



*Madison*

City Of Madison  
Office of Community Services  
Community Resources Program  
Early Childhood Care and Education Board

**Annual Service Report Reviews  
For Contract Year  
2008**

Bill Clingan  
Director  
Community Development Division  
266-6520



Department of Planning & Community & Economic Development  
**Community Development Division**

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We are pleased to provide the attached Service Report Summaries for the 2008 Office of Community Services Community Resource Program Contract year. In 2008, through the OCS Community Resources Program, thousands of children and youth participated in after school and neighborhood based programming, seniors received services that assisted independent living, and families received support that helped them with the sometimes very challenging job of parenting. Additionally, challenged neighborhoods and groups received technical support and training to improve their access to services and the quality of life in their neighborhoods.

The Office of Community Services not only contracts and funds essential city services that contribute to the quality of life we all enjoy in Madison, we also work closely with many of our non-profits providing technical support, information, and oversight to assure that the residents of Madison receive the services they need. We feel it is important that along with seeing this office as a major funder in the community, our contract agencies also see us as partners in their missions.

As you review the Service Report Summaries, please keep in mind the challenging financial climates in which these efforts occur, and the interdependent nature of the City's goals and the agency goals.

If you have any questions or comments, please direct them to Laura Noel or myself.

Sincerely,

Bill Clingan  
Director

**City of Madison  
COMMUNITY SERVICES COMMISSION  
Community Resources Program  
2008 Annual Service Report**

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City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 Bayview Foundation  
 Program Area I, IV

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. After School Program			
-Elementary School Age	\$32,636	\$12,869	39%
-Middle/High School Age	\$10,879	\$4,290	39%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goal:</u> 140 elementary, middle and high school youth will be served in an after school program using cultural, artistic and educational programming to promote character development and positive values. The program will meet the <i>Madison Elementary School Age Standards</i>. In 2008, 131 youth attended with a daily attendance of 27 elementary and 12 middle school youth. Attendance was a bit lower than goal.</p> <p><u>Outcome Objectives:</u> (1) Children will be constructive in their use of time. 2) Youth will increase their knowledge and develop their skills in the core areas of culture, art, recreation and education. Target 112 youth. Based on center logs and attendance sheets 131 children participated in recreational and educational activities including homework, reading club and arts clubs, computer lab, etc. The agency did not collect specific outcome data or use any outcome measurement tools. Youth participation in community service projects of spring and fall clean-up was noted as evidence of the 1st outcome. A Hmong New year celebration presentation at Franklin and Randall Schools with the participation of Bayview Hmong families was given as evidence of the 2<sup>nd</sup> outcome.</p>			
<b>Staff completing report</b>		<b>Oversight Body</b>	
Monica Host Mary O'Donnell		ECCE Board / Program Area I CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Summer Recreation Program			
-Elementary School Age	\$16,311	\$7,748	48%
-Middle/High School Age	\$5,437	\$2,583	48%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goal:</u> 96 youth will be served in a summer recreational program planned to develop skills and resiliency that help overcome the negative effects of low income, cultural isolation and low academic performance. In 2008, 56 youth participated in summer programming, 39 were elementary aged; 17 middle school youth. (An additional 14 high school youth attended bring numbers up to 70.) Lower service numbers were due to program change from a drop-in program to an enrolled program (fewer children attending regularly were served). Bayview staff and parents of children participating consider this change an improvement. Programming included additional physical activities ties to "Fit City" goals and MSCR scholarships for soccer.</p> <p><u>Outcome Objective:</u> 1) To increase positive race relations. Daily attendance was kept. No outcome measures performed. 2) Youth will perceive that they receive support and care from two or more non-parental adults. Based on pre/post program surveys filled out by 51 youth, overall participants perceive that they receive support and care from two or more non-parental adults "a good part of the time" or "always". Staff see this as a result that for this summer children stayed in the program for a determined period of time (not just dropping in) and therefore participants got to better know adults who supervised or assisted them. 17 parent surveys were returned (families have multiple children). Surveys reflected that parents were very satisfied with the quality of care and safety of children, believed that the program offered a variety of activities, and would recommend the program because of the quality of activities.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host Mary O'Donnell		ECCE Board / Program Area I CSC / Program Area IV	

<b>Notable/Significant Agency Events - 2008</b>	
<b>Staff Completing Report:</b>	Lorri Wendorf
<p>1. <b>Administrative:</b> May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The administrative structure of this agency is somewhat different than most neighborhoods centers because the agency also operates a large housing complex.</p> <p>A number of staffing changes occurred at the program administration level in 2008.</p>	
<p>2. <b>Funding:</b> May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Nothing to report.</p>	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>In 2007, an OCS Child Care Specialist and Youth Services Coordinator reviewed the After School Program using the <i>Madison Elementary School Age Standards</i> and <i>Madison Middle School Youth Program Standards</i>. As a result of the OCS program review, changes were recommended in areas of staff and volunteer job descriptions, program and personnel policies and a program handbook. Staff continued to work with the agency on these issues into 2008. Specific goals will be set in 2009 for meeting the Madison Elementary School Age Standards.</p>	

