What we found was that if we had 6 translators, we might have 6 different ways of translating the same thing. And then we would discuss the pros and cons of those and then I would help them look at what was the ideal we were trying to get at with the western question. How did that lead us to something we could then usefully do to help? If I'm trying to impose a hierarchical thing on you, I've already lost. If we collegially are saying, to accomplish this we need to do this and we need to get this and the person can say freely to me, well, you're not going to find that out because that question doesn't make any sense, then I can say, well, here is what I'm trying to get at with this. And they will tell me what I want is to ask about this which is quite different. In that sense, when a translator and I as colleagues approach it that way it is a very different process. One of the things that our translator interpreter culture brokers do, and that's why we use the term culture brokers because they really are a broker between two cultures, when they go with clients to medical offices they find that some doctors aren't willing to accept anything except what they think they can get or what they think they are looking for. That forces the translator into the role of pseudo-translation; almost at the same level of giving the doctor what they think the doctor wants, rather than really passing along the information the person is offering.

There is a gold standard for when you're doing text. For instance, take an English text that you want in Hmong and have one or more people work on it to produce a Hmong version. Then you would have a totally independent group of people read the Hmong version and translate it back to English. If it came back identical you have a gold standard translation. But obviously with an oral translation you have no way of doing that so you have to work over time to where you get to

something that approximates that. What that means is that if you have an experienced translator or two on staff, when a new person comes you have them both present for some sessions. Economically, it doesn't seem to make sense because you're doubling up on staff time but in the long run it saves you enormously because people work in parallel translation and learn a lot of things very quickly about how to work most effectively. "

At the Journey Mental Health Center we offer hundreds of trainings for staff. Each staff is required to put in up to eight hours of cultural competency training per year based on their percent time.

Attached is a copy of the sample list of trainings provided at the Journey Mental Health Center.

Committee Question 7:

Since you plan to serve 20% non-Madison residents, why are you not seeking funding from other sources aside from the City of Madison?

Agency Answer 7:

Agency staff providing Answer 7:

Doua Vang

Because KH is the only existing services that provide services to this population. We service SEA population throughout Dane County. We are partnering with United Way and Dane County to secure more funding to serve this population. KH in the past, was also approached by members who lived in Sheboygan, WI; LaCrosse, WI; North Carolina; St. Paul, MN and as far as California seeking services.

MENTAL HEALTH CENTER OF DANE COUNTY
2010 EMPLOYEE CONTINUING EDUCATION

VANG

10

SHAW

Community

KH/SEA

Employee

Keys

**2010 TRAINING
HOURS 9.50**

2010 Annual Training

Other

New Staff

- Workplace Violence
Personal Safety
- Workplace Harrassment
- Confidentiality
- OSHA/CARF
Envir/Health Safety

- Adult CCR
- Ad/Child CPR
- Fire Extinguisher
- Safety Checklist

- Log1 - Orientation
- Log2 - OSHA/Safety/Harass
- Log 3 to HRPD
- Log3 - Conf/Tx Rights
- Log3 - Cultural Comp
- Log3 - Suicide Risk Assmt
- Log3 - Motiv. Interviewing

Terri Pellitteri

Terri Pellitteri, O.T.
Training & Education Coordinator

Hours	Date	Training Title	Date/presenter/credentials
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Overview of Confidentiality & Other Tx
Rights: Legal / Ethical Issues

January 8, 2010
Terri Pellitteri, OT

AODA SERIES Comp 12: Provide tx
services appropriate to personal & cultural
identity & language of client, cont (eg: Men
specific AODA issues).

January 14, 2010 Marty Zupan, MS, LPC, LCSW,
CSAC, LCS. Tanya Lettman-Shue, LMFT,CSAC,
Kevin McConeghy, BA,CSAC

Parliament of World Religions

January 21, 2010
Fred Coleman, MD

Cancer Prevention Through
Diet/Supplements

January 27, 2010
Deborah Roussos, MD, RD, CD, Group Heath Cooperative

STAR-SI System Change Project: Hope
Haven/Rebos United Presentation

February 9, 2010
James Crawford, SAC

AODA SERIES: Screening

February 11, 2010
Marty Zupan, MS, LPC, CSAC, ICS

Yin/Yang of Dialogue

February 18, 2010
Terri Pellitteri, OT

AODA SERIES: Section 2 Eight
Practice Dimensions of Addiction
Counseling: Cliinical, Eval, Screening
(MAST, AUDIT, CAGE)

February 25, 2010
Kathryn Rindy, LCSW, CSCA
Vicki Goodman, LCSW, CSCA, ICS

AODA Series: Review of the
Transdisciplinary Foundations & Practice
Motivational Interviewing Skills

