Program Area Goal & Priority	Access to Resources A1: Targeted Services
------------------------------	---

		Totals				
Agency	Program Name	2012 Funding	2013 Request	\$ change	% change	2014 Request
AIDS Network Inc	A. Case management	\$26,000	\$26,000	\$0	0.00%	\$26,000
Allied Wellness Center	A. Wellness Center	\$21,000	\$37,000	\$16,000	76.19%	\$37,000
ARC Community Services	A. RESPECT	\$46,803	\$87,778	\$40,975	87.55%	\$87,778
Chrysalis	A. Supported Employment	\$0	\$45,000	\$0	0.00%	\$45,000
Freedom Inc	F. SEA Referral	\$11,274	\$30,000	\$18,726	166.10%	\$30,000
Journey Mental Health Center	C. Southeast Asian Service Access	\$0	\$26,000	\$0	0.00%	\$26,000
Literacy Network	A. Family Literacy	\$15,500	\$36,500	\$21,000	135.48%	\$36,500
Lutheran Social Services	A. Off the Square Club	\$37,500	\$41,255	\$3,755	10.01%	\$41,255
OutReach	A. Resource Identification/Advocacy/Education &	\$24,869	\$24,869	\$0	0.00%	\$24,869
Tenant Resource Center	A. Housing Counseling, Outreach and Education	\$54,521	\$62,801	\$8,280	15.19%	\$62,801
TJ's Support Brokerage	B. Tax Service	\$10,000	\$10,000	\$0	0.00%	\$10,000
YWCA of Madison	B. Third Street Family Resource Program	\$31,500	\$33,000	\$1,500	4.76%	\$33,000
	C. YW Transit Day Program	\$20,250	\$22,000	\$1,750	8.64%	\$22,000
	G. Driver's License Recovery	\$9,107	\$10,325	\$1,218	13.37%	\$10,325
TOTALS		\$308,324	\$492,528	\$113,204	517.30%	\$492,528

### PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Case Man	agement		
2.	Agency Name: AIDS Netv	vork		
3.	Requested Amounts:	2013: \$ 2014: \$	*	Prior Year Level: \$ 26,000
4.	Project Type: New	]	Continuing 🖂	
5.	Framework Plan Objective  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority:  Comment:		-	l by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:
<b>6.</b> of Ma	Anticipated Accomplished dison residents. An estimated			<b>Goals</b> ) 437 unduplicated clients, 270 of those clients are City er contacts.
7.	To what extent does the pr Resources <u>Program Goals</u>			es of the <u>Community Development</u> Division, Community 2014?
		to modera	ate income and/or	Area II A-1 Provide culturally specific or targeted supportive marginalized groups that increase access to basic services and
health regard	<b>Comments:</b> AIDS Network is services and the Statewide A	follows th Action Pla	ne prevent-test-lind Inning Group. Ser	research based program design?  k-treat-retain framework sanctioned by the WI Division of vices provided seem both comprehensive and specialized in cy's specialized focus and knowledge base is responsive to
9.				objectives that are realistic and measurable and are likely will be the impact on the identified need or problem?
	contacts per year by the Cas	e Manage nts that ac	er. It is unclear whose the service, c	sources and structure. Outcome #2 states a minimum of 5 nat is driving the need for this outcome, i.e does the program omplete a care plan and not return? Could it be possible to have

**Staff Comments:** Current Board membership is 11. Diversity could be improved given client population. Agency has been providing this service since 1985.

Does the agency, staff and/or Board experience, qualifications, past performance and capacity indicate

11. Is the agency's proposed <u>budget reasonable and realistic</u>, able to <u>leverage additional resources</u>, and demonstrate <u>sound fiscal planning</u> and management?

probable success of the proposal?

**Staff Comments:** : Budget costs seem appropriate; City, United Way and State other funders. \$19,000 in user feees noted and not explained.

12. Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support</u>, including <u>volunteers</u>, in-kind <u>support</u> and securing <u>partnerships</u> with agencies and community groups?

**Staff Comments:** Agency utilizes volunteers in appropriate roles. Who trains, supervises and supports volunteers? Appears to have appropriate and necessary partnerships and collaborations in place, although nothing with Hospice. With so many volunteers is there a relationship with timebank? Meals on Wheels?

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of <a href="https://linear.com/local-needs/by/">local-needs/by/<a href="https://local-needs/by/-local-

**Staff Comments:** Proposed program accessible to low income populations. Program demographics indicate relatively high potential service usage by African American and Latino population. Staff demographics report some cultural diversity, it is noted that 3 staff are bilingual in Spanish.

**Follow up questions for Agency:** 1. Capacity for services to non English speakers is unclear especially in Hmong? 2. In what capacity does the agency work with people under 18? How long does it take for agency to contact patient from the time of referral?

St	aff Recommendation
	Not recommend for consideration
	Recommend for consideration
	Recommend with Qualifications Suggested Qualifications:

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:
PROGRAM/I ETTER:

ORGANIZATION

A Case Management

**OBJECTIVE STATEMENTS:** 

Select an Objective Statement from the Drop-Down

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

AIDS Netw ork (AN) is the only HIV-focused organization providing comprehensive HIV-specific care and case management services in Madison and southern Wisconsin. Case Management is an entry way into multiple integrated services such as food pantry, housing, health and dental care, public benefits, legal help, transportation, mental health and AODA counseling, nutrition counseling, financial and practical support, and other services that enable our vulnerable, predominantly low-income, clients to improve their quality of life. AN case managers, two of whom are devoted to Latino and African American communities, and our benefits counselor also help clients navigate numerous Madison/Dane County community resources, such as HIV specialty and primary medical care, employment, financial resources, and in-home care. Each year the number of clients living with HIV/AIDS increases, with 53 new clients in 2011. AN currently serves around 430 clients with 53 new clients in 2011.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

AIDS Netw ork seeks to continue delivering HIV-specific Case Management services, providing and coordinating integrated core and support services and referrals for individuals living with HIV in the Madison area, and facilitating client access to the structured and successful connections AN maintains with medical clinics. AN offers culturally competent, welcoming, and flexible Case Management services, with significant focus on marginalized affected communities, such as minorities, LGBTQ, and recently incarcerated clients. Services are provided and coordinated at AN's Madison office, although Case Managers and staff routinely provide services to clients in the community including medical clinics, nursing facilities, and client homes. AN's Case Management program has a successful history helping clients and patients improve or maintain their health, enabling them to establish a path of self-sufficiency, and bridging gaps between care team providers. With City of Madison support, AN will improve and continue these proven and unduplicated services to the vulnerable and disenfranchised populations we serve. By educating clients about HIV; providing internal services such as benefits counseling, food pantry, treatment support, dental care, emergency housing, mental health counseling, utility assistance, legal services, and nutritional counseling; and by helping clients navigate and access other local resources, AN empowers clients and increases self-management and independence.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

AN will provide Case Management and care services to 437 clients/patients each year, with 270 residing in Madison. Low-income clients will access integrated food pantry, dental care, transportation, housing and benefits counseling, emergency aid, legal help, and other services with 9,000 case management contacts. AN Case Management will continue to increase linking marginalized groups- including Latino, African American, and LGBTQ communities- to care services. Over 40% of clients will represent ethnic/racial minorities and over 60% of clients will identify as LGBTQ.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Monday, Tuesday, Thursday and Friday 8:30 a.m. until 5:00 p.m.; Wednesday 8:30 a.m. until 6:30 p.m. Exceptions: food pantry every Wednesday (except the first Wednesday of the month) or by appointment; dental clinic Monday and Tuesday 8:30 a.m. until 5:00 p.m. Weekend hours as needed.

CR PROGRAM STANDARD - 1 MAY 2, 2012

#### **COMMUNITY DEVELOPMENT DIVISION**

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	ORGANIZAT	TION
PROGRAM/LETTER:	Α	Case Management

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

AIDS Network serves a diverse population with significant representation from marginalized communities. Over 43% of clients identify as racial/ethnic minorities – primarily African American (29%), and LEP challenges within our Latino population (12%) and other ethnicities are common. Over 52% of clients live below the FPL, with almost 94% below 300% FPL. Approximately 60% of clients identify as LGBTQ. We serve all ages with our youngest client under 2 years and oldest over 80. Mental health, AODA, housing, food, disability, public benefits, health, and poverty-based legal issues are rampant.

6. LOCATION: Location of service and intended service area.

Office and clinic: 600 Williamson Street, Suite H; Madison, Wisconsin. Service area: Dane, Adams, Columbia, Crawford, Dodge, Grant, Green, Iowa, Juneau, Lafayette, Richland, Rock and Sauk counties.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

AIDS Netw ork prioritizes engaging at-risk populations, especially disenfranchised groups who require confidentially and cultural sensitivity due to HIV stigma. Prevention staff who do testing, education, needle exchange and support groups actively position themselves in marginalized communities and neighborhoods to reach groups such as African Americans or the LGBTQ population. Staff are active with Allied Drive Wellness Center, East Madison Community Center, LaSup, Latino Health Council, Badger Road Joining Forces for Families, Wingra, Tellurian, Hope Haven, LGBTQ businesses, and online. Case Managers and staff also liaise with clinics, MD Public Health, homeless shelters, and other community organizations to build capacity. These relationships, personal connections, and presentations generate referrals to Case Management and other services. AN is the only comprehensive HIV/AIDS care provider in Madison and we maintain visibility with publications, community events, and online.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

AIDS Network has a long history of collaborative partnerships with community agencies and clinics that ensure client access to necessary services to meet needs and foster self-sufficiency. Case Managers frequently receive referrals from and make referrals to UW Infectious Disease Clinic, Dean Clinic, Access Community Health Centers, M/D Public Health, Community Action Coalition, Salvation Army, Dane County Human Services, Porchlight, Journey Mental Health, Rodney Scheel House, Hospitality House, and numerous others. Case Management staff also participate regularly in community coalition meetings, including Latino Health Council, La Sup, Homelessness Consortium, UWH Case Consults, HIV Treaters meetings, and housing meetings. Local agencies and AN Case Managers share information monthly and collaborate to build even stronger relationships. Also, AN Case Managers frequently speak and present at community meetings, classes, trainings, and conferences.

9. VOLUNTEERS: How are volunteers utilized in this program?

Case managers make referrals to our Volunteer program. Volunteers assist clients through one-time, short-term, and long-term matches. Multiple volunteers help clients with errands, shopping, cleaning, and social support and company. Common short-term assignments include gardening, transportation assistance, food pantry delivery, and moving assistance.

10. Number of volunteers utilized in 2011?	
Number of volunteer hours utilized in this program in 201	1?

144 2,638 ORGANIZATION: ORGANIZATION
PROGRAM/LETTER: A Case Management

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

HIV stigmatizes and disproportionately affects minority, LGTBQ, AODA, and low-income communities. Racial/ethnic minorities account for 43% of AN clients, compared to 14% of Wisconsin's overall population. AN reaches these minority clients, such as African Americans, through positions devoted to these communities, prevention campaigns, and support groups. Services are accessible to all eligible clients regardless of language or disability. To prevent service barriers, LEP clients or non-English speakers are able to access all services. AN has three staff fluent in Spanish and a case manager devoted to the Latino population. AN also has a TTY line for deaf/ hard of hearing clients, translates documents, accommodates visually impaired clients, and makes other reasonable accommodations to disabled clients. Homelessness and poverty prevent self-sufficiency and care engagement. AN provides emergency housing, transportation, utility assistance, and counseling. Mental Health and AODA are service barriers. AN provides group and individual counseling. AN considers the ability to reach, represent, and appropriately serve diverse communities as an integral component to services. We gauge our effectiveness serving stigmatized communities affected by HIV, both in preventive and care services. We assess our ability: to combat stigma by including affected communities as staff, board directors, and volunteers; to solicit client/patient input; to provide cultural competency training for staff and board; and to respond to the needs of any community member who needs to access our services.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

AIDS Netw ork provides community-driven care and prevention services in Madison and southern Wisconsin. Since 1985, AIDS Netw ork has provided comprehensive care and prevention services, helping thousands of individuals living with HIV or at risk of contracting the disease. Each year over 420 clients and patients with HIV/AIDS seek care at AIDS Netw ork.

Our diverse Case Management program staff members have a combined 64 years of experience serving HIV-positive people and four staff have graduate social w ork degrees or social w ork licensure. Three staff have Spanish fluency to reach the Latino community. The Director of Case Management and Lead Case Manager have MSSW degrees and a combined 18 years of HIV experience. The Executive Director has over 11 years at AIDS Netw ork providing and administering HIV/AIDS services w ith MA and JD degrees. Our Finance Director, a Certified Management Accountant w ho holds an MBA, has been w ith AIDS Netw ork for 17 years. AIDS Netw ork's Board of Directors includes members of the community living w ith HIV, as w ell as representation by demographic groups disproportionately affected by HIV including ethnic minorities, LGBT individuals, and other stakeholders. Since AIDS Netw ork is a Wisconsin Division of Health Services designated AIDS Service Organization and receives state and federal funding, we must follow strict standards and oversight in all services including the case management program.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

AIDS Network is the only Wisconsin Division of Health Services designated AIDS Service Organization (ASO) for southern Wisconsin. AIDS Network received ASO designation in 1989.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications				
Director of Case Management	1	BSW, BS, BA degree; MSW or grad degree; HIV and supervision experience				
Lead Case Manager	1	W, BS, BA degree; MSW preferred; HIV and supervision experience				
Case Manager	5	BSW, BS, BA degree or relevant experience; HIV and/or health care experience				
Benefits Specialist/Case Mgr	1	BSW, BS, BA degree or relevant experience; HIV and/or public benefits exp.				
Case Management Asst.	0.75	Degree preferred; office skills and ability to serve diverse population required				

CR PROGRAM STANDARD - 3 MAY 2, 2012

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	ORGANIZAT	TON
PROGRAM/LETTER:	Α	Case Management

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

AIDS Netw ork follows the prevent-test-link-treat-retain framew ork sanctioned by the Wisconsin Division of Health Services and the Statew ide Action Planning Group (http://www.dhs.wisconsin.gov/aids-hiv/ProgramNotes/May09ProgramNotes.pdf). Case Management relies on this best practice focus to identify new clients, develop needed services, and to link and retain clients and patients into care. Each year, clients rank Case Management as the most important and utilized program available at AN. In our 2011 needs assessment survey, clients chose Case Management and our food pantry as the two services they utilize or benefit from the most. This signifies the critical nature of Case Management and basic services to our low-income and vulnerable clients, but also the success of AN as we provide culturally sensitive services, increase client self-sufficiency, and improve the quality of life of our growing client population. The survey had significant responses from smaller disenfranchised communities we serve with almost 30% of respondents identifying as racial or ethnic minorities. AN relies heavily on client input to develop programs.

Our client population grows each year (407-2009, 414-2010, and 427-2011) in part due to increased service availability and influx of new clients. Service availability attracts and retains clients. In the past four years AN began providing direct MH/AODA counseling and food pantry services, established a benefits counselor position, and opened a dental clinic. All of these new, critical services are provided by or referred to by AN Case Managers, who also deliver client advocacy, emergency housing, utility assistance, and other practical services and referrals. AN has established effective policies and procedures to ensure equitable and productive Case Management and other service delivery to our clients and patients. With City of Madison assistance we can maintain and expand this important program.

16	<b>ACCESS</b>	FOR I	OW-INCOME	INDIVIDUALS.	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?	94.0%	
What percentage of this program's participants do you expect to be of low and/or moderate income?  What framework do you use to determine or describe participant's or household income status? (check all that apply)  Number of children enrolled in free and reduced lunch  Individuals or families that report 0-50% of Dane County Median Income  Individual or family income in relation to Federal Poverty guidelines		
Number of children enrolled in free and reduced lunch		
Individuals or families that report 0-50% of Dane County Median Income		
Individual or family income in relation to Federal Poverty guidelines	Х	
Other		

### 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

All AIDS Netw ork clients and patients must provide proof of income to assess eligibility for services and public benefits. Income verification is typically collected annually, or as needed, by case managers during reassessments and service plan updates. Income verification is required by internal policies as well as to comply with state and federal funding guidelines.

## 18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

AIDS Network provides Case Management and other services free of charge to HIV-positive clients due to client need and the impact of poverty. Most all AN services are limited to clients living below 300% of the FPL, which includes 94% of clients served. Medicaid or other payors may be billed for services provided to eligible clients and patients, such as dental care.

CR PROGRAM STANDARD - 4 MAY 2, 2012

### **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

ORGANIZATION

A Case Management

### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	427	100%	9	100%	RESIDENCY				
MALE	323	76%	2	22%	CITY OF MADISON	266	62%	$\times$	$\times$
FEMALE	101	24%	7	78%	DANE COUNTY (NOT IN CITY)	57	13%	$\times$	$\times$
UNKNOWN/OTHER	3	1%	0	0%	OUTSIDE DANE COUNTY	104	24%	${\times}$	$\times$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	104	24%	$\times$	$\times$
TOTAL RESIDENCY	427	100%	$\geq <$	$\geq <$
AGE				
<2	1	0%	$>\!\!<$	$\geq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	1	0%	$\geq$	$\times$
13 - 17	2	0%	$\geq \!$	$\geq \!$
18 - 29	51	12%	$\geq \!$	$\times$
30 - 59	335	78%	$\geq \!$	$\times$
60 - 74	35	8%	$\geq \leq$	$\geq \!$
75 & UP	2	0%	$\geq \!$	$\geq$
TOTAL AGE	427	100%	$\geq \!$	$\geq \!$
RACE				
WHITE/CAUCASIAN	268	63%	8	89%
BLACK/AFRICAN AMERICAN	123	29%	1	11%
ASIAN	3	1%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	4	1%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	29	7%	0	0%
TOTAL RACE	427	100%	9	100%
ETHNICITY				
HISPANIC OR LATINO	50	12%	0	0%
NOT HISPANIC OR LATINO	377	88%	9	100%
TOTAL ETHNICITY	427	100%	9	100%
PERSONS WITH DISABILITIES	427	100%	0	0%

DISON

COMMUNITY DEVELOPMENT	DIVISION	PROGRAM DESCR	IPTION	CITY OF MAD
ORGANIZATION:	ORGANIZA	ATION		
PROGRAM/LETTER:	Α	Case Management		
PROGRAM OUTCOMES				
	Numbe	er of unduplicated individual p	articipants served during 2011.  Total to be served in 2013.	427 437
Complete the following for each	program outcom	e. No more than two outcome	es per program will be reviewed.	
If applying to OCS, please refer	to your research	and/or posted resource docur	ments if appropriate.	
Refer to the instructions for deta	iled descriptions	of what should be included in	the table below.	
Outcome Objective # 1:			nts to comprehensive care services to imp Case Management and resources.	prove life quality
Performance Indicator(s):		•	ement services will access at least 2 or m dental, housing, AODA/MH, legal, etc.	ore services
Proposed for 2013:		be considered in 43	<b>_</b>	
D 14 0044		erf. measurement	Targeted # to meet perf. mea	
Proposed for 2014:			Targeted % to meet perf. meas	
	pe	erf. measurement	Targeted # to meet perf. mea	asure 310.1
Explain the measurement tools or methods:	detailed rep	ports of client demographics a	deral agencies to maintain accurate reco and service usage. AN will collect relevant Enterprise and generate RDR/RSR and s on purposes.	t service usage
Outcome Objective # 2:	Ŭ	ed community members, espe	cially racial/ethnic minorities, will remain sic services and resources.	actively Case
Performance Indicator(s):		ial/ethnic minority clients will h 30% in 2014.	nave at least 5 contacts with Case Manag	jement staff in
Proposed for 2013:	Total to	be considered in 17	74 Targeted % to meet perf. meas	
	ре	erf. measurement	Targeted # to meet perf. mea	sure 121.8
Proposed for 2014:	Total to	be considered in 17	77 Targeted % to meet perf. meas	sures 80%
	pe	erf. measurement	Targeted # to meet perf. mea	asure 141.6

Explain the measurement tools or methods:

AIDS Network is required by state and federal funders to maintain accurate records and detailed reports of service usage. AN will collect service usage and client demographics in Provide Enterprise to complete RDR/RSR and state reports to analyze and track data for City of Madison purposes. Case Management contacts can include intakes, overviews, service plan formation, assessments, meetings, phone calls, service delivery, etc..

### **AGENCY OVERVIEW**

ORGANIZATION: AIDS Network, Inc.

PROGRAM/LETTER: A Case Management

### 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	26,000	22,536	1,214	2,250	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	5,000	1,641	3,359	0	0
OTHER GOVT	632,793	436,177	63,978	75,983	56,655
FUNDRAISING DONATIONS	15,382	0	3,382	12,000	0
USER FEES	15,000	0	5,529	9,471	0
OTHER	500	0	0	500	0
TOTAL REVENUE	694,675	460,354	77,462	100,204	56,655

### b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	26,000	22,536	1,214	2,250	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	5,000	1,641	3,359	0	0
OTHER GOVT*	573,761	383,364	78,896	64,346	47,155
FUNDRAISING DONATIONS	38,382	13,424	6,488	18,470	0
USER FEES	15,000	0	5,500	9,500	0
OTHER**	7,549	0	3,500	4,049	0
TOTAL REVENUE	665,692	420,965	98,957	98,615	47,155

### \*OTHER GOVT 2013

Source	Amount	Terms
WI AIDS HIV-Life Care Svs	523,761	Annual grant from 7/1 thru 6/30
WI AIDS HIV-Ryan White	50,000	Annual grant from 4/1 thru 6/30
	0	
	0	
	0	
TOTAL	573,761	

### \*\*OTHER 2013

Source	Amount	Terms
Investment Income	7,549	
	0	
	0	
	0	
	0	
TOTAL	7,549	

AO: PROGRAM BUDGET A - 1 MAY 2, 2012

ORGANIZATION:	AIDS Netwo	ork, Inc.
PROGRAM/LETTER:	Α	Case Management

### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (w ith spaces) (2 lines max.)		

### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY				
	BUDGET				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

### \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

### \*\*OTHER 2014

Source		Amount	Terms
		0	
		0	
		0	
		0	
		0	
	TOTAL	0	

### **APPLICATION FOR 2013-2014 FUNDS**

#### 1. AGENCY CONTACT INFORMATION Organization AIDS Network, Inc. Mailing Address 600 Williamson St., Suite H, Madison, WI 53703 Telephone 608-252-6540 608-252-6559 FAX **Admin Contact** Dan Guinn **Financial Contact** Suzanne R. Gillingham Website www.aidsnetwork.org **Email Address** dguinn@aidsnetwork.org Legal Status Private: Non-Profit Federal EIN: 39-1548528 State CN

#### 2. SIGNATURE PAGE

DUNS#

804-324-978

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

### CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

### 3. SIGNATURE

Enter n	ame: Daniel Guinn	
	By entering your initials in the box DG	you are electronically signing your name and agreeing to the terms listed above
DATE	5/31/2012	

COVER PAGE - 1 MAY 2, 2012

### AGENCY CONTACT INFORMATION

ORGANIZATION AIDS Network, Inc.

### 1. AGENCY CONTACT INFORMATION

A Case Management	OCS: Access to Reso	OCS: Access to Resources A1: Targeted Services (CSC)				
Contact: Laura Johnson	New Prg? No	Phone: 608-316-8618	Email: ljohnson@aidsnetwork.org			
B Program B	Select an Objective S	tatement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
C Program C	Select an Objective S	tatement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
D Program D Select an Objective Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:			
E Program E	Select an Objective S	Select an Objective Statement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
F Program F	Select an Objective S	tatement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
G Program G	Select an Objective S	Select an Objective Statement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
H Program H	Select an Objective S	Select an Objective Statement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			

### 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	2013-14 PROPOSED PROGRAMS							
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	Е	F	G	Н	Non-City
DANE CO HUMAN SVCS	109,744	109,746	109,746	0	0	0	0	0	0	0	0	109,746
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	26,000	26,000	26,000	26,000	0	0	0	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	7,500	7,500	7,500	0	0	0	0	0	0	0	0	7,500
UNITED WAY DESIG	23,725	17,455	17,500	5,000	0	0	0	0	0	0	0	12,500
OTHER GOVT	1,100,839	1,193,039	1,097,577	573,761	0	0	0	0	0	0	0	523,816
FUNDRAISING DONATIONS	439,700	531,559	553,083	38,382	0	0	0	0	0	0	0	514,701
USER FEES	48,319	34,000	34,000	15,000	0	0	0	0	0	0	0	19,000
OTHER	1,666	10,000	39,000	7,549	0	0	0	0	0	0	0	31,451
TOTAL REVENUE	1,757,493	1,929,299	1,884,406	665,692	0	0	0	0	0	0	0	1,218,714

AO: REVENUE - 1 MAY 2, 2012

### 3. AGENCY ORGANIZATIONAL PROFILE

2	ACENCY	MUSSION	STATEMEN <sup>T</sup>	т
а.	AUTINUT	MICHINI	STATEMEN	ı

Together we are living with HIV/AIDS. Through a network of services and partnerships AIDS Network provides support, educatioin and opportunities for well-being to everyone touched by HIV/AIDS.

### b. AGENCY EXPERIENCE AND QUALIFICATIONS

AIDS Network provides comprehensive, community-driven HIV/AIDS prevention and care services throughout southern Wisconsin. Our mission is to provide and coordinate programs and services that prevent, test, link, treat, and retain individuals in health care and other needed services.

Each year AIDS Netw ork serves over 420 clients and patients living with HIV/AIDS, with the majority residing in Madison. AIDS Netw ork serves thousands more with prevention services including HIV and STD testing, clean needle exchange, and education. From its beginning in 1985 as the Madison AIDS Support Netw ork, a core value of the agency remains: to provide prevention and direct care services internally and through a netw ork of local partners. AIDS Netw ork provides needed services such as case management, mental health and AODA counseling, emergency housing, benefits counseling, dental, and legal, as well as forms partnerships to address the evolving and changing HIV/AIDS prevention and care needs of our community. To ensure competency and address cultural, racial and ethnic disparities of HIV infection, a diverse AIDS Netw ork staff successfully collaborates with other agencies and organizations throughout Madison to design appropriate and effective services. AIDS Netw ork works closely with Madison/Dane Public Health, UW Health, Dean Clinic, Meriter, CAC, and multiple other local providers to ensure proper care. Simply put, AIDS Netw ork believes in the power of the greater community to come together in the fight against AIDS.

All AIDS Network services are provided free-of-charge. Almost 80% of our clients and patients live below 200% of the federal poverty level, with over 50% of clients with incomes below the federal poverty level.

Case Management/Life Care Services. Provides case management, care services, and financial assistance through direct client support and referrals to satisfy individual client needs in: medical and dental, consumer advocacy, emergency services, housing, food pantry, public benefits, mental health, alcohol and other drug abuse (AODA), treatment support, peer support, volunteer services, medication adherence, nutrition counseling and prevention case management.

Legal Services. Meets the critical legal needs of those living with HIV/AIDS in our community by providing assistance and advocacy concerning: housing, medical and consumer debt, public benefits, estate planning, employment, family law, foreclosure, immigration, confidentiality and civil rights. Over 90% of cases are addressed by AIDS Network attorneys, with some cases referred to volunteer attorneys who offer their services for free or at a reduced rate. Attorneys work closely with case managers and other staff to enable client self-sufficiency and access to other integrated services.

Dental Services. AIDS Network's dental clinic provides preventive, diagnostic and restorative care to over 190 patients annually. Our dentist and dental hygienist work closely with case managers and local clinicians to assure continuity of care and link patients to needed integrated services.

Prevention Services. Focuses on reducing the behaviors associated with HIV, Hepatitis C (HCV), and sexually transmitted infections (STI) transmission through education. Provides, regardless of personal behavior, the facts about how HIV/HCV/STI are transmitted by offering: public and individual outreach and education; safer sex supplies; HIV/HCV /STI counseling, testing, and referral; alcohol and other drug addiction referral services; and prevention focus support groups and needle exchange. Prevention also prioritizes linking newly diagnosed clients and patients to case management and other needed services available through AIDS Network and the Madison community.

### 4. AGENCY GOVERNING BODY

How many Board meeting	nas were held in 2011?						10			
How many Board meetings has your governing body or Board of Directors scheduled for 2012?										
•	are indicated in your agency I						13			
•	Board of Directors or your age	•	dv.			<u> </u>				
Name	Mary Vasquez, Pres									
Home Address	213 Rosemary Ave.,		14							
Occupation	Bilingual Social Wor	·								
Representing										
Term of Office	3 years		From:	10/2009		To:	10/2012			
Name	Gerry Haney, Vice F	President	•		•	•				
Home Address	2429 Hoard St., Mad									
Occupation	Computer Programm	ner								
Representing	·									
Term of Office	3 years		From:	10/2010		To:	10/2013			
Name	Kevin Hubbard, Tre	easurer	•							
Home Address	2505 Marshall Parkv	vay, Madison, WI	53713							
Occupation	Informaton Systems	Network Senior								
Representing	·									
Term of Office	3 years		From:	10/2010		To:	10/2013			
Name	Lana Chute, Secret	ary	•							
Home Address	214 Parkview Lane,	Verona, WI 53593								
Occupation	Marketing Manager									
Representing										
Term of Office	3 years		From:	10/2010		To:	10/2013			
Name	Justin Wilder	<del>-</del>	<u>-</u>		_					
Home Address	1212 Sweeney Drive	e, #1, Middleton, WI	53562							
Occupation	Special Events Mana	ager								
Representing										
Term of Office	3 years		From:	10/2010		To:	10/2013			
Name	Eldonna Hazen	-	•		•	•				
Home Address	53 Bradford Lane, M	adison, WI 53714								
Occupation	Minister									
Representing										
Term of Office	3 years		From:	10/2011		To:	10/2014			
Name	Shannon Ballhorn									
Home Address	6509 Piedmont Road	d, Madison, WI 53	711							
Occupation	Financial and Policy	Analyst								
Representing										
Term of Office	3 years		From:	03/2012		To:	03/2015			
Name	Shawnee Parsil									
Home Address	3109 Oakridge Ave.,	Madison, Wi 5370	)4							
Occupation	Director of Patient/Fa	amily Services								
Representing										

03/2012

From:

3 years

Term of Office

03/2015

To:

### AGENCY GOVERNING BODY cont.

Name	Michael Bruno			
Home Address		, Madison, WI 53711		
Occupation	Artistic Director	,		
Representing	7 11 110 110 2 11 00101			
Term of Office	3 years	From:	12/2010	To: 12/2013
Name	Christina Schaefe		12/2010	10. 12/2010
Home Address		urt, Madison, WI 53704		
Occupation	1000 Wendold Cot	art, Madison, VVI GO704		
Representing				
Term of Office	3 years	From:	10/2010	To: 10/2013
Name	Pamela Ziemlewie		10/2010	10. 10/2010
Home Address		e, Fitchburg, WI 53711		
Occupation	Student	o, r nonburg, vvr oor rr		
Representing	Otadoni			
Term of Office	3 years	From:	03/2012	To: 30/2015
Name	5 , 5 3.10	110111.	30,20.2	
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name		110111.	,,,,,,	10.
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name			,,,,,	
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name			,,,,	-7777
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name		•		,,,,
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name		•		, , , , , , , , , , , , , , , , , , , ,
Home Address				
		From:	mm/yyyv	To: mm/vvvv
Name		From:	mm/yyyy	To: mm/yyy

### AGENCY GOVERNING BODY cont.

Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
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Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy

### 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	27	100%	11	100%	470	100%	
GENDER							
MALE	12	44%	4	36%	150	32%	
FEMALE	15	56%	7	64%	313	67%	
UNKNOWN/OTHER	0	0%	0	0%	7	1%	
TOTAL GENDER	27	100%	11	100%	470	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	18	4%	
18-59 YRS	26	96%	11	100%	432	92%	
60 AND OLDER	1	4%	0	0%	20	4%	
TOTAL AGE	27	100%	11	100%	470	100%	
RACE*						0	
WHITE/CAUCASIAN	24	89%	11	100%	367	78%	
BLACK/AFRICAN AMERICAN	3	11%	0	0%	57	12%	
ASIAN	0	0%	0	0%	16	3%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	2	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	0	0%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	0	0%	0	0%	28	6%	
TOTAL RACE	27	100%	11	100%	470	100%	
ETHNICITY							
HISPANIC OR LATINO	0	0%	1	9%	52	11%	
NOT HISPANIC OR LATINO	27	100%	10	91%	418	89%	
TOTAL ETHNICITY	27	100%	11	100%	470	100%	
PERSONS WITH DISABILITIES	2	7%	1	9%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

### 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.

		2011	2012	2013-14
Accou	nt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	935,682	980,252	982,870
	Taxes	78,346	81,116	81,333
	Benefits	147,322	166,981	170,991
	SUBTOTAL A.	1,161,350	1,228,349	1,235,194
В.	OPERATING			
	All "Operating" Costs	365,597	361,258	317,530
	SUBTOTAL B.	365,597	361,258	317,530
C.	SPACE			
	Rent/Utilities/Maintenance	146,321	153,781	157,577
	Mortgage (P&I) / Depreciation / Taxes	77,026	69,806	67,500
	SUBTOTAL C.	223,347	223,587	225,077
D.	SPECIAL COSTS			
	Assistance to Individuals	53,191	48,830	39,330
	Subcontracts, etc.	6,195	9,375	9,375
	Affiliation Dues	0	0	0
	Capital Expenditure	76,598	57,900	57,900
	Other:	0	0	0
	SUBTOTAL D.	135,984	116,105	106,605
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	59,386	58,205	48,705
	TOTAL OPERATING EXPENSES	1,809,680	1,871,399	1,826,506
E.	TOTAL CAPITAL EXPENDITURES	76,598	57,900	57,900

### 7. PERSONNEL DATA: List Percent of Staff Turnover

25.9%

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.

Only one position had a higher than 20% turnover rate. A program assistant position lost 2 people during 2011. One person returned to law school; after that the position was changed from a full-time to a 60% position. The new employee holding that position left after one month for a full-time position at another organization. The position is being combined with another part-time position to make it more attractive to potential employees.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

### 8. PERSONNEL DATA: Personnel Schedule

### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2012 201		201	3-14	14 2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	1.00	73,000	1.00	73,000	35.10	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.94
Director of Finance	1.00	60,079	1.00	60,079	28.88	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.94
Director of Development	1.00	42,146	1.00	42,146	20.26	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.94
Director of Prevention Svs	1.00	42,500	1.00	42,500	20.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Director of Case Management	1.00	42,000	1.00	42,000	20.19	0.94	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.06
Lead Attorney	0.50	20,000	0.50	20,000	19.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
Lead Case Manager	1.00	39,500	1.00	39,500	18.99	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Volunteer Coordinator	1.00	31,720	1.00	31,720	15.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
IT Coordinator	0.45	16,871	0.45	16,871	18.02	0.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.24
Staff Attorney	1.00	34,000	1.00	34,000	16.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Case Managers	6.00	202,319	6.00	202,319	16.21	6.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prevention Specialists	4.50	145,008	4.50	145,008	15.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.50
Program Assistants	1.35	36,117	1.35	36,117	12.86	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.35
Dental Assistant	0.40	13,312	0.40	13,312	16.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.40
Dental Hygienist	0.40	25,584	0.40	25,584	27.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.40
Dentist	0.40	62,400	0.40	62,400	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.40
Linkage to Care Specialists	2.00	69,000	2.00	69,000	16.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
WI Ride Coordinator	0.50	15,600	0.50	15,600	15.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	24.50	971,156	24.50	971,156		9.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14.92

TOTAL PERSONNEL COSTS: 971,156

AO: PERSONNEL DATA - 1 MAY 2, 2012

### b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	E	F	G	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

### PROPOSAL REVIEW: Staff Review for 2013-2014

### For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1. Program Name: Wellness Center

2. Agency Name: Allied Wellness Center

**2013:** \$ 37,000 3. **Requested Amounts:** 

> **2014:** \$ 37,000 Prior Year Level: \$ 21,000

**Project Type:** 4. New **Continuing** X

5. Framework Plan Objective Most Directly Addressed by Proposed by Activity:

II. Access Priority: A1-Targeted Services

**Anticipated Accomplishments (Proposed Service Goals)** 6.

> 200 Clients will receive 900 service hrs/yr with the Community Health Liaison. Residents will receive services focusing on 1)Access to care/Direct Assistance and 2)Community Capacity building Community Health Liaison, 10-12 health promotion programs/activities will be offered to the welcome program participants each year.

To what extent does the proposal meet the Objectives of the Community Development Division, Community 7. Resources Program Goals and Objectives for 2013-2014?

Staff Comments: This program clearly meets Program Area II A-1 Provide culturally specific or targeted supportive services to members of low to moderate income and/or marginalized groups that increase access to basic services and resources and increase participation in community life.

- Does the proposal incorporate an innovative and/or research based program design? 8.
  - **Staff Comments:** It appears likely that this program might have a positive impact on individuals seeking services. This program model has qualities of the lay worker health model that has been identified as a promising practice in emerging research. This model trains residents from the neighborhood to educate their community regarding health concerns, and resources in the community. Agency is asking to increase staff time from .5 to .75 to serve demand and expand.
- 9. Does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline? What will be the impact on the identified need or problem? **Staff Comments:** Service goals and outcome objectives are clearly stated and relevant.
- 10. Does the agency, staff and/or Board experience, qualifications, past performance and capacity indicate probable success of the proposal?

Staff Comments: Current Board membership numbers are 9. Board membership is strong on residential input

Is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and 11. demonstrate sound fiscal planning and management?

**Staff Comments:** City only funder besides fundraising. Fundraising goal seems realistic.

12. Does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups?

Agency utilizes volunteers (professional and residents) in direct service roles, and works closely with the JFF neighborhood workers. Agency staff has also been active in the Allied Task Force. Program has a connection with the UW med school and utilizes med students in health education programs. Would like to see more of collaboration with agencies such as: OMEGA school, Literacy Network, Madison Technical College, MAP. Especially since residents have a low level of literacy.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: 100% of clients served in this program are low income, with a low level of functioning literacy, high density of post incarcerated residents with disabilities and chronic illnesses. 8% are Latino/Hispanic and 83% are African American. Program serves Spanish and Hmong clients through an informal relationship with the JFF site they share a building with. Materials are translated, program is accessible to the target populations.

Follow up questions for Agency:

- 1. To what extent does the Community Health Liaison collaborate with other provider social worker or case workers?
- 2. Does new treasurer have expertise serving as a treasurer due to personal or vocational experience?

**Staff Recommendation** 

Not recommend for consideration

**X** Recommend for consideration:

**Recommend with Qualifications Suggested Qualifications:** 

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:
PROGRAM/LETTER:

ORGANIZATION

A Allied Wellness Center

**OBJECTIVE STATEMENTS:** 

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Many of Madison's poorest families live on or near Allied Drive. Unemployment and underemployment is common. Private health insurance is rare. Many residents distrust health care provders or have difficulty navigating the health care system. Literacy levels, transportation options, confusion about eligibility requirements, stigmas associated with mental health needs, and lack of information about services limit this population's access to and appropriate use of health and social services. The need for the AWC's services is evidenced by the growing number of residents who have used its services each year since 2005. Many return for follow-up services or new needs. Needs addressed in 2011 include acute physical health issues, payment/access to medications, transportation, case management, assistance with unmet basic needs, health/social service system mediation, emotional or mental health, chronic illness, housing/jobs, health education, relationship issues, substance abuse, and dental.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

This program will have two prime focuses. (1) Access to care/Direct assistance and (2) Community capacity building through the Community Health Worker Model of Care. The Community Health Liaison will address barriers to using health and social services encountered by the low-income, low-literacy residents of the Allied Drive area. Assistance will include: providing information and referral to medical and social services, helping understand medical information and instructions; basic screening and preventions services; advocacy with health and social service providers; system navigation; assistance with transportation to appointments and other unmet basic needs such as medication procurement; as well as a liaison between providers and residents for follow-up care management. This will occur in consulation with a pool of volunteer nurses and medical/public health students. Support and counseling services will be offered to strengthen individuals and families and help them through crises and link them to community resournces; this will occur in collaboration with the Joining Forces for Families team. Health promotion and edcuation programs will be offered in collaboration with the variety of organizations in the community that have a health and wellness focus. We will build on work already done with a group of resident leaders in the Welcome Program; this neighborhood resource will be further developed for peer education and support. The Community Health Liaison will provide leadership and support to this group of residents who will become a Lay/Community Health Worker pool.