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**City of Madison**  
**COMMUNITY SERVICES COMMISSION**  
**Community Resources Program**  
**2008 Annual Service Report**  
**Bridge Lake Point Waunona Neighborhood Center**  
**(dba Vera Court Neighborhood Center)**  
**Program Area VI, IV, I, III, II**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Children	\$53,824	\$13,824	26%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p>Annual goals: To serve 50 elementary aged children in an after school program and 25 children in a summer camp that offers recreation, educational (homework assistance during the school year) and enrichment activities, clubs, and field trips. The program will meet <i>Madison Elementary School Age Standards</i>. In 2008, the center served 128 children during the school year. The summer camp served 41 children. Average daily attendance was 29 children throughout the year. Higher service numbers were due to expansion of the program to better serve BLP and owl creek neighborhoods.</p> <p>Outcome Objective: 1) 75% of guardians will report that BLP programs provide childcare that positively impacts children's academic success. Through oral and written surveys, 24 out of 28 parents/guardians returning surveys (86%) reported that their child's participation in the programs positively impacted their child's academic success. (Only 28 of 43 families returned surveys.) Consistent communication is maintained between BLW staff and Glendale Elementary School teachers. Relevant areas discussed included homework completion, effort levels, attendance and behavioral issues. 2) 75% of participants will show an increase in positive decision-making skills. Through oral and written surveys, 25 out of 28 (89%) parents/guardians responding reported that their child's participation in program contributed to an increase in child's positive decision making skills. Staff also documented observations regularly in the programs communication log. Staff communicated regularly with Glendale staff (teachers, social worker, and the principal to remain informed and to create a comprehensive approach to managing children's behavior.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board / Program Area I	

### Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

1. **Administrative:** May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.

The BLPW Center is operated by the Vera Court Neighborhood Center and it's governing Board.

The BLPW has an Advisory Board that is advisory to the main Vera Court Neighborhood Center Board of Directors. Over the last year, they have cross-pollinated the Boards so that someone from the BLPW Advisory Board serves on the Vera Court Board and vice versa.

Using 2008 Emerging Neighborhood funding, the BLPW Center provided after school programming for the elementary age children from the Owl Creek neighborhood. Kids are dropped off at the Center after school and the Center uses it's van to take the Owl Creek children home after the program.

The BLPW Center serves a high number of Latino families.

In 2008 BLW leased a second building across the street from the center to house the school age program. This allowed for an expansion of the program.

2. **Funding:** May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.

In 2008, BLW was provided with additional city funding to serve more children from the Owl Creek neighborhood in the elementary after school and summer programs. Glendale Elementary School has the highest percentage of low-income students enrolled of any elementary school in the district. After school programming is a vital component to students' success and positively influences the learning environment children experience at school. The center reports that Glendale's principal, Mickey Buhl, has described the change in the atmosphere at Glendale School since BLW has increased enrollment. He has reported that there are less behavior issues both at school and on the bus. The Owl Creek children that attend program have increased their effort levels, homework completion, and school attendance.

The Teen Program also expanded to include outreach and services to youth from the Owl Creek neighborhood. Funds were obtained through United Way in order to facilitate this expansion. Due to loss of funds, as of January 1, 2008, this agency will no longer be a part of the Girl Neighborhood Power/Girls Inc. collaborative initiative. However, the agency did secure additional funds through the City budget to continue their girls' program at a slightly decreased level.

The Center also received funding in 2008 from the Emerging Neighborhoods Fund to conduct a needs assessment for the creation of a larger center in the neighborhood on a different site. The assessment has not been completed at this time.

3. **OCS Intervention:** Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.

OCS staff reviewed the program in April, 2008. The School Age Care Environment Rating Scale was completed by staff and OCS Child Care Specialist. The program successfully meets *Madison Elementary School Age Standards* and contract requirements.

City of Madison  
**COMMUNITY SERVICES COMMISSION**  
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 Community Coordinated Child Care  
 Program Area I

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Training and Professional Development	\$189,697	\$33,554	18%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>			
<u>Annual Goal(s):</u> To improve the skills of existing early care and education professionals by offering a minimum of 15 professional development workshops for 860 child care workers/staff.			
<u>Outcome Objectives:</u> (1) To improve the skills of 860 early care and education professionals through 15 professional development workshops with 85% of participants indicating an increase in knowledge related to the workshop content or planning to use the workshop content in their daily work. Actual number was 2190 with 93% reporting increase in knowledge or plan to use the workshop content. 4-C has exceeded their targeted goals. (2) To Assist 425 family child care homes and 200 centers with technical assistance consultation, including 10 for Board members with a satisfactory rating of 85% or higher on 4-C's annual provider satisfaction survey. Target was 625 while the actual number served was 1339 with a 91% satisfactory rating. 4-C has exceeded their targeted goals.			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Jolene Ibeling		ECCEB	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Child Care Data	\$44,883	\$39,183	87%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>			
<p><u>Annual Goal(s):</u> To improve the capacity of providers, policy-makers and others in the community to make sound decisions based on high quality planning data on the key economic indicators in the child care field. Survey regulated group child care centers and family child care homes in Dane County, collect and analyze data regarding wages, rates, enrollment, benefits and staff experience/education, analyze survey data and present 4 reports. To provide the City OCS or other City staff with up to 100 hours of consultation. (Actual 90 hours).</p> <p><u>Outcome Objectives:</u> (1). Survey return rates: Target 97% of the centers and over 50% of the family child care providers will return surveys. Actual return rate was 91% for centers and 74% of family child care providers. The difference/result in number of returned surveys is, according to 4-C, due to a decline in providers over the period of the survey. (2) Yearly consultations will be done for 20 media, 30 agencies and 50 providers with 90% satisfaction rating on the annual provider satisfaction survey. 4-C exceeded target numbers and percentages with 91% satisfaction rating and 104 yearly consultations.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Jolene Ibeling		ECCEB	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
J. Latino Child Care Project	\$33,985	\$26,985	79%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>			
<p><u>Annual Goal (s):</u> Build and support an infrastructure for Spanish-speaking child care providers in the Madison area by offering enhanced support for first-time regulation, providing training and ensuring coordination between 4-C and DCPC.</p> <p><u>Outcome Objectives:</u> (1) To increase the number of newly regulated family child care providers who speak Spanish and reside in the City of Madison. Target 6. Actual 9. (2) To increase the skills of Spanish speaking child care providers, their assistants and group center staff by providing 7 workshops with a minimum attendance of 75 in specific content areas with 85% of attendees indicating they will use what they have learned in the training in their daily work with children and that the new information will help them improve their ability to provide care. Target 65 with 85%. Actual 173 and 96%</p> <p>4-C is now conducting regular Start Up Meetings to orient Spanish speakers interested in Certification and SBS/SIDS in Spanish at Centro Hispano. They have found the partnership to be positive, as this is an agency the community trusts and is a convenient location.</p>			