March 11, 2010, PART A - 8:45 to 10:15 (1.5 hours)
Kathryn Rindy, LCSW, CSAC, ICS & Vicki
Goodman, LCSW, CSAC

AODA Series: Medical Aspects of AODA

March 11, 2010 - PART b , 8:45 to 10:15 - 11:45 (1.5 hours)
Pam Smith, RN

Best Practices Suicide Risk Assessment

March 11, 2010
Nancy Pierce, MS, LCSW & Sarah Henrickson, MSSW,
LCSW

AODA SERIES: Tx Knowledge (Use-
Abuse-Dependence Continuum):
Understanding Diagnostic Criteria & Tx
Related Modality

March 25, 2010, PART A - 8:45 to 11:45
Kathryn Rindy, LCSW, CSAC, ICS & Vicki
Goodman, LCSW, CSAC

Mental Health & Migration - Case
Presentations by Clinicians Working With
Latino/a Clients.

March 25, 2010,
Pancho Oyarbide, MS, LCSW and other Clinicians from
the Latino/a Clinic

Workshop: Clear care: Mindfulness &
the Way Beyond Suffering

March 26-27, 2010
Flint Sparks, PhD

AODA Series: 1)Recovering vs Using &
Tx Goal Development; 2) Post Acute
Withdrawal Syndrome & Self Care

April 8, 2010 8:45- 10:15
Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman,
LCSW, CSAC

MENTAL HEALTH CENTER OF DANE COUNTY
2010 EMPLOYEE CONTINUING EDUCATION

VANG		SHWAW	9.50	Page 2
Hours	Date	Training Title,	Date / Presenters & Titles	
		AODA Series: 1)Recovering vs Using & Tx Goal Development; 2) Post Acute Withdrawal Syndrome & Self Care	April 8, 2010 10:15- 11:30 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC	
		Overview of Confidentiality & Other Tx Rights: Legal/Ethical Issues	April 9, 2010 Terri Pellitteri, OT	
		Supervisor: Understanding & Preventing Harassment in the Workplace	April 14, 2010 Thomas P. Godar, Attorney	
		AODA Series A: Family Treatment Issues and Adolescents, brain plasticity, levels of alcohol concentration and the body	April 22, 2010 8:45- 10:45 Kathryn Rindy, LCSW, CSAC, ICS & Stehpanie Haugen, LCSW, CSAD	
		AODA Series: B: Early Detection of Alcohol Consumption Study/Program New Drunk Driving Laws	April 22, 2010 10:45- 11:45 Kathryn Rindy, LCSW, CSAC, ICS; Andrea Jacobson, CSAC, ICS; Karen Smith, BSN, RN	
		HHIV/AIDS Comprehensive Care Program	April 28, 2010 Heidi Nass, UW HIV Clinic	
		Antipsychotic Medication Update	April 29, 2010 Kanissa Blohm, DPh-4	
6.5	5/5/10	Motivational Interviewing	May 5, 2010 Facilitators: Brett Brasher, LCSW, CSAC, Vicki Goodman, LCSW,CSAC, Tanya Lettman-Shue, LMFT,CSAC, Kevin McConeghy, BA, CSAC, Kathryn Rindy, LCSW, CSAC	
		Advanced Clinical Practitioner Series: Suicide Risk When Working with Individuals Who have Ongoing/Recurrent Suicidality	May 13, 2010 Nancy Pierce, MA, LCSW	
		AODA Series: A: Working with Adolescents with AOD and their parents on strengthening the parental bond	May 13, 2010 Stephanie Haugen LCSW, CSAC	
		AODA Series: B: System & Team Approach to Working with Adolescents & AODA	May 13, 2010 Thomas Bartolutti, LPC, SAC	
		Conceptual Framework of Cultural Competence	May 21, 2010 Terri Pellitteri, OT	
		HIV Care in Madison	May 27, 2010 Dr. James Vergeront	
		AODA SERIES : Motivational Interviewing: Practice Skills (OARS, Change Talk, Agenda Setting)	May 27, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC	
		AODA SERIES: Mindfulness Meditation & Relapse Prevention	June 10, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC	
		The Culture of the Military	June 10, 2010 Clarissa Pearson, MSSW, and family	
		Personal Safety Awareness When Working in the Community/Home	June 16, 2010 Officer Chandler, MPD Crime Prevention Unit	
		Microsoft Word Basic	June 22, 2010 MATC, Maria Maldonado	
		Advanced Clinical Practitioner Series: Documentary "Life.Support.Music"	June 23, 2010 Janet Parker, MSSW, LCSW	