- 3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.
  - (1) 200 clients will receive 900 service hour/year with the Community Health Liaison--(1.A.) The CHL will gather/report additional data re: ethnicity/race, age, gender, focus of service, and insurance status--(1.B.) The CHL will gather additional data on those residents identified through the Diabetes Self-Management (DSM) Program (2) 20 AWC Welcomers will receive specific training and support in a DSM Program--(2.A.) The Welcomers will receive 1 Annual and 4 Quarterly training sessions (2.B.) The Weclomers will complete evaluation tools for efficacy of understanding the DSM teaching to residents.
- 4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Service availability will be on Tuesdays and Wednesdays 8:30am-4:30pm and Fridays 9:00am-1:00pm. Some hours will be exchanged to accommodate special programming schedules during evenings and weekends.

#### **COMMUNITY DEVELOPMENT DIVISION**

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	ORGANIZAT	TION
PROGRAM/LETTER:	Α	Allied Wellness Center

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Primarily low-income, minority adults and seniors with low functional literacy; the majority being in the 30-50 year age range. The population served has a disproportionate number of people with disabilities and chronic illnesses, even at a young age. The neighborhood has a high density of post-incarceration residents. A 2006 sampling survey by Waldbillig and Besteman found Allied residents to be 55.8% African American, 17.8% Hispanic, 2.1% Asian, 2.1% Native American, 9.5% multi-ethnic, and 13.7% white. Average income is \$15,175.

6. LOCATION: Location of service and intended service area.

In the Joining Forces for Families building at 2225 Allied Drive #2, Madison, WI, 53711. Intended service are is Allied Drive and surrounding streets, in Census Tract 6.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

Because of the 6-year history in the Allied neighborhood, many residents are already aw are of the AWC's services. New residents often learn of the Wellness Center from other service providers in the JFF building or from family, friends, or neighbors. The Welcomers will continue outreach work in collaboration with the ADMNA and Allied Community Coop to expand resident participation. Additional outreach will occur June 2012-June 2013 with our summer CHIP intern and our VISTA\* Volunteer (who will be shared between AWC, JFF, and the developing Allied Community Coop). The goal of these 2 interns will be to improve communication to community members about various wellness opportunities through the Allied Community New sletter, the new neighborhood kiosks, and ongoing phone and face-to-face contacts with AWC clients and neighborhood residents. Our intent is to also utilize these interns to update and expand our social media presence through updates to our website and Facebook pages.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

The Allied Wellness Center has extensive coordination with and support from various neighborhood, community, university, and Milw aukee groups to guide the work weedo. Within the community there are monthly meetings with JFF building organizations (JFF, ECI, AWC, CAC, UW Extension, UW Schools, and Food Share/W2); the Allied Community Coop; and Allied Area Task Force. We also have extensive neighborhood resident support and meetings including the ADMNA, Welcomers, and Mothers in the Neighborhood monthly meetings along with our new summer program GEMS (Girls Empowered by Motivated Sisters). We have ongoing relationships with the Boys & Girls Club, Nehemiah, Allied Partners, UW School of Medicine and Public Health, and the monthly mobile food pantry. We are expanding our resources with further development of relationships with AHEC on the UW campus and CORE/El Centro and Walnut Way programs in Milw aukee as mentors to further develop our Community Health Worker program.

9. VOLUNTEERS: How are volunteers utilized in this program?

There are 3 ways that volunteers are used for success in our AWC programs. We have our group of volunteer nurses for weekly medical consultation; our former AWC Board members continue to provide assistance/guidance as needed; and our resident Welcomers who are the primary support team to expand the work that our paid staff--the Community Health Liaison--is able to do in the community.

10. Number of volunteers utilized in 2011?	
Number of volunteer hours utilized in this program in 201	1?

40
1,400

#### COMMUNITY DEVELOPMENT DIVISION

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	ORGANIZAT	RGANIZATION				
PROGRAM/LETTER:	Α	Allied Wellness Center				

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

The Madison Neighborhood Indicators Project, comparing the Allied area to Madison in social and economic data, are quite compelling. Four times as many families live in poverty here and three times as many people are unemployed and rely on public assistance for basic needs. Educational attainment is poorer than Madison city's average. Twice as many adults than the general Madison population have no high school diploma or equivalent. Health outcomes for this small area are not readily available but county level health and mortality data illustrate large racial and ethnic disparities--death rates for diabetes, hypertension, and drug-related deaths are twice as high among African Americans as whites in the county. Given the high rates of poverty, Allied residents likely have even worse numbers-- anecdotal evidence from area providers indicates very high rates of diabetes and hypertension. Barriers include multiple ethnicities, cultures, and languages (African-American, Latino, Hmong, Caucasian); low health literacy; lack of trust; and daily stressors associated with living in extreme poverty. The AWC staff, board, and volunteers have worked over the years to gain the trust of the community residents and address the diversity of the population. We have ongoing goals to improve our outreach to the Latino and Hmong residents; improve information sharing to address literacy levels, languages, and learning styles; and ongoing relationship building.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

The Allied Wellness Center has worked for seven years in the Allied Dunn's Marsh community. The staff and volunteers are widely known, respected and trusted by the community. A wide variety of health promotion programs that address chronic health issues, prevention, and community health are offered, and the Center has leveraged scarce resources by emphasizing collaborative partnerships with other organizations and providers. One such program, called the Welcomers, builds community capacity through peer-peer educational opportunities on such topics as breast cancer and emergency preparedness. Based on collaborative partnerships with several agencies and residents, this program works to improve community health and social connectedness in the neighborhood, and has a dedicated group of resident volunteers. The Center has been successful at developing and managing many grant-funded projects and regularly serves as a placement site for undergraduate and graduate level interns. The strong and active Board of Directors has shown fiscal responsibility, respectful community engagement, active involvement in program development, and stable guidance over the years. The AWC has made a successful transition from the Parish Nurse Model to the Community Health Liaison/CHW Model over the last year. The Wellness Center's primary goals over the next two years will be to more formally and fully develop our Community Health Worker model for increased success in the Allied Community and also to model to other neighborhoods through Madison and Dane County.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

There are no certification standards required for our staff. How ever the Community Health Liaison is a certified AODA counselor with many years community service experience and is also CPR-certified.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Community Health Liaison 0		6 years of human services experience in underserved communities

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	ORGANIZA	TION
PROGRAM/LETTER:	Α	Allied Wellness Center

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

The guiding theory we are using to identify and address the various health issues in the Allied, Dunns Marsh, and Belmar neighborhoods involves the extensive literature regarding social determinants of health:

http://www.cdc.gov/socialdeterminants/, http://www.who.int/social\_determinants/en/, http://www.healthypeople.gov/2020/topicsobjectives2020/overview.aspx?topicid=30. Allied has struggled with many negative social determinants of health for many years related to poverty, education levels, disrupted social support networks, and high mobility rates, which are powerful predictors to health outcomes. This has manifested in higher than normal crime rate, substance abuse, domestic abuse, teen pregnancy, mental health issues, disparate chronic illness incidence, unemployment, underemployment, low literacy, poor community engagement, and a general sense of discouragement. In regards to chronic disease management, poorly managed diabetes has a great financial, social, and functional cost to society and our health care system, with a disproportianate impact on African American and Latino adults. One strategy we have identified is the idea of using the Welcomers Program to build capacity for Diabetes Self-Management among AWC clients with the resource of the Robert Woods Johnson Foundation Diabetes Initiative, http://www.diabetesinitiative.org. This initiative operated from 2002-2009 and granted 14 programs across the country to study the feasibility, effectiveness, sustainability, and cost effectiveness of various self-management programs. Key lessons learned from the program include: (1) Self-management is central to diabetes management (2) Attention to stress, depression, and healthy coping are key parts of self-management (3) Community Health Workers (CHWs) can play a central role (4) Clients need ongoing follow -up and support (5) Clinic-community parternships are key to support ongoing self-management.

### 16. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?	

What framework do you use to determine or describe participant's or household income status? (check all that apply)

Number of children enrolled in free and reduced lunch Individuals or families that report 0-50% of Dane County Median Income Individual or family income in relation to Federal Poverty guidelines Other

Х
Х
Х

100.0%

### 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

We gather this information informally through the Census Tract data, the MSCR free and reduced lunch numbers for families living in this neighborhood, and the types of issues that clients are indentifying, are consistent with people living at or below poverty. Almost all clinets meet at least one critieria: Medical Assistance, food stamps, SSI, no employment or underemployment.

18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRES	S
ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.	

Not applicable. All services are free.								

CR PROGRAM STANDARD - 4 MAY 2, 2012

### **PROGRAM DESCRIPTION**

CITY OF MADISON

ORGANIZATION:

ORGANIZATION

PROGRAM/LETTER: A Allied Wellness Center

### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	229	100%	1	100%	RESIDENCY				
MALE	74	32%	0	0%	CITY OF MADISON	229	100%	$\times$	$\times$
FEMALE	155	68%	1	100%	DANE COUNTY (NOT IN CITY)	0	0%	X	Х
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$\times$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\times$	$\geq$
TOTAL RESIDENCY	229	100%	$\geq \leq$	$\geq <$
AGE				
<2	0	0%	$>\!\!<$	$>\!\!<$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\geq \!$	$\geq \!$
13 - 17	14	6%	$\geq \!$	$\times$
18 - 29	43	19%	$\geq \!$	$\times$
30 - 59	112	49%	$\geq \!$	$\geq$
60 - 74	60	26%	$\geq \!$	$\geq$
75 & UP	0	0%	$\geq$	$\geq$
TOTAL AGE	229	100%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	20	9%	0	0%
BLACK/AFRICAN AMERICAN	207	90%	1	100%
ASIAN	2	1%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	0	0%	0	0%
TOTAL RACE	229	100%	1	100%
ETHNICITY				
HISPANIC OR LATINO	10	4%	0	0%
NOT HISPANIC OR LATINO	219	96%	1	100%
TOTAL ETHNICITY	229	100%	1	100%
PERSONS WITH DISABILITIES	0	0%	0	0%

SON

ORGANIZATION:	ORGANIZATION							
PROGRAM/LETTER:	A Allied Wellness Center							
	7 7 1110 11 2 11 2 11 2 11 2 11 2 11 2 1							
PROGRAM OUTCOMES								
	Number of unduplicated individual pa	rticipants served during 2011.						
	· · · · · ·	Total to be served in 2013. 200						
Complete the following for each	program outcome. No more than two outcomes	per program will be reviewed.						
If applying to OCS, please refer	to your research and/or posted resource docum	ents if appropriate.						
Refer to the instructions for deta	ailed descriptions of what should be included in the	he table below.						
Outcome Objective # 1:		demonstrate improved positive indicators of health after						
	encouter(s) with the Community Health Liz	aison and/or Welcomers, in at least one area in regards						
Performance Indicator(s):	(1)Improved Blood Pressure control (2)Imp	proved Blood Glucose control (3)Improved Medication						
	Compliance/Access (3)Improved Diabetes	Compliance/Access (3)Improved Diabetes Self-Management (4)Improved knowledge of A1C						
	Patriniana Carriniana Mila 2 Enga Ar Ev	amea eran						
Proposed for 2013:	Total to be considered in 30	Targeted % to meet perf. measures 80%						
	perf. measurement	Targeted # to meet perf. measure 24						
Proposed for 2014:	Total to be considered in 40	Targeted % to meet perf. measures 80%						
	perf. measurement	Targeted # to meet perf. measure 32						
Explain the measurement	The Community Health Liaison in conjunc	tion with the AWC Board and CHWs/Welcomers will						
tools or methods:	develop a Client Mangement Tool to asses	ss Pre-/Post-Intervention in regards to Diabetes Self-						
tools of methods.	Management. The Tool will be community-specific and based on Model Tools through the							
		ohnson Foundation. The Tool may measure Physical (Food Plan, Exercise Plan, Smoking Cessation, BG						
		sion/Mental Health, Stress/Coping, MD/RN relationship,						
		Ith Insurance Medication Access Access to other						
Outcome Objective # 2:	80% of the Welcomers will complete traini	ing as Community Health Workers in regards to						
Outcome Objective # 2:	Diabetes Self-Management for themselves							
Dorformana Indiastor(a)	(1)Will complete 1 Appual and 4 Quarterly	training sessions in regards to CHW Model and						

Performance Indicator(s): specific to Diabetes Self-Management (2) Will complete an evaluation tool to assess how their yledge and skills related to DSM has changed (3)Will complete an evaluation tool to

15 80% Proposed for 2013: Total to be considered in Targeted % to meet perf. measures perf. measurement Targeted # to meet perf. measure 12 15 80% Proposed for 2014: Total to be considered in Targeted % to meet perf. measures

perf. measurement

Explain the measurement tools or methods:

The AWC Board in conjunction with the Community Health Liaison will develop communityspecific tools to assess the training and implementation of the CHWs/Welcomers Program in regards to Diabetes Self-Management. They will rely primarily on the framework, resources, and program models as idenitified by the Robert Woods Johnson Foundation Diabetes Initiative found at http://www.diabetesinitiative.org. The Diabetes Initiative was a national program of the RWJF from 2002-2009 based on 14 demonstrations projects across the country with an emphasis in the CHW Model of Care

Targeted # to meet perf. measure

12

**CR PROGRAM STANDARD - 6** MAY 2, 2012

### **AGENCY OVERVIEW**

ORGANIZATION:

PROGRAM/LETTER:

A Allied Wellness Center

A Allied Wellness Center

### 10. PROGRAM BUDGET

a. 2012 BUDGETED		ACCOUNT CATEGORY				
	SOURCE				SPECIAL	
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS	
DANE CO HUMAN SVCS	0	0	0	0	0	
DANE CO CDBG	0	0	0	0	0	
MADISON-COMM SVCS	25,000	19,940	1,760	1,800	1,500	
MADISON-CDBG	0	0	0	0	0	
UNITED WAY ALLOC	0	0	0	0	0	
UNITED WAY DESIG	0	0	0	0	0	
OTHER GOVT	0	0	0	0	0	
FUNDRAISING DONATIONS	0	0	0	0	0	
USER FEES	0	0	0	0	0	
OTHER	0	0	0	0	0	
TOTAL REVENUE	25,000	19,940	1,760	1,800	1,500	

### b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	37,000	30,430	2,770	1,800	2,000
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	37,000	30,430	2,770	1,800	2,000

### \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

### \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

ORGANIZATION:	Allied Welln	ness Center
PROGRAM/LETTER:	Α	Allied Wellness Center

#### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

Projected increases reflect increasing staff FTE from 0.5 to 0.75 beginning January 1, 2013 to address increasing service needs in Allied plus expansion/leadership of CHW program.

### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

Projected increased funding also reflect anticipated increased cost of Operating Expenses and Direct Assistance needs to clients served.

c. 2014 PROPOSED BUDGET		ACCOUNT CATEGORY						
	BUDGET				SPECIAL			
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS			
DANE CO HUMAN SVCS	0	0	0	0	0			
DANE CO CDBG	0	0	0	0	0			
MADISON-COMM SVCS	37,000	30,430	2,770	1,800	2,000			
MADISON-CDBG	0	0	0	0	0			
UNITED WAY ALLOC	0	0	0	0	0			
UNITED WAY DESIG	0	0	0	0	0			
OTHER GOVT*	0	0	0	0	0			
FUNDRAISING DONATIONS	0	0	0	0	0			
USER FEES	0	0	0	0	0			
OTHER**	0	0	0	0	0			
TOTAL REVENUE	37,000	30,430	2,770	1,800	2,000			

### \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTA	0	

### \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

### **APPLICATION FOR 2013-2014 FUNDS**

#### 1. AGENCY CONTACT INFORMATION **Allied Wellness Center** Organization Mailing Address 2225 Allied Drive #2, Madison, WI 53711 Telephone (608) 274-7006 FAX Gloria Manadier-Farr, Staff or Jacque Pokorney, President **Admin Contact Financial Contact** Barry Hayes, Treasurer Website www.alliedwellnesscenter.org **Email Address** alliedwellnesscenter@gmail.com Legal Status Private: Non-Profit Federal EIN: 52-2454644 State CN

#### 2. SIGNATURE PAGE

DUNS#

967927752

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

### CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

### 3. SIGNATURE

Enter n	ame: Jacqueline D Pokorney	
	By entering your initials in the box JDP	you are electronically signing your name and agreeing to the terms listed above
DATE	5/31/2012	

COVER PAGE - 1 MAY 2, 2012

### AGENCY CONTACT INFORMATION

ORGANIZATION Allied Wellness Center

### 1. AGENCY CONTACT INFORMATION

A Allied Wellness Center	OCS: Access to Resources A1: Targeted Services (CSC)							
Contact: Gloria Manadier-Farr	New Prg? No	Phone: (608) 274-700	Email: alliedwellnesscenter@gmail.com					
B Program B	Select an Objective S	Select an Objective Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
C Program C	Select an Objective S	Select an Objective Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
D Program D	Select an Objective S	Select an Objective Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
E Program E	Select an Objective S	Select an Objective Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
F Program F	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
G Program G	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
H Program H	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					

### 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	0	0	0	0	0	0	0	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	21,000	25,000	37,000	37,000	0	0	0	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0	0	0	0	0	0	0	0
OTHER GOVT	0	0	0	0	0	0	0	0	0	0	0	0
FUNDRAISING DONATIONS	10,046	18,025	18,525	0	0	0	0	0	0	0	0	18,525
USER FEES	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	1,369	0	0	0	0	0	0	0	0	0	0	0
TOTAL REVENUE	32,415	43,025	55,525	37,000	0	0	0	0	0	0	0	18,525

AO: REVENUE - 1 MAY 2, 2012

### 3. AGENCY ORGANIZATIONAL PROFILE

### a. AGENCY MISSION STATEMENT

The Allied Wellness Center is a neighborhood community health center with the purpose of promoting health and wellness of the mind, body, and spirit of people living in the Allied, Belmar, and Dunn's Marsh neighborhoods. Its goal is to bring community members and service partners together to strengthen the foundation of the neighborhood and to serve as a bridge for the residents to take an important step toward creating a healthier life style. Its philosophy is one of care and respect and encourages neighborhood participation and leadership.

### b. AGENCY EXPERIENCE AND QUALIFICATIONS

The Allied Wellness Center was established in July of 2004 to assist people in the Allied, Belmar, and Dunn's Marsh neighborhoods. It is a place where community members can learn about ways to stay healthy. The Wellness Center connects people with important health resources and programs. Nourishing a sense of community and encouraging everyone to make healthy choices will lead to holistic wellness for all

Population Characteristics of the Allied Neighborhood

Sandwiched between the West Beltline Highway on the north and the Chicago Northwestern Railroad on the south and bounded by Verona Road and Seminole Highway to the west and east, the Allied neighborhood spans just over one half of a square mile and is home to nearly 3,000 people.

Residents are packed into small, low-rent apartment buildings that have fallen into varying levels of decay. Approximately 98% of Allied residents are people of color, with roughly 75% African American, 12% Latino, 11% Asian and 2% Caucasian individuals.

More than half of Allied households earn less than \$25,000 a year, with 41% of households earning less than \$15,000 annually, according to a 2005 Allied Drive Task Force report that used data from the 2000 U.S. Census. Nearly 40 percent of Allied residents do not have a high school diploma, a disproportionate number of receive public aid, 95% of children participate in the free and reduced lunch program. This neighborhood has the highest number of school age children in the county, mostly headed by single parent households. It is common for residents living in the Allied Drive neighborhood to have limited access to employment, health care, childcare and transportation. The neighborhood also struggles with social problems of alcoholism, mental health, abuse and crime. The majority of residents struggle to meet their basic needs.

### 4. AGENCY GOVERNING BODY

12 How many Board meetings were held in 2011? How many Board meetings has your governing body or Board of Directors scheduled for 2012? 12 11 How many Board seats are indicated in your agency by-laws? Please list your current Board of Directors or your agency's governing body. Jacque Pokorney, President Name Home Address 406 Labelle Lane, Monona, WI Occupation **Physical Therapist** Representing Outside community member Term of Office 2nd Term From: 03/2011 To: 03/2012 Leslie McAllister, Vice President Name Home Address 100 Lakewood Gardens, Madison, WI Occupation Social Worker Representing Outside community member Term of Office From: 10/2010 To: 10/2012 1st Term Name Selena Pettigrew, Secretary Home Address 4613 Atticus Way #103, Madison, WI Occupation Staff at Boys & Girls Club, President of the ADMNA Representing Neighborhood resident Term of Office 2nd Term From: 04/2011 To: 04/2013 Name Barry Hayes, Treasurer Home Address 4605 Crescent Road, Apt. H, Fitchburg, WI Retired, Treasurer for the ADMNA Occupation Representing Neighborhood resident Term of Office 1st Term From 10/2010 To: 10/2012 Jeff Glazer Name Home Address 4210 Lumley Road, Apt. 3, Madison, WI Occupation Lawyer Outside community member Representing Term of Office 1st Term From: 10/2010 To: 10/2012 Name **Christina Kantor** Home Address 621 Sheldon Street, Madison, WI Occupation MPH graduate student Representing Outside community member Term of Office 2nd Term From 03/2011 To: 03/2013 Williemae Conklin Name 4702 Thurston Lane #1, Madison, WI Home Address

From

From:

10/2010

10/2010

To:

To:

10/2012

10/2012

Retired

1st Term

Retired

1st Term

Vivian Allen

Neighborhood resident

Neighborhood resident

810 Vernon Avenue, Madison, WI

Occupation

Representing

Term of Office

Home Address

Term of Office

Occupation Representing

Name

### AGENCY GOVERNING BODY cont.

Name	Carla Dawkins						
Home Address	2310 Allied Drive #3, Madison,	, WI					
Occupation	Staff at Isthmus Weekly						
Representing	Neighborhood resident						
Term of Office	1st Term		From:	05/2011		To:	05/2013
Name							
Home Address							
Occupation							
Representing							
Term of Office			From:			To:	mm/yyyy
Name							
Home Address							
Occupation							
Representing							
Term of Office			From:	mm/yyyy		To:	mm/yyyy
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Home Address							
Occupation							
Representing							
Term of Office			From:	mm/yyyy		To:	mm/yyyy

## AGENCY GOVERNING BODY cont.

Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
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Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy

## COMMUNITY DEVELOPMENT DIVISION

## 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	1	100%	9	100%	40	100%	
GENDER							
MALE	0	0%	2	22%	5	13%	
FEMALE	1	100%	7	78%	35	88%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	1	100%	9	100%	40	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	0	0%	
18-59 YRS	1	100%	8	89%	37	93%	
60 AND OLDER	0	0%	1	11%	3	8%	
TOTAL AGE	1	100%	9	100%	40	100%	
RACE*						0	
WHITE/CAUCASIAN	0	0%	5	56%	11	28%	
BLACK/AFRICAN AMERICAN	1	100%	4	44%	26	65%	
ASIAN	0	0%	0	0%	1	3%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	0	0%	0	0%	2	5%	
Black/AA & White/Caucasian	0	0%	0	0%	1	50%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	1	50%	
BALANCE/OTHER	0	0%	0	0%	0	0%	
TOTAL RACE	1	100%	9	100%	40	100%	
ETHNICITY							
HISPANIC OR LATINO	0	0%	0	0%	2	5%	
NOT HISPANIC OR LATINO	1	100%	9	100%	38	95%	
TOTAL ETHNICITY	1	100%	9	100%	40	100%	
PERSONS WITH DISABILITIES	0	0%	0	0%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

#### 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.

	s the amount of the subtotals that have aggregated from your	2011	2012	2013-14
Acco	unt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	16,950	17,340	26,530
	Taxes	2,518	2,600	3,900
	Benefits	0	0	0
	SUBTOTAL A.	19,469	19,940	30,430
В.	OPERATING			
	All "Operating" Costs	12,225	16,485	17,495
	SUBTOTAL B.	12,225	16,485	17,495
C.	SPACE			
	Rent/Utilities/Maintenance	3,600	3,600	3,600
	Mortgage (P&I) / Depreciation / Taxes	0	0	0
	SUBTOTAL C.	3,600	3,600	3,600
D.	SPECIAL COSTS			
	Assistance to Individuals	2,030	3,000	4,000
	Subcontracts, etc.	0	0	0
	Affiliation Dues	0	0	0
	Capital Expenditure	0	0	0
	Other:	0	0	0
	SUBTOTAL D.	2,030	3,000	4,000
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	2,030	3,000	4,000
	TOTAL OPERATING EXPENSES	37,324	43,025	55,525
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

## 7. PERSONNEL DATA: List Percent of Staff Turnover 0.0%

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.

Not applicable.		

AO: EXPENSE BUDGET - 1 MAY 2, 2012

#### 8. PERSONNEL DATA: Personnel Schedule

#### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2012 2013-14			2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM										
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	D E F			Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE
Community Health Liaison	0.50	17,340	0.75	26,530	19.90	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0.50	17,340	0.75	26,530		0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

TOTAL PERSONNEL COSTS: 26,530

AO: PERSONNEL DATA - 1 MAY 2, 2012

## b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	Е	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS
VISTA* Volunteer	25	500	0.00	0	500.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	25	500		0	500.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## PROPOSAL REVIEW: Staff Review for 2013-2014

## For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: RESPEC	Γ	
2.	Agency Name: ARC Com	munity Services	
3.	Requested Amounts:	2013: \$ 87,778 2014: \$ 87,778	Prior Year Level: \$ 46,803
4.	Project Type: New	Continuing [	
5.	Framework Plan Objectiv  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority: Comment:	·	sed by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:
6.	Anticipated Accomplishm ongoing caseload of 23; 3,6		Goals) 65 unduplicated individuals will be served annually; with
7.	To what extent does the particle Resources Program Goals		ives of the <u>Community Development</u> Division, Community 3-2014?
		bers of low to moderate i	gram Area III A-1 Provide culturally specific or targeted income and/or marginalized groups that increase access to basic community life.
8.	Staff Comments: This program prostitution and the challend trauma, case management, capproaches. This program clients where they are and becapacity and as an advisory	gram model is based on reges of working with this is domestic violence and series well placed geographic building trust and relation group to program design	or research based <u>program design</u> ? esearch in multiple areas which is reflective of the complexity of issue. Research includes criminal justice research, research on xual exploitation, diversion programs and motivational eally to be accessible to the target population, emphasizes meeting ship. Program utilizes peer support both in a direct service and outreach. This program sometimes provides stipends to peer lly by the Women in Mental Health Partnership, through the UW.
9.	to be achieved within the	proposed timeline? Wha	me objectives that are realistic and measurable and are likely at will be the impact on the identified need or problem?
	f Comments: Service goals at each plan that addresses the So		e clearly stated and relevant. Would like agency to provide an no community.
10.	Does the agency, staff and	/or Board experience, q	ualifications, past performance and capacity indicate

**Staff Comments:** Current Board membership seems adequate to provide oversight. Board, Staff, and volunteers are somewhat diverse. Agency and program have consistently met service goals and reports have been complete and on time. Staff qualifications and experience have contributed to the success of this program.

probable success of the proposal?

11.	Is the agency's proposed <u>budget reasonable and realistic</u> , able to <u>leverage additional resources</u> , and demonstrate <u>sound fiscal planning</u> and management?
	<b>Staff Comments:</b> City is the core of the funding for this program which is appropriate given majority of participants reside in the City of Madison, th extensive work with MPD and potential impact on neighborhoods. Fundraising goal seems realistic given history of last few years.
12.	Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support, including volunteers, in-kind support</u> and securing <u>partnerships</u> with <u>agencies and community groups?</u>
	<b>Staff Comments:</b> Agency utilizes volunteers in fundraising, special events planning and implementation. Agency plays key role in two community coordinated response teams that address prostitution and youth sexual exploitation. Also networks with health professionals, AODA and mental health service providers.
13.	To what extent does the applicant propose services that are accessible and appropriate to the needs of

ORGANIZATION:
PROGRAM/LETTER:
OBJECTIVE STATEMENTS:

ARC Community Services, Inc.
A Project RESPECT
OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

RESPECT is a City-County initiated & funded project addressing local prostitution. Originally set up as an alternative to reduce the costs of arrest, prosecution and jail, a 1985 evaluation, found that diversion services in the community would be even less costly & more successful than law enforcement response alone. It was opened by ARC in 1986, by request of the City/District Attorney's offices where the project was housed since 1981. The move successfully increased prevention/intervention efforts. Today, 77% served self-refer. Madison led in recognizing the systemic barriers to accessing services faced by these victims of abuse/violence who are channeled into a dangerous crininal subculture. RESPECTs outreach, case management, & coordinated response model improves utilization of essential services by this vulnerable population. The need for service is high & RESPECT annually exceeds its goal of serving 65 women annually & 23 women at a time.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

RESPECT provides case management, counseling, crisis intervention & referrals to help w omen leave prostitution. Client's lives are characterized by sexual assault, domestic violence, homelessness, poverty & incarceration. It has developed an intensive case management & peer support model promoting safety & successful utilization of community resources through: outreach/motivational counseling; development/implementation of individualized service plans (including obtaining safe housing, law ful source of income/vocational training, trauma recovery, substance abuse treatment, parenting support, health care); & education/advocacy. A client is usually seen tw ice weekly for periods of 6-18 months. RESPECT is located in a 2 story house with reception area suited for informal support & a community computer & telephone available for making appointments & working on individual activities. Space is available for confidential meetings with clients; free food pantry; kitchen where 2 community meals are served monthly; group room for formal group support; educational activities; & donations where women can receive free clothing/household/hygiene items. Assistance with transportation is provided when needed & financial assistance for fees to obtain I.D. cards, GED, or medications while funds last. A peer group of former prostituted women assists with program design and functions as an advanced program activity. All activities focus on building self-worth, awareness, empowerment and pride in accomplishments by offering viable alternatives to prostitution in order to build healthier lives.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

65 unduplicated individuals will be served annually; with ongoing caseload of 23; 4,284 actual service hours 2011; goal 3,000 hours. The following are minimums; 1) 2 hours/week case management sessions for each client; 2) 4 hours per episode individualized service plan with updated revisions for each client; 3) 2.5 hours/weekly peer support group on prostitution; 4) 2-4 hours per month case plan follow-up for each client; 5) 5-10 hours per month crisis intervention; 6) 8 hours per month outreach activities; 7) 8 hours per month networking. These goals are for the core RESPECT program only.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Intensive case management services & individual counseling are provided weekly & more often as needed. Appointments are scheduled during regular business days/hours or at times that meet client needs. Sessions may be 1-3 hrs each depending upon goal to be accomplished. A peer support group meeting is held weekly in the evening. Crisis intervention services are available 24 hrs/7days per week.

CR PROGRAM STANDARD - 1 MAY 2, 2012

#### **COMMUNITY DEVELOPMENT DIVISION**

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	ARC Comm	nunity Services, Inc.	
PROGRAM/LETTER:	Α	Project RESPECT	

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Prostitution involved adults are some of the most marginalized/disadvantaged/vulnerable in society, characterized by poverty level income (95%), chemical dependency (80%), childhood sexual abuse (75%), domestic abuse (80%), sexual assault (82%). Lives are further complicated by homelessness, lack of job skills & incarceration, when compared with general adult jail populations have dropped out of school & begun substance use an average of 2 years earlier. 35% may have post-traumatic stress disorder or HIV qualifying for disability benefits. 73% are mothers & primary caretakers of children.

6. LOCATION: Location of service and intended service area.

Cityw ide service provided at program office at 832 E Johnson St., Allied Wellness Center, 2225 Allied Dr., Joining Forces for Families, 810 W. Badger Rd., in the street or other location as needed.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

Peer based outreach is utilized & service model is developed & provided in a survivor informed intervention context. A peer advisory group comprised of formerly prostituted persons assists with program design & implementation. The group includes: young women, persons of color, transgendered women & gay men. This group emerges from the client pool. This group helps design outreach message, materials & service delivery methods. This group has developed an effective social networks outreach plan, & is developing web-based outreach tools. Respect employs a peer outreach worker who emerges from this group. The peer outreach worker serves as a motivational role model. Staff provides outreach at community centers, treatment facilities and transitional housing programs, street & jail. Staff meets clients "where they are at" & often will provide counseling, case management, crisis intervention & referral services where those involved in prostitution may gather & provides outreach function.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

Two coordinated community response groups are facilitated by program staff. One CCR responds to adult prostitution in South Madison, the other youth sexual exploitation. Participants include city & county law enforcement (neighborhood officers, community policing team members, sensitive crimes detectives & prosecutors). Others include: community social workers, public health nurses, school social workers, youth service providers, victims advocates, offender treatment providers. Also, a network is maintained that includes: emergency room nurses, psychiatric hospital-based social workers, publicly-funded AODA & mental health service providers, emergency shelter providers, jail-based school district teachers, jail-based chaplains, parish nurses, outreach workers/staff at other agencies providing services to marginalized persons. RESPECT regularly coordinates with all these to move a client out of prostitution, to crisis services, to stabilization & into long-term functionality & change.

9. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers assist with fundraising, & special events planning & implementation. Some assist with chaperoning program participants to other events in the community. Volunteers help maintain the donation room by organizing clothing, household & personal care items. Peer advisory group/social networking outreach group members volunteer time & sometimes receive stipends for their service.

10. Number of volunteers utilized in 2011?	
Number of volunteer hours utilized in this program in 2011	?

11
520

ORGANIZATION:

PROGRAM/LETTER:

A Project RESPECT

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

To provide effective services to survivors of prostitution, programs must understand the unique multiple needs & life contexts of those w ho trade sex. Many fear stigmatization & w ill not openly disclose involvement in prostitution to traditional service providers due to the very real risk disclosure poses. She may distrust traditional service providers due to past negative experiences. Many distrust law enforcement & avoid outreach efforts. Some are forced into prostitution by an abusive partner and may be isolated by the abuser from services. She may possess a dual identity as both victim and offender and feels she does not deserve help. She may not view herself as a victim but rather doing w hat it takes to get through her life. Meanw hile due to grow ing poverty, the decline in social services, and the increasing need for safe affordable housing, w omen have become increasingly more vulnerable to exploitation and victimization. This group is disproportionately represented by w omen w ho are low income, of color, and brought up in households impacted by family violence. Prostitution is a system that depends on a supply of marginalized people to continue. While its victims are in need of sexual assault and domestic violence services, it is the systemic barriers to services that marginalized persons face that RESPECT is designed to address. RESPECT provides a specialized safe place that is culturally-competent and experienced using an interdisciplinary social science-based intervention specifically designed to address the multiple needs of victims in this sub-culture.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

ARC was selected to assume operation of the City/County Prostitution Project due to its reputation for successful delivery of services to women offenders. Since then, it has had a successful track record of faithfulness to the original intentions of the project by increasing community referrals/access/utilization & networking with local resources, including the development of satellite service sites & late night street outreach to help address neighborhood concerns, providing direct services in affected neighborhoods & by adapting the project to current realities. Staff regularly provides information & education to groups ranging from neighborhood associations, human service providers, community service groups, and law enforcement on the human and social costs of prostitution and sex trafficking. In 2004, clients participated in dissertation research done at the U.W. School of Social Work. Participants described their experiences at RESPECT as transformative, affecting their sense of self & their worthiness to receive care. The Director brings 26 years of service provision to marginalized persons & has been recognized by the Madison Community Foundation, the Wisconsin Women of Color Network, & Sista House/Voices Beyond Bars for individual excellence, service to women of color& formerly incarcerated, promoting social justice & diversity. The outreach worker brings inspirational, motivating life experience & demonstrated recovery to her work & has received numerous scholarships to continue her education. (See 3.b. Agency Experience)

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

Certified Federal Centers for Disease Control, State of Wisconsin Division of Public Health HIV/AIDS counseling, testing and referral site since 2000.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Program Manager*	1	Atty. with 19/years of Program Management
Case Manager*	0.5	Masters Level Social Work with at least 2 years experience
Outreach Worker*	0.75	Life experience in target group with demonstrated Life Recovery Plan
Program Support*	0.02	*City FTE .88% of Program Manager for Core RESPECT
		*City FTE .50% of Case Manager for Core RESPECT
		*City FTE .17% of Outreach Worker for Core RESPECT
		*City FTE .02% of Program Support for Core RESPECT

CR PROGRAM STANDARD - 3 MAY 2, 2012

CITY OF MADISON

ORGANIZATION:	ARC Comm	RC Community Services, Inc.				
PROGRAM/LETTER:	Α	Project RESPECT				

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

PROVISION OF SAFE PLACE Respect clients participating in dissertation research to study what services are helpful identified the need for safe, nonjudgmental place. Prostituted individuals need to be dealt with separately/differently from other criminal justice populations. (Sallman 2004) DEVELOP ROUTES OUT Frequent convictions, anti-social behavior, perpetrators of abuse may disrupt links to services compounding social exclusion & presents a difficult challenge for those seeking to address underlying issues. Improving access to services is an element of this strategy. (Crime Reduction Program 2006) PROMOTE ACCESS TO ESSENTIAL SERVICES Provide dedicated services to broker the provision of mainstream services. Prostituted women frequently are disengaged from the usual service infrastructures making it difficult for them to access mainstream services without some form of signposting or advocacy. (Mayhew & Mossman 2007) UTILIZE MOTIVATIONAL APPROACH Meet individuals "w here they are at" & enhance their motivation to change. (Martin & Downing 2008) PROVIDE CASE MANAGEMENT & HOLISTIC INTERVENTION IN MULTIPLE DOMAINS This approach is a departure from the punitive approach that strengthens continuing cycles of sexual exploitation. These efforts must address needs for housing, safety, health, economic stability, vocational needs. (SAMHSA TIP 23) PROVIDE TRAUMA INFORMED A PPROACH To be trauma informed does not mean treat trauma onsite rather understand the manifestations of trauma, (Farley 1998) PROVIDE GENDER/CULTURALLY SENSITIVE EDUCATIONAL CONTEXT Empow erment is necessary for women to be able to respond to risk & take appropriate action. (Raffaelli 1998) Culture should be viewed as a strength, greater understanding of cultural strengths helps women empower themselves (Crenshaw 1991) USE PEER BASED SURVIVOR INFORMED INTERVENTION CONTEXT (Kelly 1991) PROVIDE ALTERNATIVES TO INCARCERATION (Crime Reduction Program 2006).

16	<b>ACCESS</b>	FOR I	OW-INCOME	INDIVIDUALS.	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate incor	ne?
What framework do you use to determine or describe participant's or household income status?	(check all that apply)

Number of children enrolled in free and reduced lunch Individuals or families that report 0-50% of Dane County Median Income Individual or family income in relation to Federal Poverty guidelines Other

Χ
Х
Х
Х

100.0%

#### 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

Client self-reporting on initial intake assessment tool. Case Manager track	king on client functionality assessment
tool, service tracking forms, client activity, referral and progress reports.	Individuals served by non City-County
funds are not included in program demographics.	

18. PLEASE DESCRIBE	YOUR USER FEE	STRUCTURE AND	ANY ACCO	MODATIONS N	MADE TO	ADDRESS
ACCESS ISSUES FOR L	OW INCOME INDIV	/IDUALS AND FAM	IILIES.			

Due to the economical marginalization of the target population, all services are provided free of charge.