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Jolene
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The 4-C building was destroyed in a fire on August 13, 2008. Jody Bartnick was hired as Executive Director and although not scheduled to begin the position until fall, she began her appointment immediately. (4-C had previously been without an Executive Director since fall 2006) Although the building and contents were considered a total loss, the agency was able to continue scheduled services the same day and there was little disruption in 4-C operation/services in the following months. 4-C lost a majority the wage data in the fire, however, they were able to analyze and report what was collected. 4-C plans to rebuild at the same location with an estimated completion date of August, 2009.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>No comments</p>	
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>No comments</p>	

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City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 Dane County Parent Council  
 Program Area I

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Satellite Family Child Care	\$272,157	\$224,286	82%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  <u>Annual Goals:</u> Provide consultation, training and assistance to child care providers to support their ability to provide high quality care. Assist 95 member homes in meeting & maintaining Madison family child care accreditation standards. Of the total 95 Satellite member homes, 69 were accredited (target 66) with 47 located in Madison. 28 member homes (26%) are in low-income areas (target 15%). The program will maintain City of Madison Accreditation as a family child care system.  <u>Outcome Objectives:</u> (1) Madison Accredited high quality family child care will be available in neighborhoods and surrounding communities in/near Madison with more families being able to access Madison Accredited family child care programs for their children. Referral contacts target = 700, actual = 786. Total number of children served in member homes, target = 455, actual = 686 (184 Madison residents, 502 other) City funded children served, target = 25, actual = 28. (2) To improve the quality of family child care provided to children in Madison neighborhoods and surrounding areas. Providers received 435 consultant visits (goal 350) and 2,437 phone and email consultations. Satellite provided members with 21 support group meetings and 12 agency sponsored trainings. 95% of Accredited homes scored a 5 or higher on all 40 items of the Family Child Care Rating Scale (target 90%).			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Jolene Ibeling		ECCEB	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Wexford Family Center	\$104,147	\$35,012	34%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  The program ended its operation in March 2008 due to low enrollment. The ECCEB reallocated unexpended funds totaling \$30,101			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	

Jolene Ibeling	ECCEB
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Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Preschool Enrichment Program (PEP)	\$197,988	\$38,893	20%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goal:</u> Provide a quality early childhood education program for 25 full and part-time enrolled low-income children with an average daily attendance of 15. The program will meet Madison Accreditation Standards. Number to be served 25. Actual number served 29. Average daily attendance 18. In 2008 22 children served were from Truax Apts, 7 from surrounding neighborhoods and 8 children from outside of the immediate surrounding neighborhoods.</p> <p><u>Outcome Objective:</u> Fewer children will enter Kindergarten programs serving this neighborhood needing to be enrolled in summer school. Target number served 12. Actual number of children old enough for Kindergarten for the 2007-08 school year was 10. Of those 10, 2 were referred to attend summer school at MMSD. This percentage (80%) exceeds the target of 75%.</p> <p><i>"The Developmental Continuum" tool is used to assess areas of development (social/emotional dev, physical dev, cognitive dev, language dev). Children demonstrated progression through the levels of achievement on the Continuum with a smaller percent begin at step 1 and higher percent being at step 3 from fall to spring.</i></p>			
Staff Completing Report		Oversight Body	
Jolene Ibeling		ECCEB	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Wee Start	\$190,857	\$7,485	4%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goals:</u> To assist high school parents in being successful in school by providing high quality accessible child care. The program will provide up to 24 slots dependent upon age of the children and enroll 28 unduplicated children of teen parents in the Wee Start Program. Actual number of parents served = 24 (11 of the 24 were teen parents). The program will meet Madison Accreditation Standards. The Wee Start Program was in operation for January through June 2008</p> <p><u>Outcome Objectives:</u> (1) Teenage mothers will demonstrate improved attachment behaviors with their babies. Target number to be served = 30 with 86% demonstrating improved attachment behaviors. Actual number of parents served = 24 (11 of the 24 were teen parents). Only 3 mothers were enrolled a sufficient period of time to assess at pre &amp; post enrollment. Of the 3, 100% demonstrated appropriate or improved attachment behaviors. DCPC states that the low number of teen mothers enrolled is due to financial difficulties (high co-payment) with the Wisconsin Shares program.</p>			



(2) School-age parents who are on track to graduate within the current calendar year will have access to quality, Madison accredited child care that incorporates opportunities for parent support. Using teacher records/documentation of teen parents' educational progress and graduation from high school, of the 3 teen mothers enrolled and eligible to graduate 100% were successful (Target 10). DCPC states that the low number of teen mothers enrolled is due to financial difficulties (high co-payment) with the Wisconsin Shares program.

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Hispanic Program	\$8,977	\$1,847	21%

#### Service Delivery and Annual Goals

**Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.**

CCCI funding ended in October 2008. At that time the Hispanic Program had exceeded all of its annual program goals. At that time 23 Hispanic Providers were participating in the program with 16 accredited. The Hispanic program's 2009 funding was rolled into the Satellite program funding.