MENTAL HEALTH CENTER OF DANE COUNTY
2010 EMPLOYEE CONTINUING EDUCATION

VANG

SHAW

9.50

Hours	Date	Training Title,	Date / Presenters & Titles	Page 3
		Microsoft Excel Basic	June 29, 2010 MATC, Maria Maldonado	
		Personal Safety Awareness When Working in the Community/Home	June 30, 2010 Officer Chandler, MPD Crime Prevention Unit	
		Mental Health System in Bermuda - Working with People who have Severe/Persistent Mental Illness and Few Resources	July 1, 2010 Anna Neilson-Williams, MD; Chantelle Simmons, MD	
		Personal Safety Awareness When Working in the Community/Home	July 12, 2010 Officer Chandler, MPD Crime Prevention Unit	
		Yin/Yang Principles & the Art of Dialogue: Overview of the Relationship	July 14, 2010 Terri Pellitteri, OT	
		Microsoft Powerpoint: Basic	July 15, 2010 MATC, Maria Maldonado	
		Microsoft Word Basic	July 20, 2010 MATC, Maria Maldonado	
		Yin/Yang Principles & the Art of Dialogue: Understanding the Interchange Energetically	July 21, 2010 Terri Pellitteri, OT	
		AODA Training Series: Community Self Help Groups	July 22, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC	
		Laughter as Stress Relief	July 28, 2010 Cindy Fine, GHC Complementary Medicine	
		Microsoft Excel: Basic	July 29, 2010 MATC, Maria Maldonado	
		Microsoft PowerPoint: Basic	August 3, 2010 MATC, Maria Maldonado	
		Assessing Adults for ADHD	August 4, 2010 Ken Hermann, MD	
		Process Improvement	August 5, 2010 Lynn Madden, NiaTx Coach	
		Microsoft Excel: Intermediate	August 12, 2010 MATC, Maria Maldonado	
		AODA Training Series	August 12, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC	
		Attendance at Community Self-Help Groups	August 12, 2010 Kathryn Rindy, LCSW, CSAC, ICS	
		Overview of Confidentiality & Other Tx Rights: Legal & Ethical Issues	August 19, 2010 Terri Pellitteri, OT	
		AODA Training Series: Gorski - Bio/Psycho/Social Mode P. A. W Post Acute Withdrawal Developmental Model of Recovery	September 9, 2010 Kathryn Rindy, LCSW, CSAC ICS & Vicki Goodman, LCSW CSAC	
		Cultural Diversity Training: Prison "The New Asylums" - DVD & Dialogue	September 9, 2010 Facilitated by Clarissa Pearson, MSSW, APSW, & Michelle Murray, MSSW	

MENTAL HEALTH CENTER OF DANE COUNTY
2010 EMPLOYEE CONTINUING EDUCATION

VANG		SHAW	9.50
Hours	Date	Training Title,	Date / Presenters & Titles
		Personal Safety Awareness When Working in the Community/Home	September 21, 2010 Officer Chandler, MPD Crime Prevention Unit
		Ethics & Boundaries & Drug Company/Rep Influence	September 24, 2010 Robert Factor, MD
		Personal Safety Awareness When Working in the Community/Home	September 29, 2010 Officer Chandler, MPD Crime Prevention Unit
		Overview of Confidentiality & Other Tx Rights: Legal & Ethical Issues	October 8, 2010 Terri Pellitteri, OT
		AODA Training Series: Relapse Process & Relapse Prevention - Skills, Strategies	October 14, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC
		Migration & Mental Health: Working with Latino/Latina Individuals & Families Who Have Mental Health / Substance Abuse Concerns...Our Experiences	October 14, 2010 MHDCDC Latino/Latina Consultation Group
		HIV & AODA	October 20, 2010 Bob Bowers (National HIV Speaker & Educator)
		Advanced Clinical Practitioner Series: CBT in Recovery - Why CBT Can Help	October 21, 2010 Joseph Foth, BA CSW
		Mental Health Involuntary Hospitalization & the Elderly	October 27, 2010 Panel: Dr. Ann Ashbacher, Dennis Ganzen, Kristen Bull Lyon, Rhoda Ricciardi, Dr. Ken Robbins, Lt. Kristen Roman, Galen Strebe
		Suicide Risk Assessments: Best Practices	October 28, 2010 Nancy Pierce, MS, LCSW & Sarah Henrickson, MSSW, LCSW
		AODA Training Series: Psychopharmacology - Medications Used to Treat MH Issues with AODA Clients	October 28, 2010 Ron Diamond, MD (Medical Director MHDCDC)
		AODA Training Series: Clinical Application of Psychopharmacology	October 28, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC
3.0	11/03/10	Religion/Spirituality & Mental Health/AODA Treatment Services	November 3, 2010 Fred Coleman, MD
		Advanced Clinical Practitioner Series: Neuroscience for Clinicians: New Findings on the Effects of trauma on the Brain	November 10 Michal Osier, MA, LPC, Intake, Integrated Services
		AODA Training Series: Relapse Prevention Emotional Regulation /Distress Tolerance & Case Studies	November 11, 2010 Kathryn Rindy, LCSW, CSAC, ICS & Vicki Goodman, LCSW, CSAC
		Advanced Clinical Practitioner Series: Animals in Therapy	November 16, 2010 Anne Beal, MSSW, LCSW
		My Life Living With HIV-AIDS	November 17, 2010 Mark Nowacki
		Returning Prisoner Simulation	December 2, 2010 Madison Urban Ministry
		Conceptual Frameworks of Cultural Competence	December 10, 2010 Terri Pellitteri, OT
		Survivors of Suicide Training	MHDCDC & H.O.P.E.S of Wisconsin