CR PROGRAM STANDARD - 4 MAY 2, 2012

CITY OF MADISON

ORGANIZATION: ARC Community Services, Inc. PROGRAM/LETTER:

Α Project RESPECT

#### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	78	100%	2	100%	RESIDENCY				
MALE	2	3%	0	0%	CITY OF MADISON	66	85%	$\times$	$\times$
FEMALE	76	97%	2	100%	DANE COUNTY (NOT IN CITY)	12	15%	$\times$	$\times$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	${\mathbb X}$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\geq$	$\geq$
TOTAL RESIDENCY	78	100%	$\geq <$	$\geq <$
AGE				
<2	0	0%	$\times$	$\times$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\times$	$\times$
13 - 17	0	0%	$\times$	$\times$
18 - 29	32	41%	$\geq$	$\geq$
30 - 59	46	59%	$\geq \!$	$\geq \!$
60 - 74	0	0%	$\times$	$\times$
75 & UP	0	0%	$\times$	$\times$
TOTAL AGE	78	100%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	46	59%	0	0%
BLACK/AFRICAN AMERICAN	27	35%	1	50%
ASIAN	1	1%	1	50%
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	4	5%	0	0%
Black/AA & White/Caucasian	1	25%	0	0%
Asian & White/Caucasian	1	25%	0	0%
Am Indian/Alaskan Native & White/Caucasian	2	50%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	0	0%	0	0%
TOTAL RACE	78	100%	2	100%
ETHNICITY				
HISPANIC OR LATINO	0	0%	0	0%
NOT HISPANIC OR LATINO	78	100%	2	100%
TOTAL ETHNICITY	78	100%	2	100%
PERSONS WITH DISABILITIES	29	37%	0	0%

CITY OF MADISON

COMMONITY DEVELOPMENT D	PROGRAM DESCRIPTION	UN <u>CITT</u>	OF WIAD
ORGANIZATION:	ARC Community Services, Inc.		
PROGRAM/LETTER:	A Project RESPECT		
PROGRAM OUTCOMES	Number of unduplicated individual particip	pants served during 2011. 78 Total to be served in 2013. 65	
If applying to OCS, please refer to	orogram outcome. No more than two outcomes per by your research and/or posted resource documents and descriptions of what should be included in the ta	s if appropriate.	
Outcome Objective # 1:	Prostituted individuals will discontinue prostitu accessing & successfully utilizing essential co		
Performance Indicator(s):	At least 60% of all participants will successfull objectives (obatin safe housing, legal source a		
Proposed for 2013:	Total to be considered in 65 perf. measurement	Targeted % to meet perf. measures  Targeted # to meet perf. measure	60%
Proposed for 2014:	Total to be considered in 65 perf. measurement	Targeted % to meet perf. measures Targeted # to meet perf. measure	60% 39
Explain the measurement tools or methods:	Individual Services Tracking Forms; Client Fur Assessment; case files/case plan goals/object Please reference Best Practices on file with O Services to Broker Provision of Mainstream Se Intervention; Treatment of Multiple Domains.	tives; case plan completion activity record k CS #2 Develop Routes Out; #3 Provide De	ceeping. dicated
Outcome Objective # 2:	Individuals involved in prostitution will bypass social/financial costs of crimnal justice involve		ersonal
Performance Indicator(s):	At least 65% of all participants from this difficu RESEPCT diversion program.	ult to reach target population will self-refer to	the
Proposed for 2013:	Total to be considered in 65 perf. measurement	Targeted % to meet perf. measures  Targeted # to meet perf. measure	65% 42.25
Proposed for 2014:	Total to be considered in 65 perf. measurement	Targeted % to meet perf. measures  Targeted # to meet perf. measure	65% 42.25
Explain the measurement tools or methods:	Outreach activities, peer advisory group, collal and referral source record keeping. Please re Safe Place; #6 Provide Trauma Informed Apple Educational Context; #8 Use Peer Based/Surv Shift Paradigm/Provide Alternative to Incarcer.	fer to Best Practices on file with OCS: #1 P roach; #7 Provide Gender/Culturally Sensiti vivor Informed outreach/Intervention Contex	rovide a ive

CR PROGRAM STANDARD - 6 MAY 2, 2012

## **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION: ARC Community Services, Inc.

PROGRAM/LETTER: A Program A PROJECT RESPECT

#### 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
				SPECIAL	
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	12,597	12,597			0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	46,803	36,170	5,911	4,722	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	112,500	79,205	33,295	0	0
FUNDRAISING DONATIONS	25,000	25,000	0	0	0
USER FEES	0		0	0	0
OTHER	13,312	13,312	0	0	0
TOTAL REVENUE	210,212	166,284	39,206	4,722	0

## b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	12,597	9,269	3,328	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	87,778	77,145	4,875	5,758	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	150,000	109,747	26,519	1,790	11,944
FUNDRAISING DONATIONS	22,405	6,559	5,941	9,905	
USER FEES	0	0	0	0	0
OTHER**	13,312	13,312	0	0	0
TOTAL REVENUE	286,092	216,032	40,663	17,453	11,944

## \*OTHER GOVT 2013

Source	Amount	Terms
US Dept. of Justice (OVC)	150,000	Funding specific to different target population/program: domestic human
		trafficking prevention activites.
City Request		\$87,778 request will cover loss of funding (\$37,500 OJA, DHS) that
		supports the core RESPECT program & City Living Wage Mandate
		(\$3,478) to prevent elimination of Case Manager & other FTE reductions
TOTAL	150,000	

## \*\*OTHER 2013

Source	Amount	Terms
United Way Allied Drive	13,312	All United Way funds must be spent on Allied Dr. programs.
NOTE:		City of Madison funds to address local prostitution are the core funds
		upon which other funding is built.
TOTAL	13,312	

AO: PROGRAM BUDGET A - 1 MAY 2, 2012

#### **AGENCY OVERVIEW**

ORGANIZATION:	ARC Comm	unity Services, Inc.
PROGRAM/LETTER:	Α	Program A PROJECT RESPECT

#### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)		

#### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET		ACCOUNT CATEGORY						
	BUDGET		SPECIAL					
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS			
DANE CO HUMAN SVCS	0	0	0	0	0			
DANE CO CDBG	0	0	0	0	0			
MADISON-COMM SVCS	0	0	0	0	0			
MADISON-CDBG	0	0	0	0	0			
UNITED WAY ALLOC	0	0	0	0	0			
UNITED WAY DESIG	0	0	0	0	0			
OTHER GOVT*	0	0	0	0	0			
FUNDRAISING DONATIONS	0	0	0	0	0			
USER FEES	0	0	0	0	0			
OTHER**	0	0	0	0	0			
TOTAL REVENUE	0	0	0	0	0			

#### \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOT	AL 0	

## \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

#### **APPLICATION FOR 2013-2014 FUNDS**

State CN: DUNS #

22107586

#### 1. AGENCY CONTACT INFORMATION Organization ARC Community Services, Inc. Mailing Address 2001 W. Beltline Highway, Suite 102, Madison WI 53713 Telephone (608) 278-2300 (608) 278-2313 FAX **Admin Contact** Karen Kinsey **Financial Contact** Judy Baldwin Website www.arccommserv.com **Email Address** kkinsey@arccommserv.com Legal Status Private: Non-Profit Federal EIN: 51-0163796

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

#### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

### CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

## 3. SIGNATURE

Enter n	ame: Karen Kinsey	
	By entering your initials in the box KDK	you are electronically signing your name and agreeing to the terms listed above
DATE	5/30/2012	

COVER PAGE - 1 MAY 2, 2012

## AGENCY CONTACT INFORMATION

ORGANIZATION ARC Community Services, Inc.

## 1. AGENCY CONTACT INFORMATION

A Program A PROJECT RESPECT	Select an Objective St	tatement from the Drop-Down					
Contact: Jan Miyasaki	New Prg? No	Phone: 608-278-2300	Email: jan@respectmadison.com				
B Program B	Select an Objective St	tatement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
C Program C	Select an Objective St	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
D Program D	Select an Objective St	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
E Program E	Select an Objective St	tatement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
F Program F	Select an Objective St	tatement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
G Program G	Select an Objective St	tatement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
H Program H	Select an Objective St	tatement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				

#### 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	1,222,041	785,764	785,764	12,597	0	0	0	0	0	0	0	773,167
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	46,803	46,803	87,778	87,778	0	0	0	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	37,000	37,000	37,000	0	0	0	0	0	0	0	0	37,000
UNITED WAY DESIG	3,723	4,423	4,423	0	0	0	0	0	0	0	0	4,423
OTHER GOVT	2,429,418	2,673,281	2,751,465	150,000	0	0	0	0	0	0	0	2,601,465
FUNDRAISING DONATIONS	43,293	42,281	29,781	22,405	0	0	0	0	0	0	0	7,376
USER FEES	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	13,312	13,312	13,312	13,312	0	0	0	0	0	0	0	0
TOTAL REVENUE	3,795,590	3,602,864	3,709,523	286,092	0	0	0	0	0	0	0	3,423,431

AO: REVENUE - 1 MAY 2, 2012

#### 3. AGENCY ORGANIZATIONAL PROFILE

#### a. AGENCY MISSION STATEMENT

ARC Community Services, Inc is a private not-for-profit, 501 (c)3 agency providing innovative, women responsive, strengths-based, family focused, community-based wraparound services that are gender & culturally competent to marginalized women & their children/families since 1976. ARC specializes in the research, development & implementation of programming based on current research & best practices for women at risk of criminal activity or prostitution related activities &/or substance abuse on a residential, day treatment & outpatient basis in the City of Madison, Dane County & State of WI.

#### b. AGENCY EXPERIENCE AND QUALIFICATIONS

RESPECT has led the effort to respond to the problem of local prostitution in Madison & promote the understanding of issues faced by persons in prostitution by: PROMOTING PUBLIC HEALTH. Due to its success with accessing this difficult to reach population, in 1999, RESPECT received a grant from the State Div. of Public Health to develop & implement a successful HIV/AIDS peer educator training program. Additional funding was received from the CDC to develop a complex outcome monitoring project. In 2000, RESPECT was selected as a federal demonstration site for community-based HIV counseling, testing & referral services to women in prostitution. In 2005, RESPECT was selected by the State Div. of Public Health for pilot implementation of the Federal CDC's Diffusion of Effective Behavioral Interventions curricula designed to bring evidence-based HIV/AIDS interventions to difficult to reach populations. RESPECT was awarded grants to implement a high-risk African American w omen's empow erment curriculum to provide culturally specific HIV prevention, a brief intervention program form prostituting African American Women, and social networks testing to prostituting men who have sex with men. PREVENTING SEXUAL EXPLOITATION OF YOUTH. In 2006, RESPECT developed and implemented a prevention education curriculum for middle school aged South Madison girls at risk for sexual exploitation. In 2010, RESPECT co-founded the Coordinated Community Response to the Commercial Sexual Exploitation of Children in order to develop adequate services to meet the unique needs of these victims, prevent additional years of trauma, and to divert them away from the criminal justice system. In 2011, RESPECT received a grant from the WI Office of Justice Assistance to conduct a baseline study of sexual exploitation of youth in Dane County. The results of this study are being used to improve data collection and services statewide. BUILDING SAFE NEIGHBORHOODS. Since 2007, RESPECT has administered the Allied Area Partnership Toward Recovery, a peer-based program to promote access to mental health & substance abuse programs, & to support re-entry of formerly incarcerated. Originally funded by grants from WI Div. of Public Health Minority Health & Emerging Neighborhood Fund, it now receives ongoing funding from United Way. In 2007, the Allied Dunn's Marsh Neighborhood Assoc. aw arded RESPECT its "Outstanding Community Organization Award". PARTNERING WITH LAW ENFORCEMENT. In 2007, RESPECT co-founded with South Madison Police Department the Coordinated Community Response to Prostitution. This CCR initiated a late evening street outreach to women in prostitution, & a "JOHN" School, deferred prosecution program for men arrested for buying sex. These projects were funded by the Emerging Neighborhood Fund and Weed & Seed. Working together, RESPECT, MPD and the City Attorney's Office have developed an effective referral system to move women off the streets. In 2008, MPD awarded RESPECT its "Partnership in Building Trust Award". RESPONDING TO HUMAN TRAFFICKING. Since the 1990's, RESPECT has been a member of the Coalition Against Trafficking in Women, a United Nation's non-governmental organization that has led the effort to respond to the conditions and policies that promote the exploitation of women and children in prostitution. In 1998, CATW identified RESPECT, along with groups in Minneapolis, Chicago, San Francisco & Portland, as a U.S. group that truly works to help women out of prostitution & create sustainable alternatives. RESPECT serves on the WI Office of Justice Assistance Anti-Human Trafficking Committee which produced a baseline survey of human trafficking in WI. That study led to the enactment of the WI anti-human trafficking statute in 2008. In 2012, the Committee released anti-human trafficking protocols for social service/medical providers and law enforcement. In 2012, RESPECT delivered a well received training on responding to youth sex trafficking in Dane County. Also in 2012, RESPECT received a grant from the U.S. Department of Justice Office of Victims of Crime to provide comprehensive case management services to domestic victims of human trafficking protected by the federal Trafficking Victims Protection Act. This award recognizes the common trauma and aftereffects survivors of sexual exploitation experience regardless of how they entered prostitution. This work is made possible due to the City of Madison continuing support of RESPECT's core programming & springs from that city commitment. RESPECT has worked to maximize every dollar. The City of Madison is among 5 U.S. cities that recognized the needs of marginalized persons in prostitution decades before other cities & the cost effectiveness of diversion programs. ARC, since 1976 has built a viable social service agency that currently contains 13 individual projects. The administrative/management team possesses over 90 years of administrative fiscal experience in social services with the Executive Director overseeing ARC's growth for over 25 years. The Board of Directors has a stable history of supporting agency service delivery.

## 4. AGENCY GOVERNING BODY

How many Board meetings were held in 2011?						4				
How many Board meetings has	your governing body or Board of [	Directors schedule	ed for 2012?			4				
How many Board seats are indic	cated in your agency by-laws?					4				
Please list your current Board of	Directors or your agency's govern	ning body.								
Name	Karen Kinsey									
Home Address	2001 W. Beltline Highway #102,	Madison WI 5371	3							
Occupation	Executive Director	ecutive Director								
Representing	President									
Term of Office	3 yr. renewable ad infinitum	From:	mm/yyyy	To:	mm/yyyy					
Name	Gerald Mowris									
Home Address	131 W. Wilson St. #1201, Madis	on WI 53703								
Occupation	Attorney									
Representing	Vice President									
Term of Office	3 yr. renewable ad infinitum	From:	mm/yyyy	To:	mm/yyyy					
Name	Amy Bruchs									
Home Address	1 S. Pinckney Stl., Madison WI 5	53711								
Occupation	Attorney									
Representing	Secretary									
Term of Office	3 yr. renewable ad infinitum	From:	mm/yyyy	To:	mm/yyyy					
Name	Jan Froelich									
Home Address	49 Kessel Ct. #210, Madison WI	53711								
Occupation	Certified Public Accountant									
Representing	Treasurer									
Term of Office	3 yr. renewable ad infinitum	From:	mm/yyyy	To:	mm/yyyy					
Name	Morris Reid									
Home Address	825 Hughes Place, Madison WI	53709								
Occupation	Police Officer									
Representing	RESPECT Advisory Committee I	Member								
Term of Office		From:	mm/yyyy	To:	mm/yyyy					
Name	Suzanne Beaudoin									
Home Address	215 S. Hamilton, Madison WI 53	709								
Occupation	District Attorney's Office									
Representing	RESPECT Advisory Committee I	Member								
Term of Office		From:	mm/yyyy	To:	mm/yyyy					
Name	Justine Harris									
Home Address	825 Hughes Place, Madison WI	53709								
Occupation	Sensitive Crimes Detective									
Representing	RESPECT Advisory Committee I	Member								
Term of Office		From:	mm/yyyy	To:	mm/yyyy					
Name	Marci Paulson	•								
Home Address	210 Martin Luther King Jr. Blvd, I	Madison WI 5370	3							
Occupation	Assistant City Attorney									
Representing	RESPECT Advisory Committee I	Member								
Term of Office		From:	mm/yyyy	To:	mm/yyyy					

## AGENCY GOVERNING BODY cont.

Name	JoAnn Gruber Hagen
Home Address	W4048 Kammes Drive, Bellville WI 53508
Occupation	Founder Slave Free Madison
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Deb Anderson
Home Address	115 W. Doty St., Madison WI 53703
Occupation	MMSD Metro Middle and High School - Dane County Jail
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Amy Nobel
Home Address	1501 Jennifer St., Madison WI 53703
Occupation	MMSD Transition Education Program
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Jan Lorch
Home Address	1927 Northport Drive, Madison WI
Occupation	MMSD Transition Learning Center
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Dave Mahoney
Home Address	115 W. Doty St., Madison WI 53703
Occupation	Dane County Sheriff
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Ismael Ozanne
Home Address	215 S. Hamilton St., #3000, Madison WI 53703
Occupation	Dane County District Attorney
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Sharyl Kato
Home Address	831 E. Washington Ave., Madison WI
Occupation	Executive Director, Rainbow Project
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Kelly Anderson
Home Address	2801 Coho St. #301, Madison WI 53713
Occupation	Executive Director, Rape Crisis Center
·	CCR-CSEC Advisory Committee
Representing Term of Office	
Name	Julie Ahnen
Home Address	1202 Northport Drive, Madison WI 53704
Occupation	Manager, Child Protection Services
Representing	CCR-CSEC Advisory Committee
Term of Office	From: mm/yyyy To: mm/yyyy

## AGENCY GOVERNING BODY cont.

Name	Helyn Luisi Mills						
Home Address	6400 Schroeder Road, Madison WI 53707						
Occupation	UW Intervarsity						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name	Jen Burkel						
Home Address	1955 Atwood Ave., Madison WI 53704						
Occupation	Volunteer Coordinator, Youth Services of Southern Wisconsin						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name	Jeanne Schneider						
Home Address	1955 Atwood Ave., Madison WI 53704						
Occupation	Program & Clinical Coordinator, Youth Services of Southern Wisconsin						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name	Gretchen Kubnick						
Home Address	3099 E. Washington Ave., Madison WI 53708						
Occupation	Director of High Risk Juvenile Sex Offender Registry Program, WI DOC						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name	Araceli Alonso						
Home Address	750 Highland Ave., Madison WI 53705						
Occupation	Professor, UW School of Medicine & Public Health, and Women & Gender Studies						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name	Patricia Hrubesky						
Home Address	215 S. Hamilton St., #3000, Madison WI 53703						
Occupation	Director, Dane Co. District Attorney Deferred Prosecution Unit						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name	Judith Reed						
Home Address	2326 S. Park St., #4, Madison WI 53713						
Occupation	Principal, Dane Co. Transition School						
Representing	CCR-CSEC Advisory Committee						
Term of Office	From: mm/yyyy To: mm/yyyy						
Name							
Home Address							
Occupation							
Representing							
Term of Office	From: mm/yyyy To: mm/yyyy						
Name							
Home Address							
Occupation							
Representing							
Term of Office	From: mm/yyyy To: mm/yyyy						

## 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	73	100%	27	100%	34	100%	
GENDER							
MALE	1	1%	5	19%	5	15%	
FEMALE	72	99%	22	81%	29	85%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	73	100%	27	100%	34	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	1	3%	
18-59 YRS	67	92%	24	89%	33	97%	
60 AND OLDER	6	8%	3	11%	0	0%	
TOTAL AGE	73	100%	27	100%	34	100%	
RACE*						0	
WHITE/CAUCASIAN	48	66%	22	81%	19	56%	
BLACK/AFRICAN AMERICAN	19	26%	4	15%	11	32%	
ASIAN	0	0%	0	0%	0	0%	
AMERICAN INDIAN/ALASKAN NATIVE	2	3%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	1	1%	0	0%	1	3%	
MULTI-RACIAL:	0	0%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian		0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	3	4%	1	4%	3	9%	
TOTAL RACE	73	100%	27	100%	34	100%	
ETHNICITY							
HISPANIC OR LATINO	3	4%	1	4%	3	9%	
NOT HISPANIC OR LATINO	70	96%	26	96%	31	91%	
TOTAL ETHNICITY	73	100%	27	100%	34	100%	
PERSONS WITH DISABILITIES	5	7%	2	7%	3	9%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

#### 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.

	= = = = = = = = = = = = = = = = = = = =	2011	2012	2013-14
Accou	nt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	2,103,015	2,003,804	2,050,905
	Taxes	181,123	196,137	200,895
	Benefits	423,203	533,467	551,465
	SUBTOTAL A.	2,707,341	2,733,408	2,803,265
В.	OPERATING			
	All "Operating" Costs	674,329	487,258	478,748
	SUBTOTAL B.	674,329	487,258	478,748
C.	SPACE			
<u> </u>	Rent/Utilities/Maintenance	402,401	371,601	414,253
	Mortgage (P&I) / Depreciation / Taxes	0	0	,
	SUBTOTAL C.	402,401	371,601	414,253
D.	SPECIAL COSTS	+		
	Assistance to Individuals	11,519	10,597	13,257
	Subcontracts, etc.	0	0	0
	Affiliation Dues	0	0	0
	Capital Expenditure	0	0	0
	Other:	0	0	0
	SUBTOTAL D.	11,519	10,597	13,257
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	11,519	10,597	13,257
	TOTAL OPERATING EXPENSES	3,795,590	3,602,864	3,709,523
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

## 7. PERSONNEL DATA: List Percent of Staff Turnover

11.0%

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.

Obviously lack of/or minimal cost to continue by most funding sources combined with normal increases for agency costs such as rent, utilities, etc. & especially health insurance effects staff retention issues by inability to give salary increases & keep salaries at market value leveles. ARC attempts to keep up by adding new sources of funding/orojects which with the recession has become less possible as well. Stagnant salaries have become an increasiang staff retention problem.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

#### 8. PERSONNEL DATA: Personnel Schedule

#### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2012 2013-1		3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM										
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director*	1.00	100,000	1.00	100,000	48.08	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.98
Assistant Director*	0.50	37,500	0.50	37,500	36.06	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.48
Directors of Program Services*	3.00	198,500	3.00	198,500	31.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
Senior Accountant*	1.00	50,000	1.00	50,000	24.04	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.98
Accountant*	1.00	40,000	1.00	40,000	19.23	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.98
Executive Assistant*	1.00	43,000	1.00	43,000	20.67	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.98
Secretary/Charged Multiple Proj.	1.00	24,003	1.00	24,003	11.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Program Managers*	8.00	348,120	8.00	348,120	20.92	0.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.12
AODA Treatment Director*	1.00	45,000	1.00	45,000	21.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Vocational Educational Specialist*	1.00	33,000	1.00	33,000	15.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Social Wrokers*	4.00	131,000	4.00	131,000	15.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00
AODA Counselors*	6.00	212,000	6.00	212,000	16.99	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.00
Case Managers*	7.00	208,000	7.50	225,500	14.46	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.00
Parent Educator*	1.00	33,000	1.00	33,000	15.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
House Managers*	1.88	46,108	1.88	46,108	11.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.88
Health Educator*	0.80	34,000	0.80	34,000	20.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.80
Women's Community Specialist*	1.00	38,000	1.00	38,000	18.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Outreach Worker	0.75	17,160	0.92	23,306	12.19	0.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
Family Therapist/Women's Tx. Spec*	2.75	106,000	2.75	106,000	18.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.75
Childcare Teacher*	0.93	22,126	0.93	22,126	11.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.93
Anti-Human Trafficking Coordinator*	0.50	20,000	0.50	20,000	19.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
Relief/Overnight Counselors	10.70	217,287	11.70	240,742	10.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	11.70
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	55.81	2,003,804	57.48	2,050,905		1.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	55.83

TOTAL PERSONNEL COSTS: 2,050,905

AO: PERSONNEL DATA - 1 MAY 2, 2012

## b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	Е	F	G	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Supported	d Employment					
2.	Agency Name: Chrysalis						
3.	Requested Amounts:	2013: \$ 45,000 2014: \$ 45,000	Prior Year Level: \$ 0				
4.	Project Type: New 🗵	Continuing [					
5.	Framework Plan Objectiv  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority:  Comment:	•	ssed by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:				
6.	of employment support, to 2	20 additional mental heal	<b>Goals</b> ) Provide service to 20 new clients, and around 1,000 hours Ith clients. This program focuses on employment but takes a ough community intergration and self sufficiency.				
7.	To what extent does the particle Resources Program Goals		tives of the <u>Community Development</u> Division, Community 3-2014?				
			s II priority A1, provides targeted support services to members of that increase access and basic resources and increase participation				
8.	Does the proposal incorporate an innovative and/or research based <u>program design</u> ? Staff Comments: Yes, evidence based supported employment is the most effective to achieve permanent employment (becker& Drake, 2003). Agency provides various sources supporting program as best practice. Program is targeted specifically to adults living with severe and persistent mental illnesses- Schizophrenia, Major depresssion, and Bipolar disorder.						
9.			ome objectives that are realistic and measurable and are likely at will be the impact on the identified need or problem?				
	Staff Comments: Outcome	es and objectives are appr	copiate and achievable.				
10.	Does the agency, staff and probable success of the pr		<u>qualifications, past performance</u> and <u>capacity</u> indicate				
	<b>Staff Comments:</b> Staff and cultural diversity.	l Board have member wit	th various experience and qualificiations. Board and staff lack				
11.	Is the agency's proposed <u>t</u>	budget reasonable and 1	realistic, able to leverage additional resources, and				

demonstrate sound fiscal planning and management?

Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support, including volunteers, in-kind support</u> and securing <u>partnerships</u> with <u>agencies and community groups?</u>
<b>Staff Comments:</b> Agency has continued to collaborate with many agencies and mental health providers. Due to specific qualifications needed to work with this population, no volunteers are used.
To what extent does the applicant propose services that are accessible and appropriate to the needs of <u>low income individuals</u> , <u>culturally diverse</u> populations and/or populations with specific <u>language barriers</u> and/or <u>physical or mental disabilities?</u>
<b>Staff Comments:</b> Program works with low income individuals. It is not clear if they have capacity to deal with language barriers.
Follow up questions for Agency: Has agency ever considered working with Kajsiab House? Where do you get referrals? What employers do you work with?
Staff Recommendation
☐ Not recommend for consideration
<b>⊠</b> Recommend for consideration
Recommend with Qualifications Suggested Qualifications:

Staff Comments: Yes, agency seems to do well findraising and has many funders including United Way and Dane

County. City funding will go specifically to City of Madison residents.

12.

**13.** 

ORGANIZATION:

PROGRAM/LETTER:

OBJECTIVE STATEMENTS:

Chrysalis

A Supported Employment

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Approximately 70 percent of unemployed adults with mental illness want to work. Employment addresses not only financial barriers; it provides structure and routine in an individual's life. Work improves one's feelings of self-worth and overall self-esteem. The current U.S. unemployment rate is nine percent, but an unemployment rate of 90 percent is common for people with severe mental illnesses. Adults living with severe mental illnesses have a higher rate of unemployment than any disability group. Madison currently provides community mental health treatment to over 1,500 individuals; the majority of whom experience extreme poverty, and have had little success obtaining and securing employment. Fifty of these individuals receive Chrysalis Supported Employment services (SE). By expanding the SE program Chrysalis will be able to support an additional 20 clients and connect them to meaningful work experience.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The Chrysalis SE program provides adults living with mental illness in Dane County the support they need to enter or re-enter the workforce. Using the evidence-based practice of Individual Placement and Support (IPS) model of SE, adults living with severe and persistent mental illness in Madison are provided services based on one criterion, their interest in work. Medication noncompliance, alcohol and other drug use, and history with the criminal justice system do not disqualify an individual from SE. IPS SE principles emphasize the following program characteristics: Every person with a severe mental illness who wants to work is eligible. Chrysalis will work with each person individually to obtain competitive employment, and honor client preferences. This job search starts soon after a person expresses interest in working and involves coordination and integration with the mental health treatment team (including psychiatrists, therapists, case managers, and family). SE staff develop relationships with employers based upon client preferences. During this process, personalized benefits counseling is provided to ensure the individual understands how work will affect his or her government benefits, as many people fear losing their medical benefits while working due to lack of information. These supports are continuous as the time it takes to find and maintain employment varies for each person. By expanding the Chrysalis SE program, Chrysalis can support more individuals along their path of recovery to employment, community integration, and economic stability.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

In 2011, 25 Chrysalis clients w orked over 12,000 hours, collectively earning over \$1,000,000. The Chrysalis employer netw ork includes more than 20 community businesses. Chrysalis is proposing the hiring of an additional SE staff member, to provide over 1,000 hours of employment support (e.g. job searching, coaching, and retention) to 20 additional mental health clients. In addition to employment, Chrysalis focuses on improving quality of life, through community integration and self-sufficiency. This program is sustainable beyond the two-year grant cycle through a contract with Dane County.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Chrysalis offices are open Monday-Friday, 8:30am-4:30pm. SE Staff members are contracted to w ork 40 hours a w eek w ith the flexibility to adjust their schedules in order to meet client needs. This allows staff to provide on-the-job support to clients after regular Chrysalis business hours and on w eekends. Staff has w eekly contact w ith clients via in-person meeting, by phone or email.

CR PROGRAM STANDARD - 1 MAY 2, 2012

#### **COMMUNITY DEVELOPMENT DIVISION**

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	Chrysalis	
PROGRAM/LETTER:	Α	Supported Employment

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

The Chrysalis SE program serves adults living in Dane County, the majority of whom live in Madison, with severe and persistent mental illnesses, and an interest in competitive employment. The most prominent diagnoses of persons served at Chrysalis are, Schizophrenia, Major Depression, and Bipolar Disorder. The vast majority of individuals served are living below the national poverty level, and are presented with other challenges, including substance abuse, physical disability, and/or cognitive disability. Clients range in age from 20 to 75.

6. LOCATION: Location of service and intended service area.

Chrysalis is located at 1342 Dew ey Court, Madison, WI 53703. SE staff spend the majority of their time out of the office facilitating client community integration.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

Chrysalis is the sole agency in Madison w hose mission is to provide employment support to persons in the community w ho have mental illnesses, and is currently receiving a surplus of referrals for services. The majority of people receiving mental health treatment are not receiving sufficient employment services. Mental health treatment providers understand that employment is an extremely important component of recovery, but do not have the resources to provide SE services. Chrysalis is currently integrating services with the Madison mental health community. Increasing involvement through weekly meetings with Journey Mental Health Center Community Support Programs, SOAR Case Management, and Tellurian's Community Intervention Team, will allow Chrysalis to improve services and better target individuals in need of support. Chrysalis will educate the community of the employment needs of this population through community presentations and participation in Community Shares of Wisconsin.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

Recent efforts have been made to strengthen community partnerships. Chrysalis staff are w orking w ith mental health providers to ensure that client treatment plans are being developed in a holistic manner. In addition to securing employment, many SE clients also experience barriers related to education, transportation, and history w ith the criminal justice system. Through w eekly meetings w ith the community agencies, these barriers are addressed as a team, increasing one's likelihood of securing employment as w ell as reducing hospitalization rates. Within the past year, Chrysalis has been w orking closing w ith Dane County Human Services to become an approved Community Recovery Services (CRS) program site. This Medicaid benefit covers activities necessary to assist individuals obtain and maintain competitive employment. A Federal reimbursement for supported employment services assures the stability of the Chrysalis SE program.

9. VOLUNTEERS: How are volunteers utilized in this program?

Each year the University of Wisconsin-Madison School of Social Work and School of Education's Rehabilitation Psychology Departments provide Chrysalis with Masters level interns to increase our service capacity. Students facilitate employment activities, such as, vocational assessments, resume writing, job development, job coaching, and follow-along supports.

10. Number of volunteers utilized in 2011?	
Number of volunteer hours utilized in this program in 2011	?

2
120

ORGANIZATION:	Chrysalis	
PROGRAM/LETTER:	Α	Supported Employment

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Individuals with mental illness often bear a stigma in society as having negative qualities such as being weak or unintelligent. Education on the benefits of work for adults living with mental illness is needed, not only for the general public, but for mental health treatment providers and individuals living with mental illness. Chrysalis staff participation during weekly mental health team meetings will act as a consistent reminder that work is not only possible for adults with severe and persistent mental illnesses, but that securing employment can be an extremely powerful tool for mental health recovery and self-sufficiency. The process of finding work takes a significant amount of time for many individuals living with mental illnesses. Stigma, as well as, in most cases, lack of employment history, lengthen this process. The frustration of dealing with rejection is a reality for many job seekers. This frustration can lead to discouragement and abandonment of one's goal of employment. This is an issue for any individual, but the problem is compounded when one is already depressed or has other mental illness. Involving the treatment team in the job search process provides the client with the support necessary to persist and succeed. By expanding and improving SE services, Chrysalis will address these barriers, and increase aw areness to clients, treatment providers, and the general public, around the possibility, and benefits of employment for adults living with mental illness.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Chrysalis has been providing innovative vocational services as a private 501(c)(3) non-profit organization to the Madison community since 1980. The founders wanted to avoid following a trend at the time, which was to provide mental health support in sheltered workshops. These founders believed that real-life experiences were more powerful and lasting than those consisting of isolated and confined interactions. Therefore, the Chrysalis SE Program emerged and, to this day, Chrysalis focuses on providing community-based vocational services. Over the last 30 years Chrysalis has helped hundreds of adults living with mental illness to have meaningful work experiences. As one client shares, "Chrysalis gives me stability in my life. [Chrysalis staff] has encouraged me to keep my job even when it is hard to get up in the morning. It has been a long journey from 20 years ago when I was first diagnosed to today and Chrysalis has been a big part of it."The Chrysalis staff hold Masters degrees in Social Work, Rehabilitation Psychology, and Intercultural Youth and Family Development. Four of the seven Chrysalis employees are Certified Peer Specialists, who have not only lived with mental illness, but also have had formal training on how to use their own personal recovery story to empower other adults living with mental illness. All staff shares a philosophy that enables individuals with mental illnesses to play an active role in their treatment, and increase personal self-determination and self-esteem.

<ol><li>LICENSING OR ACCREDITATION: Report progra</li></ol>	ım licensing, accreditation or	certification standards	currently applied.
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N/A		

## 14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Executive Director	0.5	Masters in Social Work
Lead Employment Specialist	1	Masters in Rehabilitation Psychology
Employment Specialist	1	Masters in Intercultural Youth and Family Development
Employment Specialist	1	Bachelors in Social Work, Certified Peer Specialist
Employment Specialist	1	Bachelors/Masters degree in a realted field, or relevant experience

CR PROGRAM STANDARD - 3 MAY 2, 2012

**CITY OF MADISON** 

		TROOM DECOME THOM	
ORGANIZATION:	Chrysalis		
PROGRAM/LETTER:	Α	Supported Employment	
The great majority of people supported employment is cu Consumer surveys often fir	practice frame w ith severe urrently the mand that assist	neworks you have utilized in developing this program.  The mental illness desire competitive employment, and evidence-based most effective w ay to help them achieve their goal (Becker & Drake, 20 tance w ith employment is a major unmet need, sometimes unrecognized Ross, Roth & Lauber, 2000). Work in regular community settings helps	ed
reduce disability, boredom, not have disabilities is the minto their communities (Beck The empirical evidence for sexperimental studies and 10 one review (Bond, Drake, Memployment over 12 to 18 mbased supported employme experienced significant gair improved self-esteem (Bond, hardest barrier to overcome	fear, social is nost concrete ker & Drake, 2 supported en Drandomized flueser, & Bernonths, compent found that as in the aread, Resnick et e and is usua	solation, discrimination, and stigma. Employment alongside others who e way that people with severe mental illness can become truly integra	o do ited o ve nd e ith
16. ACCESS FOR LOW-INCOM	1E INDIVIDU <i>F</i>	ALS AND FAMILIES	
What percentage of this program	n's participant	ts do you expect to be of low and/or moderate income?	100.0%
What framework do you use to d	determine or o	describe participant's or household income status? (check all that apply)	
	Number of cl	hildren enrolled in free and reduced lunch	
	Individuals o	or families that report 0-50% of Dane County Median Income	
	Individual or Other	family income in relation to Federal Poverty guidelines	Х
17. HOW IS THIS INFORMATIO			
information is collected durif	ig the intake	process through a Chrysalis assessment tool.	
18. PLEASE DESCRIBE YOUR ACCESS ISSUES FOR LOW IN		STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS //IDUALS AND FAMILIES.	
This program is provided fre	ee of charge	to participants.	
	3		

CR PROGRAM STANDARD - 4 MAY 2, 2012

**CITY OF MADISON** 

ORGANIZATION:	Chrys	alis	
PROGRAM/LETTER:	Α	Suppo	rted Employment

#### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	50	100%	3	100%	RESIDENCY				
MALE	27	54%	1	33%	CITY OF MADISON	41	82%	$\times$	$>\!\!<$
FEMALE	23	46%	2	67%	DANE COUNTY (NOT IN CITY)	9	18%	$\times$	$>\!\!<$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$>\!\!<$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY		0	0%	$\sim$	$\sim$
TOTAL RESIDENCY		50	100%	> <	$\times$
AGE					
<2		0	0%	$\times$	Х
2 - 5		0	0%	$\times$	$\times$
6 - 12		0	0%	$\times$	$\times$
13 - 17		0	0%	$\times$	$\times$
18 - 29		8	16%	$\times$	$\times$
30 - 59		37	74%	$\times$	$\times$
60 - 74		4	8%	$\times$	$\times$
75 & UP		1	2%	$\times$	$\times$
TOTAL AGE		50	100%	$\times$	$\times$
RACE					
WHITE/CAUCASIAN		34	68%	3	100%
BLACK/AFRICAN AMERICAN		14	28%	0	0%
ASIAN		1	2%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE		1	2%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER		0	0%	0	0%
MULTI-RACIAL:		0	0%	0	0%
Black/AA & White/Caucasian	0		0%	0	0%
Asian & White/Caucasian	0		0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0		0%	0	0%
Am Indian/Alaskan Native & Black/AA	0		0%	0	0%
BALANCE/OTHER		0	0%	0	0%
TOTAL RACE		50	100%	3	100%
ETHNICITY					
HISPANIC OR LATINO		0	0%	0	0%
NOT HISPANIC OR LATINO		50	100%	3	100%
TOTAL ETHNICITY		50	100%	3	100%
PERSONS WITH DISABILITIES		50	100%	0	0%

COMMUNITY	DEVEL	OPMENT	DIVISION
-----------	-------	--------	----------

COMMUNITY DEVELOPMENT DIV	PROGRAM DESCRIPTION	CITY OF MAD
ORGANIZATION:	Chrysalis	•
PROGRAM/LETTER:	A Supported Employment	
PROGRAM OUTCOMES	Number of unduplicated individual participants served during 2011.  Total to be served in 2013.	50 70
Complete the following for each pro	gram outcome. No more than two outcomes per program will be reviewed.	
	our research and/or posted resource documents if appropriate.  I descriptions of what should be included in the table below.	
Outros Objective #4	20 unduplicated adults living with mental illness in Madison will be provide	d with supported
Outcome Objective # 1:	employment services.	a with supported
Performance Indicator(s):	Chrysalis staff will complete the intake process and begin supported emplunduplicated adults with mental illness living in Madison.	syment services to 20
Proposed for 2013:	Total to be considered in 20 Targeted % to meet per	f. measures 100%
	perf. measurement Targeted # to meet pe	erf. measure 20
Proposed for 2014:	Total to be considered in 20 Targeted % to meet per	f. measures 100%
	perf. measurement Targeted # to meet pe	erf. measure 20
Explain the measurement cools or methods:	Chrysalis staff will coordinate with community mental health treatment tea and complete the intake process. Twenty new referrals will be accepted on New referrlas will be accepted as individuals secure employment and no los support, or decide they are not longer interested in participating in the supprogram.	ver a four month period. onger need Chrysalis
Outcome Objective # 2:	The Supported Employment staff will provide 1,000 hours of employment individuals with mental illness address their goal of competitive employment	
Performance Indicator(s):	Chrysalis staff will document hours spent conducting vocational assessme plans, job developing, job coaching, and providing follow along support.	
Proposed for 2013:	Total to be considered in 20 Targeted % to meet per	f. measures 100%
	perf. measurement Targeted # to meet pe	erf. measure 20
Proposed for 2014:	Total to be considered in 20 Targeted % to meet per	f. measures 100%
	perf. measurement Targeted # to meet pe	erf. measure 20
Explain the measurement tools or methods:	Staff document hours, and content of time spent providing the services me progress is reviewed every three months. During this time work goals are individual objectives are created. The overall goal of competitive employm however, due to the varience in amount of time needed to accomplish this	addressed and ent is always a focus,

related successes (ie. employer contacts jobs applied for, interviews) are recognized and celebrated.