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

#### Notable/Significant Agency Events - 2008

Staff Completing Report:	Jolene Ibeling
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.  No comments	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.  DCPC experienced a tragic loss of their Bilingual Consultant on October 4, 2008. Satellite was able to continue services to their Hispanic providers via an immediate interim bi-lingual consultant and with eventual permanent hire in 2009.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.  In 2008, an OCS Child Care Specialist reviewed the child care programs using the Madison Accreditation Standards. The programs continued to meet these standards	

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City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 East Madison Community Center  
 Program Area I, IV, VII

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Children's Services	\$91,556	\$25,717	28%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goals:</u> To serve 200 different youth in after-school programming which supports developmentally appropriate growth and social development of the participants. The program will meet the <i>Madison Elementary School Age Standards</i>. In 2008 the program served 207 youth, with a daily average attendance of 24. Service goals were met. The program was reviewed and continued to successfully meet standards. Due to center expansion, the program is situated in expanded space (the previous large motor room). Additionally the program has use of common dining/performance room and the full gym.</p> <p><u>Outcome Objectives:</u> 1) Regular participants will demonstrate a commitment to learning and report an increase in their motivation to do well in school, as well as the willingness to read for pleasure at least three days a week. Using an outcome survey out of 40 youth surveyed, 36 (90%) reported an increase in their commitment to learning.</p> <p>2) Participants will demonstrate an increase in positive attitudes, values and behavior that reflect the development of personal empowerment (feeling control of your life, feeling safe, valued by the community, able to provide service to others). Out of 40 youth surveyed, 35 (88%) reported feeling more empowered.</p>			
<b>Staff completing report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Summer Children/Youth Program *Elementary School Age *Middle/High School Age	\$58,898	20,279	34%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goals:</u> To serve 90 unduplicated children, 35 hours a week in two four-week summer camps, with an average daily attendance of 30 children.</p> <p>In 2008, 97 children were served. Average daily attendance was 31. The program collaborated with Volunteering and Community Learning Projects and an environmental/energy conservation group.</p> <p><u>Outcome Objectives:</u> 1) Participants will demonstrate increased involvement in creative activities and wellness. 2) Participants will increase their understanding of responsible behavior, rules and consequences. Measurements are taken using an outcome survey completed by youth.</p> <p>Preteens: Out of 36 preteens surveyed, 94% report that due to their camp participation their commitment to understanding responsible behavior, responsibility and consequences increased and 88% reported that their confidence and self-esteem increased. Teens: Out of 38 youth surveyed, 89% report that due to their camp participation their commitment to understanding responsible behavior, responsibility and consequences increased, and 87% reported that their confidence and self-esteem increased.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host Mary C. O'Donnell		ECCEB / Program Area I CSC / Program Area IV	

<b>Notable/Significant Agency Events - 2008</b>	
<b>Staff Completing Report:</b>	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>2008 Capital Improvement included major construction to expand the building with an addition of gym &amp; performance stage, art room, kitchen, offices etc. This will expand program space and offerings.</p> <p>Executive Director has been at agency for a very long time. In 2008, the agency hired an Assistant Executive Director freeing up the E.D. for more fundraising to support the larger center.</p> <p>The expanded space has allowed the Children's Services program to move into a larger dedicated space.</p>	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>This agency has a good capacity for fundraising. With the addition of an Assistant Director, the E.D. will have even more time for fundraising.</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>An OCS Child Care Specialist reviewed the elementary summer camp program using the <i>Madison Elementary School Age Standards</i>. The Camp and Children's Services programs continue to meet these standards. Contract requirements were met.</p>

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City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 Goodman Atwood Community Center  
 Program Area I, VI, III, II

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Children and R. Lowell AS	\$341,903	\$87,385	26%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><b>Note: In June 2008, Service A. Children's Program and Service R. Lowell AS Program merged. The budget, goals and outcome objectives reported here are for the combined after school programs newly housed at the Goodman Community Center. The school age program is now entirely state licensed and is receiving federal funding as a Community Learning Center.</b></p> <p><u>Annual Goals:</u> Children will be served in a school age program with varied free choice and planned learning experiences after school and during an 8-week summer program. The program will meet the <i>Madison Elementary School Age Standards</i></p> <p>In 2008, 50 children were served throughout the summer and 102 the in 4<sup>th</sup> quarter in 3 SA classrooms at the Goodman Community Center. Service number expectations are met. <u>Outcome Objectives:</u> 1) A high quality childcare program will be maintained. A self-evaluation using the <i>School Age Care Environment Rating Scale</i> (SACERS) was used during set up of the program. A new evaluation, the CIPAS, is being used as the evaluation for the program as a Community Learning Center. No specific outcome measures were submitted. 2) To improve the children's academic achievement by providing them with skills to success at each grade level. The SA program has a new academic plan as a CLC. No specific data has been received from schools, but program staff has seen improvements in the children enrolled. No specific measures were submitted.</p>			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Preschool	\$227,248	\$38,622	17%
<b>Service Delivery and Annual Goals</b>			
<b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  <u>Annual Goals:</u> Provide a affordable quality preschool child care program that is accessible to parents and meets their child care needs and helps children to be school-ready. 40 children will be served, with an average daily attendance of 24. The program will meet <i>Madison Accreditation Standards</i> . In 2008, 42 children were served in the program with a daily attendance of 20 children The overall service goal was met. The program is now licensed as part of the overall Child Care Program that includes the PS and SA programs. The Preschool Program is in a new setting in the Goodman Community Center: expanded space, new furnishings and an aesthetically pleasing environment. The program was reaccredited by the City of Madison at the new site in September 2009.  <u>Outcome Objectives:</u> 1) School readiness. 80% of children will show steady and age appropriate progress in areas of cognitive, social, emotional and motor development. Due to the program moving into new space and staff changes, the High/Scope Child Observation Record was not used to assess children. Staff is reviewing assessment tools that may be more useful in preparation for next year. 2) To maintain a high quality child care program that supports children living in a safe and healthful environment. 85% of the Early Childhood Environment Rating Scale components will be rated good to excellent. In a self-evaluation by staff done between 12/08-1/09, 93% of ECERS components were rated good to excellent.			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
R. Lowell Afterschool See Service A	\$	\$	%
<b>Service Delivery and Annual Goals</b>			
<b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  <b>Note: See Service A. Children's Program</b> <b>The Lowell program and the Children's Program merged in the summer of 2008 and are combined in the new Goodman Community Center.</b>			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board / Program Area I	



### Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

1. **Administrative:** May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.