CDD 2013-14 Application Q and A

Agency Name:	Literacy Network	
Program Name:	Family Literacy	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What is the reason for the increased budget request?		
Agency Answer 1:	Agency staff providing Answer 1:	Eileen Zeiger
The Madison Community Foundation provided a 2-year grant for 2012 and 2013. However, the second year of the grant will be reduced by \$15,000. MCF encouraged us to seek funding from other sources in 2013. In order to maintain the current level of service in our programs, we request that the Community Services Committee cover the shortfall in our 2013 budget for this important program.		
Committee Question 2:		
Is the City the only source of revenue for this program? What is the source of your "other" funding referred to in the agency revenue section?		
Agency Answer 2:	Agency staff providing Answer 2:	Eileen Zeiger
No, the City is not the only source of revenue for the English in the Schools (EIS) program. As listed in our proposed budget, EIS is supplemented by other government funds (Madison Metropolitan School District), fundraising donations (The Golf Affect), and other funds (Madison Community Foundation).		
Committee Question 3:		
What is the hourly wage of staff?		
Agency Answer 3:	Agency staff providing Answer 3:	Eileen Zeiger
Family Literacy Coordinator hourly wage is \$18.50/hour; Spanish and English Instructors are paid \$18/hour; Childcare providers are paid \$12.50/hour.		
Committee Question 4:		
What are the primary languages of the clients you serve? Just Spanish?		
Agency Answer 4:	Agency staff providing Answer 4:	Eileen Zeiger
The population we serve is primarily Spanish-speaking, though not exclusively. Some of our learners speak Hmong, Farsi, Arabic, Thai, Vietnamese, among other languages. Our classes are offered to speakers of any language.		

CDD 2013-14 Application Q and A

Agency Name:	Lutheran Social Services	
Program Name:	Off the Square Club	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
Is the program free from any religious content?		
Agency Answer 1:	Agency staff providing Answer 1:	Alex Kox
<p>Yes. While Lutheran Social Services is a faith based social services provider, we do not require our staff or clients to adhere to or participate in any religious or spiritual content. There is no religious content incorporated into the services we provide, though we do offer a spirituality discussion group. The group is facilitated by a former pastor, though he does not endorse a specific religious or spiritual viewpoint. The purpose of the group is to provide a safe environment for participants to discuss how their faith, spirituality, or lack thereof, affect their lives. Research has shown that spirituality can be an important part of recovery for many people, so OTSC offers such a group as a part of our larger commitment to assisting with recovery.</p>		
Committee Question 2:		
Please explain how you will handle the issue of all program staff being paid a living wage?		
Agency Answer 2:	Agency staff providing Answer 2:	Lisa Severson
<p>Member staff are paid minimum wage plus a meal included valuing \$5.00. Depending on their work schedule a breakfast or lunch meal is included. This has been agreed upon by the City of Madison, their attorney and LSS.</p>		
Committee Question 3:		
You mention it is required that participants have a diagnosed mental illness. How do you attain "proof" of diagnosis, and is it necessary?		
Agency Answer 3:	Agency staff providing Answer 3:	Alex Kox
<p>To obtain proof of diagnosis, I request diagnostic records from the applicant's most recent qualified mental health provider or personal care physician. A mental health diagnosis is required in order to receive services, and while at LSS we are open to the idea of expanding our services to include a more general population, our model of service is directed primarily towards those living with mental health issues. Additionally, the funding we receive from Dane County requires that we primarily serve adults living with mental illness.</p>		
Committee Question 4:		
For 2013, your proposed agency budget and program budget are the same. Does this mean this is your agency's only program moving forward?		