## **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	Chrysalis	
PROGRAM/LETTER:	Α	Supported Employment

## 10. PROGRAM BUDGET

a. 2012 BUDGETED			ACCOUNT	CATEGORY	
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

## b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	45,000	41,000	4,000	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	45,000	41,000	4,000	0	0

## \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
TOTAL	0	

## \*\*OTHER 2013

- · · · - · · · · · · · · · · · · · · ·				
Source	Amount	Terms		
	0			
	0			
	0			
	0			
	0			
TOTAL	0			

ORGANIZATION:	Chrysalis	
PROGRAM/LETTER:	Α	Supported Employment

#### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e. expansions or parrowing in target population, scope and level of services, geographic area to be served, etc.)

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).					
N/A					
b. 2014 COST EXPLANATION					

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

N/A			

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY				
	BUDGET				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

#### \*OTHER GOVT 2014

***************************************			
Source	Amount	Terms	
	0		
	0		
	0		
	0		
	0		
TOTAL	0		

## \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

#### **APPLICATION FOR 2013-2014 FUNDS**

1. AGENCY CONTACT INFORMATION			
Organization	Chrysalis	Madison	
Mailing Address	1342 Dewey Court		
Telephone	608-256-3102	\$c. 🛦	
FAX	608-256-3103	*5 A	
Admin Contact	Dani Rischall	£ 20	
Financial Contact	Jim Stirniman		
Website	www.workwithchrysalis.org	CDBG	
Email Address	rischall@workwithchrysalis.org	CITY OF MADISON  Community	
Legal Status	Private: Non-Profit	Development Block Grant Program	
Federal EII	N: 39-1343633		
State Cf	N:		
DUNS	#		

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

## LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

## CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

## 3. SIGNATURE

Enter n	ame:	Dani Rischall		]	
	By er	ntering your initials in the box DR	you are electron to the terms liste	nically signing your name and agreein	g
DATE		5/14/2012			

COVER PAGE - 1 MAY 2, 2012

## AGENCY CONTACT INFORMATION

ORGANIZATION Chrysalis

# 1. AGENCY CONTACT INFORMATION

Supported Employment	OCS: Access to Res	OCS: Access to Resources A1: Targeted Services (CSC)							
Contact: Dani Rischall	New Prg? Yes	Phone: 608-256-3102	Email: rischall@workwithchrysalis.org						
Program B	Select an Objective	Statement from the Drop-Down							
Contact:	New Prg?	Phone:	Email:						
Program C									
Contact:	New Prg?	Phone:	Email:						
Program D	Select an Objective	Statement from the Drop-Down							
Contact:	New Prg?	Phone:	Email:						
Program E	Select an Objective	Statement from the Drop-Down							
Contact:	New Prg?	Phone:	Email:						
Program F	Select an Objective	Statement from the Drop-Down							
Contact:	New Prg?	Phone:	Email:						
Program G	Select an Objective	Statement from the Drop-Down							
Contact:	New Prg?	Phone:	Email:						
Program H	Select an Objective	Statement from the Drop-Down							
Contact:	New Prg?	Phone:	Email:						

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	Е	F	G	Н	Non-City
DANE CO HUMAN SVCS	212,250	231,197	234,764	0	0	0	0	0	0	0	0	234,764
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	0	0	45,000	45,000	0	0	0	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0	0	0	0	0	0	0	0
OTHER GOVT	16,850	12,100	15,000	0	0	0	0	0	0	0	0	15,000
FUNDRAISING DONATIONS	22,284	22,000	25,000	0	0	0	0	0	0	0	0	25,000
USER FEES	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	5,179	11,800	1,800	0	0	0	0	0	0	0	0	1,800
TOTAL REVENUE	256,563	277,097	321,564	45,000	0	0	0	0	0	0	0	276,564

AO: REVENUE - 1 MAY 2, 2012

# 3. AGENCY ORGANIZATIONAL PROFILE

	MISSION STATEMENT is provides individualized vocational and work-related services to persons in our community who have
	Inesses.
AGENCY E	EXPERIENCE AND QUALIFICATIONS
Madison	is has been providing innovative vocational services as a private 501(c)(3) non-profit organization to the n community since 1980. The founders w anted to avoid following a trend at the time, w hich w as to provi nealth support in sheltered w orkshops. These founders believed that real-life experiences w ere more
pow erfu	ul and lasting than those consisting of isolated and confined interactions. Therefore, the Chrysalis SE nemerged and, to this day, Chrysalis focuses on providing community-based vocational services. Over
experier	30 years Chrysalis has helped hundreds of adults living with mental illness to have meaningful work nces. As one client shares, "Chrysalis gives me stability in my life. [Chrysalis staff] has encouraged me
was firs	/ job even w hen it is hard to get up in the morning. It has been a long journey from 20 years ago w hen I st diagnosed to today and Chrysalis has been a big part of it."The Chrysalis staff hold Masters degrees i Vork, Rehabilitation Psychology, and Intercultural Youth and Family Development. Four of the seven
Chrysali	is employees are Certified Peer Specialists, who have not only lived with mental illness, but also have haraining on how to use their own personal recovery story to empower other adults living with mental
	All staff shares a philosophy that enables individuals with mental illnesses to play an active role in their nt, and increase personal self-determination and self-esteem.
ı	

### 4. AGENCY GOVERNING BODY

How many Board meetings were held in 2011?

How many Board meetings has your governing body or Board of Directors scheduled for 2012?

6

How many Board seats are indicated in your agency by-laws?

5 to 9

Please list your current Board of Directors or your agency's governing body. Name Kristina Young Home Address 4218 Winnequah Rd., Monona, WI 53716 Relationship Banker Occupation Johnson Bank Representing Term of Office First From 01/2010 To: 01/2013 **Nadia Damm** Name Home Address 3171 Collingwood Dr., Sun Prairie, WI 53590 Occupation Psychologist Representing Self Term of Office First 01/2010 To: 01/2013 From: Name **Brad Schlough** Home Address 4506 Wakefield St., Madison, WI 53711 Occupation Rehab Psych, Area Manager Representing Journey Mental Health Center Term of Office From: 01/2011 To: 01/2014 Second Name Wendy Stanislawski Home Address 2114 S. Thompson, Madison, WI 53716 Marketing Communications Specialist Occupation Representing CSM Companies, Inc. Term of Office First From: mm/yyyy To: mm/yyyy **Heather Dunn** Name Home Address 333 W. Dayton St. Apt. #310, Madison, WI 53703 Occupation Lab Technician University of Wisconsin - Madison Representing Term of Office Second From: 01/2010 To: 01/2013 Name **Brody Richter** Home Address 2 East Mifflin St. Ste 600, Madison, WI 53703 Occupation Attorney DeWitt Ross & Stevens Representing Term of Office Second From 01/2011 To: 01/2014 Colleen Mahoney Name 205 N. 3rd St., Madison, WI 53704 Home Address Occupation Assistant Professor Representing University of Wisconsin - Madiso, School of Social Work Term of Office Second From: 01/2011 To: 01/2014 **Elliott Veith** Name 821 University Ave. Madison, WI 53706 Home Address Development Unit Manager Occupation Representing Wisconsin Public Television Term of Office First 01/2012 To: 01/2015 From:

# AGENCY GOVERNING BODY cont.

•		
Name		
Home Address		
Occupation		
Representing		
Term of Office	From:	mm/yyyy To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From:	mm/yyyy To: mm/yyyy
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Term of Office	From:	mm/yyyy To: mm/yyyy
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Term of Office	From:	mm/yyyy To: mm/yyyy

# AGENCY GOVERNING BODY cont.

Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
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Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	7	100%	8	100%	0	0%	
GENDER							
MALE	3	43%	2	25%	0	0%	
FEMALE	4	57%	6	75%	0	0%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	7	100%	8	100%	0	0%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	0	0%	
18-59 YRS	6	86%	8	100%	0	0%	
60 AND OLDER	1	14%	0	0%	0	0%	
TOTAL AGE	7	100%	8	100%	0	0%	
RACE*						0	
WHITE/CAUCASIAN	7	100%	8	100%	0	0%	
BLACK/AFRICAN AMERICAN	0	0%	0	0%	0	0%	
ASIAN	0	0%	0	0%	0	0%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	0	0%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	0	0%	0	0%	0	0%	
TOTAL RACE	7	100%	8	100%	0	0%	
ETHNICITY							
HISPANIC OR LATINO	0	0%	0	0%	0	0%	
NOT HISPANIC OR LATINO	7	100%	8	100%	0	0%	
TOTAL ETHNICITY	7	100%	8	100%	0	0%	
PERSONS WITH DISABILITIES	5	71%	1	13%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

### 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.

	The amount of the outstand that have aggregated from your	2011	2012	2013-14
Αςςοι	ınt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	157,408	173,560	209,527
	Taxes	12,530	14,492	16,992
	Benefits	28,784	35,447	41,447
	SUBTOTAL A.	198,722	223,499	267,966
В.	OPERATING	+		
	All "Operating" Costs	27,701	27,802	27,802
	SUBTOTAL B.	27,701	27,802	27,802
C.	SPACE	+		
	Rent/Utilities/Maintenance	25,627	25,796	25,796
	Mortgage (P&I) / Depreciation / Taxes	0	0	0
	SUBTOTAL C.	25,627	25,796	25,796
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	252,050	277,097	321,564
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

### 7. PERSONNEL DATA: List Percent of Staff Turnover

42.0%

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.

In 2011, the Executive Director as well as the Lead Employment Specialist resigned after five years of employment at Chrysalis. The Board and staff searched nationwide for an Executive Director. Chrysalis was committed to bringing in the best person possible to sustain staff numbers while successfully running the organization and meeting the needs of its clients. To address staff turnover Chrysalis has implemented an exit interview process, and works closely with staff to insure staff development is incorporated into job duties. To-date in 2012, Chrysalis has not had any staff turnover.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

### 8. PERSONNEL DATA: Personnel Schedule

### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2	2012	201	3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	1.00	42,000	1.00	43,260	20.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Employment Specialist	3.00	82,520	3.00	84,995	13.13	1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.50
Work Center Supervisor	1.00	26,500	1.00	27,295	13.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Work Center Assistant	1.00	22,360	1.00	22,360	10.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	6.00	173,380	6.00	177,910		1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.50

TOTAL PERSONNEL COSTS: 177,910

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	Е	F	G	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: SEA Refe	rral			
2.	Agency Name: Freedom,	Inc.			
3.	Requested Amounts:	2013: \$ 30,00 2014: \$ 30,00		Year Level: \$ 11,274	
4.	Project Type: New	] Cont	inuing $oxtimes$		
5.	Framework Plan Objectiv  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority: Comment:	-	-	roposed by Activity:  UI Child(ren) &Famil VII Seniors Priority:	ly Priority:
6.	Anticipated Accomplishme East Asian people in order t			Provide information and referral sneeds.	ervices to 500 South
7.	To what extent does the program Goals			ne <u>Community Development</u> Di	vision, Community
		to moderate inc	ome and/or margi	III A-1 Provide culturally specific nalized groups that increase access	
8.	<b>Staff Comments:</b> Proposal agencies that provide service	l cites no researces to the South I sed to be clarified	ch, but works unde East Asian commu d. Agency may be	rch based program design?  er best practice according to Nationity. Proposed program hours an effit from collaboration with other edical concerns.	re greater than staff
9.				ctives that are realistic and mea the impact on the identified ne	
		and proposed st	affing levels can a	easurement outcomes repeat and ccomplish. With so many clients or clients.	
10.	Does the agency, staff and probable success of the pro-		rience, qualificat	ions, <u>past performance</u> and <u>cap</u>	<u>acity</u> indicate
	seem adequate to provide ap	propriate oversi	ight to organizatio	experience and diversity of experience reports have not always a history providing service	ys been on time in other

11. Is the agency's proposed <u>budget reasonable and realistic</u>, able to <u>leverage additional resources</u>, and demonstrate <u>sound fiscal planning</u> and management?

Does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including **12.** volunteers, in-kind support and securing partnerships with agencies and community groups? Staff Comments: Agency has access to volunteers. Due to offering services to LGBTQ who are African American, is agency currently collaborating or partnering with agencies such AVID/TOPS to reach teens, but also as a support to the agency. To what extent does the applicant propose services that are accessible and appropriate to the needs of low **13.** income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities? Staff Comments: Proposed program accessible to low income populations, marginalized group, and accessible to Spanish Speakers. Follow up questions for Agency: . What steps are being taken to encourage clients to participate more in community? What can the community do better to facilitate participation of SEA members? **Staff Recommendation ☐** Not recommend for consideration **Recommend for consideration Recommend with Qualifications** Suggested Qualifications: Need clarification on goals and outcomes.

Program design needs more detail in terms of staffing.

**Staff Comments:** Budget costs have increased from last year. City only funder for this program, but works with federal and county funders as well. Board does not appear to have someone with expertise in financial oversight.

ORGANIZATION:	ORGANIZAT	TON
PROGRAM/LETTER:	F	SEA Referral
OBJECTIVE STATEMENTS:	OCS: Acces	s to Resources A1: Targeted Services (CSC)

### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Freedom Inc. is a core service provider for much of the Southeast Asian community (mostly Hmong and Cambodian, including many refugee families) in Madison. Because of needs in terms of cultural and linguistic specificity, these communities experience gaps in accessing social services because they lack connections with both providers and referral services that are culturally and linguistically appropriate. Freedom, Inc current staffs provide referral services on an ad hoc basis for two reasons: Clients and program participants and their family members come to trust them and rely on them as sources of trusted information. Freedom, Inc staff are aware of the critical gap in these referral services for Southeast Asian families and refugee families in the following areas: housing information/referrals to housing programs, interpretation and translation services, medical appointments, teacher meetings/economic support.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

Freedom inc. w ill provide information and referral services to the Hmong and Cambodian population. Contacts w ill be made and information shares by phone or in person. The services that we will provide include:Hmong/Cambodian Translations/interpretation services, Housing referrals, search, information, rights education, Medical Appointment assistance Economic support, referrals, and education, Refugee and citizenship information, assistance, and referrals, Family services, Employment information and economic support resources. Freedom Inc advocates will document contacts and the general content of those contacts for quarterly service reports. This documentation will serve to identify emerging issues and needs in this population, with the intent that the netw ork of services and service providers will improve the quality of the programs for Southeast Asian communities, through the advocacy and communications that come with supporting this kind of community resources work.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Goal #1 provide services to SEA people who need basic social services. Translations, interpretation, medical appointment scheduler/assistance, economic support, referral and services. Freedominc. will provide at least 500 info and referral contacts.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Freedom, Inc typically provides services from 9am to 5pm- Monday-Friday. Services will be provided from January 01, 2010 to December 31, 2010. Services can be made available after regularly scheduled hours and/or weekends.

CR PROGRAM STANDARD - 1 MAY 2, 2012

ORGANIZATION:	ORGANIZATION					
PROGRAM/LETTER: F SEA Referral						
5. POPULATION SERVED: Ple	ase describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities					
characteristics among these English speakers, family size	g and Cambodians in Madison/ surrounding areas. Commonly, some of the e families include but are not limited to: low to no income, homeless, limited to no e averaging 6 members, immigrants, refugees, limited job skills, no/ limited education, international brides/teens, and jobless. The population served is young adults and					
6. LOCATION: Location of servi						
	ocated at Bayview Community Center. People served will be from Madison/ our clients prefer to meet in at more discreet locations.					
7. OUTREACH PLAN: Describe	your outreach and marketing strategies to engage your intended service population.					
Advocates are active in the gatherings at people's home been an organic one of esta in Southeast Asian commun refer their relatives as client marketing strategy. How ever	are Hmong -1 Cambodian and have deep relationships with their community. their community and meet clients everywhere; family gatherings, cultural and religious is or at the Buddhist temple or at churches. Freedom, Inc's outreach strategy has ablishing authentic and trusting relationships with leaders—especially among women—ities, as well as with former and current clients who refer others, and youth, who is. That is to say, Freedom, Inc has an intentional word-of-mouth outreach and er, this is supported by other forms of more formalized outreach and marketing to works directly engaged by Freedom, Inc					
8. COORDINATION: Describe h	ow you coordinate your service delivery with other community groups or agencies.					
resources and services. Fre well as social service agence	rvice trainings to other service providers, and cross refers people to different eedom, Inc. has good relationships with other service Southeast Asian providers, as cies and will w ork closely with them. We will w ork closely with the Cambodian lic nurses, and other service providers.					
9. VOLUNTEERS: How are volu	nteers utilized in this program?					
None at this time.						
40. Number of valuate are seller	d in 20142					
<ol> <li>Number of volunteers utilized</li> <li>Number of volunteer hours utilized</li> </ol>						

ORGANIZATION:	ORGANIZAT	RGANIZATION				
PROGRAM/LETTER:	F	SEA Referral				

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

We are proposing to provide services to Hmong Cambodians. The biggest barriers for them will be language and cultural issues. We currently have two full time Hmong staffs that can work with Hmong community and one part time cambodian staff. We also work closely with other agencies that provide mental health services (Kaj Siab House/ Cambodian temple) therefore can refer and work closely to meet the needs of folks who may have mental impairments or disabilities. Our office is located at Bayview Foundation and their facility is handicapped accessible. FI has a Limited English Proficiency policy-to ensure awareness of the changing demographics and language needs in our service area. Currently we have staff members who speak Hmong (two full time- two part-time) Cambodian/Khmer (one part-time) and Spanish (one full time and a board member). FI also recognizes and respects the different forms of English spoken by different communities. We also have in place policies for deaf and hard of hearing clients in need of a qualified American Sign Language interpreter. All staffs are fully aware and have access to live people, resources, and hotlines to assist them to eliminating barriers for anyone seeking services at FI.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Freedom Inc staffs have been providing direct services to the Madison SEA community for over 10 years. Currenlty we are the only agency that focuses especifically on the SEA community. We have two full time Hmong staffs, 2 part time Hmong staffs, 1 part time cambodian staff, and 4 SEA youth contractors. We have built trusting relationships with our community. As a women and youth organization, we have had to prove ourselves to our community by doing great work. Our team has helped hundreds of Hmong and Cambodian families and individuals with basic life issues and needs as well as provide them with life threatening services. Kabzuag Vaj has worked and advocated in the SEA community for over 20 years, Mee Vang has worked to help resettled the new est Hmong refugees and has worked to provide services to SEA women and girls for the past 6 years, and Bophia So is the leading provider for Cambodian families. She has worked with them for over 6 years in different capacities.

<ol><li>LICENSING OR ACCREDITATION: Report prog</li></ol>	ram licensing, accreditation of	r certification standards currently	applied.
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Not Applicable to this program			

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications		
Cambodian Staff	0.5	6 years providing services to Cambodian families- 2 years providing DV services		
Co-Director-Hmong advocate	1	20 years of working on women and girls issues, 10 years as a dv/sa advocate		

# PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION							
. 0-							
CH							
Please identify research or best practice frameworks you have utilized in developing this program.							
ns. We work wir er SEA organizati any of our issue so provides man first SEA organiz s. We also look t	ith Southeast Asain Resource Center(SEARAC) in DC, Hmong Nions from other States. We are in close communication with the related services. We learn from communicating with them about y research and framework for how we can work with SEA ration in the US-which was establish to help resettle SEA refuge towards our years of experiences providing direct services to describe the services the ser	ational m as ut their ees in					
n's participants do determine or descr	you expect to be of low and/or moderate income? ribe participant's or household income status? (check all that apply)	80.0% X					
Individuals or fam	nilies that report 0-50% of Dane County Median Income	Х					
Individual or fami	lly income in relation to Federal Poverty guidelines	Х					
Other		Х					
ON CURRENTLY (	COLLECTED?						
ICOME INDIVIDUA	ALS AND FAMILIES.						
	F SECH  practice framewood on this but we has. We work with any of our issue any of our iss	practice frameworks you have utilized in developing this program.  the on this but we work closely with other Statew ide Southeast Asian providers and the other Statew ide Southeast Asian providers are seen of the other States. We are in close communication with the any of our issue related services. We learn from communicating with them abous provides many research and framework for how we can work with SEA first SEA organization in the US-which was establish to help resettle SEA refuge s. We also look towards our years of experiences providing direct services to dear works best for them.  TE INDIVIDUALS AND FAMILIES  In a participants do you expect to be of low and/or moderate income?  Individuals or families that report 0-50% of Dane County Median Income  Individual or family income in relation to Federal Poverty guidelines					

CR PROGRAM STANDARD - 4 MAY 2, 2012

## **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION: ORGANIZATION

PROGRAM/LETTER: F SEA Referral

### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	500	100%	2	100%	RESIDENCY				
MALE	200	40%	0	0%	CITY OF MADISON	400	80%	$\times$	$\times$
FEMALE	300	60%	2	100%	DANE COUNTY (NOT IN CITY)	100	20%	X	$\times$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$\times$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\times$	$\times$
TOTAL RESIDENCY	500	100%	$\times$	$\times$
AGE				
<2	0	0%	$>\!\!<$	$\geq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\geq$	$\times$
13 - 17	0	0%	$\geq \!$	$\geq \!$
18 - 29	100	20%	$\geq \!$	$\times$
30 - 59	200	40%	$\geq \!$	$\times$
60 - 74	200	40%	$\geq \leq$	$\geq \!$
75 & UP	0	0%	$\geq \!$	$\geq \!$
TOTAL AGE	500	100%	$\geq \!$	$\geq \!$
RACE				
WHITE/CAUCASIAN	0	0%	0	0%
BLACK/AFRICAN AMERICAN	0	0%		0%
ASIAN	500	100%	2	100%
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	0	0%	0	0%
TOTAL RACE	500	100%	2	100%
ETHNICITY				
HISPANIC OR LATINO	0	0%	0	0%
NOT HISPANIC OR LATINO	500	100%	2	100%
TOTAL ETHNICITY	500	100%	2	100%
PERSONS WITH DISABILITIES	5	1%	0	0%

ORGANIZATION:

# **PROGRAM DESCRIPTION**

ORGANIZATION

**CITY OF MADISON** 

PROGRAM/LETTER:	F SEA Referral	
PROGRAM OUTCOMES		
	Number of unduplicated individual participants served during 2011. 500  Total to be served in 2013. 500	
Complete the following for each prog	ram outcome. No more than two outcomes per program will be reviewed.	
If applying to OCS, please refer to yo	ur research and/or posted resource documents if appropriate.	
Refer to the instructions for detailed of	descriptions of what should be included in the table below.	
Outcome Objective # 1:	To provide services to SEA people who need basic social services. Translations, interpretation medical appointment scheduler/assistance, economic support, referral and services.	n,
Performance Indicator(s):	Freedom inc. will provide at least 500 info and referral contacts.	
Proposed for 2013:	Total to be considered in 500 Targeted % to meet perf. measures 7	75%
	perf. measurement Targeted # to meet perf. measure	375
Proposed for 2014:	Total to be considered in 500 Targeted % to meet perf. measures 7	75%
	perf. measurement Targeted # to meet perf. measure	375
Explain the measurement tools or methods:	Intake forms, sign in sheets, data collection/form of services provided, data tracker, phone conversations,	
Outcome Objective # 2:		
Performance Indicator(s):		
Proposed for 2013:	Total to be considered in Targeted % to meet perf. measures 5  perf. measurement Targeted # to meet perf. measure	50%
Proposed for 2014:		50%
·	perf. measurement Targeted # to meet perf. measure	0
Explain the measurement tools or methods:		

CR PROGRAM STANDARD - 6 MAY 2, 2012

# AGENCY OVERVIEW

ORGANIZATION:	Freedom Inc.		
PROGRAM/LETTER:	F	Program F	

## 10. PROGRAM BUDGET

a. 2012 BUDGETED		ACCOUNT CATEGORY				
REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS	
	IOIAL	PERSONNEL	OPERATING	SPACE	60313	
DANE CO HUMAN SVCS	0	0	0	0	0	
DANE CO CDBG	0	0	0	0	0	
MADISON-COMM SVCS	11,274	8,000	3,274	0	0	
MADISON-CDBG	0	0	0	0	0	
UNITED WAY ALLOC	0	0	0	0	0	
UNITED WAY DESIG	0	0	0	0	0	
OTHER GOVT	5,000	5,000	0	0	0	
FUNDRAISING DONATIONS	0	0	0	0	0	
USER FEES	0	0	0	0	0	
OTHER	32,310	24,110	7,000	1,200	0	
TOTAL REVENUE	48,584	37,110	10,274	1,200	0	

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	30,000	24,750	4,050	1,200	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	30,000	24,750	4,050	1,200	0

# \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

### **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	Freedom Inc.
PROGRAM/LETTER:	F Program F

### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)		

### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET		ACCOUNT CATEGORY						
	BUDGET				SPECIAL			
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS			
DANE CO HUMAN SVCS	0	0	0	0	0			
DANE CO CDBG	0	0	0	0	0			
MADISON-COMM SVCS	0	0	0	0	0			
MADISON-CDBG	0	0	0	0	0			
UNITED WAY ALLOC	0	0	0	0	0			
UNITED WAY DESIG	0	0	0	0	0			
OTHER GOVT*	0	0	0	0	0			
FUNDRAISING DONATIONS	0	0	0	0	0			
USER FEES	0	0	0	0	0			
OTHER**	0	0	0	0	0			
TOTAL REVENUE	0	0	0	0	0			

### \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

### \*\*OTHER 2014

Source		Amount	Terms
		0	
		0	
		0	
		0	
		0	
	TOTAL	0	

### **APPLICATION FOR 2013-2014 FUNDS**

# 1. AGENCY CONTACT INFORMATION

Freedom Inc. Organization Mailing Address 601 Bayiew Madison, WI 53713 Telephone 608-661-4089 608-441-1429 FAX **Admin Contact** Kabzuag Vaj **Financial Contact** Kabzuag Vaj Website www.aboutfreedominc.com **Email Address** refugeeproject@hotmail.com Legal Status Private: Non-Profit

Private: Non-Profit

Federal EIN: 43-2023570

State CN: 47055

DUNS # 361258663



### 2. SIGNATURE PAGE

### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

### CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

### 3. SIGNATURE

Enter n	name: K	abzuag Vaj					
	By enter	ring your initials in the b	ooxKV	you are electron to the terms liste	ically signing your r	name and agreein	g
DATE		6/1/2012					

COVER PAGE - 1 MAY 2, 2012

## AGENCY CONTACT INFORMATION

ORGANIZATION Freedom Inc.

### 1. AGENCY CONTACT INFORMATION

A Program A	OCS: Youth A1: Middle	OCS: Youth A1: Middle School Youth (CSC)					
Contact: Monica Adams	New Prg? Yes	Phone:	Email: adams4730@gmail.com				
B Program B	OCS: Youth A3: High S	School Youth (CSC)					
Contact: Monica Adams	New Prg? Yes	Phone:	Email: adams4730@gmail.com				
C Program C	OCS: Youth B2: Youth	OCS: Youth B2: Youth Cultural/Gender (CSC)					
Contact: Monica Adams	New Prg? No	Phone:	Email: adams4730@gmail.com				
Program D OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)							
Contact: Kabzuag Vaj	New Prg? No	Phone:	Email: Kabzuagvaj@gmail.com				
E Program E	OCS: Domestic Violen	OCS: Domestic Violence, Sexual Assault, Crisis Intervention A2: Direct Service Children and Runaway (CSC)					
Contact: Kabzuag Vaj	New Prg? Yes	Phone:	Email: Kabzuagvaj@gmail.com				
F Program F	OCS: Access to Resou	urces A1: Targeted Services	(CSC)				
Contact: Kabzuag Vaj	New Prg? No	Phone:	Email: Kabzuagvaj@gmail.com				
G Program G	Select an Objective St	atement from the Drop-Dow	n				
Contact:	New Prg? No	Phone:	Email:				
H Program H	Select an Objective St	atement from the Drop-Dow	n				
Contact:	New Prg?	Phone:	Email:				

### 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	2013-14 PROPOSED PROGRAMS							
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	0	0	0	0	0	0	0	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	35,001	47,179	155,000	25,000	25,000	25,000	25,000	25,000	30,000	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0	0	0	0	0	0	0	0
OTHER GOVT	146,693	113,203	188,652	2,408	1,808	8,250	30,922	0	0	0	0	145,264
FUNDRAISING DONATIONS	3,072	2,500	8,000	1,500	0	1,500	0	0	0	0	0	5,000
USER FEES	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	132,264	151,031	24,810	0	5,000	0	0	0	0	0	0	19,810
TOTAL REVENUE	317,030	313,913	376,462	28,908	31,808	34,750	55,922	25,000	30,000	0	0	170,074

AO: REVENUE - 1 MAY 2, 2012

### 3. AGENCY ORGANIZATIONAL PROFILE

### a. AGENCY MISSION STATEMENT

Freedom, Inc. is a non-profit organization that provides services to low - to no-income communities of color in Dane County, WI. Our primary goal consists of looking at new definitions and solutions to end all forms of violence (including systemic racism, sexism, cisgenderism, classism, ableism, issues of nationality etc...) against w omen, gender- queer folks and youth, to promote healthier living. We structure our organization in accordance with the change we are seeking to create in the w orld.

### b. AGENCY EXPERIENCE AND QUALIFICATIONS

Freedom, Inc. (FI) began eight years ago, when founder and director Kabzuag Vaj was 26. Kabzuag noticed lots of younger Southeast Asian girls just hanging out in the parking lot of a local community center. Some were basically homeless, all had dropped out of high school, and none had jobs. Kabzuag created a space for them to get together and start talking about things that pertained to their personal lives. She learned that the girls were exposed to domestic violence and sexual assault issues in their daily lives, as well as to dire poverty and racism, so she started teaching them about these issues. She combined popular education about violence against women w ith anti-oppression dialogue, through w hich girls could talk through their own histories and w ork tow ard "decolonizing their minds." Within six months, all the girls were back at school, had jobs, and were making plans for lifelong education. Now, several of those girls are leaders in Freedom, Inc., young women teaching the next generation of teens to address violence/health/education in their everyday lives. The organization grew out of that beginning and started to link youth empow erment with the cultural know ledge of Hmong elders and parents. Freedom, Inc. takes a holistic approach to healing the whole individual and the whole community from violence and oppression. Fl continued to grow as an anti-violence/sexual assault/domestic violence agency; Fl grew as a people of color multi-cultural agency. Fl's model of empow erment through education, support, services, and social justice practices, was a model desperately needed in Madison's Black community. Hmong FI staffs were intentional about learning Black history and culture, and begin to do outreach and support to the Black community. As a result, FI developed as a multicultural organization of people of color who provide culturally specific services in a way that is affirming and empowering, and in a way that bridges barriers between Black and Southeast Asian communities- this model has since expanded to the Cambodian community. As FI developed and strengthen as a racial-economic- women-youth-gender-justice, anti-violence agency, within Black and Southeast Asian communities; we began to the see the gap in our services- the lack of intentional, specific and strategic support of LGBTQI/Queer youth. Queer youth were coming to our programming because it had met some of their needs, but wew ere not fully supporting them at their intersection of sexuality, gender, race, class and violence. Black and Southeast Asian communities; we began to the see the gap in our services- the lack of intentional, specific and strategic support of LGBTQI/Queer youth. Queer youth were coming to our programming because it had met some of their needs, but we were not fully supporting them at their intersection of sexuality, gender, race, class and violence. An example of this, at that time FI had a very sharp and strong analysis of gender justice and sexual assault of women and girls in our communities, but we had not had the same depth and work for what it would gender justice was for transgender and gender-non-conforming folks in our communities. Similarly, we had a strong analysis of patriarchy and misogyny in male-female relationships, but hadn't developed an analysis of gender injustices, patriarchy, heterosexism etc.... in queer relationships. All of the above is important to understand how we arrived at focusing and servicing Queer Black and Southeast Asian youth. The programming for Queer youth, developed in a similar way: Queer youth in our communities needed space and services, and very naturally, using our model of empow erment and change as described above, we began to create those spaces. Fl is successful in programming for underserved and un-served groups because we have built deep relationships and deep analysis of the issues, and create culturally specific projects and services. LGBTQI youth in the Black and Southeast Asian community are some of the most vulnerable, exploited and un-served populations in all sectors of the community. Our qualifications to provide services for the proposed projects stem from our deep commitment and relationships with the people we will serve. Currently, we have three full time staffs, three part time staffs and seven youth consultants who all have extensive experiences working with youths, women and girls in the field of domestic violence, sexual violence, community building, trainings, providing direct services, and advocacy. We are bilingual, bi-culture, and have extensive experiences providing youth and services that are gender, age, and cultural specific to the population we see to serve.

# 4. AGENCY GOVERNING BODY

How many Board meetings	s were held in 2011?					6
How many Board meetings	s has your governing body or	Board of Direct	ctors schedule	ed for 2012?		4
How many Board seats are	e indicated in your agency by	/-laws?				3
Please list your current Bo	oard of Directors or your agen	ncy's governing	body.			
Name	Bao Xiong					
Home Address	620 S Park St Apt A	Madison, WI	53715			
Occupation	Department of Workfo	rce Developme	ent-Unemploy	ment Division		
Representing	Community	,				
Term of Office		4	From:	11/2011	To:	11/2015
Name	Afi Lake					
Home Address	1820 Fisher St Madis	on, WI 53713				
Occupation	Day Care- provider					
Representing	Chair					
Term of Office		4	From:	03/2012	To:	03/2016
Name	Kristen Petroshius					
Home Address	3202 Ridgeway Ave.	Madison, WI 5	53704			
Occupation	Executive Director at 0	GSAFE				
Representing	Treasurer					
Term of Office			From:	06/2008	To:	06/2015
Name	Mario Garcia Sierra					
Home Address	610 Olin Ave Madisor	n, WI 53713				
Occupation	Program Director at C	entro Hispano				
Representing	Community					
Term of Office			From:	06/2010	To:	06/2014
Name		·		<del>-</del>	-	
Home Address						
Occupation						
Representing						
Term of Office			From:	mm/yyyy	To:	mm/yyyy
Name		•	-	<del>-</del>	-	
Home Address						
Occupation						
Representing						
Term of Office			From:	mm/yyyy	To:	mm/yyyy
Name						
Home Address		,				
Occupation						
Representing						
Term of Office			From:	mm/yyyy	To:	mm/yyyy
Name				_		
Home Address						
Occupation						
Representing						
Term of Office			From:	mm/yyyy	To:	mm/yyyy

# AGENCY GOVERNING BODY cont.

•		
Name		
Home Address		
Occupation		
Representing		
Term of Office	From:	mm/yyyy To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From:	mm/yyyy To: mm/yyyy
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Representing		
Term of Office	From:	mm/yyyy To: mm/yyyy

# AGENCY GOVERNING BODY cont.

Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
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Term of Office	From: mm/yyyy	To: mm/yyyy
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Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	6	100%	4	100%	40	100%	
GENDER							
MALE	0	0%	1	25%	10	25%	
FEMALE	6	100%	3	75%	30	75%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	6	100%	4	100%	40	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	10	25%	
18-59 YRS	6	100%	3	75%	20	50%	
60 AND OLDER	0	0%	1	25%	10	25%	
TOTAL AGE	6	100%	4	100%	40	100%	
RACE*						0	
WHITE/CAUCASIAN	0	0%	1	25%	0	0%	
BLACK/AFRICAN AMERICAN	1	17%	1	25%	10	25%	
ASIAN	5	83%	1	25%	30	75%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	0	0%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	0	0%	1	25%	0	0%	
TOTAL RACE	6	100%	4	100%	40	100%	
ETHNICITY							
HISPANIC OR LATINO	0	0%	1	25%	0	0%	
NOT HISPANIC OR LATINO	6	100%	3	75%	40	100%	
TOTAL ETHNICITY	6	100%	4	100%	40	100%	
PERSONS WITH DISABILITIES	0	0%	0	0%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

### **6. AGENCY EXPENSE BUDGET**

This chart describes your <u>agency's total expense budget</u> 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.

		2011	2012	2013-14
Acco	unt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	179,477	174,883	254,030
	Taxes	19,035	13,379	12,287
	Benefits	19,082	19,152	29,007
	SUBTOTAL A.	217,593	207,414	295,324
В.	OPERATING			
	All "Operating" Costs	140,551	99,299	70,838
	SUBTOTAL B.	140,551	99,299	70,838
C.	SPACE			
	Rent/Utilities/Maintenance	4,454	7,200	10,300
	Mortgage (P&I) / Depreciation / Taxes	0	0	0
	SUBTOTAL C.	4,454	7,200	10,300
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	362,599	313,913	376,462
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

	TOTAL OPERATING EXPENSES	362,599	313,913	376,462						
E.	TOTAL CAPITAL EXPENDITURES	0	0	0						
7. PERS	SONNEL DATA: List Percent of Staff Turnover			0.0%						
	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 r	ate in a certain staf	f position/category.						
	Discuss any other noteworthy staff retention issues, or poli	cies to reduce staff	turnover.							

AO: EXPENSE BUDGET - 1 MAY 2, 2012

### 8. PERSONNEL DATA: Personnel Schedule

### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2	2012	201	3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM				ROGRAM	Í				
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE
Co-Executive Director	1.00	43,000	1.00	43,582	20.95	0.00	0.00	0.00	0.50	0.10	0.00	0.10	0.00	0.30
Co-Executive Director	1.00	40,000	1.00	40,000	19.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Program Coordinator-Health Justice	1.00	35,000	1.00	40,548	19.50	0.10	0.10	0.10	0.00	0.00	0.00	0.00	0.00	0.70
Program Coordinator-Youth Services	0.71	21,879	0.78	27,500	16.83	0.00	0.00	0.00	0.00	0.50	0.14	0.00	0.00	0.14
Program Coordinator-Youth Services	0.71	21,879	0.93	32,400	16.83	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.60
Program Coordinator-Cambodian	0.38	13,125	0.50	17,500	16.83	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.00	0.00
Youth Educator SEA	0.00	0	0.50	17,500	16.83	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Youth Educator Black/Brown	0.00	0	0.50	17,500	16.83	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SA/Black Community Outreach	0.00	0	0.50	17,500	16.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	4.80	174,883	6.71	254,030		0.60	0.60	0.43	0.50	0.60	0.64	0.10	0.00	3.24

TOTAL PERSONNEL COSTS: 254,030

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	E	F	G	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Southeast	Asian Service Access	
2.	Agency Name: Journey N	Iental Health Center	
3.	Requested Amounts:	2013: \$ 26,000 2014: \$ 26,000	Prior Year Level: \$ 0
4.	Project Type: New 🗵	Continuing [	]
5.	Framework Plan Objectiv  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority:  Comment:	•	sed by Proposed by Activity:  VI Child(ren) & Family Priority:  VII Seniors Priority:
6.	Anticipated Accomplishmestimated 800 service hours		Goals) Proposeding to serve 250, 50 ongoing cases and an
7.	To what extent does the p Resources <u>Program Goals</u>		ives of the <u>Community Development</u> Division, Community 3-2014?
		to moderate income and	ss II A1Provides culturally specific or targetted supportive or marginalized groups that increase access to basic servicea and ife.
8.	Staff Comments: Kajsiab l	House serves population t	or research based <u>program design</u> ? under the cultural broker model. A model that Journey Mental ears Would expect more collaborations with other service
9.			me objectives that are realistic and measurable and are likely it will be the impact on the identified need or problem?
	Staff Comments: Service §	goals and outcomes are cl	ear.
10.	Does the agency, staff and probable success of the pr		ualifications, past performance and capacity indicate
	Staff Comments: Staff and	Board are fairly diverse	culturally, in professions and experience.
11.	demonstrate sound fiscal	planning and manageme	
	Staff Comments: Budget s	eems reasonable. Howev	er it is unclear if .5 hours will be performed by 1 person or 2.

Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support, including volunteers, in-kind support</u> and securing <u>partnerships</u> with <u>agencies</u> and community groups?
Staff Comments: There is appropriate use of volunteers but training received is unclear
To what extent does the applicant propose services that are accessible and appropriate to the needs of <u>low income individuals</u> , <u>culturally diverse</u> populations and/or populations with specific <u>language barriers</u> and/or <u>physical or mental disabilities?</u>
<b>Staff Comments:</b> Services are accessible and appropriate to the needs of low income individuals, culturally diverse populations and or populations with specific language barriers and or mental disabilities. Agency can benefit from creating a collaboration with Tenant Resource Center, OMEGA school, and legal programas that can compliment the service provided to this population.
Follow up questions for Agency: How does one become a culturally competent interpreter? SI ther a test offered to measure this? What other agencies does staff work with to deal with Housing, Child Support, SSI, School Do you service East Madison Community Center area?
Staff Recommendation
☐ Not recommend for consideration
□ Recommend for consideration
Recommend with Qualifications Suggested Qualifications:
Recommend for consideration  Recommend with Qualifications

**12.** 

13.

### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:

DROGRAM/LETTER:

Drogram/Letter

C. Southeast Asian

C Southeast Asian Service Access

OBJECTIVE STATEMENTS: OCS: Access to Resources A1: Targeted Services (CSC)

### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Madison is home to approximately 3,000 Southeast Asian populations. The Soustheast Asian (SEA) populations comprise of Hmong, Laotian, Cambodian, and Vietnamese, Hmong being the largest group. There is limited access to services for approximately 300 SEA families of which 50 families are those that came to the United States between 2004 and 2006. The western service system is complicated for SEA who do not speak, read and write English to navigate. Accessing to resources are key for SEA families to successfully integrate and assimilate. United Way of Dane County research in August 2006 found that language differences is one of the major barriers in accessing services in Dane County. The research also indicates that the lack of cultural understanding and bilingual staff prevented SEA from seeking services. It is important for SEA to understand how the social service system, school system, legal systems, hospital and clicnics policies, and social and life style in this country function.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

Basic English understanding is critical for Southeast Asian to assimilate and integrate into the mainstream society. It is also necessary for them to understand how the social service system, school system, social and life style in this country function, most important of all, being able to find employment. With a staff to advocate and act as a cultural broker will assist the SEA to access and connect to available services that will enable them life a more successful lives. They will have a better understanding of the complex system of services. Most of the cultural misunderstanding can be reduced. The know ledge of the legal system will be improved with direct working relationship with the local law enforcement agency. Cultural competence interpreters can accompany SEA families to their difficult, threatening, and intimidating appointments. Two to three educational workshops about current and pressing issues concerning SEA will be presented annually to the SEA community and or the general providers and the legal systems to prevent major cultural misunderstanding and improve service delivery to SEA populations. It is our experience and belief that an ongoing working relationship with service providers is the only way to make them aw are of the unmet needs of the specific population groups. Without any one to advocate and be their voices, the SEA populations will continue to suffer and struggle to survive within modernized and prosperous society of America. We seek to address this with this funding.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

This proposed project will serve 250 unduplicated clients annually; with 50 ongoing caseload; 800 services hours in 2013. 600 Services hours are to assist with interpretation, clients support, case consultation, housing issues, SSI, cultural issues, services linkages, crisis intervention, families problems, and children and school related issues. 200 services hours for networking and educational activities to improve cultural understand and services delivery.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Case management, consultation, cultural support, service linkage and connection, and social services are available by calling to set up appointment or walk in at Kajsiab House 3518 Memorial Dr.; Madison, WI 53704. Office hours will be opened from 8:30AM to 4:30PM, Monday to Friday. Request for services on evening and weekend will be available on emergency situations and also with advanced notice.

CR PROGRAM STANDARD - 1 MAY 2, 2012

COMMUNITY DEVELOPMENT	DIVISION	PROGRAM DESCRIP	PTION	CITY (
ORGANIZATION:	Journey Ment	tal Health Center		
PROGRAM/LETTER:	С	Southeast Asian Service Acces	SS	
or challenges).  The targeted group for this proje	ect is the SEA, d	lominantly Hmong w ho are unable t	e, literacy, cognitive or physical disactor acculturate to mainstream America allable through their own networks of	an ways and
_	hin the Hmong o	community. They have the most issu	e families, they have, among the low ues involving the legal system, social	
6. LOCATION: Location of servi	ce and intende	ed service area.		
Services location is at Kajsiab Holiving in the city of Madison.	ouse 3518 Mem	orial Drive. Madison, WI, 53704. Th	e services will be availale to SEA po	pulations
	•		age your intended service populatio	
Dane County. Our current servic community. JMHC-KH has ongoir Association and the Lao-Hmong egg rolls fundraising efforts, the to solicit support for our continuithat can communicate with the S	ces to the SEA pag relationships Veteran were of JMHC-KH was as an critical services.	populations made it easy to identify with the Cambodian and the Laotia given an office space at KH for the able to reach out to the general pulces to this population. KH employs in both oral and written. We can re-	program that currently serving SEA por key leaders in each of the SEA group an communities. The Southern Hmong eir operations. Through our successfublic and business communities to public staff who can speak more than four each out to the SEA populations throup hport, and Kennedy community center	ups in the  Jul annual blicize and languages ugh the
8. COORDINATION: Describe ho	ow you coordin	ate your service delivery with oth	er community groups or agencies.	
expedite integration and assist in this grant be coordinated with ot holders such as the Madison Pol County Human Services, the Sou and the Hmong 18 Clan Council.	n realization of s ther local provid lice Department, uthern Wiscons JMHC-KH has o oplying for an O	self-sufficiency goals. JHC-KH will ler agencies. The JMHC-KH has wid was a Madison Metropolitan School Distring Hmong Association Inc., the Camingoing relationship with CAC, LiteraRR grant and was awarded \$450,0	to help SEA in Dane County address make it a priority that all services deliporked collaboratively with community rict, City of Madison, Hospital and clininbodian Buhdhist Society, the Laotian racy Network, and Freedom, Inc. The 000 in 2005 for three years to work was a priority and the services of th	ivery under stake lics, Dane n Temple, s four
9. VOLUNTEERS: How are volui	nteers utilized i	in this program?		
		ial events, teaching, facilitae group de and embassaders of the progra	o activities and services advocsacy a am	and

CR PROGRAM STANDARD - 2 MAY 2, 2012

10. Number of volunteers utilized in 2011?

Number of volunteer hours utilized in this program in 2011?

ORGANIZATION:	Journey Me	ntal Health Center
PROGRAM/LETTER:	С	Southeast Asian Service Access

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Most of the SEA adults exposed to war trauma and force dislocation before coming to the United States in the 1980s and 1990s. Know ledgeable estimates are that approximately 20% of the adult population suffered from severe depression, post-traumatic stress disorder, and anxiety. Most do not leave their homes except to attend family or clan functions. The group is not acculturated to mainstream American ways and the individuals speak very little English. These isolated individuals can neither access care in the American culture nor rely on the traditional village supports they would have had back in their countries. Without accessing to proper services, These SEA populations are the most at risk and most in need of services to help them adapted to the western ways. Most will wait until their illnesses become serious before seeking medical treatment. The cultural differences caused major complications sand misunderstanding between SEA families and doctors and hospital staff at hospital involving medical procedures, operations, and hospital policies. SEA families continue to have problems with the legal system, how the school system in this country functions, and how to navigate the social services systems. Without proper advocacy, it is overw helmed for SEA families with limited language skills to assimilate successfully in the city of Madison. This funding request will hire a part time staff who has the skills, experience, and knowledge to advocate and to help the SEA families connect to all the services available in the city.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Kajsiab House is one of the 20 distinct programs of The Journey Mental Health Center (JMHC), a nonprofit organization that is a nationally recognized leader in community-based mental health advocacy and treatment. MHCDC has over 10 years of experience working with Southeast Asian refugees in Dane County, WI. Since its establishment in March of 2000, Kajsiab House has become a safe haven for some of the 5000 Hmong Americans living in Dane County and an important resource for the service community at large. Kajsiab House is a "home away from home" for 150 Hmong adults and elders with severe mental health needs and who are extremely isolated in Dane County because of their inability to speak English and their difficulty assimilating into American society. Kajsiab House staff consist of 12 bilingual and bicultural highly trained Hmong and 2 American mental health professionals who are part of a team that is paving the way for the delivery of culturally competent services to the SEA families.

<ol><li>LICENSING OR ACCREDITATION: Report progra</li></ol>	ım licensing, accreditation or	certification standards	currently applied.
---	--------------------------------	-------------------------	--------------------

N/A		

### 14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Cultural Brokers	0.4	BA and MSSW Bilingual and bicultural
Program Assistant	0.1	Bi-lingual and bi-cultural

# PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	Journey Me	ntal Health Center				
PROGRAM/LETTER: C Southeast Asian Service Access						
15. CONTRIBUTING RESEARC	H					
Please identify research or best	practice fram	eworks you have utilized in developing this program.				
using this model for the last 15 culture brokers are bilingual/bid what the words actually mean so that they can understand the cultures so there is understand skill set is essential to the succept The starting point for all JMHC/SEA seniors, their leaders, and There is acknowledgement of	years. It is elected to the cultural staff varies in context), and the context of the culture that the cultu	oker model in delivering services to the SEA populations. JMHC-KH have be frective in working with refugee populations and it is culturally appropriate who combine skills of translation (conveying words), interpretation (conversed and, brokering (giving enough information to the SEA about the western continued the sex of the sex	te. The veying culture ne SEA th this dvice of igning. en's			
16. ACCESS FOR LOW-INCOM		ALS AND FAMILIES ts do you expect to be of low and/or moderate income?	100.0%			
What framework do you use to d	letermine or c	describe participant's or household income status? (check all that apply)				
	Number of cl	hildren enrolled in free and reduced lunch				
	Individuals o	r families that report 0-50% of Dane County Median Income				
	Individual or	family income in relation to Federal Poverty guidelines				
	Other					
17. HOW IS THIS INFORMATION	N CURRENT	TLY COLLECTED?				
		English proficiency and were unable to obtain high pay employment. This n for services, community meetings, and clans system.	;			
18. PLEASE DESCRIBE YOUR ACCESS ISSUES FOR LOW IN There will not be any user fee	ICOME INDIV					
	- 1 - 2	-				

CR PROGRAM STANDARD - 4 MAY 2, 2012

# **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

Journey Mental Health Center

C Southeast Asian Service Access

**DEMOGRAPHICS** 

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	250	100%	15	100%	RESIDENCY				
MALE	150	60%	9	60%	CITY OF MADISON	200	80%	X	$\times$
FEMALE	100	40%	6	40%	DANE COUNTY (NOT IN CITY)	50	20%	X	$\times$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	${\mathbb X}$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\geq \!$	$\geq \!$
TOTAL RESIDENCY	250	100%	$\geq \leq$	$\geq <$
AGE				
<2	0	0%	$\geq \leq$	$\geq \leq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	10	4%	$\geq \!$	$\geq \!$
13 - 17	25	10%	$\geq \!$	$\times$
18 - 29	90	36%	$\geq \!$	$\times$
30 - 59	90	36%	$\geq \leq$	$\geq \!$
60 - 74	30	12%	$\geq \leq$	$\geq \!$
75 & UP	5	2%	$\geq$	$\times$
TOTAL AGE	250	100%	$\geq \!$	$\geq \!$
RACE				
WHITE/CAUCASIAN	0	0%	2	13%
BLACK/AFRICAN AMERICAN	0	0%	0	0%
ASIAN	250	100%	13	87%
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	0	0%	0	0%
TOTAL RACE	250	100%	15	100%
ETHNICITY				
HISPANIC OR LATINO	0	0%	0	0%
NOT HISPANIC OR LATINO	250	100%	15	100%
TOTAL ETHNICITY	250	100%	15	100%
PERSONS WITH DISABILITIES	0	0%	0	0%

DISON

COMMUNITY DEVELOPMENT DIV	<u>ISION</u> F	PROGRAM D	ESCRIPTIO	ON	CITY C	OF MAD
ORGANIZATION:	Journey Mental	Health Center				
PROGRAM/LETTER:		outheast Asian		ss		
PROGRAM OUTCOMES						
	Number of	unduplicated inc		ants served during 2011.	250	
			10	otal to be served in 2013.	250	
Complete the following for each pro-	gram outcome. No	more than two	outcomes per p	program will be reviewed.		
If applying to OCS, please refer to y	our research and/	or posted resour	rce documents	if appropriate.		
Refer to the instructions for detailed	descriptions of wh	nat should be inc	cluded in the ta	ble below.		
		<del> </del>				
Outcome Objective # 1:				rvices that meet their critical naservices to SEA families.	eds. Local	
Derformance Indicator(s)				d project will feel satisfy with th	e services th	ev
Performance Indicator(s):	receive. They wi	II feel less intimi		ng services from other local se		
	hecause of land	uane harrier				
Proposed for 2013:	Total to be co	onsidered in	250	Targeted % to meet perf. n	neasures	80%
•		easurement		Targeted # to meet perf.		200
Proposed for 2014:	Total to be co	nsidered in	250	Targeted % to meet perf. n	neasures	80%
	perf. m	easurement		Targeted # to meet perf.	measure	200
	I. e		20.1	1.4.4.22		
Explain the measurement				oped. Activities tracking forms, viewed regularly for progress a		
tools or methods:	-			al interview and or short and si		
Outcome Objective # 2:				ies and staff of hospitals/clinics		
	reduce with once	oina workina rela	ationshins	protective service will improve		
Performance Indicator(s):				erstanding of the services systes to assist them with their acc		more
	connactice and	are more willing	to seek service	23 to assist them with their acc		
Dropood for 2012	Total to be a	anaidarad in	250	Targeted 0/ to meet parf		900/
Proposed for 2013:	Total to be co	easurement	250	Targeted % to meet perf. n Targeted # to meet perf.		200
Proposed for 2014:	Total to be co		250	Targeted % to meet perf. n		80%
		easurement		Targeted # to meet perf.	<u> </u>	200
	•			'		
Explain the measurement	· ·	•	•	referrals, educational activities		
tools or methods:	with personal co	•		vill be measure for improvemer simple survey.	it. I nis Will be	e aone

CR PROGRAM STANDARD - 6

# **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:

PROGRAM/LETTER:

C Southeast Asian Service Access

### 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	26,000	26,000	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	26,000	26,000	0	0	0

# \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

### **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	Journey Mental Health Center		
PROGRAM/LETTER:	С	Southeast Asian Service Access	

### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)

### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY				
	BUDGET				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	26,000	26,000	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	26,000	26,000	0	0	0

# \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

### **APPLICATION FOR 2013-2014 FUNDS**

### 1. AGENCY CONTACT INFORMATION Organization **Journey Mental Health Center** Mailing Address 625 West Washington Avenue, Madison WI 53703 Telephone 608.280.4760 608.280.4769 FAX **Admin Contact** William Greer & (Doua Vang) **Financial Contact** Gerry Brew Website http://www.mhcdc.org

Private: Non-Profit Federal EIN: 39-0806445 State CN: 1596 DUNS#

76172543

doua.vang@journeymhc.org

### 2. SIGNATURE PAGE

**Email Address** 

Legal Status

### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be \$12.19 (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

# CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

# 3. SIGNATURE

Enter n	ame: Doua Vang	
	By entering your initials in the box DV	you are electronically signing your name and agreeing to the terms listed above
DATE	6/1/2012	

**COVER PAGE - 1** MAY 2, 2012

# AGENCY CONTACT INFORMATION

ORGANIZATION Journey Mental Health Center

### 1. AGENCY CONTACT INFORMATION

A Youth Cultural Preservation	OCS: Youth B2: Youth	OCS: Youth B2: Youth Cultural/Gender (CSC)				
Contact: Doua Vang	New Prg? Yes	Phone: (608) 280-476	1 Email: doua.vang@journeymhc.org			
B Southeast Asian Seniors Servives	OCS: Seniors A1: Cas	e Management (SCAC)				
Contact: Doua Vang	New Prg? No	Phone: (608) 280-476	1 Email: doua.vang@journeymhc.org			
C Southeast Asian Service Access	OCS: Access to Resou	ırces A1: Targeted Services (C	CSC)			
Contact: Doua Vang	New Prg? Yes	Phone: (608) 280-476	1 Email: doua.vang@journeymhc.org			
D Youth Employment Applying Readiness	OCS: Youth A2: Youth	Employment (CSC)				
Contact: Doua Vang	New Prg? Yes	Phone: (608) 280-476	1 Email: doua.vang@journeymhc.org			
E Southeast Asia Skills Employability	OCS/CDBG: X Adult \	OCS/CDBG: X Adult Workforce Prepardness and Employment and Training A1 - Job Skills (CONF)				
Contact: Doua Vang	New Prg? Yes	Phone: (608) 280-476	1 Email: doua.vang@journeymhc.org			
F Program F	Select an Objective Sta	Select an Objective Statement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
G Program G	Select an Objective Sta	Select an Objective Statement from the Drop-Down				
Contact:	New Prg?	Phone:	Email:			
H Program H	Select an Objective Statement from the Drop-Down					
Contact: New Prg? Phone: Email:			Email:			

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	557,651	520,157	521,056	0	0	0	0	0	0	0	0	521,056
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	14,400	14,400	113,400	16,000	14,400	26,000	25,000	32,000	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	30,000	25,465	25,999	0	0	0	0	0	0	0	0	25,999
UNITED WAY DESIG	0	0	0	0	0	0	0	0	0	0	0	0
OTHER GOVT	0	0	0	0	0	0	0	0	0	0	0	0
FUNDRAISING DONATIONS	8,568	19,975	21,001	0	0	0	0	0	0	0	0	21,001
USER FEES	59,619	28,925	35,597	0	0	0	0	0	0	0	0	35,597
OTHER	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL REVENUE	670,238	608,922	717,053	16,000	14,400	26,000	25,000	32,000	0	0	0	603,653

AO: REVENUE - 1 MAY 2, 2012

### 3. AGENCY ORGANIZATIONAL PROFILE

_	<b>AGENCY</b>	MUCCIONI	CTATE	AFNIT
a.	AUTINUT	MICHINI	SIAIL	VII IVII

Kajsiab House's mission is to ccreate a culturally and safe environment to promote well-being in the Southeast Asian community. The Journey Mental Health Center mission is improving the live of people by pioneering and sustaining effective mental health and substance abuse services.

### b. AGENCY EXPERIENCE AND QUALIFICATIONS

The Journey Mental Health Center (JMHC) is a private non-profit agency that contracts with the Dane County Department of Human Services to provide mental health and substance abuse treatment to Dane County residents, both single individuals and complex family units, ranging in age from infants to elderly. JMHCC has been the recipient of numerous national, state and county grants aimed at system change and coordination of service models. It also receives third party revenues and fee payments. Its centralized management structure routinely handles and reports on complex programmatic, fiscal and budgetary activities. The administration and Board of Directors of the JMHC view the proper use of grants money as high priority and assures the supports necessary to correctly use and protect public and grant funds. JMHC's ability to handle and report on fiscal and budgetary activity is demonstrated in previous projects, and through an exemplary history of providing services with public monies since 1946.

Kajsiab House (KH), founded in January 2000, is a program of the JMHC. It was developed by and for the SEA community. KH offers mental health treatment within a cultural context, connects families with primary physicians and other providers, and assists refugees with job training and placement. KH is the only program in Dane County where Hmong families can connect, feel safe, express and experience their culture, and increase their ability to live successfully within the American cultural context. KH employs eleven bicultural/bilingual staff, one part-time psychiatrist, and one part-time psychologist. The Participants (Consumers) Advisory Group and the Community Leaders Advisory Group help design and develop culturally appropriate and effective program services. KH's holistic approach helps Hmong families and seniors assimilate and integrate into mainstream American society. Program activities include comprehensive social services, advocacy, psychiatric assessments and treatment, services linkages, meals, SSI assistance, housing assistance, and transportation. It offers English, citizenship and Hmong classes, helps obtain citizenship and government benefits, and operates youth cultural programs, all of these helping refugees integrate into American mainstream.

KH has received numerous Federal, State, County, United Way, and local and national foundation grants since its inception in January 2000. Kajsiab House received three seperate multi-year grant awards from the Substance Abuse and Mental Health Services Administration (SAMHSA) totaling more than \$1.6 million, a \$450,000 multi-year grant award from the Office of Refugee Resettlement (ORR), a three-year grant from the University of Wisconsin Medical School's Wisconsin Partnership Fund that totaled \$450,000, and other local foundations such as the Evjue Foundation, the Madison Community Foundations, the Retirement Foundation of Chicago and many more.

### 4. AGENCY GOVERNING BODY

How many Board meetings were held in 2011? How many Board meetings has your governing body or Board of Directors scheduled for 2012? Min 10 Members How many Board seats are indicated in your agency by-laws? Please list your current Board of Directors or your agency's governing body. Linda Brei Name Home Address 5013 Prairie Rose Court, Middleton, WI 53562 Occupation Owner and Principal Consultant Kalliope, LLC Representing Term of Office 1 Year From 01/2011 To: 12/2013 Name **Mary Wright** 2591 Norwich Street, Madison WI 53711 Home Address Occupation Director, Multifamily Housing WHEDA Representing Term of Office 08/2005 To: 12/2014 3 years From: Name **Gayle Galston** Home Address 446 Woodside Terrace, Madison WI 53710 Occupation Real Estate Broker Representing Restanio & Associates Term of Office From: 03/2006 To: 12/2012 2 years Name **Greg Blum** Home Address 5210 Forge Drive, Madison WI 53716 Occupation Insurance Broker Representing Hemb Insurance Group Term of Office From 08/2005 To: 12/2012 1 year James Christensen Name 6409 Old Sauk Road, Madison WI 53705 Home Address Occupation Principal StatOrg Services, LLC Representing Term of Office 1 year From: 12/2009 To: 12/2013 Name **Martin Croak** Home Address 5601 Chestnut Lane, McFarland, WI 53558 Occupation Attorney Croak, Gonzalez, Eckerle & Martinson Representing Term of Office 1 Year From: 02/2011 To: 12/2013 **Robin Gates** Name 3324 Prairie Glade Road Middleton, WI 53562 Home Address Occupation Management Consultant Representing Robin Gates Consulting Term of Office From 04/2012 To: 12/2012 1 year Elena Golden Name 7842 Twinflower Drive Madison WI 53719 Home Address Director of Residential Services Occupation Representing Goodwill Industries

03/2007

From:

To:

12/2013

2 years

Term of Office

# AGENCY GOVERNING BODY cont.

Home Address Occupation Representing	4309 Yuma Drive Madison WI Executive Recruiting Manager	53711			
·					
Representing					
	QTI Professional Staffing				
Term of Office	2 Years	From:	04/2009	To:	12/2012
Name	Sam Keller				
Home Address	1424 Starr School Road Stoug	hton WI 53589			
Occupation	Chairman				
Representing	TEC				
Term of Office	1 Year	From:	01/2011	To:	12/2013
Name	Kristi Papcke-Benson			-	
Home Address	4519 Greengrass Road Madiso	on WI 53718			
Occupation	Nursing Instructor				
Representing	Madison Area Technological C	ollege			
Term of Office	1 Year	From:	01/2010	To:	12/2013
Name	Cheryl Porior-Mayhem		•	•	
Home Address	6289 Onwentsia Trail Oregon \	NI 53575			
Occupation	Principal Consultant				
Representing	Sandhill Group				
Term of Office	2 Years	From:	03/2006	To:	12/2012
Name	Christopher Tarpey	•	•	<u> </u>	
Home Address	1386 Overlook Pass Sun Prair	ie WI 53590			
Occupation	Principal Management Consult	ing			
Representing	Kestrel Management Services				
Term of Office	2 year	From:	04/2012	To:	12/2012
Name	Judy Wilcox		•	•	
Home Address	202 N. Blount St. # 22 Madisor	n WI 53703			
Occupation	Retired, Housing, Homeless				
Representing					
Term of Office	2 Years	From:	03/2006	To:	12/2012
Name		-	<del>-</del>		
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy
Name		-	·	<del></del>	
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy
Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy

# AGENCY GOVERNING BODY cont.

Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
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Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	15	100%	14	100%	7	100%	
GENDER							
MALE	9	60%	6	43%	4	57%	
FEMALE	6	40%	8	57%	3	43%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	15	100%	14	100%	7	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	0	0%	
18-59 YRS	13	87%	9	64%	5	71%	
60 AND OLDER	2	13%	5	36%	2	29%	
TOTAL AGE	15	100%	14	100%	7	100%	
RACE*						0	
WHITE/CAUCASIAN	2	13%	13	93%	2	29%	
BLACK/AFRICAN AMERICAN	0	0%	0	0%	0	0%	
ASIAN	13	87%	1	7%	4	57%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	1	14%	
MULTI-RACIAL:	0	0%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	0	0%	0	0%	0	0%	
TOTAL RACE	15	100%	14	100%	7	100%	
ETHNICITY							
HISPANIC OR LATINO	0	0%	0	0%	0	0%	
NOT HISPANIC OR LATINO	15	100%	14	100%	7	100%	
TOTAL ETHNICITY	15	100%	14	100%	7	100%	
PERSONS WITH DISABILITIES	0	0%	0	0%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

0.0%

# 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 CATEGORIE 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.

		2011	2012	2013-14
Accou	nt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	435,216	396,837	506,889
	Taxes	35,978	33,021	40,551
	Benefits	68,244	64,971	53,958
	SUBTOTAL A.	539,438	494,829	601,398
В.	OPERATING			
	All "Operating" Costs	84,382	67,655	67,655
	SUBTOTAL B.	84,382	67,655	67,655
C.	SPACE			
	Rent/Utilities/Maintenance	45,132	45,620	47,000
	Mortgage (P&I) / Depreciation / Taxes	0	0	0
	SUBTOTAL C.	45,132	45,620	47,000
D.	SPECIAL COSTS			
	Assistance to Individuals	470	818	1,000
	Subcontracts, etc.	816	0	0
	Affiliation Dues	0	0	0
	Capital Expenditure	0	0	0
	Other:	0	0	0
	SUBTOTAL D.	1,286	818	1,000
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	1,286	818	1,000
	TOTAL OPERATING EXPENSES	670,238	608,922	717,053
E.	TOTAL CAPITAL EXPENDITURES	010,200	0	0

# 7. PERSONNEL DATA: List Percent of Staff Turnover

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.)		

AO: EXPENSE BUDGET - 1 MAY 2, 2012

### 8. PERSONNEL DATA: Personnel Schedule

### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2	2012	201	3-14		:	2013-14 P	ROPOSE	D FTEs D	ISTRIBUT	ED BY PI	ROGRAM		
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE
Clinical Team Manager	0.63	41,339	0.63	42,166	32.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.63
Program Assistants	0.67	17,811	1.12	30,355	13.03	0.00	0.20	0.10	0.10	0.05	0.00	0.00	0.00	0.67
Mental Health Aides	1.30	38,307	1.30	39,073	14.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.30
Cultural Brokers/Social Workers	5.16	210,255	5.81	241,454	19.98	0.10	0.15	0.40	0.00	0.00	0.00	0.00	0.00	5.16
Director	0.01	1,079	0.01	1,100	52.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
MD	0.15	31,696	0.15	32,329	103.62	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.15
Psychologist	0.08	5,436	0.08	5,544	33.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08
Admin Staff	0.02	50,914	0.02	51,933	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.02
Employment Specialist			1.00	52,935	25.45	0.00	0.00	0.00	0.40	0.60	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00					0.00				
			0.00	0	0 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00					0.00	0.00			
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	8.02	396,837	10.12	496,889		0.10	0.35	0.50	0.50	0.65	0.00	0.00	0.00	8.02

TOTAL PERSONNEL COSTS: 506,889

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	E	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS
Contract for Services	52	667	15.00	10,000	666.69	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	52	667		10,000	666.69	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Family Li	iteracy	
2.	Agency Name: Literacy N	Network	
3.	Requested Amounts:	2013: \$ 36,500 2014: \$ 36,500	Prior Year Level: \$ 15,500
4.	Project Type: New	Continuing	$\boxtimes$
5.	Framework Plan Objectiv  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority:  Comment:	·	essed by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:
6.	ill learn both school and condirectly with the schools are principals and teachers. Goa	mmunity-related English and become more familia al #2: parents w ith limit As a result of the progra	e Goals) Goal #1: 200 parents w ith limited English proficiency we not to support the literacy skills of their children. Parents will connect rewith language and strategies for connecting with school ted English proficiency will be more active in their children's m, parents will support early literacy skills, reading in the home rogram hours: 310/yr.
7.	To what extent does the process Program Goals		ctives of the <u>Community Development</u> Division, Community 13-2014?
	income and/or marginalized	d groups that increase ac	cific or targeted supportive services to members of low to moderate cess to basic services and resources and increase participation in oal as written be considered under the Access to Recources A1
8.	Staff Comments: Proposal eliminates basic barriers by a focus on topics that are imhours are designed to address	does not clearly address including childcare, acc apportant to families, ie. s ses needs of working and	I/or research based program design? s any research supporting model/curriciula. Program design cessible neighborhood based program sites, and teaching ESL with school relationships health and community resources. Program I non working parents. Outreach plan is extensive and appropriate sults in lower program costs due to shared materials.
9.			ome objectives that are realistic and measurable and are likely nat will be the impact on the identified need or problem?
	Staff Comments: Service g	goals are realistic, outcom	me objectives may be difficult to measure.
10.	Does the agency, staff and probable success of the pr		qualifications, past performance and capacity indicate

organization.

**Staff Comments:** No performance concerns. Agency has provided literacy services in Madison for over 36 years. Current Board membership numbers, experience and diversity of expertise seem adequate to provide oversight to

11.	Is the agency's proposed <u>budget reasonable and realistic</u> , able to <u>leverage additional resources</u> , and demonstrate <u>sound fiscal planning</u> and management?							
	<b>Staff Comments:</b> Madison schools support the agency by collaborating for "school based programming". Budget shows overall budget increase.							
12.	Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support</u> , <u>including volunteers</u> , <u>in-kind support</u> and securing <u>partnerships</u> with <u>agencies</u> and <u>community groups</u> ?							
	Staff Comments: Agency has done a very good job partnering with agencies and schools around the Madison area.							
13.	To what extent does the applicant propose services that are accessible and appropriate to the needs of <u>low income individuals</u> , <u>culturally diverse</u> populations and/or populations with specific <u>language barriers</u> and/or <u>physical or mental disabilities?</u>							
	<b>Staff Comments:</b> More than 80% of participants to be served are low-income and have low literacy and English proficiency. Program is accessible to Spanish speaking families, and report working with Asian families also.							
	Follow up questions for Agency:							
	Staff Recommendation							
	☐ Not recommend for consideration							
	⊠ Recommend for consideration							
	☐ Recommend with Qualifications Suggested Qualifications:							

ORGANIZATION:
PROGRAM/I ETTER:

ORGANIZATION

A Family Literacy

**OBJECTIVE STATEMENTS:** 

OCS: Children and Families A2: Parent Education (ECCEC)

### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Parental literacy is one of the most important indicators of a child's success. The National Education Assoc. concludes that children w hose parents are functionally illiterate are twice as likely to be functionally illiterate themselves. In the planning districts we serve, the percentage of parents w ithout a high school diploma varies from 3 to 10 points higher than that of the City of Madison (Neighborhood Indicators 2011). Correspondingly, kindergarten preparedness varies from 10 to 25 points lower than the City's average.

Literacy education is vital to removing the intergenerational cycle of low literacy and poverty. Our Family Literacy Partnerships provide Adult ESL education to strengthen parents' verbal and written language skills, allowing them to become literacy leaders in the home and in the community. Our programs encourage adults to become confident in their English language skills and to be successful in interactions with the school system, on the job, and in the community.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The Literacy Network's Family Literacy Partnerships provide Adult ESL education in schools and in the community to strengthen parents' verbal and written language skills. Our programs assist parents in acquiring the skills they need to become literacy leaders in the home and to feel confident in integrating their families into Madison schools. Family Literacy is comprised of two programs: English in the Schools and Family Literacy Partnerships in the community.

Emphasis is placed on making parents feel comfortable interacting with their children's teachers and school administration. Parents gain an understanding of school programs, lunch menus, field trip protocol, and other school-related topics. They also acquire and improve the language skills necessary for accomplishing such goals as calling a child in sick, filling out a permission slip, asking questions and expressing opinions in parent-teacher conferences, and fostering a "school-positive" environment in the home. Both programs focus on teaching the specific English language skills that will be most beneficial to Limited English Proficient parents in helping their children succeed at school. In that effort, our instructors are responsive to learner needs and adjust their courses to fit what the parents are interested in learning.

Classes will be held in coordination with daytime family literacy programming at the South Madison Branch Library, and with after-school programming in the Madison Metropolitan School District.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Goal #1: 200 parents with limited English proficiency will learn both school and community-related English to support the literacy skills of their children. Parents will connect directly with the schools and become more familiar with language and strategies for connecting with school principals and teachers.

Goal #2: 200 parents with limited English proficiency will be more active in their children's literacy activities at home. As a result of the program, parents will support early literacy skills, reading in the home and create a positive learning environment.

Total program hours: 310/yr.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Programs will occur after school during the week and dates will be coordinated with individual schools. 90 minute classes will be held twice weekly, and may be flexible, depending on the needs of schools and families. Community classes will occur for three hours a class, on Saturdays at the South Madison Branch Library.

CR PROGRAM STANDARD - 1 MAY 2, 2012

### **COMMUNITY DEVELOPMENT DIVISION**

### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	ORGANIZA	TION
PROGRAM/LETTER:	Α	Family Literacy

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Literacy Network serves adult learners of all ages. More than 80% of our learners are low-income, and all have low literacy and/or limited English proficiency. Many learners have struggled with undiagnosed learning disabilities. We anticipate that this project will serve a similar population in coordination with our program partners.

6. LOCATION: Location of service and intended service area.

We will identify areas with a high population of LEP families. Locations are chosen with school staff. We project to serve: 13, 14.01, 14.02, 14.03 and 15.02, depending on the needs of the community.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

We will work with our program partners at Madison Metropolitan School District and the South Madison Branch Library (SMB) to collaboratively market our program to adults with low literacy and limited English proficiency. School staff members, including principals and bilingual resource specialists, are best placed to communicate directly with parents and teachers for recruitment to the program. In addition, our staff plays a critical role in sharing information about the programs with the community as well. We will also work with partner agencies throughout Madison, including the SMB, Boys & Girls Club, and community centers. We will participate in community outreach events at the schools, such as registration days, and in neighborhood festivals. We will promote our program on La Movida radio in cooperation with Madison Schools. Because of our excellent programs, we have developed a very strong reputation among our learners. Therefore, word-of-mouth tends to be our best marketing tool.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

Our program naturally requires close collaboration with Madison schools to ensure that services are meaningful and relevant to the lives of families in the Madison community. Parents will be supported with the tools needed for better participation in community learning programs, such as volunteer opportunities at their child's school. Instructors use a wide range of supplementary materials from MMSD, such as lunch menus and alphabet charts, to meet their goals. Parents take home a reading chart and record how many minutes they spent reading on their own and with their children each day.

We place special emphasis on dealing with illness and how it relates to school and work attendance. Students work on understanding the "When to stay home from school" guidelines from MMSD. Other resources that helped parents apply at home what they learned in class were articles such as "Parents as Partners in Reading" and a "10 Best Ways to Help Your Child Succeed in School" list.

9. VOLUNTEERS: How are volunteers utilized in this program?

While this program is taught by professional paid staff, some family literacy learners also participate in our volunteer tutoring program which provides learners the opportunity to practice their basic reading, writing and language skills in a supportive environment. Volunteers are also used to assist paid childcare staff at various Family Literacy Program sites.

10. Number of volunteers utilized in 2011?	
Number of volunteer hours utilized in this progran	n in 2011?

5
125

### **COMMUNITY DEVELOPMENT DIVISION**

### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	ORGANIZATION					
PROGRAM/LETTER:	Α	Family Literacy				

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Our project is unique in Madison, and serves adult learners w ho need more support services to connect w ith the school system and community learning resources.

- Challenge that face participants include:
- Cultural and language differences create a barrier to active participation in schools. We provide a vital link to the school, introducing parents to key school staff and increasing their comfort level with school participation.
- Balancing family, work, and childcare. We encourage learners by maintaining an active presence with them to help improve attendance. Our family literacy programs offer childcare.
- Transportation. By holding programs at the schools close to where parents live, we make it easier for parents to attend classes.
- Health concerns. We encourage healthy habits in eating and practicing better connections to health care professionals by sharing community resources like community clinics which we have promoted in our health literacy class.
- Changes in work hours. Because parents' connection to the workforce is typically tenuous, positions tend to be temporary and constantly changing. Therefore, when parents are unable to attend because of work, we share information about other community classes and programs which may meet their schedule.
- 12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Literacy Network is the only not-for-profit organization solely dedicated to improving literacy in our community. Literacy Network has been a community asset for over 36 years and has provided quality family literacy programming for more than eight years. We have helped thousands of learners reach their functional literacy goals such as communicating with a child's teacher. The experienced staff is uniquely qualified to provide effective and efficient instruction.

Literacy Netw ork staff are professionals with degrees in English as a Second Language, Applied Linguistics, Adult Education, and reading instruction. Key staff members each have more than 10 years' experience in planning and teaching adults and have thorough know ledge of second language acquisition theory and teaching methodology. Literacy Network staff perform assessments and evaluate student outcomes, and have developed and managed many community and workplace partnerships. We have developed curricula in coordination with our program partners, and provided excellent volunteer training and supervision. Our program coordinator and interns are skilled in working with adults of diverse cultural, social, economic and linguistic backgrounds. The coordinator and interns will be trained to conduct language and skill assessments by the Wisconsin Technical College System.

<ol><li>LICENSING OR ACCREDITATION: Report progra</li></ol>	ım licensing, accreditation or	certification standards	currently applied.
---	--------------------------------	-------------------------	--------------------

200 characters (with spaces) (2 lines max.)	