The programming for preschoolers and elementary school aged children has been reestablished in the Goodman Community Center. These programs are now under one state child care license. In 2008 the school age programs dropped their Madison accreditation and now meet the *Madison Elementary School Age Standards*. The Preschool remains accredited. Due to State Licensing requirements, some changes were required in administrative staff. These occurred toward the end of 2008 and the child care program is now stabilizing under the new personnel hierarchy.

The construction on the new Goodman Atwood Community Center was completed and all programs are now operating out of the new Center space.

Leadership for the Youth Volunteer Corps has been transferred to CESA 2. The Goodman Community Center continues to participate in programming.

2. **Funding:** May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.

The agency does a good job of fundraising and is now supported by the Goodman family. The agency regularly creates new programs to meet the changing needs of it's service population.

3. **OCS Intervention:** Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.

During the summer of 2008, The Lowell SA program and the Youth Center SA program combined. An OCS Child Care Specialist reviewed the combined programs using the *Madison Elementary School Age Standards*. Areas for Improvement were identified and changes required. The program made necessary changes. The Youth Center Program surrendered its Madison Accreditation status. The Preschool Program was reviewed in September 2008 and accredited at the new site.

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City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 Kennedy Heights Neighborhood Association  
 Program Area I, IV, VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Early Childhood Program	\$60,601	\$37,581	62%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b> <u>Annual Goals:</u> To provide programming to 25 children to help them develop social, emotional, physical and intellectual skills in preparation for success in school and daily life. To increase parental involvement in their child's preschool experiences and increase the understanding in positive early child development. In 2008, 24 children were served in the part-day preschool. The program maintained their WI Child Care State License and Madison Accreditation. In 2008, enrollment is full and attendance is stabilized. The program goals were met. <u>Outcome Objective:</u> 1) 90% of enrolled children will demonstrate increased verbal, cognitive, sensory/motor and social skills. In 2008 93% of enrolled children showed an increase in skills. 4 out of 5 children who took the Kindergarten screened tested proficient or above. Internal assessments of children of 9 other children showed increased skill development. 2) 50% of parents will increase their involvement in their child's learning. In 2008 65% of parents increased their involvement. 22 out of 23 parents attended one or more parent events. 15 parents attended 2 or more events, (i.e. family literacy night, community dinner, Lindberg Elementary presentation, conferences.)			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Children's Programs	\$41,914	\$18,577	44%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b> <u>Annual Goals:</u> To serve 60 Kindergarten-5 <sup>th</sup> grade in an after school program that provides a safe place and developmentally appropriate recreational, social and educational activities in a nurturing environment. The program will meet <i>Madison Elementary School Age Standards</i> . In 2008, 61 children, 32 daily average attendance, participated in the after school program. Service goals were met. This may be due to program adjustments that created 2 state licensed rooms for K-3 <sup>rd</sup> graders, and established a drop-in alternative for 4 <sup>th</sup> and 5 <sup>th</sup> graders.			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Children's Programs	\$41,914	\$18,577	44%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b> <u>Outcome Objectives:</u> Children who regularly attend the program will develop age appropriate social skills. In 2008, 41 out of 52 children evaluated showed the development of appropriate social skills. Past methods of collecting data (school behavior incidents and suspensions) were inadequate in 2008. Informal program staff observations as well as consultation with the Lindbergh School social worker provided better insight into children's behavior.			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board / Program Area I	

<b>Notable/Significant Agency Events - 2008</b>	
<b>Staff Completing Report:</b>	Lorri Wendorf
1. <b>Administrative:</b> May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc. A new bathroom was built in the Early Childhood program/Young Afterschool Program space.	
2. <b>Funding:</b> May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc. No issues to report.	
3. <b>OCS Intervention:</b> Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council. In April 2008, an OCS Child Care Specialist reviewed the Early Childhood Program. The program successfully maintained its Madison Accreditation. In December 2007 the After School Program was reviewed and found to successfully meet the <i>Madison Elementary School Age Standards</i> . Both programs meet contract requirements.	

City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 Neighborhood House Community Center  
 Program Area IV, I, III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Summer Children's Program	\$44,421	\$22,071	50%

**Service Delivery and Annual Goals**

**Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.**

Annual Goals: To serve 40 children in an 8-week summer camp designed to provide social, educational, cultural and recreational opportunities for children 7-13 years, with an average daily attendance of 30 children. The program will meet the *Madison Elementary School Age Standards*. In 2008, 29 children were served (the daily average attendance was 25). Although service numbers were lower than goal, more children were served regularly; less turnover was seen in the program. The program continues to meet *Madison elementary School Age Standards*.

Outcome Objectives: 1) To improve participants positive race relations skills and cultural awareness. Frequent opportunities were provided for staff to share their cultural background and a majority of staff was from diverse cultural backgrounds including Jamaican and African. 2) To build team skills and cooperation skills. Cooperation and team building was emphasized as one of the structural components of the program. Observations of staff and various programs the group attended revealed high praise for the cooperative spirit and good behavior of youth. Staff primarily measured outcomes informally. Parent surveys showed high satisfaction.