Agency Answer 4:

Agency staff providing Answer 4:

Alex Kox

Regrettably, the information that was entered in that portion of the application was in error. Our Agency has many more programs than just OTSC. We have corrected the error, and will be attaching the revised information to this form.

6. AGENCY EXPENSE BUDGET

This chart describes your agency's total expense budget for 3 separate years.

Where possible, use audited figures for 2011 Actual.

The subtotals for the 2012 BUDGET and 2013-14 PROPOSED must equal the amounts entered in the ACCOUNT CATEGORIES on the NonCityBudget and program budget worksheets. The "ERROR" message appears until the sum of the line items equals the amount of the subtotals that have aggregated from your NonCityBudget and program budget worksheets.

Account Description	2011 ACTUAL	2012 BUDGET	2013-14 PROPOSED
A. PERSONNEL			
Salary	39,583,998	35,365,651	36,444,844
Taxes	3,941,543	4,271,750	4,401,296
Benefits	5,393,168	6,120,576	6,315,848
SUBTOTAL A.	48,918,709	45,757,977	47,161,988
B. OPERATING			
All "Operating" Costs	18,667,172	16,052,208	16,537,262
SUBTOTAL B.	18,667,172	16,052,208	16,537,262
C. SPACE			
Rent/Utilities/Maintenance	2,852,089	2,470,532	2,564,496
Mortgage (P&I) / Depreciation / Taxes	2,190,516	1,950,284	1,988,587
SUBTOTAL C.	5,042,605	4,420,816	4,553,083
D. SPECIAL COSTS			
Assistance to Individuals	0	0	0
Subcontracts, etc.	0	0	0
Affiliation Dues	0	0	0
Capital Expenditure	0	0	0
Other:	0	0	0
SUBTOTAL D.	0	0	0
SPECIAL COSTS LESS CAPITAL EXPENDITURE	0	0	0
TOTAL OPERATING EXPENSES	72,628,486	66,231,001	68,252,333
E. TOTAL CAPITAL EXPENDITURES	0	0	0

7. PERSONNEL DATA: List Percent of Staff Turnover

48.6%

Divide the number of resignations or terminations in calendar year 2011 by total number of budgeted positions.

Do not include seasonal positions. Explain if you had a 20% or more turnover rate in a certain staff position/category.

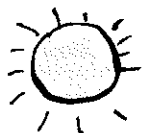
Discuss any other noteworthy staff retention issues, or policies to reduce staff turnover.

600 characters (with spaces) (6 lines max.) The majority of turnover is in our direct support positions agency wide. LSS hires many part-time and people going to college and turnover is inevitable. Also, there have been some program closures over the last year that contributes to the rate. LSS continues to do staff development and recognition and also has a referral bonus program. There is a consistent performance review process which helps in the training and coaching of new staff and seasoned staff.

CDD 2013-14 Application Q and A

Agency Name:	Outreach	
Program Name:	Resource Id/Advocacy/Education	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What is the plan if government grants are not renewed in 2013 and beyond?		
Agency Answer 1:	Agency staff providing Answer 1:	Angie Rehling, Program Director
OutReach Board members and staff would raise more money with additional fundraising efforts and special events. OutReach would apply for additional foundation grants, cut expenses, and expand the agency's direct mailing efforts to identify new/additional prospective donors.		
Committee Question 2:		
What is the mortgage for beginning 2012?		
Agency Answer 2:	Agency staff providing Answer 2:	Angie Rehling
OutReach does not have a mortgage. The agency is rented from the Gateway Plaza; rent for the space is \$2,958 per month.		
Committee Question 3:		
Have you considered working with Freedom Inc to reach out to the Southeast Asian community?		
Agency Answer 3:	Agency staff providing Answer 3:	Angie Rehling
OutReach has worked with Freedom, Inc in 2008-2009. The funding from New Harvest Foundation ended for our diversity program. OutReach will reach out to them and renew our efforts to reach the Southeast Asian communities.		
Committee Question 4:		
Please explain the inconsistency in the demographic data you report. It looks like you only track residency for 68% of the participants, but you have data on ethnicity for 99% and race for 82%.		
Agency Answer 4:	Agency staff providing Answer 4:	Angie Rehling
The inconsistencies in the demographic data stem from the fact that intake-assessments are not completed on OutReach clients. OutReach does not have the staff capacity to perform assessments on every client who utilizes our services. The majority of our client interaction is done anonymously over the phone (please see attached statistic form). To respect our clients' anonymity, we do not ask where they are calling from or any other identifying personal information. Many clients who call are reluctant to disclose any personal information for fear of being outed or identified in any way. Many clients report fear when trying to self-identify in an environment that is not supportive or friendly. It is easier to identify a person's ethnicity and race over the phone due to		

voice inflection or accents in the caller's tone and/or voice pattern. This discrepancy was brought to the attention of Laura Noel during the proposal writing process. Ms. Noel recommended presenting the data as we did. Please see the attached intake statistics form for data clarification.