# 14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications			
Family Literacy Coordinator	0.75	Masters Degree, TESOL Certification			
Group Instruction Director	roup Instruction Director 0.25 Masters Degree,	asters Degree, TESOL Certification			
ESL Instruction	1.5	Masters Degree, TESOL Certification			

**CITY OF MADISON** 

ODGANIZATION	0004117471	101					
ORGANIZATION:	ORGANIZATI						
PROGRAM/LETTER:	Α	Family Literacy					
PROGRAM/LETTER:  15. CONTRIBUTING RESEARCO Please identify research or best Parents are a child's first tea supportive resources that w Limited English Proficient adi English. Our training model p Madison school staff to help demands on their time. We g and make regular telephone supportive services to creat As changes in work hours a difficult economy, we will ne approach to their education. We alw ays connect learning activities, family responsibilities	practice frameracher. With control and them in ults face the corovides the manager in parents attempt involved war calls to parente conditions the tand a greater ed to remain greate the conditions to the rich kills.	clearly defined go to their drive to man challenges of bath much needed "we and class consist with adult learner ints to encourage that are conduct of focus on short- and diligent in supportant	pals, we help hake a better I allancing famil rap-around" tently and makes with the heattendance we to learning the needs	p parents to fe for their y, w ork, ar services o anage the n elp of our s and help t g. ment remain	b better conn families thro nd childcare if childcare b umerous sch chool site pa hem connect n a consister iers by rema	ugh education needs to learn y collaborating neduling confli irtner coordinat to additional nt issue in this ining flexible in	n. n g w ith icts and ators,
16. ACCESS FOR LOW-INCOM What percentage of this program What framework do you use to c	n's participants determine or de Number of chi Individuals or	s do you expect to escribe participant illdren enrolled in t families that repo	be of low and it's or househousehousehousehousehousehousehouse	ld income so ced lunch ane County	tatus? (check Median Incom		75.09 X X
	Other	amily income in re	elation to Fede	eral Poverty	guidelines		
17. HOW IS THIS INFORMATION Self-reported through surve	ON CURRENTL						
18. PLEASE DESCRIBE YOUR ACCESS ISSUES FOR LOW IN All classes are free to partic	ICOME INDIVI			MODATION	NS MADE TO	ADDRESS	

CR PROGRAM STANDARD - 4 MAY 2, 2012

# **PROGRAM DESCRIPTION**

CITY OF MADISON

ORGANIZATION: ORGANIZATION

PROGRAM/LETTER: A Family Literacy

### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	188	100%	12	100%	RESIDENCY				
MALE	60	32%	4	33%	CITY OF MADISON	185	98%	Х	$\times$
FEMALE	128	68%	8	67%	DANE COUNTY (NOT IN CITY)	3	2%	$\times$	$>\!\!<$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$>\!\!<$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY		0	0%	$\sim$	$\sim$
TOTAL RESIDENCY		188	100%	$\supset \!$	$\times$
AGE					
<2		0	0%	$\times$	$\times$
2 - 5		0	0%	$\times$	$\times$
6 - 12		0	0%	$\times$	X
13 - 17		0	0%	$\times$	X
18 - 29		62	33%	$\times$	$\times$
30 - 59		82	44%	$\times$	$\times$
60 - 74		44	23%	$\times$	$\times$
75 & UP		0	0%	$\times$	X
TOTAL AGE		188	100%	$\times$	X
RACE					
WHITE/CAUCASIAN		116	62%	12	100%
BLACK/AFRICAN AMERICAN		12	6%	0	0%
ASIAN		60	32%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE		0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER		0	0%	0	0%
MULTI-RACIAL:		0	0%	0	0%
Black/AA & White/Caucasian	0		0%	0	0%
Asian & White/Caucasian	0		0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0		0%	0	0%
Am Indian/Alaskan Native & Black/AA	0		0%	0	0%
BALANCE/OTHER		0	0%	0	0%
TOTAL RACE		188	100%	12	100%
ETHNICITY					
HISPANIC OR LATINO		120	64%	5	42%
NOT HISPANIC OR LATINO		68	36%	7	58%
TOTAL ETHNICITY		188	100%	12	100%
PERSONS WITH DISABILITIES		8	4%	0	0%

# PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	ORGANIZATION	
PROGRAM/LETTER:	A Family Literacy	
DDOCDAM OUTCOMES		
PROGRAM OUTCOMES	Number of unduplicated individual participants served during 2011. 188	
	Total to be served in 2013.	
	ogram outcome. No more than two outcomes per program will be reviewed.	
	your research and/or posted resource documents if appropriate.	
Refer to the instructions for detailed	d descriptions of what should be included in the table below.	
Outcome Objective # 1:	Goal #1: 126 parents with limited English proficiency will learn both school and community- related English to support the literacy skills of their children. Parents will connect directly with	
Performance Indicator(s):	Schools and become more familiar with language and strategies for connecting with school.  Writing exercises, experiential activities.	
Proposed for 2013:	Total to be considered in 200 Targeted % to meet perf. measures	63%
1 1000000 101 2010.	perf. measurement Targeted # to meet perf. measure	126
Proposed for 2014:	Total to be considered in 200 Targeted % to meet perf. measures	63%
	perf. measurement Targeted # to meet perf. measure	126
Explain the measurement tools or methods:	Teacher observation, class projects, surveys.	
Outcome Objective # 2:	Goal #2: 126 parents with limited English proficiency will be more active in their children's literacy activities at home. As a result of the program, parents will support early literacy skills	<del></del>
Performance Indicator(s):	reading in the home and create a positive learning environment	
Proposed for 2013:	Total to be considered in 200 Targeted % to meet perf. measures	63%
Decreased for 0044	perf. measurement Targeted # to meet perf. measure	126
Proposed for 2014:	Total to be considered in 200 Targeted % to meet perf. measures  perf. measurement Targeted # to meet perf. measure	63% 126
Explain the measurement tools or methods:	Teacher observation, class projects, surveys.	

CR PROGRAM STANDARD - 6 MAY 2, 2012

ORGANIZATION:	Literacy Netv	work
PROGRAM/LETTER:	Α	Family Literacy

# 10. PROGRAM BUDGET

a. 2012 BUDGETED		ACCOUNT CATEGORY					
	SOURCE				SPECIAL		
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS		
DANE CO HUMAN SVCS	0	0	0	0	0		
DANE CO CDBG	0	0	0	0	0		
MADISON-COMM SVCS	21,000	20,300	700	0	0		
MADISON-CDBG	0	0	0	0	0		
UNITED WAY ALLOC	0	0	0	0	0		
UNITED WAY DESIG	0	0	0	0	0		
OTHER GOVT	0	0	0	0	0		
FUNDRAISING DONATIONS	0	0	0	0	0		
USER FEES	0	0	0	0	0		
OTHER	0	0	0	0	0		
TOTAL REVENUE	21,000	20,300	700	0	0		

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	36,500	35,300	1,200	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0		0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	36,500	35,300	1,200	0	0

# \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:	Literacy Ne	twork
PROGRAM/LETTER:	Α	Family Literacy

### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

	3 3 1 1 7 1	, , , , , ,	<u> </u>
200 characters (wi	ith spaces) (2 lines max.)		

### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY					
	BUDGET				SPECIAL	
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS	
DANE CO HUMAN SVCS	0	0	0	0	0	
DANE CO CDBG	0	0	0	0	0	
MADISON-COMM SVCS	0	0	0	0	0	
MADISON-CDBG	0	0	0	0	0	
UNITED WAY ALLOC	0	0	0	0	0	
UNITED WAY DESIG	0	0	0	0	0	
OTHER GOVT*	0	0	0	0	0	
FUNDRAISING DONATIONS	0	0	0	0	0	
USER FEES	0	0	0	0	0	
OTHER**	0	0	0	0	0	
TOTAL REVENUE	0	0	0	0	0	

# \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

# \*\*OTHER 2014

Source		Amount	Terms
		0	
		0	
		0	
		0	
		0	
	TOTAL	0	

# **APPLICATION FOR 2013-2014 FUNDS**

DATE

1. AGENCY	CONTACT INFORMATION			
Organization		etwork		Madison
Mailing Addr				
Telephone				S <sub>b</sub>
FAX				
Admin Conta	ict	_		Sie Sie
Financial Co	ntact			
Website				- CDBG
Email Addre	SS			COMMUNITY
Legal Status	Select Sta	tus from Drop-Down		Development Block Grant Program
	Federal EIN:			
	State CN:			
	DUNS #			
2. SIGNATU	RE PAGE			
AFFIRMATI	/E ACTION			
	If funded, applicant hereby agi	ees to comply with City o	of Madison Ordinance 39.02 and file either	
	an exemption or an affirmative	action plan with the Dep	artment of Civil Rights. A Model	
	Affirmative Action Plan and ins	structions are available at	www.cityofmadison.com/dcr/aaForms.cfm.	
LIVING WAG	GE ORDINANCE			
	If funded, applicant hereby agi	rees to comply with City of	of Madison Ordinance 4.20.	
			rly). This reflects a 3% increase	
	over Madison Living Wage for			
CITY OF MA	DISON CONTRACTS			
	If funded, applicant agrees to	comply with all applicable	local, State and Federal provisions.	
	. , ,		ay be obtained by contacting the	
	Community Development Divis	·	, ,	
	If funded, the City of Madison	reserves the right to nego	otiate the final terms of a contract	
	with the selected agency.			
3. SIGNATU	RE			
Entor name:			7	
Enter name:			J	
	<b>.</b> —			
Ву є	ntering your initials in the box		nically signing your name and agreeing	
		to the terms list	ed above	

COVER PAGE - 1 MAY 2, 2012

# AGENCY CONTACT INFORMATION

ORGANIZATION Literacy Network

### 1. AGENCY CONTACT INFORMATION

A Family Literacy	OCS: Children and F	OCS: Children and Families A2: Parent Education (ECCEC)					
Contact: Eileen Zeiger	New Prg? No	Phone: 608-244-3911	Email: eileen@litnetwork.org				
B College Success	OCS/CDBG: Adult W	OCS/CDBG: Adult Workforce Preparedness and Employment B1: Literacy to Employment (CONF)					
Contact: Lisa Hollman	New Prg? No	Phone: 608-244-3911	Email: lisa@litnetwork.org				
C Program C	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
D Program D	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
E Program E	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
F Program F	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
G Program G	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
H Program H	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	0	0	0	0	0	0	0	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	36,500	36,500	67,500	36,500	31,000	0	0	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	128,697	128,687	160,000	0	0	0	0	0	0	0	0	160,000
UNITED WAY DESIG	28,412	26,907	30,000	0	0	0	0	0	0	0	0	30,000
OTHER GOVT	49,600	54,543	50,000	0	0	0	0	0	0	0	0	50,000
FUNDRAISING DONATIONS	55,124	151,820	154,500	0	0	0	0	0	0	0	0	154,500
USER FEES	50,301	12,200	24,000	0	0	0	0	0	0	0	0	24,000
OTHER	162,921	158,317	193,380	0	0	0	0	0	0	0	0	193,380
TOTAL REVENUE	511,555	568,974	679,380	36,500	31,000	0	0	0	0	0	0	611,880

AO: REVENUE - 1 MAY 2, 2012

### 3. AGENCY ORGANIZATIONAL PROFILE

### a. AGENCY MISSION STATEMENT

Our programs teach reading, writing and speaking skills to adults and families so they can achieve financial independence, good health and greater involvement in community life. All programs are free of charge.

### b. AGENCY EXPERIENCE AND QUALIFICATIONS

For 38 years, Literacy Netw ork has provided basic literacy skill development and English language training for adults and families. In 2011, we helped nearly 1,100 learners advance toward better employment opportunities, become more involved in their children's education, and access community services such as libraries and health care. Our vision is that every person in Dane County will have the literacy skills needed to independently pursue their life goals, support their family, and be active in their community. Last year, we helped more than 400 adults find work and improve their ability to keep and advance in their employment. We provide a unique service to adult learners who are working to improve their economic stability and their involvment in the community.

Over the years, Literacy Netw ork staff members have developed programs to target specific workplace skills to support the development of learners to better-paying, higher-skilled positions. In creating these programs, we have surveyed supervisors and managers who have helped us to identify the skills necessary for advancement in the workplace. Additionally, we have partnered with schools and health care facilities to empower adults to build their skills. Our workplace partners recognize the benefits of the personalized support that our professional staff and volunteers provide to learners through our programming. We have strengthened the skills of thousands of low-wage working adults and enabled them to secure better employment in growing industries. Below we have listed direct quotes about how our tutors and staff help learners advance in their workplace education goals.

- "S. w as offered a full time job this month! She is also more than half way done with her CNA class at MATC and doing extremely well. She has said that her classmates frequently come to her with questions about the course material...." A later comment: "She finished her CNA class and got an A on her final exam!"
- "P. is working on becoming an electrical apprentice. She is currently taking English and math classes at MATC. I assist with some of the work for those classes. She will have an oral interview that is part of the apprenticeship program in March. We continue to work on English reading and writing skills."
- "C. previously had a tough time organizing and writing emails to her supervisor, so she would avoid doing so. This month, though, she carefully thought out an email with an intro, body and conclusion and sent it to her supervisor. She made the comment that after all of our lessons on grammar and how to properly write a sentence, she feels much more comfortable writing emails and even looks forward to it sometimes."
- "R. and I w orked to prepare him for the exam of medical interpreter. This included extensive vocabulary training as well as practice scenarios in which we prepped for the types of questions on the exam."
- "Being able to read has helped D. feel more part of his work environment. It has aided him interacting more with his co-workers and others around him."

Because of our long-term connections with businesses and service providers in Madison, we are able to respond to the current economic challenges by wisely pooling our resources, focusing on the strengths of each partner and avoiding duplication of effort.

Tutor/mentors will also help learners develop technology skills in the Literacy Network Mobile Learning Lab. Using Microsoft Office applications, mentors and tutors will help learners develop tangible employment skills and physical evidence through resumes, cover letters and tangible work products that can be used for the world of work and continued learning success. Tutor/mentors will assist learners with English grammar instruction in our interactive language lab and English grammar instruction to enable them to strengthen their language skills with Rosetta Stone and Lexia SOS software programs. Students will also learn basic computer literacy in our learning

### 4. AGENCY GOVERNING BODY

How many Board meetings were held in 2011?

How many Board meetings has your governing body or Board of Directors scheduled for 2012?

How many Board seats are indicated in your agency by-laws?

up to 18

Please list your current Board of Directors or your agency's governing body. Michael True Name Home Address 2800 Mickelson Parkway Occupation Attorney Murphy Desmond S.C. Representing Term of Office From 05/2011 To: 05/2013 Name **Maureen Miner** Home Address 204 S. Bassett St. Occupation Human Resources Mgr Representing WARF Term of Office From 05/2011 To: 05/2013 **Christine Beatty** Name Home Address 5606 Hammersley Rd Occupation **Executive Director** Representing City of Madison Senior Center Term of Office From: 05/2012 To: 05/2014 Rich Birrenkott Name Home Address 3030 Hillside Trail Occupation Agent Representing Tricor Insurance Term of Office From 05/2012 To: 05/2014 Renee Boyce Name Home Address 1305 Wayridge Drive Occupation Human Resources Mgr Findorff Representing Term of Office From: 05/2011 To: 05/2013 Name **Beatriz Cantelmo** Home Address 7 North Pinckney Occupation Consultant **DVR/Integrative Life Paths** Representing Term of Office From 05/2012 To: 05/2014 Sarah DeRoo Name 1751 N. Cambridge Ave #5 Home Address Occupation Editor-in-chief Representing **BRAVA Magazine** Term of Office From 05/2012 To: 05/2014 **Kerry Hill** Name 2709 Myrtle St. Home Address Director Occupation UW Madison Representing Term of Office 05/2012 To: 05/2014 From:

# AGENCY GOVERNING BODY cont.

Name	Dipesh Navsaria
Home Address	2870 University Ave
Occupation	Physician
Representing	UW School of Medicine and Public Health
Term of Office	From: 05/2012 To: 05/2014
Name	Rick Salatino
Home Address	3321 N Stone Creek Cir
Occupation	Manager
Representing	Promega
Term of Office	From: 05/2012 To: 05/2014
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
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Term of Office	From: mm/yyyy To: mm/yyyy
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Term of Office	From: mm/yyyy To: mm/yyyy

# AGENCY GOVERNING BODY cont.

Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	mm/yyyy
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Term of Office	From: mm/yyyy To:	mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number Percent		Number	Percent	Number	Percent	
TOTAL	28	100%	10	100%	526	100%	
GENDER							
MALE	6	21%	5	50%	149	28%	
FEMALE	22	79%	5	50%	373	71%	
UNKNOWN/OTHER	0	0%	0	0%	4	1%	
TOTAL GENDER	28	100%	10	100%	526	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	2	0%	
18-59 YRS	25	89%	8	80%	404	77%	
60 AND OLDER	3	11%	2	20%	120	23%	
TOTAL AGE	28	100%	10	100%	526	100%	
RACE*						0	
WHITE/CAUCASIAN	25	89%	9	90%	447	85%	
BLACK/AFRICAN AMERICAN	0	0%	0	0%	12	2%	
ASIAN	3	11%	1	10%	16	3%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	4	1%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	4	1%	
MULTI-RACIAL:	0	0%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	0	0%	0	0%	43	8%	
TOTAL RACE	28	100%	10	100%	526	100%	
ETHNICITY							
HISPANIC OR LATINO	10	36%	1	10%	13	2%	
NOT HISPANIC OR LATINO	18	64%	9	90%	513	98%	
TOTAL ETHNICITY	28	100%	10	100%	526	100%	
PERSONS WITH DISABILITIES	0	0%	0	0%	9	2%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

# 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.

		2011	2012	2013-14
Accou	nt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	304,211	358,000	440,580
	Taxes	21,692	28,639	35,000
	Benefits	14,428	26,000	34,000
	SUBTOTAL A.	340,331	412,639	509,580
В.	OPERATING			
	All "Operating" Costs	36,345	55,445	60,000
	SUBTOTAL B.	36,345	55,445	60,000
C.	SPACE			
	Rent/Utilities/Maintenance	43,890	43,890	48,000
	Mortgage (P&I) / Depreciation / Taxes	0	0	0
	SUBTOTAL C.	43,890	43,890	48,000
D.	SPECIAL COSTS			
	Assistance to Individuals	1,702	1,800	2,000
	Subcontracts, etc.	22,055	23,000	25,000
	Affiliation Dues	1,191	1,200	1,300
	Capital Expenditure	4,645	5,000	5,500
	Other:	25,072	26,000	28,000
	SUBTOTAL D.	54,665	57,000	61,800
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	50,020	52,000	56,300
	TOTAL OPERATING EXPENSES	470,586	563,974	673,880
E.	TOTAL CAPITAL EXPENDITURES	4,645	5,000	5,500

# 7. PERSONNEL DATA: List Percent of Staff Turnover

10.7%

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.

Lead staff recieved job offer at area library - her original field of study as she completed graduate school.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

### 8. PERSONNEL DATA: Personnel Schedule

### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2012 2		201	3-14	2013-14 PROPOSED FTES DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	1.00	57,000	1.00	58,710	0.00	0.15	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.70
Group Instruction Director	0.75	32,000	1.00	32,960	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.50
Student Services Director	1.00	30,000	1.00	30,900	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.50
Volunteer Coordinator	1.00	30,000	1.00	30,900	0.00	0.25	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.25
Tutoring Director	1.00	35,000	1.00	36,050	0.00	0.25	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.25
Family Literacy Program Coord	0.75	30,000	0.75	30,900	0.00	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health Literacy Director	1.00	32,000	1.00	32,960	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
ESL Instructors	2.00	60,000	3.20	98,000	0.00	1.20	1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Childcare providers	0.25	12,000	1.00	48,000	0.00	0.50	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Development Director	1.00	40,000	1.00	41,200	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	9.75	358,000	11.95	440,580		3.85	3.15	0.00	0.00	0.00	0.00	0.00	0.00	4.95

TOTAL PERSONNEL COSTS: 440,580

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	E	F	G	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name:	Off the Square Club (OTSC)							
2.	Agency Name:	Lutheran Social Services of Wisconsin and Upper Michigan, Inc.							
3.	Requested Amoun	2013: \$41,255 2014: \$41,255	Prior Year Level: \$37,500						
4.	<b>Project Type:</b>	New Continuin	g X						
5.	Framework Plan C  I. Youth Priori  II. Access III Crisis Comment:	•	ressed by Proposed by Activity:  VI Child(ren) &Family  VII Seniors						

6. Anticipated Accomplishments (Proposed Service Goals)

200 individuals participated in OTSC offerings

90% of 40 individuals surveyed will say that "this program helps people find better housing; I am comfortable accessing community resources, etc.

90% of 40 individuals surveyed will say "I take an active role in decision about my life and this program helps me to believe that personal growth in my life is possible"

7. To what extent does the proposal meet the Objectives of the <u>Community Development</u> Division, Community Resources <u>Program Goals and Objectives</u> for 2013-2014?

**Staff Comments:** The OTSC proposal meets the goal in the Access to Resources Program Area - Provide services to overcome barriers to the basic resources that increase self-sufficiency and improve the quality of life for the community's most vulnerable individuals. This program is considered a High Priority activity as it provides culturally specific or targeted supportive services to members of low to moderate income and/or marginalized groups that increase access to basic services and resources and increase participation in community life.

- 8. Does the proposal incorporate an innovative and/or research based <u>program design</u>?
  - **Staff Comments:** LSS identifies the current model used at OTSC as a Consumer Operated Service model which is an evidence-based practice. Currently two of the three direct care staff are consumers. There are plans to add a Certified Peer Specialist back on the OTSC staff.
- 9. Does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline? What will be the impact on the identified need or problem? Staff Comments: The proposed service goals and outcome objectives are realistic and measureable. This contract has been administered by the CDBG Office since 2011. Current outcome measures negotiated as part of that contract include the LSS proposed outcomes as well as increasing the diversity of the club membership to include more people of color.
- 10. Does the agency, staff and/or Board <u>experience</u>, <u>qualifications</u>, <u>past performance</u> and <u>capacity</u> indicate probable success of the proposal?

**Staff Comments:** The program supervisor has been involved with OTSC for several years and was a member of the staff prior to becoming the supervisor. OTSC also has support from the LSS staff who are experienced and education in providing services to this population.

11. Is the agency's proposed <u>budget reasonable and realistic</u>, able to <u>leverage additional resources</u>, and demonstrate <u>sound fiscal planning</u> and management?

**Staff Comments:** LSS proposes a reasonable budget. The 2013 proposed budget requests a 10% increase over 2011-2012. The 2013 OTSC budget also reflects a significant increase in fundraising and donations. Proposal identifies program staff that are paid less than living wage. We are working with agency staff to clarify status of supported positions.

12. Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support</u>, <u>including volunteers</u>, <u>in-kind support</u> and securing <u>partnerships</u> with <u>agencies</u> and community groups?

**Staff Comments:** OTSC integrates consumers and professional staff to provide services as a team to club members. In addition to consumer service providers, OTSC indicates 61 total program volunteers. Professionally, staff has relationships with many community groups including Journey Mental Health Center, Cornucopia and many Homeless Services Consortium agencies.

13. To what extent does the applicant propose services that are accessible and appropriate to the needs of low income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities?

Staff Comments: Currently, club membership is reported as largely aged 30-59, 69% Caucasian, 20% African American and 21% Other. In 2011, an OTSC goal was to increase the ethnic diversity of the membership over 2009 which they did successfully.

Follow up questions for Agency:

Staff Recommendation

Not recommend for consideration

X Recommend with Qualifications
Suggested Qualifications:

### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:

PROGRAM/LETTER:

Lutheran Social Services of WI & Upper MI, Inc.

A Off the Square Club

OBJECTIVE STATEMENTS: OCS: Access to Resources A1: Targeted Services (CSC)

### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

The Madison area currently benefits from the programming that OTSC delivers. OTSC is the only program that is primarily consumer staffed which delivers recovery oriented, and trauma informed community resources counseling and referral to people with mental illness, some of which are homeless. OTSC serves in this capacity by being an important adjunct to more traditional services in Dane County. Frequently OTSC members have been unable to access such important traditional services due to symptoms of mental illness, wait lists, and program attrition. These members benefit from the knowledge as well as advocacy efforts of OTSC staff. Additionally, some members have been disinterested in the services delivered by mainstream providers and have chosen OTSC's primarily consumer staffed model as their preferred recovery environment. For individuals whose mental illness creates a barrier in accessing Madison's traditional Mental Health services, OTSC can be the key to recovery.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

OTSC provides a safe, therapeutic place for people to congregate and interact free from the stigma associated with mental illness. This allows OTSC members to have a place to fulfill basic physical needs such as shelter, rest, and two meals a day. Additionally, safety is critical, both from dangers of the street as well as feelings of stigmatization. Furthermore, members can develop a sense of belonging through interaction with other members and caring staff. The fulfillment of such needs reflects the first three categories highlighted in Maslow's hierarchy. Members can also seek out staff for assistance and advocacy in finding local community resources. Staff deliver this service utilizing a person-centered service approach. Recovery is also supported by the provision of various types of groups. Currently a spirituality group is offered, while our mental health recovery support group is in the process of re-conceptualization. Additionally, OTSC functions as a place for members to learn vocational and social skills that they can practice outside of the club. There are four paid members/staff, while other members can gain work skills and experience through volunteering. Social skills are modeled by staff. OTSC also serves as a place for members to enjoy the company of others and participate in fun activities. OTSC helps the Madison community by providing gatew ay services to individuals who are challenged by mental illness, allowing them safety while decreasing their presence on the streets, commission of crimes of "necessity," and relieving the burden on other agencies.

- 3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.
  - 1) Increase access to Madison area resources by providing information and referral services to OTSC members as indicated by 680 annual referrals and a 90 percent average endorsement of "improvement in access to community resources" survey items. 2) Increase engagement in Madison area resources by increasing OTSC member empowerment as indicated by a 90 percent average endorsement of "improvement in sense of empowerment" survey items.
- 4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

OTSC is open Monday through Friday from 9 a.m. to 4 p.m. There are tentative plans in place to expand Club hours to include Saturdays.

CR PROGRAM STANDARD - 1 MAY 2, 2012

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	Lutheran So	ocial Services of WI & Upper MI, Inc.
PROGRAM/LETTER:	Α	Off the Square Club

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

OTSC offers services to adults with serious and persistent mental illness, as well as homelessness. To become a member of the program, one must have a diagnosed mental illness. Members have a variety of SES backgrounds, but most currently live beneath the poverty level. The Median age of those served is 50 years. Most members are proficient in speaking English as well as literate, though they vary in cognitive level. Physical challenges include respiratory problems, heart problems, diabetes, arthritis, bone/joint disintegration, skin problems and issues resulting from substance abuse.

6. LOCATION: Location of service and intended service area.

OTSC is in Madison, near the capitol. Our members tend to stay in Madison, though we have served individuals from Cities and Towns near Madison as well as people newly arrived from out of state.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

Currently, potential members are informed of OTSC's services through referral, whether it be from area social service agencies, current members, or self. To reach out to potential members, OTSC staff are planning a campaign to meet with the staff of a number of area agencies in an effort to inform them of of OTSC's new services, while reminding them of the services that continue to be offered. Hospitals, CSPs, TCM agencies, Shelters, Neighborhood Centers, Community Centers, Community Organizations (such as the Rotary, Elks, Freemasons, etc), and people "on the street" will be the primary targets of the outreach effort. Additionally, an effort will be made to engage people from the Middle Eastern, Asian Indian, Hmong, and Latino communities using collaboration with the agencies that serve such populations.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

OTSC has a working relationship with most service agencies, especially those under the Journey Mental Health Center umbrella, whose case workers, therapists, and psychiatrists serve many of our clients. Additionally, we routinely work with staff from Porchlight, Port St. Vincent, the Salvation Army, the Veteran's Administration, Tellurian, Hope Haven, the Department of Corrections, and the Social Security Administration. OTSC is a member of the Homeless Service Consortium, with which much information is shared. OTSC staff also provide crisis stabilization services which involve service coordination with CSP and TCM agencies. We maintain a positive relationship with Cornucopia, Inc., and have strongly considered coordinating our services. We have a good working relationship with the Madison Police Dept. and EMS and have a mutual respect during occasional instances where their intervention is needed. We coordinate clothing drives and donations with several groups in the Madison area.

9. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers are able to help out at the front desk, facilitate groups, or act as Community Advocates (CAs). Front desk volunteers answer phones, greet visitors, and build relationships with OTSC members. Activity facilitators volunteer by sharing a special skill with OTSC members. Lastly, CAs are community members who assist OTSC members in navigating local community resources.

<ol><li>Number of volunteers utilized in</li></ol>	n 2011?
Number of volunteer hours utilized	in this program in 2011?

61 1,837 ORGANIZATION:

PROGRAM/LETTER:

A Off the Square Club

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

The greatest barrier to receiving service at OTSC is that of language. If a potential member does not have a working understanding of English, that person will be unable to easily access the services provided. Despite this significant barrier, OTSC recently hired a person with a working know ledge of Spanish. This staff person will assist in reaching out to Spanish speaking communities, which is something that OTSC staff has been unable to do in the past due to language barriers. If a potential member wishes to access services despite the language barrier, staff are able to arrange telephone interpretation services. Cultural differences between potential members and staff may initially present as barriers to service however, OTSC staff are committed to cultural competence. OTSC staff are able to develop a basic understanding of any culture's norms and values while acknow ledging that nobody should be stereotyped. Lastly, young veterans have not accessed services, likely due to lack of awareness of OTSC. OTSC staff have attempted to reach out to veterans by establishing a working relationship with the Veteran's Administration. OTSC staff endorse a recovery paradigm and operate from a person centered perspective, allowing them to "meet people where they're at" and thereby offer accomodations regardless of the barrier encountered.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

OTSC management takes great care in maintaining the continuity of staff and a team environment. Turnover is rare among both staff and member staff. As a standard set by the by the agency, trained and educated supervisors are in charge of the day to day operations, along with other staff with college degrees and human service experience to make sure the clients have the best quality care possible. The member staff is not required to have a degree, but instead have life experience and a drive to work with individuals with mental illness. As a result we have increasing ability to handle referrals, outreach, case management, crisis management, group sessions, and recreation. We continue to be a safe haven for people with mental illness who can enjoy their "Club" without encountering the stigma they are accustomed to in the community. The agency prides itself on meeting people where they are in life and providing safe environments for the clients, thus OTSC can be seen as the leader in this area. The program offers a safe environment and crisis intervention when appropriate. Recovery based applications are the basis for the services we provide and staff are always looking at trending best practices to better serve the clients.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

LSS is accredited by the Council On Accreditation, a standard which OTSC shares.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Program Supervisor	0.75	B.S./B.A human service/related field, 2 years human services exp, lived exp.
Human Service Professional	0.625	B.S./B.A. human service/related field
Community Services Spec.	.3755	Lived exp., mental health service exp., equivalent education or combination
Kitchen Supervisor	0.375	Club Member, experience in food preperation or willingness to learn
Cook	0.25	Club Member, experience in food preperation or willingness to learn
Dishwasher	0.25	Club Member, experience in dishwashing or willingness to learn
Janitor (2)	0.125	Club Member, experience in janitorial work or willingness to learn

CR PROGRAM STANDARD - 3 MAY 2, 2012

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	Lutheran Sc	theran Social Services of WI & Upper MI, Inc.			
PROGRAM/LETTER:	Α	Off the Square Club			

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

The framework that originally informed the creation of OTSC was the Clubhouse Model of service, which evolved into the ICCD Clubhouse evidence based practice. Currently, OTSC's service model more closely reflects that of a Consumer Operated Service: a model which is also an evidence based practice. Two of the three direct care staff at OTSC are consumer-providers, and there are plans to place a Certified Peer Specialist back on OTSC's staff. When assisting OTSC members to find and engage in area resources, staff utilize principles of intentional interviewing while also drawing from the evidence based practice of Motivational Interviewing. Service is delivered at OTSC within a recovery paradigm, utilizing a strengths based, person centered philosophy. Additionally, OTSC has been accredited by the COA, which outlines several best practice frameworks. Over the years and most recently, crisis stabilization and recovery support in a form that is similar to case management has been offered as a resource for each member. LSS has best practice framew orks in place to assist member staff in maintaining employment that is meaningful as well as appropriately challenging. We also have best practices in regards to admission of clients in order to keep the program safe while allowing as many people in because we know that many of the individuals we serve have a criminal history. If a member chooses, within 30 days of admission he or she can receive assistance from staff to find mental and physical health care, work resources, social resources, clothing, housing, food, public assistance, and help with navigating the many service systems and "red tape" that is encountered. The development of this program and its continuation over the years has occurred because the staff and LSS are dedicated to and believe in being informed by best as well as evidence based practices.

16	<b>ACCESS</b>	FOR I	OW-INCOME	INDIVIDUALS.	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?			
What framework do you use to determine or describe participant's or household income status? (check all that apply)			
Number of children enrolled in free and reduced lunch			
Individuals or families that report 0-50% of Dane County Median Income	Х		
Individual or family income in relation to Federal Poverty guidelines	Х		
Other			

# 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

This information is collected using a self-reporting form that is distributed to every client who completes an intak	e.
Completion of the form is voluntary.	

18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

There are no fees for membership. There is a fee for milk and a fee for laundry soap, how ever members are able to pay such fees at a later date. Lunch and laundry usage are free.

# **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

Lutheran Social Services of WI & Upper MI, Inc.

TER: A Off the Square Club

# **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	ERRO	0%	7	100%	RESIDENCY				
MALE	109	68%	5	71%	CITY OF MADISON	161	100%	$\times$	$\times$
FEMALE	38	24%	2	29%	DANE COUNTY (NOT IN CITY)	0	0%	$\times$	$\times$
UNKNOWN/OTHER	14	9%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$>\!\!<$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY		0%	$\times$	$\times$
TOTAL RESIDENCY	16	1 100%	> <	$\times$
AGE				
<2		0%	$>\!\!<$	$>\!\!<$
2 - 5		0%	$\times$	$\times$
6 - 12		0%	$\geq$	$\times$
13 - 17		0%	$\geq \!$	$>\!\!<$
18 - 29		3 5%	$\geq$	$\times$
30 - 59	12	4 77%	$\geq \!$	$\times$
60 - 74	1.	4 9%	$\geq \leq$	$>\!\!<$
75 & UP		0%	$\geq$	$\geq$
TOTAL AGE	14	91%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	11	1 69%	3	43%
BLACK/AFRICAN AMERICAN	3:	2 20%	1	14%
ASIAN		1 1%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE		0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER		0%	0	0%
MULTI-RACIAL:		0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	1	7 12%	3	43%
TOTAL RACE	16	1 100%	7	100%
ETHNICITY				
HISPANIC OR LATINO		0%	0	0%
NOT HISPANIC OR LATINO	16	1 100%	7	100%
TOTAL ETHNICITY	16	1 100%	7	100%
PERSONS WITH DISABILITIES	16	1 100%	6	86%

ISON

COMMUNITY DEVELOPMENT DIV	ISION PROGRAI	M DESCRIPTION	<u>CI1</u>	TY OF MAD
ORGANIZATION:	Lutheran Social Services of	of WI & Upper MI, Inc.		
PROGRAM/LETTER:	A Off the Squa	e Club		
PROGRAM OUTCOMES				
	Number of unduplicated	d individual participants ser	ved during 2011. ERROR	
		Total to be	e served in 2013. 200	
Complete the following for each pro-	gram outcome. No more than	wo outcomes per program	will be reviewed.	
If applying to OCS, please refer to y	our research and/or posted re	source documents if approp	priate.	
Refer to the instructions for detailed	descriptions of what should be	included in the table belo	w.	
Outcome Objective # 1:	Improvement in access to co	ommunity resources		
Performance Indicator(s):	community resources; I have	e sufficient resources to live	petter housing; I am comfortable e on, such as adequate housing and this pro-	g, clothing
Proposed for 2013:	Total to be considered in	40 Targ	geted % to meet perf. measures	90%
	perf. measurement	Ta	argeted # to meet perf. measure	36
Proposed for 2014:	Total to be considered in	50 Targ	geted % to meet perf. measures	90%
	perf. measurement	Ta	argeted # to meet perf. measure	45
Explain the measurement tools or methods:	resources as facilitated by C based on the Peer Outcome Research and Training Cent	TSC staff. The measure is s Protocol developed by th er on Psychiatric Disability.	other things, a member's usage is used to evaluate OTSC's servine University of Illinois at Chicagon. The survey will be distributed twup interviews with people who	ices and is go, National twice
Outcome Objective # 2:	Improvement in Sense of En	npowerment		

Performance Indicator(s):

Endorsement of: "I take an active role in decisions about my life" and "This program helps me to believe that personal growth in my life is possible."

Proposed for 2013:

40 Total to be considered in perf. measurement

90% Targeted % to meet perf. measures Targeted # to meet perf. measure 36 90% Targeted % to meet perf. measures

Proposed for 2014:

50 Total to be considered in perf. measurement

Targeted # to meet perf. measure

Explain the measurement tools or methods:

These items are from a survey that measures among other things, a member's sense of empowerment. The measure is used to evaluate OTSC's services and is based on the Peer Outcomes Protocol developed by the University of Illinois at Chicago, National Research and Training Center on Psychiatric Disability. The survey will be distributed twice yearly, and elements of it will be incorporated into follow-up interviews with people who have accessed services.

# **AGENCY OVERVIEW**

ORGANIZATION:

PROGRAM/LETTER:

A Off the Square Club

# 10. PROGRAM BUDGET

a. 2012 BUDGETED		ACCOUNT CATEGORY					
	SOURCE				SPECIAL		
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS		
DANE CO HUMAN SVCS	29,610	17,022	7,693	4,895	0		
DANE CO CDBG	0	0	0	0	0		
MADISON-COMM SVCS	0	0	0	0	0		
MADISON-CDBG	37,501	21,558	9,743	6,200	0		
UNITED WAY ALLOC	0	0	0	0	0		
UNITED WAY DESIG	30,422	17,489	7,904	5,029	0		
OTHER GOVT	0	0	0	0	0		
FUNDRAISING DONATIONS	44,892	25,808	11,663	7,422	0		
USER FEES	0	0	0	0	0		
OTHER	0	0	0	0	0		
TOTAL REVENUE	142,425	81,877	37,002	23,546	0		

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	32,562	20,786	7,480	4,296	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	41,255	26,335	9,476	5,443	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	33,449	21,352	7,684	4,413	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	73,834	47,132	16,960	9,742	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	181,100	115,605	41,600	23,895	0

# \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	Lutheran So	cial Services of Wisconsin and Upper Michigan, Inc.
PROGRAM/LETTER:	Α	Off the Square Club

# 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)

# b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET		ACCOUNT CATEGORY					
	BUDGET				SPECIAL		
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS		
DANE CO HUMAN SVCS	0	0	0	0	0		
DANE CO CDBG	0	0	0	0	0		
MADISON-COMM SVCS	0	0	0	0	0		
MADISON-CDBG	0	0	0	0	0		
UNITED WAY ALLOC	0	0	0	0	0		
UNITED WAY DESIG	0	0	0	0	0		
OTHER GOVT*	0	0	0	0	0		
FUNDRAISING DONATIONS	0	0	0	0	0		
USER FEES	0	0	0	0	0		
OTHER**	0	0	0	0	0		
TOTAL REVENUE	0	0	0	0	0		

# \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

# \*\*OTHER 2014

Source		Amount	Terms
		0	
		0	
		0	
		0	
		0	
	TOTAL	0	

# **APPLICATION FOR 2013-2014 FUNDS**

State CN: DUNS #

06046-0730

#### 1. AGENCY CONTACT INFORMATION Organization Lutheran Social Services of Wisconsin and Upper Michigan, Inc. Mailing Address 647 Virginia St. Milwaukee WI 53204 Telephone 800-488-5181 FAX Admin Contact Mary Tannis mary tannis@lsswis.org **Financial Contact** Casper Haas casper.haas@lsswis.org Website www.lsswis.org **Email Address** Alexander.Kox@lsswis.org or lisa.severson@lsswis.org Legal Status Private: Non-Profit Federal EIN: 39-0816846

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

# LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

# CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

# 3. SIGNATURE

Enter na	ame: Rebecca Simon	
	By entering your initials in the box RS	you are electronically signing your name and agreeing to the terms listed above
DATE	5/31/2012	

COVER PAGE - 1 MAY 2, 2012

# AGENCY CONTACT INFORMATION

ORGANIZATION Lutheran Social Services of Wisconsin and Upper Michigan, Inc.