Staff Completing Report	Oversight Body
Monica Host	ECCE Board / Program Area I

**Notable/Significant Agency Events - 2008**

Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>In 2008, the illness, subsequent absence and eventual retirement of the long-term Executive Director (March, 2008) impacted the administration of the center as other staff tried to fill in. This agency is thinly staffed to begin with so that created a number of challenges.</p> <p>In 2008, new staff were hired to oversee and implement the center's youth program and summer camp. The current staff exhibit the competence and expertise needed to establish a program that meets children's needs and program goals.</p>	

### Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.

This agency has had challenges with fundraising in the past, however there seems to be new emphasis and new ideas coming from the new E.D. to change this. This neighborhood center has a lot of facility users who use and/or rent the space for their programming in addition to the programs offered directly by the center.

3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.

In the summer of 2008, OCS Child Care specialist reviewed the program using the *Madison Elementary School Age Standards*. The program successfully met the standards and contract requirements.

The City contract manager for this agency has worked closely and been in continual communication with the new E.D. on a number of issues. The new E.D. seeks appropriate input and consultation from the City.

City contract manger has also attended board meetings of this agency to offer technical assistance to the Board.

City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 The Rainbow Project  
 Program Area II, I

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. PRIDE Project	\$23,272	\$21,272	91%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  <u>Annual Goal:</u> To strengthen existing community child care services in the least restrictive and most cost effective manner, strengthen children's problem-solving and stress management skills and reduce family isolation. The PRIDE project met and in some areas greatly exceeded contracted goals. 216.75 hours of consult were provided (target 212.75), at 14 (target 2-7) childcare program sites. 200 (target 70) staff and providers received these services.  <u>Outcome Objectives:</u> (1) Increase provider's awareness and utilization of other community agencies. Data gathered via surveys indicates 100% of child care staff indicated an increase in awareness of community agencies and their ability to serve children and families with special needs.			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Laura Noel		ECCEB	

<b>Notable/Significant Agency Events - 2008</b>	
<b>Staff Completing Report:</b>	
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.  OCS staff have met several times with Rainbow staff to address issues regarding billing for the PRIDE program and updates to contract language and reporting.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.  No comments at this time	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.  OCS staff is working with agency staff to update contract language, service reports and outcomes for 2009 contract.	

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City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 Vera Court Neighborhood Center  
 Program Area IV, I, VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Children	\$73,126	\$34,702	47%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goals:</u> To provide 90 children with an after school program that stresses the importance of literacy, respect and service through educational and recreational activities, and an enrolled summer camp for 35 children that emphasizes social skills development, self-esteem building and interpersonal relationships between children and staff. The program will meet the <i>Madison Elementary School Age Standards</i>.</p> <p>In 2008, the program exceeded all service goals. 121 children were served in the after school program (average daily attendance of 41). Program attendance has increase to sometimes 50+ children a day. Program space being limited, the center approached Mendota School to inquire about use of some of its space. 2 classrooms were provided M-TH and are used for Vera's 1<sup>st</sup> and 2<sup>nd</sup> grade participants. The center still provides snack and the computer lab and evening meals and open recreation. The Summer Camp served 43 children with an average attendance of 35.</p> <p><u>Outcome Objectives:</u></p> <p>1) To increase and maintain a high level of homework completion among regular after school participants. Teacher surveys reflected that 34 of 37 children who participated regularly increased and maintained a high level of homework completion. 2) Summer Camp participants will benefit from positive engagements with an adult role model. Mentors attended camp and met with campers. 29 out of 35 children participated in activities with mentors. Mentors attended camp twice per week and VCNC promotes a continued relationship after camp ends.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
L. Life as a Boy	\$12,386	\$12,386	100%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b> <u>Annual Goals:</u> To introduce and teach positive values and positive male images to 20 boys preparing to be young men. In 2008, the program exceeded all service goals. 49 boys participated in the program with an average attendance of 17. With so many 1 <sup>st</sup> and 2 <sup>nd</sup> graders wanting to participate in the program, the center established a separate program for the younger boys. 12 adult males acted as role models. Role models included 2 UW students who brought 3 friends from the UW Marching band to talk to the boys. <u>Outcome Objectives:</u> Life as a Boy members will 1) learn of positive values and positive male images as a result of participation in the program. Because several of the mentors attended the program numerous times, 23 out of 27 members were able to participate in mentor sessions. 2) Life as a Boy participants will show increased ability to make positive decisions, provide leadership and promote a positive self-image. 24 out of 26 children showed increased ability to make positive decisions. This is based on informal discussions with Mendota School Worker regarding school behavior issues. In addition VCNC AS Coordinator reports a decrease in warnings and suspensions during after school programs.			
Staff completing report		Oversight Body	
Monica Host		ECCE Board / Program Area I	

<b>Notable/Significant Agency Events - 2008</b>	
Staff Completing Report:	Lorri Wendorf
<p>1. <b>Administrative:</b> May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The Vera Court Neighborhood Center continues to operate both the Vera Court Center as well as the Bridge Lake Point Neighborhood Center.</p> <p>The Children's Program has grown in 2008. The center now uses 2 rooms in Mendota School to house Vera After School programming for 1<sup>st</sup> and 2<sup>nd</sup> graders.</p>	
<p>2. <b>Funding:</b> May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Due to loss of funds, as of January 1, 2008, this agency will no longer be a part of the Girl Neighborhood Power/Girls Inc. collaborative initiative. However, the agency did secure additional funds through the City budget to continue their girls' program at a slightly decreased level.</p> <p>The agency received additional city funding in 2008 to help with the larger numbers of elementary school age children needing service in the Vera Court neighborhood.</p>	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>In the Spring of 2008, an OCS Child Care Specialist reviewed the Summer Camp and found a high level of compliance with the <i>Madison Elementary School Age Standards</i>. Contract requirements were met.</p>	