OutReach

MADISON'S LESBIAN, GAY,
BISEXUAL AND
TRANSGENDER CENTER

From January 1, 2012

Through July 3, 2012

Counseling Support

Peer Counselling: 192

Information and Referral

Event or Meeting Information: 213
 Business Referral Provided: 27
 Medical Referral Provided: 26
 Legal Referral Provided: 26
 Service or Organization Referral Provided: 83
 Directory Provided: 63
 Calendar or Guide Provided: 74
 Information: 710
 Mental Health Referral: 26
 Smoking Cessation Referral: 1
 Substance Abuse Referral: 1
 Domestic Abuse Referral: 5
 Sexual Assault Referral: 4
 Housing/Homeless Referral: 23
 Support Group Information or Referral: 224
 Speaker's Bureau Information/Community Outreach: 27
Total: 1533

Advocacy

Crime or Harassment: 2
 Employment or Workplace Discrimination: 2
 Housing Discrimination: 8
 Personal Advocacy: 36
 School Discrimination: 1
 Community Advocacy: 10
Total: 59

Education

Library Services: 113

Community Services

Umbrella Services: (phone/restrooms) 787
 Hanging Out: 883
 Networking Issues: 93
 Media: 46
 Internal Business: 856
 Use Public Computer: 731
Total: 3396

Adaptive Issues

Visual Ability Issue: 40
 Hearing Issue: 1
 Mobility Issue: 15
 Mental Health Issue: 19
 Speech Ability Issue: 8
 Other Issue Related to Different Ability: 18
Total: 101

Other Information

OK To Say Where Calling From: 105
 Needing to be Called Back: 200
 Needing Further Attention: 134
 Previous Service or Contact: 174

Contacts by Method of Contact

Business Line	1811	67.63%
Business Line Voice Mail	10	0.37%
Drop-In	798	29.80%
E-Mail	55	2.05%
Other	1	0.04%
Outline Voice Mail	1	0.04%
Unknown	2	0.07%
Total:	2678	

Contacts by Gender

Female	804	30.00%
Male	1388	51.79%
Transgender	266	9.93%
Unknown	222	8.28%
Total:	2680	

Contacts by Age Group

17 and Under	10	0.37%
18 to 24	204	7.61%
25 to 39	900	33.58%
40 to 54	754	28.13%
55 to 74	334	12.46%
75 and Up	36	1.34%
Unknown	442	16.49%
Total:	2680	

Contacts By Race

African American	291	10.86%
Asian American	12	0.45%
Caucasian	1906	71.12%
Latino	60	2.24%
Native American	1	0.04%
Other	31	1.16%
Unknown	379	14.14%
Total:	2680	

Contacts by Location

Dane County - Outside Madison	82	3.06%
Elsewhere in Wisconsin	56	2.09%
Homeless - Madison	10	0.37%
Homeless - Outside Madison	1	0.04%
Madison	1797	67.08%
Outside Wisconsin	30	1.12%
Unknown	703	26.24%
Total:	2679	

CDD 2013-14 Application Q and A

Agency Name:	Tenant Resource Center	
Program Name:	Housing Counseling, Outreach and Education	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What is the reason for the budget request increase?		
Agency Answer 1:	Agency staff providing Answer 1:	Brenda K. Konkell
<p>Two years ago we got additional funding for Spanish outreach and those efforts has shown a significant increase in people we serve who speak Spanish. Recently, we hired a staff person who speaks Hmong and we are starting to provide services in Hmong as well, however, we cannot do adequate outreach to the Hmong community without some part-time work in this area and this funding would be used to provide Homong presentations and outreach. We will continue these efforts with full time staff after a concentrated effort.</p>		
Committee Question 2:		
Is UW funding stable?		
Agency Answer 2:	Agency staff providing Answer 2:	Brenda K. Konkell
<p>Well, great question! My crystal ball isn't working very well these days, but, we have gotten funding from the students off an on since 1995. We now have a 3-year contract with ASM as opposed to getting funding from SSFC which leads to some additional stability. Additionlly, ASM is supposed to appoint an advisory committee to work with us which will hopefully get students more invested in our services. We are about half way through our contract and expect it to be renewed. At this point, it is more stable than it has been with annual funding. So, it is as stable as any government funding that is determined by elected officials.</p>		
Committee Question 3:		
Why don't you do fundraising?		
Agency Answer 3:	Agency staff providing Answer 3:	Brenda K. Konkell
<p>We hold two annual fundraisers (Iron Chef Cook-off in the spring and Annual Fundraiser in the Fall) and raise between \$7,000 - \$20,000 at each, depending upon the year. We also sell Apartment Management in Wisconsin and Tenants' Rights in Wisconsin books (\$42 each). Additionally, we do statewide seminars and raise about \$20,000 a year on fees associated with those seminars. In the past we have also held raffles, and held extra fundraisers in the summer when our budget is short.</p>		
Committee Question 4:		
Do you consider yourself a state-wide agency, as 37% of participants live outside Dane County?		