# 1. AGENCY CONTACT INFORMATION

A Off the Square Club	OCS: Access to Reso	OCS: Access to Resources A1: Targeted Services (CSC)						
Contact:	New Prg? No	Phone: 608-251-6901	Email: Alexander.Kox@lsswis.org					
B Program B	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
C Program C	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
D Program D	Select an Objective S	Select an Objective Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
E Program E	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
F Program F	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
G Program G	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					
H Program H	Select an Objective S	Statement from the Drop-Down						
Contact:	New Prg?	Phone:	Email:					

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	1,080,246	426,142	32,562	32,562	0	0	0	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-CDBG	37,500	37,501	41,255	41,255	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	1,213,528	925,240	0	0	0	0	0	0	0	0	0	0
UNITED WAY DESIG	0	30,422	33,449	33,449	0	0	0	0	0	0	0	0
OTHER GOVT	37,674,370	35,555,654	0	0	0	0	0	0	0	0	0	0
FUNDRAISING DONATIONS	31,462	110,981	73,834	73,834	0	0	0	0	0	0	0	0
USER FEES	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	32,591,380	29,145,062	0	0	0	0	0	0	0	0	0	0
TOTAL REVENUE	72,628,486	66,231,001	181,100	181,100	0	0	0	0	0	0	0	0

AO: REVENUE - 1 MAY 2, 2012

# 3. AGENCY ORGANIZATIONAL PROFILE

"Motiva	ed by the compassion of Christ, we help people improve the qualities of their lives."	
	XPERIENCE AND QUALIFICATIONS aracters (wth spaces) (47 lines max.) LSS serves people of all faiths and backgrounds throu	ıahout
Wisco	sin and Upper Michigan. OUr staff of over 1500 off services at over 250 sites and are driven I	by the
	s mission and a commitment to those w ho need our assistance. LSS has a long history of ser nost needy residents. Th origin of LSS can be traced to 1882 w hen Pastor EJ. Homme opened	
orphar	d children in Wittenburg, WI. The agency has contiued to evolve since that time, periodically a	dding new
	is and refocusing to best serve the needs of the community. Until the 1960's the organization If child w elfare services and prgorams for single mothers. Then about 50 years ago, LSS con	
the sta	and local governments to help more people in need. The partnership initiated a rapid expansi	on of
	s to the community. In 1980, LSS started several programs to asist persons with chronic men n services for people with developmental disabilities. The 90's saw an increased focus on into	
adoptio	is. Over the years, LSS has expanded services to people from birth to end of life. LSS is prou	ud that in t
	veral years economic difficulty the agency has continued to provide quality services to over 1 als through services such as: adoption, foster care, alcohol and drug treatment, correctional s	
disaste	response, family preservation services, home health care, counseling, older adult services, r	refugee
	nent, residential care, day-time drop in's and much more. LSS' focus for the future is continuir to evolving needs of those we serve with compassionate and innovative service. To this end	-
consta	tly evaluating our programs and operation strategies and revising them to mose effectively se	rve those
	uring a time of economic difficulty throughout the cournty LSS' funding has decreased at a tim eed our services more than ever. To respond to these challenges, LSS has strategically set o	
	cies and strengthen our infrastructure in order to continue to deliver vital services to the reside in and Upper Michigan in accordance with our mission. This work has allowed us to continue	
	ervices.	to delive

# 4. AGENCY GOVERNING BODY

How many Board meetings were held in 2011?					
How many Board meeting	gs has your governing body or Board of Directors sche	eduled for 2012?		4	
How many Board seats a	re indicated in your agency by-laws?			15	
Please list your current B	oard of Directors or your agency's governing body.				
Name	Jim Arends				
Home Address	2301 South Ave La Crosse, WI 54601				
Occupation	Bishop				
Representing	La Crosse Area Synod				
Term of Office	From	m:	To:	12/2012	
Name	Scott Barth				
Home Address	708 Heartland Trl Madison WI 53717				
Occupation					
Representing	Thrivent Financial for Lutherans				
Term of Office	From	m: mm/yyyy	To:	12/2012	
Name	Bruce Burnside				
Home Address	2909 Landmark Pl. Madison WI 53713				
Occupation	Bishop				
Representing	South Central Synod				
Term of Office	Froi	m: mm/yyyy	To:	mm/yyyy	
Name	John Grace		•		
Home Address	3547 Tallyho Ln Madison WI 53705				
Occupation	·				
Representing	1st Vice-chair				
Term of Office	Froi	m: mm/yyyy	To:	12/2012	
Name	Rick Hoyme		-		
Home Address	28 East Columbia St. Chippewa Falls WI 54				
Occupation	Pastor				
Representing	Central Lutheran Church-2nd Vice Chair				
Term of Office	Froi	m: mm/yyyy	To:	12/2012	
Name	James Justman				
Home Address	16 Tri-Park Way Appleton WI 54914				
Occupation	Bishop				
Representing	East Central Synod				
Term of Office	Froi	m: mm/yyyy	To:	mm/yyyy	
Name	Duane Pederson		<u>_</u>	,,,,,	
Home Address	12 W. Marshall St. PO Box 730 Rice Lake, W				
Occupation	Bishop				
Representing	Northwest Synod				
Term of Office	Froi	m: mm/yyyy	To:	mm/yyyy	
Name	John Schaller	,,,,,,			
Home Address	6221 West Layton Ave. Milwaukee WI 53220	 O			
Occupation	At-large	<u>-</u>			
Representing	House of Harley Davidson -Chair				
Term of Office	From From From From From From From From	m: mm/yyyy	To:	12/2012	
1 3 01 011100	1101	, уууу	٠٠	14/4014	

# AGENCY GOVERNING BODY cont.

Name	Tom Skrenes
Home Address	1029 N. 3rd St. Marquette, MI 49855
Occupation	Bishop
Representing	Northern Great Lakes Synod
Term of Office	From: mm/yyyy To: mm/yyyy
Name	Steve Umland -Secretary
Home Address	11925 W. Lake Park Dr. Milwaukee WI 53224
Occupation	CEO
Representing	Ministry Health Care, Inc. At-Large
Term of Office	From: mm/yyyy To: 12/2012
Name	Jeff Barrow
Home Address	1212 S. Layon Ave. Milwaukee WI 53215
Occupation	Bishop
Representing	Milwaukee Synod ELCA
Term of Office	From: mm/yyyy To: mm/yyyy
Name	John Howman
Home Address	1890 Maple Ro. Grafton WI 53024
Occupation	1000 Maple No. Clarion W 0002 1
Representing	
Term of Office	From: mm/yyyy To: 12/2013
Name	Renee Patterson
Home Address	34700 Valley Rd. Oconomowok, WI 53066
Occupation	547 00 Valley Nd. Oconomowok, VVI 55000
Representing	Rogers Memorial Hospital
Term of Office	From: mm/yyyy To: 12/2014
Name	Brian Rude
Home Address	3200 East Ave. South La Crosse, WI 54601
Occupation	SZOU LASI AVE. SOUIII LA CIOSSE, WI 54001
Representing	Dairyland Power Cooperative
Term of Office	From: mm/yyyy To: 12/2013
Name	Eric Thomas-Treasurer
Home Address	2355 Ann Rita Dr. Brookfield, WI 53045
Occupation	2000 Alli Mila Di. Diooniela, Wi 00040
Representing	At-large
Term of Office	From: mm/yyyy To: 12/2014
Name	David Titus
Home Address	W8840 Burr Oak Dr. Beaver Dam, WI 53916
Occupation	W6640 Bull Oak DI. Beaver Dalli, WI 55916
Representing	
Term of Office	From: mm/yyyy To: 12/2014
	David Van Kley
Name	·
Home Address	920 Wilson ST. Marquette, MI 49855
Occupation	Magaigh Lutharan Church Northarn Croot Lakes
Representing	Messiah Lutheran Church-Northern Great Lakes
Term of Office	From: mm/yyyy To: 12/2013

# AGENCY GOVERNING BODY cont.

		,
Name		
Home Address		
Occupation		
Representing		_
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		-
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	ERROR	0%	17	100%	0	0%	
GENDER							
MALE	274	20%	16	94%	0	0%	
FEMALE	1,102	80%	1	6%	0	0%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	1,376	100%	17	100%	0	0%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	0	0%	
18-59 YRS	1,213	88%	14	82%	0	0%	
60 AND OLDER	163	12%	3	18%	0	0%	
TOTAL AGE	1,376	100%	17	100%	0	0%	
RACE*						0	
WHITE/CAUCASIAN	1,240	90%	17	100%	0	0%	
BLACK/AFRICAN AMERICAN	66	5%	0	0%	0	0%	
ASIAN	27	2%	0	0%	0	0%	
AMERICAN INDIAN/ALASKAN NATIVE	14	1%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	1	0%	0	0%	0	0%	
MULTI-RACIAL:	12	1%	0	0%	0	0%	
Black/AA & White/Caucasian	12	100%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	1	0%	0	0%	0	0%	
TOTAL RACE	1,361	99%	17	100%	0	0%	
ETHNICITY							
HISPANIC OR LATINO	15	1%	0	0%	0	0%	
NOT HISPANIC OR LATINO	1,361	99%	17	100%	0	0%	
TOTAL ETHNICITY	1,376	100%	17	100%	0	0%	
PERSONS WITH DISABILITIES	12	1%	0	0%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

# 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.

	= = = = = = = = = = = = = = = = = = = =	2011	2012	2013-14
Accou	nt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	39,583,998	35,365,651	89,862
	Taxes	3,941,543	4,271,750	10,237
	Benefits	5,393,168	6,120,576	15,506
	SUBTOTAL A.	48,918,709	45,757,977	115,605
В.	OPERATING			
	All "Operating" Costs	18,667,172	16,052,208	41,600
	SUBTOTAL B.	18,667,172	16,052,208	41,600
C.	SPACE	+ +		
	Rent/Utilities/Maintenance	2,852,089	2,470,532	19,848
	Mortgage (P&I) / Depreciation / Taxes	2,190,516	1,950,284	4,047
	SUBTOTAL C.	5,042,605	4,420,816	23,895
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	181,100
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 turover 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 perfromance review process which helps in the training and coaching of new staff and seasoned staff.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

# 8. PERSONNEL DATA: Personnel Schedule

# a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2012		201	3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	0.08	5,535	0.08	5,535	33.34	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Director	0.10	6,300	0.11	6,300	28.25	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Supervisor	0.50	16,235	0.75	24,718	15.92	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Community Services Professional	0.88	21,639	1.25	31,377	12.13	1.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Kitchen Manager	0.35	7,957	0.35	8,076	11.15	0.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cook	0.25	3,920	0.38	5,970	7.69	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dishwasher	0.25	3,884	0.25	3,942	7.62	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Janitor	0.25	3,885	0.25	3,943	7.62	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	2.66	69,355	3.42	89,861		3.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

TOTAL PERSONNEL COSTS: 89,861

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	C	D	Е	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Resource I	dentification/Advocacy/Ed	ucation
2.	Agency Name: OutReach		
3.	Requested Amounts:	2013: \$ 24,869 2014: \$ 24,869	Prior Year Level: \$ 24,869
4.	Project Type: New	Continuing $\boxtimes$	
5.	Framework Plan Objective  I. Youth Priority:  II. Access Priority: A:  III. Crisis Priority:  Comment:	·	l by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:
6.	clients. Clients will be serve	d through a variety of progression of the desired through a variety of thro	rals) Proposed service goals include 2800 unduplicated agency ramming including service hours in the following categories: and Support Groups 750hrs, Presentations 250, Speaker's nitiative 200hrs.
7.	To what extent does the pr Resources <u>Program Goals</u>		es of the <u>Community Development</u> Division, Community 2014?
		to moderate income and/or	Area III A-1 Provide culturally specific or targeted supportive marginalized groups that increase access to basic services and
8.		gramming offered are a resu	research based program design?  ult of a community based needs assessment model, 3 other m in the community.
9.			objectives that are realistic and measurable and are likely will be the impact on the identified need or problem?
	Staff Comments: Service go	oal and objectives are realis	stic and measurable.
10.	Does the agency, staff and/probable success of the pro-		<u>lifications, past performance</u> and <u>capacity</u> indicate
	seem adequate to provide ap	propriate oversight to organosal speaks to extensive fir	rd has experience and diversity of expertise or representation nization. Although there does not appear to be financial annual experience both staff and contracted. Agency has

Is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and

demonstrate sound fiscal planning and management?

11.

**Staff Comments:** Budget costs seem appropriate they report diversified funding sources and have a history of fundraising that makes their current stated goals seem plausible

12. Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support</u>, <u>including volunteers</u>, <u>in-kind support</u> and securing <u>partnerships</u> with <u>agencies</u> and <u>community groups</u>?

**Staff Comments:** Agency utilizes volunteers extensively in programming, and has done so successfully for years. Appears to have appropriate and necessary partnerships and collaborations in place. However would like to see more collaboration with agencies that provide services to South East Asian population.

13.	To what extent does the applicant propose services that are accessible and appropriate to the needs of <a href="https://example.com/local-ncome-individuals">local-ncome-individuals</a> , <a href="https://example.com/culturally_diverse">culturally_diverse</a> populations and/or populations with specific <a href="https://example.com/local-ncome-individuals">language barriers</a> and/or <a href="https://example.com/physical-ncome-individuals">physical-ncome-individuals</a> , <a href="https://example.com/local-ncome-individuals">culturally_diverse</a> populations and/or populations with specific <a href="https://example.com/local-ncome-individuals">language barriers</a> and/or <a href="https://example.com/local-ncome-individuals">physical-ncome-individuals</a> , <a href="https://example.com/local-ncome-individuals">culturally_diverse</a> populations and/or populations with specific <a href="https://example.com/local-ncome-individuals">language barriers</a> and/or <a href="https://example.com/local-ncome-individuals">physical-ncome-individuals</a> .								
	<b>Staff Comments:</b> Proposed program accessible to low income populations, and accessible to Spanish Speakers.								
	Follow up questions for Agency:								
	Staff Recommendation								
	☐ Not recommend for consideration								
	□ Recommend for consideration								
	Recommend with Qualifications Suggested Qualifications:								

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:
PROGRAM/LETTER:

OutReach, Inc.

A Resource Identification

**OBJECTIVE STATEMENTS:** 

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

OutReach is requesting \$24,869 for this program. According to Healthy People.gov, a U.S. Dept of Health and Human Services project, people who identify as LGBT face significant health disparities due to societal stigma, discrimination, and denial of civil and human rights. These disparities have long-lasting effects on LGBT people and are described as minority stress theory. Minority stress is hypothesized as the explanation of the higher prevalence of disorders among the LGBT communities. Other factors affecting their health include personal, family, and societal acceptance of sexual orientation and gender identity. The 2011 National Discrimination Survey Report on Health and Health Care reports 25% of respondents misused drugs or alcohol and 30% smoked nicotine in order to cope with the effects discrimination. With the supportive services OutReach provides, the agency can help counteract those negative health consequences by providing support, safety, and a sense of community.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

\*Resource identification and referral: clients are able to locate and access LGBT-friendly resources in the City of Madison including but not limited to LGBT-friendly therapists, law yers, medical doctors, real estate agents, housing, employment. \*Publications (Calendar & Guide, Directory, e-New sletter): clients are able to easily identify LGBT-friendly events and resources. \*Peer-based individual counseling services on a walk-in basis or over the phone to help build acceptance and self-esteem. \*Targeted in-service trainings related to education and information regarding LGBT health and well-being. \*Speaker's Bureau: educate, engage, and advocate issues of concern of LGBT people. \*Collaborative work with other non-profit agencies in Madison to offer cooperative supportive services. \*Lending library,computer access, and access to a phone in a safe space environment, especially for those with limited means of income. \*Social/Support groups to develop healthy relationships, build self-esteem, and increase community involvement, particulary for more marginalized segments of the LGBT communities (those dealing with AODA, mental health, and ability issues. Also, LGBT youth, seniors, and people of color.) \*Safe space: OutReach offers a safe meeting space for conversing with friends, reading a book, etc. Providing LGBT communities with supportive resources will help break those health disparities, as clients will feel more comfortable in accessing health and wellness support.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Our targeted service goal is 2,800 unduplicated clients using agency services for 2013 and 3,000 for 2014. The per year totals of service hours in respective categories: 2,700 service hours for resource identification & referral, library, internet, and phone services; 500 service hours for peer-counseling; 750 service hours for social & support group activity; 250 hours for basic resource presentations and healthier lifestyles; 400 service hours for Speaker's Bureau activities; 125 service hours in nonprofit partnerships

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

Hours of operation to the general public: Monday-Friday 10:00am-7:00pm and Saturday 12:00-4:00pm. After hours for social/support groups: Monday -Friday 7:00-9:00pm and Saturday & Sunday 4-9pm.

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	OutReach, I	nc.
PROGRAM/LETTER:	Α	Resource Identification

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Alfred Kinsey's research estimated at least 10% of the population is LGBT, which means approximately 23,000 people in Madison are LGBT. In 2011, 2,697 of OutReach clients were under the age of 55 and 476 were over the age of 55. OutReach served 218 clients with adaptive issues and approximately 61 people who were homeless. It is difficult to get an exact number of people who are homeless or low income as intake assessments are not completed on each client; many choose to remain anonymous. A majority of OutReach clients request low income services and appear to be low to moderate income.

6. LOCATION: Location of service and intended service area.

OutReach is located at 600 Williamson Street, Suite P-1 in Madison. While we offer services to S.C. Wisconsin, at least 2/3 of OutReach clients are from Madison.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

OutReach frequently uses social media to advertise special events and other agency happenings. A bi-w eekly enew sletter is sent to over 215 people throughout the state of Wisconsin. The agency w ebsite w as recently updated and four additional program-specific w ebsites were restructured. OutReach publishes two documents distributed widely throughout Madison: a monthly Calendar & Guide and a yearly Directory; both are available online. 650 Calendar & Guides are distributed montly and 3,000 Directories are distributed annually. OutReach utilizes statew ide LGBT press & publications: Our Lives, Quest, The Wisconsin Gazette, WORT Radio, and local Madison mainstream press. OutReach also connects with the public during Speaker's Bureau events and special events. OutReach does information tables during summer festivals through other non-profit organizations and volunteer fairs at colleges in the Madison area.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

OutReach has cooperative and collaborative programming relationships with other nonprofits locally, statewide, and nationally: Agrace HospiceCare (grief and informational programming), Domestic Abuse Intervention Services (support groups), Rape Crisis Center (safe meeting space), Salvation Army (LGBT homelessness), Centro Hispano & Alianza Latina (programming for Spanish speaking LGBT individuals) UW-Madison Counseling Psychology Dept. & Edgew ood College (mental health referrals), Madison Senior Center (a joint LGBT Senior Alliance program), Area Agency on Aging, Family Service Madison, Greater Wisconsin Area Aging Resources, Community Shares of Wisconsin, Diverse & Resilient (HIV prevention in youth), and CenterLink (national organization of LGBT Centers). We coordinate services with the above entities in a variety of ways from representation on Boards, to cooperative programs, to recruitment, and providing a confidential meeting space.

9. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers are utilized in every facet of OutReach: front desk reception, Speaker's Bureau panels, group facilitation, in-service program presentation, committee w ork, library services, and administration. Volunteers, interns and paid consultants are crucial for everyday operations at OutReach with only two FTE.

10. Number of volunteers utilized in 2011?Number of volunteer hours utilized in this program in 2011?

106 2,640

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	OutReach, I	nc.
PROGRAM/LETTER:	Α	Resource Identification

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

To be more culturally competent, OutReach expanded its services to offer peer counseling, referrals, and Spanish-translated OutReach documents to Spanish speaking LGBT individuals. A volunteer from Alianza Latina & Centro Hispano w ho is fluent in Spanish w ill be available at OutReach for these services. By offering these services to LGBT people w ho speak mainly Spanish, OutReach is able to reach a highly isolated population. In September 2011, OutReach launched an online version of our Directory and Calendar & Guide and updated our main w ebsite. This w ill allow us to reach more people, especially those w ho don't feel comfortable coming to the agency. In 2012, OutReach will connect w ith nonprofits to have our literature translated for those w ho are hearing and/or visually impaired. If possible, OutReach will offer peer-counseling to LGBT people w ho are hearing and/or visually impaired. OutReach routinely checks to ensure the agency is w heelchair accessible so those w ith mobility issues can fully access the agency. The Transgenger community in particular faces significant barriers to many services. The 2011 National Transgender Discrimination Survey reports the majority of respondents live in extreme poverty w ith a household income of less than \$10,000, at least 41% of respondents reported attempting suicide w ith higher rates for those w ho have experienced bias in their jobs, had low income, or w ere the victim of physical/sexual assault. Many transgender people are homeless w ith 19% reported having been refused a home or apartment; 57% experience significant family rejection.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

OutReach and its predecessor agencies (The United and The Madison Gay and Lesbian Resource Center) have offered Madison and SC Wisconsin continuous service for 39 years. OutReach is one of the oldest LGBT centers in the United States. Steve Starkey, the Executive Director, has been with OutReach for 6 years and has over 28 years of experience w orking in the non-profit sector. He has also served on the Board for many nonprofit agencies locally, statewide, and nationally. Mr. Starkey was the co-founder of Social Justice Center in Madison. He has implemented many reforms in administrative and accounting areas to improve OutReach's infrastructure. Angie Rehling, the Program Director, has a Master of Social Work, with an emphasis on Leadership and Community work, and has five years of experience working in the nonprofit sector. She has updated and strengthened many OutReach policies. Ms. Rehling manages and supervises a volunteer pool of over 100 people which form the foundation of OutReach's programs & provide the energy for services in resource identification & referral, an active Speaker's Bureau, over 18 support & social groups, a 6,000+ volume lending library, and community based health programming. Our accountant, Dana Chabot, C.P.A., is well known in his field in Madison. Two Board Members hold M.S.W's and one holds a Ph, D. and many volunteers have degrees and several years of experience in the human services field.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

OutReach has a charitable organization license from State of WI Dept. of Regulation and Licensing. We hold a Provider Agency Audit Guide audit annually.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Program Director	1	Master of Social Work and 5 years experience in the nonprofit area

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	OutReach, I	nc.
PROGRAM/LETTER:	Α	Resource Identification

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

Many of the programs described in this grant are the result of a "community based needs assessment" model to determine services needed by the community. Often community leaders identify gaps in services & develop volunteer-led groups to meet those needs. In regards to the City of Madison Community Resources Program, Staff Resource Summary Program Area III - Priority A-1, OutReach makes certain the agency is accessible to its clients in all matters including location, cost, visibility issues, and language accessibility. OutReach's groups and referrals for services work in coordination with other nonprofit agencies in Madison (refer to question #8). OutReach's staff and volunteers have access to current literature (researched and gathered by the Program Director) pertaining to the LGBT communities to stay as up to date as possible on current trends, information, and barriers to services. According to research done in 2007 by the National Association of Community Health Centers, Inc., stigma, harrassment, and discrimination affect an LGBT person's overall health and wellbeing. Studies have shown LGBT people are fearful of discrimination or lack of sensitivity by health care professionals and will resist seeking medical care; many have even been denied medical treatment. OutReach provides referrals to LGBT friendly services ensuring the received services are nondiscriminatory and culturally competent. According to the same article, Transgender people may purchase hormones on the street in order to avoid seeing a potentially discriminatory medical doctor. With a referral provided by OutReach to a trans-friendly medical doctor, this person will receive hormones safely. As stated by the Centers for Disease Control, with reduced stigma and discrimination, LGBT people can have high self-esteem, a more positive group identity, and more positive mental health. This can be achieved by accessing LGBT-friendly and supportive resources.

16	<b>ACCESS</b>	FOR I	OW-INCOME	INDIVIDUALS.	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?	70.0%
What framework do you use to determine or describe participant's or household income status? (check all that apply)	
Number of children enrolled in free and reduced lunch	
Individuals or families that report 0-50% of Dane County Median Income	
Individual or family income in relation to Federal Poverty guidelines	
Other	Х

# 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

OutReach collects this information based on informal conversations with clients during peer counseling situations and/or daily client interaction of agency staff and volunteers. OutReach does not perform intake assessments on clients, but staff does observe many clients are of low to moderate income status.

# 18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

OutReach does not charge for the services the agency provides; how ever, a suggested donation is asked if the client contribute. OutReach does not turn anyone away for inability to pay for services provided by the agency. An honorarium to help offset the cost of transportation and administrative planning is asked of the agencies who request a specific or extensive speaking event from the Speaker's Bureau.

CR PROGRAM STANDARD - 4 MAY 2, 2012

# **PROGRAM DESCRIPTION**

CITY OF MADISON

ORGANIZATION: PROGRAM/LETTER:

OutReach, Inc.

A Resource Identification

# **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	ERRO	0%	4	100%	RESIDENCY				
MALE	2056	50%	2	50%	CITY OF MADISON	2562	62%	X	$\times$
FEMALE	1453	35%	2	50%	DANE COUNTY (NOT IN CITY)	70	2%	$\times$	$\times$
UNKNOWN/OTHER	635	15%	0	0%	OUTSIDE DANE COUNTY	166	4%	$\times$	$>\!\!<$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	166	4%	$\geq \!$	$\geq$
TOTAL RESIDENCY	2798	68%	$\geq <$	$\geq <$
AGE				
<2	0	0%	$>\!\!<$	$\geq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\geq \!$	$\geq \!$
13 - 17	14	0%	$\geq$	$\geq \!$
18 - 29	303	7%	$\times$	$\geq \!$
30 - 59	2394	58%	$\geq \!$	$\geq$
60 - 74	459	11%	$\times$	$\times$
75 & UP	17	0%	$\times$	$\times$
TOTAL AGE	3187	77%	$\times$	$\geq <$
RACE				
WHITE/CAUCASIAN	3077	74%	3	75%
BLACK/AFRICAN AMERICAN	208	5%	0	0%
ASIAN	31	1%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	4	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	74	2%	1	25%
TOTAL RACE	3394	82%	4	100%
ETHNICITY				
HISPANIC OR LATINO	35	1%	1	25%
NOT HISPANIC OR LATINO	4109	99%	3	75%
TOTAL ETHNICITY	4144	100%	4	100%
PERSONS WITH DISABILITIES	218	5%	0	0%

DISON

COMMUNITY DEVELOPMENT	T DIVISION PROGRAM DESCRIPTION	CITY OF MAD
ORGANIZATION:	OutReach, Inc.	
PROGRAM/LETTER:	A Resource Identification	
PROGRAM OUTCOMES		
	Number of unduplicated individual participants served during 2011. ERRO	R
	Total to be served in 2013.	3057
Complete the following for each	h program outcome. No more than two outcomes per program will be reviewed.	
If applying to OCS, please refer	r to your research and/or posted resource documents if appropriate.	
Refer to the instructions for deta	tailed descriptions of what should be included in the table below.	
Outcome Objective # 1:	Survey social/support group participants every six months to gather information	
	attending groups provided by OutReach in order to assess positive relationship	S.
Performance Indicator(s):	75% of group participants will rate attending a group has resulted in gaining a prelationship.	ositive
Proposed for 2013:	Total to be considered in 100 Targeted % to meet perf. me	easures 75%
1 1000000 101 20 10.	perf. measurement Targeted # to meet perf. me	L
Proposed for 2014:	Total to be considered in 100 Targeted % to meet perf. me	
1 1000000 101 20 14.	perf. measurement Targeted # to meet perf. m	<u>.                                    </u>
Explain the measurement	With survey questions provided by the City of Madison, OutReach will distribute	a survey to group
tools or methods:	participants asking each participant to report if group attendance has resulted in	
	positive relationship or friend. OutReach proposes changing the wording to refle relationship instead of close friend as the term means different things to different	
Outcome Objective # 2:	Survey OutReach clients to determine if utilization of OutReach services has he feel more connected to resources for the local LGBT communities.	elped the client
Performance Indicator(s):	75% of OutReach clients will rate utilization of OutReach services has helped the connected to resources for the local LGBT communities.	nem feel more
	connected to resources for the local EGBT communities.	
Proposed for 2013:	Total to be considered in 500 Targeted % to meet perf. me	easures 75%
	perf. measurement Targeted # to meet perf. m	neasure 375
Proposed for 2014:	Total to be considered in 500 Targeted % to meet perf. me	easures 75%
	perf. measurement Targeted # to meet perf. m	neasure 375
Explain the measurement	OutReach will distribute this one question survey electronically and hardcopy to	OutReach

CR PROGRAM STANDARD - 6

clients.

tools or methods:

# **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:

PROGRAM/LETTER:

A Resource Identification

# 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	15,739	8,490	7,249	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	24,869	19,865	5,004	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	250	0	250	0	0
OTHER GOVT	47,750	32,531	15,219	0	0
FUNDRAISING DONATIONS	96,088	8,645	46,427	31,600	9,416
USER FEES	4,230	0	0	4,230	0
OTHER	6,000	0	6,000	0	0
TOTAL REVENUE	194,926	69,531	80,149	35,830	9,416

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	15,739	8,490	7,249	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	24,869	19,865	5,004	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	250	0	250	0	0
OTHER GOVT*	47,750	32,531	15,219	0	0
FUNDRAISING DONATIONS	96,520	9,077	46,427	31,600	9,416
USER FEES	5,000	0	0	5,000	0
OTHER**	6,000	0	6,000	0	0
TOTAL REVENUE	196,128	69,963	80,149	36,600	9,416

# \*OTHER GOVT 2013

Source	Amount	Terms
WI DHS-HIV	25,000	Calendar year of 2012 grant. Expect to renew 2013.
WI DHS-Health	22,750	Two year grant starts July 2011. Expect to renew July 2013.
	0	
	0	
	0	
TOTAL	47,750	

# \*\*OTHER 2013

Source	Amount	Terms
Diverse & Resilient-HIV Youth	6,000	One year contract through Dec 2012. Expect to renew 2013.
	0	
	0	
	0	
	0	
TOTAL	6,000	

AO: PROGRAM BUDGET A - 1 MAY 2, 2012

# **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	OutReach, I	nc.
PROGRAM/LETTER:	Α	Resource Identification

# 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

	<u> </u>	7 0 0 1	
200 characters (w	vith spaces) (2 lines max.)		

# b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY				
	BUDGET				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

# \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# **APPLICATION FOR 2013-2014 FUNDS**

State CN: 62022 DUNS#

168504553

#### 1. AGENCY CONTACT INFORMATION OutReach, Inc. Organization Mailing Address 600 Williamson Street, Suite P-1 Telephone 608-255-8582 608-255-0018 FAX Admin Contact Angie Rehling **Financial Contact** Steve Starkey Website www.lgbtoutreach.org **Email Address** info@lgbtoutreach.org Legal Status Private: Non-Profit Federal EIN: 39-1336583

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

# LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be \$12.19 (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

# CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

# 3. SIGNATURE

Enter na	ame: Steve Starkey	
	By entering your initials in the box SS	you are electronically signing your name and agreeing to the terms listed above
DATE	6/1/2012	

**COVER PAGE - 1** MAY 2, 2012

# AGENCY CONTACT INFORMATION

ORGANIZATION OutReach, Inc.

# 1. AGENCY CONTACT INFORMATION

A Resource Identification OCS: Access to Resources A1: Targeted Services (CSC)							
Contact: Angie Rehling	New Prg? No	Phone: 608-255-8582	Email: angier@lgbtoutreach.org				
B LGBT Share the Care Station	OCS: Seniors A2: Vo	olunteer Home Chore (SCAC)					
Contact: Angie Rehling	New Prg? Yes	Phone: 608-255-8582	Email: angier@lgbtoutreach.org				
C Program C	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
D Program D	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
E Program E	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
F Program F	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
G Program G	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
H Program H	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	2013-14 PROPOSED PROGRAMS								
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City	
DANE CO HUMAN SVCS	15,739	15,739	30,739	15,739	15,000	0	0	0	0	0	0	0	
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0	
MADISON-COMM SVCS	24,869	24,869	34,869	24,869	10,000	0	0	0	0	0	0	0	
MADISON-CDBG	0	0	0	0	0	0	0	0	0	0	0	0	
UNITED WAY ALLOC	0	0	0	0	0	0	0	0	0	0	0	0	
UNITED WAY DESIG	0	250	250	250	0	0	0	0	0	0	0	0	
OTHER GOVT	47,339	47,750	47,750	47,750	0	0	0	0	0	0	0	0	
FUNDRAISING DONATIONS	177,070	165,276	160,532	96,520	0	0	0	0	0	0	0	64,012	
USER FEES	0	4,230	5,000	5,000	0	0	0	0	0	0	0	0	
OTHER	28,475	6,000	6,000	6,000	0	0	0	0	0	0	0	0	
TOTAL REVENUE	293,492	264,114	285,140	196,128	25,000	0	0	0	0	0	0	64,012	

AO: REVENUE - 1 MAY 2, 2012

# 3. AGENCY ORGANIZATIONAL PROFILE

# a. AGENCY MISSION STATEMENT

600 characters (with spaces) (6 lines max.) The mission of OutReach is "to promote the equality and quality of life for LGBT people." The vision of OutReach is "to create a community where the presence and contributions of Lesbian, Gay, Bisexual, & Transgender people are welcomed and celebrated; where intolerance is challenged and defeated; where justice prevails; and where civil rights of all people are valued and respected."

# b. AGENCY EXPERIENCE AND QUALIFICATIONS

OutReach and its parent organizations (The United and The Madison Gay and Lesbian Resource Center) have offered supportive services continually for 39 years. OutReach was formed July 1998 when its parent organizations merged. Our current staff of four have extensive experience working in the non-profit sector. Steve Starkey, the Executive Director, has over 22 years of agency/program management experience prior to w orking at OutReach. During his six years with the agency, Mr. Starkey has implemented many reforms in the administrative, financial, and accounting areas of OutReach to better stabilize the infrastructure. Mr. Starkey has also worked with Board members to strengthen the fundraising efforts, increase the donor database and increase other grant writing opportunites of OutReach. Angie Rehling, the Program Director, has a Master Degree in Social Work (M.S.W.), with an emphasis of Community Work and Leadership, and has over two years of w orking at OutReach. She has w orked in the nonprofit area for over five years. During her two years at the agency, Ms. Rehling has gained know ledge on agency operations and has implemented new policy changes to strengthen the agency. Brian Ponce, the Publications Director, has an Associates Degree in Graphic Design and has been with the agency for over 15 years, starting as a volunteer. Barb Kneer, the Bookkeeper, has an accounting degree and 27 years of experience in that field. OutReach's Board of Directors has two people with an M.S.W. and one person with a Ph, D. In the current volunteer pool, OutReach has over 10 people with professional social services degrees (M.S.W or higher) and several years of experience (many are retired). Ms. Rehling organizes and supervises a volunteer pool of over 100 people who form the foundation of OutReach's programs, services, and support/social groups, a 6,000+ volume lending library, and community based health programming. In addition, we have cooperative programming relationships with many nonprofits in the community, including Agrace Hospice Care (grief and informational programming), Domestic Abuse Intervention Services (support groups), Centro Hispano & Alianza Latina (programming for Spanish speaking LGBT people), Salvation Army (LGBT homelessness), Rape Crisis Center (a safe meeting space), UW-Madison Counseling Psychology Dept & Edgew ood College Family Center (mental health referrals), Madison Senior Center (joint LGBT Senior Alliance program), Area Agency on Aging, Family Center Madison, Greater Wisconsin Area Aging Resources (GWAAR), Services and Advocacy for LGBT Elders (SAGE), Community Shares of Wisconsin (fundraising), Diverse & Resilient (an HIV prevention grant and youth programming), and the State of Wisconsin DHS (an HIV prevention grant & gender wellness topics). We are also a member of the LGBT Centers of Wisconsin Network and cooperate with centers in LaCrosse, Eau Claire, Appleton, Green Bay, Milw aukee, and Racine, meeting quarterly for collaborative work and joint grant funded projects. OutReach is a part of CenterLink, the national organization of LGBT centers, and attends an annual meeting and collaborates jointly on national programs. Our senior programming initiative, organized by Caroline Werner, a retired M.S.W., has expanded our senior programming to include 3 LGBT sensitivity trainings in 2011 and an Intergenerational LGBT Health Conference in May 2012.

# 4. AGENCY GOVERNING BODY

12 How many Board meetings were held in 2011? How many Board meetings has your governing body or Board of Directors scheduled for 2012? 12 7 to 11 How many Board seats are indicated in your agency by-laws? Please list your current Board of Directors or your agency's governing body. Name Josh Bartz, M.S.W. Home Address 908 Blaine St, Edgerton, WI, 53534 Occupation Social Worker at REM Wisconsin **Board President** Representing Term of Office From: 06/2007 To: Current Name Paul Garza Home Address 1318 Tompkins Dr, Apt. 16, Madison, WI, 53716 Occupation NAC at WI Dept of Workforce Development **Board Vice President** Representing Term of Office From: 06/2010 To: Current Name Ryan Petty Home Address 1130 Alrita Court, Apt. 6, Madison, WI, 53713 Occupation Biochemistry Graduate Student at UW-Madison Representing **Board Secretary** Term of Office From: 06/2009 To: Current Name Roger Hansen Home Address 3848 Blazing Star Rd, Deerfield, WI, 53531 Retired Novartis Salesman Occupation Representing **Board Treasurer** Term of Office From: 06/2010 To: Current **Angie Alcorta** Name Home Address 6251 Harvest Lane, Sun Prairie, WI, 53532 Occupation Fabricator at Kris' Custom Sewing. Human Services student at Upper Iowa University Representing Director Term of Office From: 06/2010 To: Current Name Nilhan Gunasekera, Ph, D. Home Address 4212 Maher Ave, Madison, WI, 53716 Chemistry Instructor at Madison College Occupation Representing Director Term of Office From 06/2008 To: Current Petrovnia McIntosh, M.S.W. Name 4721 Declaration Ln, Madison, WI, 53704 Home Address Occupation Social Worker at Tellurian Dane County Care Center Representing Director Term of Office From: 06/2010 To: Current

Name

Home Address

Term of Office

Occupation Representing Jon Neumann

Director

H.R. Recruiter at Safe Bridge

7237 Tempe Dr, Apt. 77, Madison, WI, 53719

06/2011

From:

To:

Current

# AGENCY GOVERNING BODY cont.

Name	Alyssa Tillery
Home Address	2984 Chapel Valley Rd, Apt., Madison, WI, 53711
Occupation	EPIC Systems H.R. Department
Representing	Director
Term of Office	From: 06/2011 To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
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Term of Office	From: mm/yyyy To: mm/yyyy
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Term of Office	From: mm/yyyy To: mm/yyyy
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Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy

# AGENCY GOVERNING BODY cont.

		,
Name		
Home Address		
Occupation		
Representing		_
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
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Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	4	100%	9	100%	106	100%	
GENDER							
MALE	2	50%	6	67%	44	42%	
FEMALE	2	50%	3	33%	62	58%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	4	100%	9	100%	106	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	0	0%	
18-59 YRS	4	100%	9	100%	92	87%	
60 AND OLDER	0	0%	0	0%	14	13%	
TOTAL AGE	4	100%	9	100%	106	100%	
RACE*						0	
WHITE/CAUCASIAN	3	75%	5	56%	91	86%	
BLACK/AFRICAN AMERICAN	0	0%	1	11%	3	3%	
ASIAN	0	0%	0	0%	3	3%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	1	1%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	1	11%	0	0%	
MULTI-RACIAL:	0	0%	0	0%	2	2%	
Black/AA & White/Caucasian	0	0%	0	0%	2	100%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	1	25%	2	22%	6	6%	
TOTAL RACE	4	100%	9	100%	106	100%	
ETHNICITY							
HISPANIC OR LATINO	1	25%	2	22%	6	6%	
NOT HISPANIC OR LATINO	3	75%	7	78%	100	94%	
TOTAL ETHNICITY	4	100%	9	100%	106	100%	
PERSONS WITH DISABILITIES	0	0%	1	11%	3	3%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

# 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.

	and amount of the outstate that have aggregated from your	2011	2012	2013-14
Accou	nt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	81,682	88,348	104,708
	Taxes	8,466	10,620	12,753
	Benefits	18,374	23,156	24,663
	SUBTOTAL A.	108,522	122,124	142,124
В.	OPERATING			
	All "Operating" Costs	147,048	91,774	92,000
	SUBTOTAL B.	147,048	91,774	92,000
C.	SPACE			
	Rent/Utilities/Maintenance	38,102	35,500	37,128
	Mortgage (P&I) / Depreciation / Taxes	0	5,300	4,472
	SUBTOTAL C.	38,102	40,800	41,600
D.	SPECIAL COSTS			
	Assistance to Individuals	0	0	0
	Subcontracts, etc.	0	0	0
	Affiliation Dues	2,901	1,000	9,416
	Capital Expenditure	0	8,416	0
	Other:	0	0	0
	SUBTOTAL D.	2,901	9,416	9,416
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	2,901	1,000	9,416
	TOTAL OPERATING EXPENSES	296,573	255,698	285,140
E.	TOTAL CAPITAL EXPENDITURES	0	8,416	0

# 7. PERSONNEL DATA: List Percent of Staff Turnover

25.0%

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.) Harry Straetz, OutReach's former Program Director, passed away June 2011. Angie Rehling, a graduate level social work intern at the time, was hired as an LTE for the remainder of fiscal year 2011, after she graduated from her M.S.W. program. Ms. Rehling was hired in the permanent Program Director position January 2012.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

# 8. PERSONNEL DATA: Personnel Schedule

# a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2	2012	201	3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	1.00	43,721	1.00	44,595	21.43	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.80
Program Director	0.88	27,300	1.00	31,824	15.30	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Publications Director	0.50	12,126	0.50	12,677	12.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
Bookkeeper	0.10	5,200	0.10	5,200	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10
Program Manager - Share the Care	0.00	0	0.50	16,360	15.73	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.25
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	2.48	88,347	3.10	110,656		1.20	0.25	0.00	0.00	0.00	0.00	0.00	0.00	1.65

TOTAL PERSONNEL COSTS: 110,656

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	C	D	Е	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	<b>Program Name:</b>	Housing Co	Housing Counseling, Outreach and Education					
2.	Agency Name:	Tenant Reso	ource Center, Inc.					
3.	Requested Amoun		13: \$62,801 14: \$62,801	Prior Year Level: \$54,521				
4.	Project Type:	New 🗌	Continuing X					
5.	Framework Plan  I. Youth Prior  II. Access  III Crisis  Comment:	•	ost Directly Addressed by	Proposed by Activity:  VI Child(ren) &Family  VII Seniors				
6.	6,000 individuals v 75% of those who informed decision	will receive ho received servi and/or had a b	ces and completed a follow better outcome than if they	through contact with TRC staff; w-up survey will report that they were able to make a more				

7. To what extent does the proposal meet the Objectives of the <u>Community Development</u> Division, Community Resources <u>Program Goals and Objectives</u> for 2013-2014?