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**City of Madison  
COMMUNITY SERVICES COMMISSION  
Community Resources Program  
2008 Annual Service Report  
Wexford Ridge Neighborhood Center  
Program Area I, IV, VI**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Elementary After School and Summer Camp	\$ 120,496	\$ 33,176	28 %
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goals:</u> The Elementary After School and Summer Camp program will serve 30 unduplicated children, with a daily attendance of 13, incorporating a variety of stimulating age appropriate activities to support children's social, emotional and intellectual growth. The program will meet the <i>Madison Elementary School Age Standards</i>. In 2008, 35 children were served with a daily average of 12. In fall 2008 the center held the program in their new facility the Lussier Community Educational Center.</p> <p><u>Outcome Objectives:</u> 1) The children will increase their sense of self-awareness through the involvement in a variety of activities that are built around their diverse learning styles, strengths and interests. The program was planned to include activities of health and Fitness, Academics, Creative Arts and leadership. No specific measurements were provided for this outcome. 2) Children will increase their social, physical and cognitive development in high quality care in the after school hours and in the summer. The program will be measured using the School Age Care Environment Rating Scale, 75% of components will be rated good to excellent. The center reports that staff evaluated the program using the SACERS in December 2008 and 75% of ratings were 5 or above.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board / Program Area I	

<b>Notable/Significant Agency Events - 2008</b>	
<b>Staff Completing Report:</b>	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The Center moved into it's new facility in 2008. The name of the organization has changed to the Lussier Community Education Center</p> <p>The SOL program has had staffing turnover and replacement challenges as well.</p> <p>Center programming opened in the fall 2008, following a short break, at the new Lussier Community Educational Center.</p>	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
1.	<p>Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>After being single staffed earlier in the year, the After School program returned to full enrollment in the summer with returning assistant staff joining the lead. In Fall a new assistant staff person was hired to help in establishing the new program.</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Nothing to report.</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>In Summer of 2008, an OCS Child Care Specialist reviewed the program using the <i>Madison Elementary School Age Standards</i>. A number of deficiencies were identified and changes were required. Staff began work to make improvements and plan for the fall program. During the 2009 funding discussions, future funding for 2010 was made contingent on the program meeting quality measures and service goals.</p>

City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 WilMar Neighborhood Center  
 Program Area III, I, IV

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Summer Camp Program	\$45,971	\$4,707	10%
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  <u>Annual Goals:</u> To provide to 35 children with fun, safe, supervised, structured, neighborhood-based summer program experiences that allow youth to develop social interaction skills. The program will meet the <i>Madison Elementary School Age Standards</i> . In 2008, 26 children were served. The program service goal was not met due to lower turnover and regular participation of children. The program remains State Licensed. OCS staff reviewed the camp in the summer of 2008.			
<u>Outcome Objectives:</u> 1) To maintain a quality educational and recreational program for low income and at risk children. 75% of components evaluated will rate a good or excellent. A staff review of the program using the <i>School Age Care Environment Rating Scale</i> determined that 79% of program components achieved a good or excellent rating. 2) Children will increase their interpersonal relationship and organizational skills. SACERS ratings of the program components relating to relationships and organization results in scores of 5 or above. An internal review using the <i>SACERS</i> show that all components relating to interpersonal relationship achieved a 5 or above.			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board / Program Area I	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.  No issues to report.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.  No issues to report.	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.  In the summer of 2008, an OCS Child Care Specialist visited and reviewed the program. The review found that the center continues to successfully meet the <i>Madison Elementary School Age Standards</i> . Contract requirements were met.	



**City of Madison  
COMMUNITY SERVICES COMMISSION  
Community Resources Program  
2008 Annual Service Report  
Wisconsin Youth Company  
Program Area I, IV**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. SW Madison Elementary Afterschool	\$35,480	\$35,480	100%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goals:</u> To serve 32 unduplicated school age children (25 unduplicated whose tuition is subsidized) with a daily average attendance of 25 children. The program will meet Madison Accreditation Standards. Actual number of children served was 37 with average daily attendance of actual 21. Average daily attendance did not meet goal, number of unduplicated participants exceeded goal.</p> <p><u>Outcome Objective:</u> Develop a sense of community. 50% of participating children will demonstrate improved ability to function in a group care setting, following center rules and participating appropriately in center activities. Actual 68%. Incidences of aggression between children decreased.</p> <p>The Program was issued its DCF license in October. The program will be City Accredited in March, 2009.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Jolene Ibeling		ECCEB	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. SW Madison Elementary Summer	\$10,000	\$10,000	100%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p><u>Annual Goal:</u> To serve 20 unduplicated school age children (15 unduplicated whose tuition is subsidized) with a daily average attendance of 15 children. The program will meet Madison Accreditation Standards. Actual number of children served was 23 with average daily attendance of actual 20.</p> <p><u>Outcome Objective:</u> Develop a sense of community. 50% of participating children will demonstrate improved ability to function in a group care setting, following center rules and participating appropriately in center activities. Actual 63%. Incidences of aggression between children and children &amp; staff decreased.</p>			

The Program was issued its DCF license in October. The program will be City Accredited in March 2009.

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB/I

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. SW Madison Middle/High Afterschool	\$20,000	\$20,000	100%

#### Service Delivery and Annual Goals

**Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.**

Annual Goals: To serve 50 unduplicated middle/high school age youth with a daily average of 25 youth each day of service.

This program surpassed its' process goals serving 67 unduplicated youth with a daily average of 28 youth. The teen coordinator and assistant were hired in May and have been strong assets to the program in both outreach and program planning. The program has tripled the number of youth who regularly come into the Wisconsin Youth and Family Center as well as improving the quality of daily activities offered. In addition, the new staff has forged relationships with more than a dozen other community organizations that now see the Center as a valuable resource and partner. In addition, the Center regularly hosts family and other community events.