Agency Answer 4:

Agency staff providing Answer 4:

Brenda K. Konkel

We don't turn anyone away. We have a toll-free number for those outside of Dane County. We have in the past received funding from HUD for this service but their priorities keep changing and we don't do homeownership counseling which means we don't score as well as we used to. We have also intermittently gotten funding from the State. We had a contract with Commerce (Housing) for a year and a half for foreclosures and most recently we have a new contract with the Department of Health Services (statewide training and follow up). These contracts are usually project based and also intermittent, but for that reason, we do not shut down our 800 number due to the confusion it causes in stopping and starting that service. As long as we have volunteers that can help on current contracts, we answer these calls. In times of heavy calls, we prioritize calls from Dane County.

CDD 2013-14 Application Q and A

Agency Name:	TJ's Support Brokerage	
Program Name:	Tax Services	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
Is this program in collaboration with VITA?		
Agency Answer 1:	Agency staff providing Answer 1:	
This year we were not collaborating with the VITA program. This was due to the move and renovation and us missing the deadline of training. Once our office was completed we still provided Free Tax Service to the community sponsored by the City of Madison. Our goal for 2013 is to reconnect with VITA program.		
Committee Question 2:		
Regarding the 75% success rate for e-filing, what are the causes for the 25% rejection?		
Agency Answer 2:	Agency staff providing Answer 2:	
There were three main reasons for the rejections of the e-filing and they were: 1.error in social security numbers provided by the tax client; 2. incorrect spelling of the name or missing middle name or initial; 3. Others who have filed or claimed a depepndent and the parent is now also claiming the dependent.		
Committee Question 3:		
Why the decrease in anticipated overall fundraising?		
Agency Answer 3:	Agency staff providing Answer 3:	
Overallfunding decreases due to cuts in funding from the County level. This has been occurring over the past five years to our program,thus is the reason for us to create the social enterprise that we may assist in funding.		

CDD 2013-14 Application Q and A

Agency Name:	YWCA	
Program Name:	YW Transit Day Program	
Committee:	<input type="checkbox"/> Early Childhood Care and Education Committee <input type="checkbox"/> Committee on Aging <input checked="" type="checkbox"/> Community Services Committee <input type="checkbox"/> Community Development Block Grant Committee <input type="checkbox"/> Conference Committee	
Program Area:	Access to Resources	
Priority:	A1	
Committee Question 1:		
What would the impact on the agency be if the Day and Night Programs were consolidated? (pros and cons)		
Agency Answer 1:	Agency staff providing Answer 1:	Debra Schwabe
<p>From an administrative perspective, a consolidation of the two programs would be feasible assuming that the same level of funding was provided. The program is unified and serves three types of riders: people looking to go to/from work, people utilizing sexual assault prevention rides and rides contracted by other non-profit organizations. People who utilize the job related rides may be doing so in an effort to avoid Sexual Assault. Many riders may work hours where the buses do not run and have had to walk home in the early morning hours or sleep in unsafe locations such as a transfer point to wait for a ride home. On our end the budget is unified, but the sources of funding come from distinct priorities because of the various reason that people utilize the program.</p>		
Committee Question 2:		
Please clarify the difference in figures in services provided and duplicated of services count.		
Agency Answer 2:	Agency staff providing Answer 2:	De'Kendrea Stamps
<p>In 2011, we were able to exceed our contract goals. However, those levels of service are not sustainable due to the expected fluctuations in gas prices and increased vehicle maintenance costs. We projected 8270 to be consistent with what we have achieved in past years.</p>		
Committee Question 3:		
Does the program demand exceed capacity?		
Agency Answer 3:	Agency staff providing Answer 3:	De'Kendrea Stamps
<p>Yes, the demand exceeds capacity. At this time, there are approximately 80 individuals on the waitlist. That is nearly equal to the number being served daily on the current schedule. YW Transit continues to receive approximately 3 Jobride applications per week. Because of the consistent rides provided, rider turnover on Jobride is low. A rider will withdraw from Jobride only every 2-3 months on average. Vacant spots on the schedule are quickly filled.</p>		
Committee Question 4:		
25% of participants are non-Madison residents, what about County funding?		
Agency Answer 4:	Agency staff providing Answer 4:	LuAnn Quella
YW Transit receives \$5,194 from the county for Sexual Assault prevention rides which is reflected		

in the YW Transit Night Budget. However, only 5% of nighttime rides are performed outside the city/town of Madison. The remainder are JobRide (day) rides.