Outcome Objectives: At least 50% of youth who attend the program regularly will improve their attitudes and behaviors by demonstrating respect for other participants and for the program environment. Staff will measure this outcome using a checklist that evaluates "fair play" during competitive games, friendly comments or gestures, and by observing fewer than 5 conflicts on the observation day. Staff will also document that youth assist in putting the program materials away and tidying-up the program space at least 75% of the time.

The program reports that 46% of the regular participants improved their attitudes or behavior in the program. Daily observations of the youth indicate the need to improve their social interactions among peers and with adults. Staff offers program activity choices generated from youth interest surveys. Interactions between the youth continue to be inappropriate and often hostile. However, when confronted the youth indicate they are "just playing". Staff continues to educate the youth in acceptable social interactions. Staff has observed that when the youth participated in structured games (i.e. football) they were very supportive and encouraging of each other and fewer conflicts were observed. Additionally, when youth were given specific responsibilities, such as set up or take down of an activity, they take ownership and were appropriate in completing the task approximately 75 % of the time. However, when youth were engaged in less structured activities (board games) conflicts were observed at a much higher frequency.

Staff Completing Report	Oversight Body
Mary O'Donnell	CSC

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. SW Madison Middle/High Summer	\$20,000	\$20,000	100%
<b>Service Delivery and Annual Goals</b>			
<p><b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b></p> <p>Annual Goals: To serve 50 unduplicated middle/high school age youth with a daily attendance of 25 youth.</p> <p>78 unduplicated youth with a daily average attendance of 31 youth were served in the summer of 2008. As this was newly funded by the CSC and the stay started in May, staff focused on getting to know the teens and determine their needs and interests. Staff determined that improved social skills for the youth were a priority as well as conflict resolution skills. In addition, the Summer Youth Leadership &amp; Technology Program included 24 youth in the program. The focus was careers and college. Activities included field trips to college campuses (UW, MATC and Beloit College). The group also learned about starting a business and visited the Genesis Development Corporation. They visited the State Capitol and learned about government employment. They took weekly golf lessons, kept a daily journal, participated in a reading/book club, and improved computer skills by taking part in daily World Civilization classes taught by UW student volunteers. Three youth performed 15 hours each of community service and earned bikes through the Wheels for Winners program.</p> <p>Throughout the summer an artist worked with three girls from the Teen Drop In program to design and paint a mural on the WYC gym wall celebrating women and girls and community. The mural was unveiled at a family night event. Five girls from the youth summer Drop In program performed a dance they made up themselves at a neighborhood gathering at WYFC. Five youth plus the Program Coordinator attended the CDGB hearing on to speak in favor of continued funding of the program.</p> <p><u>Outcome Objectives:</u> At least 50% of youth who attend the program regularly will improve their attitudes and behaviors by demonstrating respect for other participants and for the program environment. See Program C for a detailed description of measurement.</p> <p>45% of the youth improved their attitude and/or behavior while in the program. The youth were observed daily for their interactions with staff and peers. The most challenging issues for the youth that attended on a regular basis, was their inability to resolve conflicts, their indifference to negative consequences and their lack of respect for others in the peer group. Over the course of the summer, approx. half of the youth were able to appropriately resolve conflicts among themselves through techniques learned from staff modeling and conflict resolution guidance. The number of conflicts requiring staff intervention decreased over the course of the summer from daily occurrences to weekly.</p>			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Mary O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2008	
Staff Completing Report: Mary O'Donnell	
1.	<p>Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>No comments</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>This agency received funding from the Madison Community Foundation to start activities at Elver Park for children, youth and families. Specifically they will organize winter festivals and run a youth entrepreneurial concession/equipment rental business in the park shelter during the winter months. They may also hold youth socials at the park shelter. OCS and CDBG helped to facilitate the agency's relationship with City Parks and coordinate the new services with on-going children/youth/family services at the agency.</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>The contract manager is in regular contact with this agency regarding the progress of the programs.</p>

City of Madison  
**COMMUNITY SERVICES COMMISSION**  
 Community Resources Program  
 2008 Annual Service Report  
 YWCA of Madison  
 Program Area II, I, IV, V, VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Children's Program	\$ 36,516	\$ 11,409	31 %
<b>Service Delivery and Annual Goals</b>			
<b>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</b>  <u>Annual Goals:</u> To provide social recreational and emotional support for 70 homeless children while they are in shelter through developmentally appropriate, enjoyable recreational activities held year-round. Weeknight activities include games, cooking, arts and crafts, tutoring. Weekends and summers include outings in the community and special events. In 2008, 79 children (12 and under) were served in the program. Porgam staff reports that there was an increase in children using the program in the 4 <sup>th</sup> quarter. Depending on the age and needs of children and comfort of staff, a staff-child ratio of 1:3 was sometimes instituted.  <u>Outcome Objectives:</u> 1) Children will have increased opportunities for safe, supervised activities. From attendance records, 79 (69%) of the 114 children in shelter participated in activities. 2) Families will be supported by the availability of children's program, providing time for adults to secure employment, housing, and economic security. Every family with a child in shelter filled out a program evaluation before they leave. 100% of families said the programming was helpful to them (target=90%).			
<b>Staff Completing Report</b>		<b>Oversight Body</b>	
Monica Host		ECCE Board	

<b>Notable/Significant Agency Events - 2008</b>	
<b>Staff Completing Report:</b>	Mary O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.  Administration remains stable. The Girls' Inc. director is now in her second year. Staff turnover remains low.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.  YWCA received the only WETAP grant in the amount of \$255,000 This grant is related to employment and transportation. It is scheduled to commence on March 1, 2009.	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Mary O'Donnell
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>In spring 2008, an OCS Child Care Specialist consulted with the program staff regarding program needs and provided resources.</p>	