Committee Question 5:

What accounts for the large drop in income from user fees in your overall agency budget?

Agency Answer 5:

Agency staff providing Answer 5:

LuAnn Quella

During the recent renovation project at our housing facility at 101 E. Mifflin Street, the YWCA Madison created the YWCA Madison Housing LLC with our tax credit investors. The building rental income and related maintenance expenses are now recorded in that separate LLC entity. The user revenue is less since the rental income is no longer included as YWCA Madison user fees.

Questions for Additional Programs by the same agency

Program Name:

3rd Street Family Resource Program

Program Area:

Access to Resources

Priority:

A1

Committee Question 1:

Please describe the need for this service, not just what the service is.

Agency Answer 1:

Agency staff providing Answer 1:

Nancy Wrenn Bauch

Due to a lack of stability, families who are homeless struggle to access and effectively make use of many resources. Based on the Housing First Model, Third Street has found that once families are housed, they are more successful at accessing resources to meet their basic needs and pursue their goals towards self-sufficiency. Affordable housing is a very basic resource that impacts a families functioning, health and development. This is especially true of single mothers who are becoming the fastest growing group within the homeless population and due to the low vacancy rate, securing affordable housing is more of an issue for those who have no or poor housing histories.

1. The number of single female head of households continues to be the largest number of homeless families. (City of Madison: Planning and Community and Economic Development Department: CDBG Office report entitled 2009 Year End Data and Previous Years End Data Comparisons for Persons Served in Emergency Shelter; Transitional & Supportive Permanent Housing; Outreach; Tenant Services; and Financial Assistance Programs.)
2. Homeless advocates can't say for certain why families with children — mostly single-mother households — have overtaken single men as shelter clients, but factors such as the recession and domestic violence are contributing. (Wisconsin State Journal Special Report Children filling Madison's homeless shelters by Steven Verburg, July 13, 2010.)
3. Due to the economy, more people are renting, creating a 2% rental vacancy rate in Madison. Thus landlords can choose applicants with the best rental histories. Families served by Third Street have either no housing history or poor housing history and cannot find housing elsewhere. (Channel 3000. "More People in Madison are Renting: Some have difficulty finding a place to Rent. June 14, 2012.)

Committee Question 2:

Please provide an estimate of members and breakdown of the demographics.

Agency Answer 2:	Agency staff providing Answer 2:	Debra Schwabe
<p>The YWCA Madison has 1113 members. Members are not required to provide demographics to the agency. Based on the limited data we have, the demographics are: Of the 222 members we have race/ethnicity data for: 87% White; 9% African American; 2% Latino/a; 1% Jewish; .5% Multi-Racial and .5% Asian. Of the 850 members we have gender data for: 93% Female and 7% Male Of the 346 members we have age demographics data for: 6% 20-29; 10% 30-39; 14% 40-49; 23% 50-59; 29% 60-69; 12% 70-79; 9% 80-89; and 2% 90-99.</p> <p>However, membership is not the only way that the community contributes to the YWCA. In 2011, 802 volunteers, who may or many not be members, contributed 8846 hours of servcie. Of those volunteers 69% were White, 14% identified as African American, 7% identified as Asian, 4% identified as Latino, 4% identified as Native American and 2% identified as Multi-Racial.</p>		
Committee Question 3:		
Please clarify-the rental income from this program does not go directly into this program budget?		
Agency Answer 3:	Agency staff providing Answer 3:	LuAnn Quella
<p>During the recent renovation project at our housing facility at 101 E. Mifflin Street, the YWCA Madison created the YWCA Madison Housing LLC with our tax credit investors. The Third Street rent revenue is now recorded in the separate YWCA Madison Housing, LLC. The LLC pays the related building maintenance costs such as personnel, utilities and all needed maintenance. So the rental income is not included in the 3rd Street program budget.</p>		
Committee Question 4:		
Does this program have a waiting list?		
Agency Answer 4:	Agency staff providing Answer 4:	Nancy Wrenn Bauch
<p>Third Street consistently maintains a waiting list. Currently, there are 16 families waiting for the services and apartments provided by the Third Street Program. The next available opening will go to a family who applied in February. In May, applications were accepted for one week and seventeen people applied and set up application appointments. Calls are received daily inquiring about openings.</p>		