**Staff Comments:** The TRC proposal meets the goal in the Access to Resources Program Area - Provide services to overcome barriers to the basic resources that increase self-sufficiency and improve the quality of life for the community's most vulnerable individuals. This program is considered a High Priority activity as it provides culturally specific or targeted supportive services to members of low to moderate income and/or marginalized groups that increase access to basic services and resources and increase participation in community life.

75% of the workshop evaluations will show that information received will help them prevent or resolve future rental

8. Does the proposal incorporate an innovative and/or research based program design?

disputes.

- **Staff Comments:** TRC is unique in that it does not generally duplicate services provided by other agencies. The primary mission is to provide information to assist tenants and landlords in understanding their rights and responsibilities. TRC primarily provides information through one-on-one contacts, workshops and presentations and written materials that serve as an income source for the programs.
- 9. Does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline? What will be the impact on the identified need or problem? Staff Comments: The proposed service goals and outcome objectives are realistic and measureable. In 2011-12, the contract for this activity was moved to the CDBG Office so as to combine it with an existing Housing Mediation contract and with the intent to make it easier for the agency. However, service goals and outcomes remained consistent with previous year's contracts prepared in OCS.
- 10. Does the agency, staff and/or Board <u>experience</u>, <u>qualifications</u>, <u>past performance</u> and <u>capacity</u> indicate probable success of the proposal?

**Staff Comments:** The Executive Director has been with TRC for many years and has 20 years experience in housing and tenant/landlord laws. The agency reported 42% staff turnover in 2011 (and 50% turn over in 2009). This continues to be a challenge for the organization.

11. Is the agency's proposed <u>budget reasonable and realistic</u>, able to <u>leverage additional resources</u>, and demonstrate <u>sound fiscal planning</u> and management?

**Staff Comments:** TRC proposes a reasonable budget. For 2013, TRC proposed approximately \$8,000 increase over the current year's funding; the proposal narrative does not indicate the need for the increased request. Of the total TRC budget, 68% comes from the City and Dane County. The balance is a grant from UW-Madison. The 2012 budget and 2013 proposed budget does not include any income from fundraising.

**12.** Does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups? Staff Comments: TRC uses a number of volunteers in most aspects of their service delivery who are trained and supported by TRC staff. They are active with the YWCA in providing the Second Chance Tenant Education Workshops and participate in the Homeless Services Consortium and committees. To what extent does the applicant propose services that are accessible and appropriate to the needs of low 13. income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities? Staff Comments: TRC successfully serves a diverse population by employing bilingual staff TRC accommodates barriers or disabilities on a case-by-case basis as needed. Follow up questions for Agency: Is the increase in request related to an anticipated reduction in UW-Madison funding or are their other reasons (i.e. increase in services, increased costs to operate, etc)? **Staff Recommendation ☐** Not recommend for consideration

X Recommend for consideration

Recommend with Qualifications Suggested Qualifications:

ORGANIZATION:
PROGRAM/LETTER:

Tenant Resource Center

A Housing Counseling, Outreach and Education

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

**OBJECTIVE STATEMENTS:** 

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Tenancy has a high impact on quality of life - approx. 50% of all residents are currently tenants & many have been in the recent past. Rental vacancy rates are at a historic low - nearly 2%, which is 2/3 few er vacancies than 6 yrs ago - and recent legislative changes impacting Madison make it especially difficult to navigate the challenging terrain of tenancy for both tenants and landlords. While large-scale landlords and management companies have the capacity to hire attorneys to guide them through complicated tenant-landlord legislation, small landlords and low-income tenants often lack the resources to obtain paid legal assistance. Simultaneously, these groups have the most to lose when it comes to lack of knowledge regarding tenant-landlord law - mistakes and misunderstandings can put them at risk of homelessness or foreclosure. Complications are disproportionately experienced by minorities and non-English speakers. We intend to increase outreach to the Hmong community.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The TRC educates tenants (94% of clients) and landlords (6% of clients) about their tenant-landlord rights and responsibilities both in-house and through community outreach efforts. Most tenant-landlord disputes are a negotiation betw een parties that don't require the involvement of an attorney. The TRC gives tenants and landlords important information regarding remedies under the law, and practical advice on preventing and resolving rental disputes, including in Spanish & Hmong, Recently, a tenant came in to discuss her battle with domestic abuse. Her partner had harmed her, and she was considering pursuing a restraining order against him. The housing counselor (a mix of paid staff and volunteers) listened to her story, and talked about the components relating to tenant-landlord law (breaking her lease, eviction, security deposit). The housing counselor referred the client to DAIS (we often make referrals to other relevant organizations), gave sample letters for breaking her lease, brochures, and a copy of the law in question (Wis. Stat. 704.16, the Safe Housing Act). She left, better informed, with appropriate paperw ork and referrals, and the know ledge that support was available to her when she needed it. This program is designed to help make clients (particularly low-income and minority consumers) self-sufficient and improve their access to resources, to empower them to advocate for themselves and to teach them skills to resolve disputes. Our office manager is a trained housing counselor and will provide services in Hmong for tenants & landlords

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

In each year, we hope to: give 6,000 clients housing counseling through the main office (120 of those in Spanish, 30 of those in Hmong), reach 360 individuals through 24 workshops/presentations in the community, distribute PSAs and press releases regularly resulting in 12 media contacts, provide website content for 85,000 visitors (for a total of at least 340,000 pageviews), and communicate with 1000 clients via email.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

The primary location for City of Madison funded services is 1202 Williamson St. (hours: M-F, 9am - 6pm). Alternate offices are the Housing Help Desk at the Dane County Job Center (hours: M-F, 10am - 2pm), and the Campus Office (16+ hrs/w k, hours vary by semester). Housing Counseling is available by phone and on a walk-in basis at all locations; any time via email at asktrc@tenantresourcecenter.org

CR PROGRAM STANDARD - 1 MAY 2, 2012

#### COMMUNITY DEVELOPMENT DIVISION

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION: Tenant Resource Center

PROGRAM/LETTER: A Housing Counseling, Outreach and Education

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Our clients are mostly low income (37% less than 30% CMI, 24% between 31-50%CMI, 13% between 51-80% CMI, and 5% above 80% CMI). 82% are in households with minor children, 16% have disabilities, and 13% are at risk of homelessness. 30% are minority races/ethnicities, and 36% are accessing public assistance (e.g., W-2, food stamps). Most clients are between 30-55 years of age (47%), while 31% are 18-29 years old, and 11% are 55+ years of age. In the past two years, 93% of our clients were tenants, and 6% were landlords. 2% of our clients in the last 2 years were served in Spanish, 0% in Hmong.

6. LOCATION: Location of service and intended service area.

Main office: 1202 Williamson St, Suite 102. Housing Help Desk: 1819 Aberg Ave. Room 2 Campus: 3rd floor, 333 East Campus Mall. Services available to anyone in Dane Co., primarily City of Madison.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

The TRC strives to be an engaged member of the Madison community. In 2011, 22% of clients were referred by word of mouth, 22% were referred by agencies/community partners and 17% heard about us online. Our outreach strategy is: to be well-known in the community through active involvement (e.g., attending Homeless Consortium Meetings, staffing tables at community/ethnic festivals, making community presentations to seniors in Dane County), to maintain a strong and informative presence online (our website attracted nearly 10,000 visitors in the last month alone; we have a Facebook page with continuous updates, we maintain a Twitter account), and to be a strong support for area agencies as they work with clients (we offer phone, email housing counseling for service providers, and provide brochures). The TRC does press releases, provides interviews for reporters, and encourages wide dissemination of our materials. Our office manager will do outreach to the Hmong comm to provide services.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

We believe that coordination of service delivery is key to non-duplication of services, and leads to the most continuous level of support for area residents. As such, we participate in groups like the Dane County Homeless Services Consortium (in order to share information each month and network to ensure that referrals to and from other agencies are appropriate and effective for our clients) and the various community groups. TRC has a memorandum of understanding with the Fair Housing Center of Greater Madison and United Way/211. TRC has also for many years been a formal part of the YWCA Second Chance Tenant Education Program by providing one unit in their class each month that teaches tenants with poor rental history about their rights and responsibilities and how to be more successful in obtaining and maintaining housing. The TRC collaborates informally with other agencies in identifying almost every need we strive to meet.

9. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers receive 9-10 hours of training follow ed by ongoing staff support. After initial training, volunteer housing counselors help clients in person and over the phone by providing information about rental rights & responsibilities, state & local laws, and community resources and referrals to other agencies where appropriate. W2 and DVR workers provide admin. support (hours not incl. below)

10. Number of volunteers utilized in 2011?Number of volunteer hours utilized in this program in 2011?

20 - 25 2,116 ORGANIZATION: Tenant Resource Center

PROGRAM/LETTER: A Housing Counseling, Outreach and Education

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Housing counseling is a service that relies on good communication in order to be effective for the client. We encounter many barriers to service, which we handle in the following ways: 1. Language barriers: Some clients speak limited or no English, with Spanish and Hmong as the primary non-English languages we encounter. We have full-time and part-time staff that can provide housing counseling in Spanish and Hmong in-person, on the phone and via email. Our brochures and website have been translated into Spanish. 2. Cultural barriers: Our well-rounded staff has been selected in part due to a high level of cultural competence. We enhance our abilities on this front by having a diverse mixture of volunteers, spanning all a wide range of education level, ethnicity, age, gender, mother-tongues and socioeconomic status. 3. Comprehension: tenant-landlord law is complex, and many clients don't have the know ledge needed to understand (due to education, mental impairments or inexperience with American judicial workings). Therefore, we train volunteers to break down the information into simple action steps, and to assist in letter writing. 4. Physical impairments: all Madison offices are located in wheelchair accessible locations. If scheduled ahead of time, housing counseling can have an ASL interpreter (through collaboration with the Office for the Deaf and Hard of Hearing). 5. Economic barriers: we are open past 5pm and have email services in order to accommodate non-traditional work hours. All our offices are located on major bus lines.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

As mentioned in the Agency Overview, TRC's Executive Director has 20 years housing counseling experience. There are currently three full-time staff housing counselors (Housing Resource Specialist), and all three are bilingual in English-Spanish. For many years, the TRC consistently met or exceeded contract goals and outcomes in terms of the quantity of services provided and the impact of those services. In recent year, it has been much more challenging to meet some of the goals for quantity of services due to flat funding, reduced staff, and changing methods of communication. The TRC has high hopes for the future, and changed expectations about communication. We believe many more people are being served by our website, which is more universally accessible than in the past funding cycle; we believe that our length of call time has increased significantly (showing that when clients do contact us personally, their questions are much more complex). In spite of the changes, TRC received positive feedback in our 2011 surveys of clients served. There were a total of 141 responses to the survey. Of those, 82% reported that they felt they were able to make a more informed decision about how to solve their problem after contacting the TRC. Of the 100 respondents with comments in the survey, 28% had follow-up questions, and 37% wanted to share their post-call outcomes.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

There are no licensing or accreditation requirements for rental housing counselors in Wisconsin. TRC is a HUD-approved Housing Counseling Agency.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Executive Director	0.2	
Office Manager	0.5	Organizational and computer skills, ability to work with a variety of people.
Housing Resource Specialist	0.75	Ability to work with people of varying abilities and socio-economic, racial, etc background

#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	Tenant Res	nant Resource Center			
PROGRAM/LETTER:	Α	Housing Counseling, Outreach and Education			

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

The TRC is a unique institution, with no comparable institutions statewide, and few nationwide. Therefore, we have not found a large body of research on best practices for housing counseling programs. We have found many local statements of need for such services – the Dane County Consolidated Plan 2010-2014 lists housing counseling as a high priority, and anecdotal evidence supports a high need for our services. How ever, the TRC is a HUD-approved Housing Counseling Agency and does maintain a work plan as a requirement of maintaining that status. Of the materials that the Community Resources Program has provided on its website, the Staff Resource Summary and the paper by Erin Mader (a former TRC Housing Resource Specialist) most closely reflect the practices that relate to effective housing counseling services. Physical and cultural accessibility are two important characteristics of a successful program. As addressed in the section on barriers, TRC strives to remove as many of these barriers as possible by seeking a diverse staff and including these issues in training. Staff and volunteers are encouraged to recognize the diverse backgrounds and barriers that our clients face, and to assist them in a sensitive, appropriate and non-judgmental manner.

16	<b>ACCESS</b>	FOR I	OW-INCOME	INDIVIDUALS.	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?	75.0%
What framework do you use to determine or describe participant's or household income status? (check all that apply)	
Number of children enrolled in free and reduced lunch	
Individuals or families that report 0-50% of Dane County Median Income	Х
Individual or family income in relation to Federal Poverty guidelines	
Other	

# 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

At the conclusion of a housing counseling session, participants are asked a series of questions regarding their demographic information, income, household size, etc. Information reported by the client is entered into an Access database that can generate reports summarizing the data.

# 18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

There are NO fees charged for any housing counseling services. A small donation (25 cents per page) is suggested for copies of laws or smaple forms, but this is frequently waived if a client is unable to make a donation. Landlords and service providers pay \$125-150 to attend our seminars. We also sell Apartment Management in Wisconsin and Tenant's Rights in Wisconsin for a fee (currently being changed).

# **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

Tenant Resource Center

A Housing Counseling, Outreach and Education

#### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	5879	100%	1.45	100%	RESIDENCY				
MALE	1583	27%	0.25	17%	CITY OF MADISON	1689	29%	$\times$	$\times$
FEMALE	4295	73%	1.2	83%	DANE COUNTY (NOT IN CITY)	1991	34%	Х	$\times$
UNKNOWN/OTHER	1	0%	0	0%	OUTSIDE DANE COUNTY	2199	37%	$\times$	$\times$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	2199	37%	$\times$	$\times$
TOTAL RESIDENCY	5879	100%	$\geq <$	$\geq <$
AGE				
<2	0	0%	$>\!\!<$	$\geq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\geq$	$\times$
13 - 17	4	0%	$\geq \!$	$\geq \!$
18 - 29	2003	34%	$\times$	$\times$
30 - 59	3304	56%	$>\!\!<$	$\times$
60 - 74	568	10%	$\geq \!$	$\geq$
75 & UP	0	0%	$\geq $	$\geq \leq$
TOTAL AGE	5879	100%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	4075	69%	0.7	48%
BLACK/AFRICAN AMERICAN	1447	25%	0.25	17%
ASIAN	88	1%	0.5	34%
AMERICAN INDIAN/ALASKAN NATIVE	30	1%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	9	0%	0	0%
MULTI-RACIAL:	58	1%	0	0%
Black/AA & White/Caucasian	37	64%	0	0%
Asian & White/Caucasian	8	14%	0	0%
Am Indian/Alaskan Native & White/Caucasian	8	14%	0	0%
Am Indian/Alaskan Native & Black/AA	5	9%	0	0%
BALANCE/OTHER	172	3%	0	0%
TOTAL RACE	5879	100%	1.45	100%
ETHNICITY				
HISPANIC OR LATINO	288	5%	0.25	17%
NOT HISPANIC OR LATINO	5591	95%	1.2	83%
TOTAL ETHNICITY	5879	100%	1.45	100%
PERSONS WITH DISABILITIES	902	15%	0	0%

#### **COMMUNITY DEVELOPMENT DIVISION**

# PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	Tenant Resource Center
PROGRAM/LETTER:	A Housing Counseling, Outreach and Education

#### **PROGRAM OUTCOMES**

Number of unduplicated individual participants served during 2011.	5879
Total to be served in 2013.	6000

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1:	Clients will have info they need to be self- landlords will increase knowledge of tnt-L	-sufficient & make informed housing decisions. Tenant & L rights & responsibilities.							
Performance Indicator(s):		75% of those surveyed will report that they were able to make a more informed decision &/or had a better outcome than if they had not contacted the TRC							
Proposed for 2013:	Total to be considered in 600	_ · ·							
	perf. measurement	Targeted # to meet perf. measure 4500							
Proposed for 2014:	Total to be considered in 600	Targeted % to meet perf. measures 75%							
	perf. measurement	Targeted # to meet perf. measure 4500							
Explain the measurement tools or methods:	information and referrals, basic demograph persons learned of the TRC, and where the and property owners/managers who have	ne number of persons who contact us and receive oblic information about those persons, how those hey were referred. Periodic phone surveying of tenants a contacted TRC in the prior six months will be used to all sample size in this survey is about 300 respondents							
Outcome Objective # 2:	Increase broad knowledge about rental reach persons who may not otherwise ac	ights and responsibilities through outreach efforts, and cess the agency's services.							
Performance Indicator(s):	75% of the workshop evaluations (at est. participants will help them prevent, avoid,	50% response rate) will show that info receiv-ed by or better resolve, future rental disputes							
Proposed for 2013:	Total to be considered in 36 perf. measurement	Targeted % to meet perf. measures 75% Targeted # to meet perf. measure 270							
Proposed for 2014:	Total to be considered in 36	_ '							
	perf. measurement	Targeted # to meet perf. measure 270							

Explain the measurement tools or methods:

Measurements for this outcome will be based on attendance of 360 individuals at a total of 24 workshops or presentations. TRC will provide evaluation forms at workshops and seminars to evaluate the usefulness of the materials and information presented. Expect-ed eval. response rate at 50% of participants, but level of satisfaction will be presumed accurate. TRC will track additional outreach efforts including website visits, distribution of PSA's, media presentations, tabling at resource fairs, community events and festivals.

ORGANIZATION: Tenant Resource Center

PROGRAM/LETTER: A Housing Counseling, Outreach and Education

#### 10. PROGRAM BUDGET

a. 2012 BUDGETED		ACCOUNT CATEGORY					
	SOURCE				SPECIAL		
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS		
DANE CO HUMAN SVCS	41,000	30,000	10,000	1,000	0		
DANE CO CDBG	0	0	0	0	0		
MADISON-COMM SVCS	54,521	34,529	16,519	3,473	0		
MADISON-CDBG	0	0	0	0	0		
UNITED WAY ALLOC	0	0	0	0	0		
UNITED WAY DESIG	0	0	0	0	0		
OTHER GOVT	87,425	63,325	24,100	0	0		
FUNDRAISING DONATIONS	0	0	0	0	0		
USER FEES	0	0	0	0	0		
OTHER	5,000	3,000	2,000	0	0		
TOTAL REVENUE	187,946	130,854	52,619	4,473	0		

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	41,000	30,000	10,000	1,000	0
DANE CO CDBG	20,280	16,580	2,700	1,000	0
MADISON-COMM SVCS	62,801	41,809	17,519	3,473	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	60,000	55,000	5,000	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	184,081	143,389	35,219	5,473	0

# \*OTHER GOVT 2013

Source	Amount	Terms
UW-Madison	60,000	
	0	
	0	
	0	
	0	
TOTAL	60,000	

# \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
TOTAL	0	

AO: PROGRAM BUDGET A - 1 MAY 2, 2012

#### **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	Tenant Res	ource Center
PROGRAM/LETTER:	Α	Housing Counseling, Outreach and Education

#### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)

#### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET		ACCOUNT CATEGORY					
	BUDGET				SPECIAL		
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS		
DANE CO HUMAN SVCS	0	0	0	0	0		
DANE CO CDBG	0	0	0	0	0		
MADISON-COMM SVCS	0	0	0	0	0		
MADISON-CDBG	0	0	0	0	0		
UNITED WAY ALLOC	0	0	0	0	0		
UNITED WAY DESIG	0	0	0	0	0		
OTHER GOVT*	0	0	0	0	0		
FUNDRAISING DONATIONS	0	0	0	0	0		
USER FEES	0	0	0	0	0		
OTHER**	0	0	0	0	0		
TOTAL REVENUE	0	0	0	0	0		

# \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

#### **APPLICATION FOR 2013-2014 FUNDS**

#### 1. AGENCY CONTACT INFORMATION Organization **Tenant Resource Center** Mailing Address 1202 Williamson St., Suite 102, Madison, WI 53703 Telephone 608-257-0143 (No housing counseling calls, please) 608-286-0804 FAX Admin Contact Brenda Konkel **Financial Contact** Brenda Konkel Website www.tenantresourcecenter.org bkonkel@tenantresourcecenter.org **Email Address** Legal Status Private: Non-Profit

Federal EIN: 39-1360105

State CN:

DUNS # 102264210

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

#### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

# CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

# 3. SIGNATURE

Enter n	ame: Brenda K. Konkel	
	By entering your initials in the box bkk	you are electronically signing your name and agreeing to the terms listed above
DATE	5/31/2012	

COVER PAGE - 1 MAY 2, 2012

# AGENCY CONTACT INFORMATION

ORGANIZATION Tenant Resource Center

# 1. AGENCY CONTACT INFORMATION

A Housing Counseling, Outreach and Education	OCS: Access to	OCS: Access to Resources A1: Targeted Services (CSC)							
Contact: Brenda K. Konkel	New Prg? No	Phone:	608-257-0143	Email: bkonkel@tenantresourcecenter.org					
В									
Contact:	New Prg?	Phone:		Email:					
C Mediation	CDBG: J. Acces	ss to Community Reso	urces - Homeless						
Contact: Brenda K. Konkel	New Prg? No	Phone:	608-257-0143	Email: bkonkel@tenantresourcecenter.org					
D Coordinated Intake	CDBG: J. Acces	CDBG: J. Access to Community Resources - Homeless							
Contact: Brenda K. Konkel	New Prg? Yes	s Phone:	608-257-0143	Email: bkonkel@tenantresourcecenter.org					
E Homeless Day Shelter	CDBG: J. Access to Community Resources - Homeless								
Contact: Brenda K. Konkel	New Prg? Yes	s Phone:	608-257-0143	Email: bkonkel@tenantresourcecenter.org					
F Program F	Select an Object	tive Statement from the	e Drop-Down						
Contact:	New Prg?	Phone:		Email:					
G Program G	Select an Objective Statement from the Drop-Down								
Contact:	New Prg?	Phone:		Email:					
H Program H	ogram H Select an Objective Statement from the Drop-Down								
Contact:	New Prg?	Phone:		Email:					

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	104,490	95,000	95,000	41,000	0	0	0	0	0	0	0	54,000
DANE CO CDBG	0	0	20,280	20,280	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	54,521	54,521	62,801	62,801	0	0	0	0	0	0	0	0
MADISON-CDBG	10,953	10,953	204,588	0	0	11,171	35,510	157,907	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0	0	0	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0	0	0	0	0	0	0	0
OTHER GOVT	46,490	87,425	60,000	60,000	0	0	0	0	0	0	0	0
FUNDRAISING DONATIONS	27,533	25,000	55,000	0	0	0	0	30,000	0	0	0	25,000
USER FEES	19,998	20,000	20,000	0	0	0	0	0	0	0	0	20,000
OTHER	8,156	18,267	156,355	0	0	12,000	0	144,355	0	0	0	0
TOTAL REVENUE	272,141	311,166	674,024	184,081	0	23,171	35,510	332,262	0	0	0	99,000

AO: REVENUE - 1 MAY 2, 2012

#### 3. AGENCY ORGANIZATIONAL PROFILE

#### a. AGENCY MISSION STATEMENT

The Tenant Resource Center is a nonprofit, membership organization dedicated to promoting positive relations betw een rental housing consumers and providers throughout Wisconsin. By providing information and referrals, education about rental rights and responsibilities, and access to conflict resolution, we empower the community to obtain and maintain quality affordable housing.

#### b. AGENCY EXPERIENCE AND QUALIFICATIONS

Overview: The Tenant Resource Center (TRC) is an organization with deep roots in the Madison community. Over the past 31 years, the TRC has shifted the culture of tenancy in Madison. When first formed, the TRC would often see tenants who would immediately move out upon receipt of a 5-day Cure or Quit Notice, without attempting to re-pay the amount owed or otherwise settle the issue. Now, by and large, tenants do not immediately move, but inform themselves and then attempt to either resolve the violation or work out some resolution with the landlord. The TRC is a foundational element of Madison tenancy. We offer a variety of programs (below) to support tenants and landlords, and have the institutional knowledge necessary to fully resolve a wide array of concerns that clients may bring to us. For example, when David Goldsby (featured in an article in The Cap Times) recently came into the TRC, he needed information regarding a complicated rent abatement/foreclosure case gone wrong, as well as the support of an organization that could help him advocate for himself in his near-homelessness. The TRC was able to work with the judge and the sheriff, and assist David in fighting his illegal eviction. This wouldn't have been possible if the TRC weren't positioned to know the minute changes in foreclosure laws, nor the specific workings of the rent abatement and eviction processes in Madison (which vary by county). This level of service is dependent on the availability of staff. In other situations, we are able to refer clients to local agencies that best meet their needs, and thus we empower clients and support affordable housing in Madison.

Current Programs: The TRC has been an informing and empowering presence in the Dane County community since 1981. Our current programming includes: \*Housing Counseling: We give free information on tenantlandlord rights and responsibilities to both tenants and landlords statewide who call, email or drop by our main and campus offices. We have sample letters, forms and brochures on most major topics. We maintain detailed information on our website. This program is staffed by volunteers and salaried Housing Resource Specialists, \*Housing Help Desk: The TRC staffs an office at the Dane with support from the Executive Director. County Job Center where we distribute information on housing vacancies, low-income and subsidized housing, emergency housing, emergency rental assistance, as well as basic information on tenant-landlord rights and responsibilities. This office was established in 1998, and is staffed on a rotating basis by our salaried Housing Resource Specialists who also administer our Housing Crisis Fund that provides eviction prevention dollars for \*Mediation (HMS): The TRC administers a program where certified volunteer mediators facilitate negotiations between tenants and landlords both out of court and during the Small Claim Court eviction hearings each week, in order to prevent homelessness. This program was established in 1995 as a joint project betw een the TRC and the Apartment Association of South Central Wisconsin. In 2011, HMS provided assistance to 569 eviction cases, approximately 18% of all residential evictions filed (a percentage that has increased \*Community Outreach: The TRC staff engages in a high degree of community steadily over the years). outreach by responding to requests for presentations, giving interviews to reporters, participating in community coalitions, and interfacing directly with organizations where a relationship enhances services to all our clients. This year, we will begin a series of videos on housing counseling topics and recent legislative changes. Also in 2012, we are increasing our efforts to reach at-risk senior tenants by a series of presentations which we hope \*Housing Law Seminars: The TRC provides 8- to 12- hour long housing law to carry forward to 2013. seminars throughout the state on tenant-landlord law. Held at least ten times each year, these seminars target groups of tenant advocates, property managers and landlords, service providers, case managers, legal professionals and law enforcement officers.

Staff: TRC's Executive Director has 20 years experience in housing counseling. Once a private practice attorney and a Madison alderperson, Brenda Konkel provides much of the institutional know ledge that's so valuable to the clients that use the TRC's services. Additional staff includes 3 full-time Bilingual Housing Resource Specialists (bilingual in Spanish/English), 1 Office Manager (bilingual in Hmong/English), 1 part time Housing Resource Specialist, 2 part time development and program coordination staff, and a core group of incredible, committed volunteers (equivalent in time to one full time staff member). With the proposed funding, TRC has ample personnel with relevant know ledge and experience to fully provide the proposed services.

#### 4. AGENCY GOVERNING BODY

12 How many Board meetings were held in 2011? How many Board meetings has your governing body or Board of Directors scheduled for 2012? 12 How many Board seats are indicated in your agency by-laws? 9 to 11 Please list your current Board of Directors or your agency's governing body. Name Kia Stern Home Address 5663 King James Ct #103, Fitchburg Occupation TRC volunteer housing cousnelor Representing Term of Office 1 year From 06/2011 To: 07/21012 Name **Deborah Percival Garver** Home Address 2810 Center Ave, Madison Occupation Grief cousnelor & Special Education Assistant Representing Term of Office 06/2011 To: 07/21012 From: Name **Rudy Moore** Home Address 713 Orton Ct, Madison Occupation Attorney and Landlord Representing Term of Office From 06/2011 To: 07/21012 **Andrew Peterson** Name Home Address N8269 County Rd J, New Glarus Occupation Psychotherapist Representing Term of Office From 06/2011 To: 07/21012 **Colin Gillis** Name Home Address 1242 Morrison Ct #2, Madison Occupation Associate Lecturer at UW-Madison, Rainbow Bookstore Coooperative Staff, Vol HC Representing Term of Office From: 06/2011 To: 07/21012 Name Michael Donnelly Home Address 1141 E Johnson St., Madison Business Manager for Dane 101, Landlord, Epic Occupation Representing Term of Office From 06/2011 To: 07/21012 Lara Rosen Name 410 Castle PI #2, Madison Home Address Occupation Budget Analyst, State of Wisconsin Representing Term of Office From 06/2011 To: 07/21012 Kari Ehrhardt Name 4817 Sheboyan Ave #206, Madison Home Address Asst. Deputy Clerk, WI Supreme Ct & Shelter Worker Occupation Representing Term of Office 06/2011 To: 07/21012 From:

# AGENCY GOVERNING BODY cont.

Name	Charlie Breunig							
Home Address	1334 Morrison St #2, Madison							
Occupation	Bookseller & Volunteer Housing Counselor							
Representing								
Term of Office	From: 06/2011 To: 07/21012							
Name								
Home Address								
Occupation								
Representing								
Term of Office	From: mm/yyyy To: mm/yyyy							
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# AGENCY GOVERNING BODY cont.

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Representing		
Term of Office	From: mm/yyyy To:	: mm/yyyy

# 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	8	100%	9	100%	13	100%	
GENDER							
MALE	1	13%	5	56%	5	38%	
FEMALE	6	75%	4	44%	8	62%	
UNKNOWN/OTHER	1	13%	0	0%	0	0%	
TOTAL GENDER	8	100%	9	100%	13	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	0	0%	
18-59 YRS	8	100%	9	100%	10	77%	
60 AND OLDER	0	0%	0	0%	3	23%	
TOTAL AGE	8	100%	9	100%	13	100%	
RACE*						0	
WHITE/CAUCASIAN	6	75%	8	89%	11	85%	
BLACK/AFRICAN AMERICAN	0	0%	1	11%	2	15%	
ASIAN	1	13%	0	0%	0	0%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	1	13%	0	0%	0	0%	
Black/AA & White/Caucasian	0	0%	0	0%	0	0%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	1	100%	0	0%	0	0%	
BALANCE/OTHER	0	0%	0	0%	0	0%	
TOTAL RACE	8	100%	9	100%	13	100%	
ETHNICITY							
HISPANIC OR LATINO	1	13%	0	0%	1	8%	
NOT HISPANIC OR LATINO	7	88%	9	100%	12	92%	
TOTAL ETHNICITY	8	100%	9	100%	13	100%	
PERSONS WITH DISABILITIES	0	0%	1	11%	1	8%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

#### 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.

		2011	2012	2013-14
Αςςοι	unt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	156,870	173,680	407,970
	Taxes	15,791	13,286	31,210
	Benefits	13,157	24,893	57,405
	SUBTOTAL A.	185,818	211,859	496,585
В.	OPERATING			
	All "Operating" Costs	57,244	75,434	97,566
	SUBTOTAL B.	57,244	75,434	97,566
C.	SPACE	+		
	Rent/Utilities/Maintenance	23,481	8,873	34,873
	Mortgage (P&I) / Depreciation / Taxes	0	0	0
	SUBTOTAL C.	23,481	8,873	34,873
D.	SPECIAL COSTS	+ +		
	Assistance to Individuals	11,666	15,000	45,000
	Subcontracts, etc.	0	0	0
	Affiliation Dues	0	0	0
	Capital Expenditure	0	0	0
	Other:	0	0	0
	SUBTOTAL D.	11,666	15,000	45,000
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	11,666	15,000	45,000
	TOTAL OPERATING EXPENSES	278,209	311,166	674,024
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

# 7. PERSONNEL DATA: List Percent of Staff Turnover

42.0%

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.

3 positions turned over in 2011 and with a small staff, that is devastating. All of the staff left for better paying jobs. Of the three staff members that went on to other jobs, one had worked for TRC for 14 years, one had worked at the TRC for 2 years and one has worked here less than a year, but had been on staff previously. The last time we had this level of turnover was in 1995 when we only had 1.5 staff persons. We hope to mimize staff turnover by making our salaries more competitive, but that is extremely difficult with flat funding and increasing needs.

AO: EXPENSE BUDGET - 1 MAY 2, 2012

#### 8. PERSONNEL DATA: Personnel Schedule

#### a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2	2012	201	3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	1.00	47,762	1.00	50,000	24.04	0.20	0.00	0.05	0.00	0.20	0.00	0.00	0.00	0.55
Office Manager	1.00	27,040	0.95	29,120	14.00	0.50	0.00	0.05	0.00	0.05	0.00	0.00	0.00	0.35
Housing Resource Specialist	1.00	27,851	1.00	29,120	14.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
Housing Resource Specialist*	0.80	21,632	1.00	29,120	14.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
Housing Resource Specialist*	0.80	21,632	1.00	29,120	14.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
Housing Resource Specialist**	0.50	13,520	0.50	14,560	14.00	0.00	0.00	0.30	0.00	0.00	0.00	0.00	0.00	0.20
Housing Resource Specialist**	0.25	6,963	0.25	7,280	14.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25
Housing Resource Specialist**	0.25	7,280	0.25	7,280	14.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25
Housing Resource Specialists	0.00	0	1.00	26,250	16.83	0.00	0.00	0.00	0.75	0.00	0.00	0.00	0.00	0.25
Housing Resource Specialists	0.00	0	2.00	70,000	16.83	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00
Housing Resource Specialist	0.00	0	0.50	29,120	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
* Hired in March	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
** Part-time staff	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	5.60	173,680	9.45	320,970		1.45	0.00	0.40	0.75	2.25	0.00	0.00	0.00	4.60

TOTAL PERSONNEL COSTS: 320,970

AO: PERSONNEL DATA - 1 MAY 2, 2012

# b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	C	D	Е	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

# PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Tax Service
2.	Agency Name: TJ's Support Brokerage
3.	Requested Amounts: 2013: \$ 10,000 2014: \$ 10,000 Prior Year Level: \$ 10,000
4.	Project Type: New ☐ Continuing ⊠
5.	Framework Plan Objective Most Directly Addressed by Proposed by Activity:  I. Youth Priority:  VI Child(ren) & Family Priority:  VII Seniors Priority:  VII Seniors Priority:  VII Seniors Priority:  Comment:
6.	Anticipated Accomplishments (Proposed Service Goals) The program will support 250 unduplicated tax clients with 187 tax returns prepared. Program will provide 450 hours of service between January 16 and April 16
7.	To what extent does the proposal meet the Objectives of the <u>Community Development</u> Division, Community Resources <u>Program Goals and Objectives</u> for 2013-2014?
	<b>Staff Comments:</b> This program meets Program Area III A-1 Provide culturally specific or targeted supportive services to members of low to moderate income and/or marginalized groups that increase access to basic services and resources and increase participation in community life.
8.	Does the proposal incorporate an innovative and/or research based <u>program design</u> ?  Staff Comments: Program design is based on successful volunteer income tax services that are conducted around the country during tax season.
9.	Does the proposal include service goals and outcome objectives that are realistic and measurable and are likely to be achieved within the proposed timeline? What will be the impact on the identified need or problem?
	Staff Comments: Outcome Objectives are realistic and measurable and appropriate
10.	Does the agency, staff and/or Board <u>experience</u> , <u>qualifications</u> , <u>past performance</u> and <u>capacity</u> indicate probable success of the proposal?
	<b>Comments:</b> Agency has been providing this service for 5 years. Staff are highly qualified to operate the service. ncy has good working relationship with population served, and is open and available to South East Asian and Latinos.
11.	Is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and

**Staff Comments:** City of Madison is the only funder for program, but works with various funders as well as demonstrates good fundraing in previous years.

demonstrate sound fiscal planning and management?

12.	Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support</u> , including <u>volunteers</u> , in-kind <u>support</u> and securing <u>partnerships</u> with <u>agencies and community groups?</u>
	<b>Comments:</b> Agency utilizes volunteers in an appropriate manner. Agency has well established working relationships appropriate partners and is well respected by population they serve. Would like to know what collaboration exist with ?
13.	To what extent does the applicant propose services that are accessible and appropriate to the needs of <u>low income individuals</u> , <u>culturally diverse</u> populations and/or populations with specific <u>language barriers</u> and/or <u>physical or mental disabilities?</u>
	<b>Comments:</b> The program serves 100% low/moderate income people. The population served is culturally diverse. am utilizes interpreters for language barriers. Agency reports a lack of transportation as a barrier.
	Follow up questions for Agency:
	Staff Recommendation
	☐ Not recommend for consideration
	<b>⊠</b> Recommend for consideration
[	Recommend with Qualifications Suggested Qualifications:

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:

PROGRAM/LETTER:

B Program B - Tax Service

**OBJECTIVE STATEMENTS:** 

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Low income individuals have such a heavy financial strain by tax time that they often elect to go to the tax providers offering Rapid Refund Services due to the fast turn around time. The costs associated with Rapid Refund Services are high, typically running from \$300-\$600. Our tax program provides essentially the same quick turn-around time for refunds, but at no cost to low income individuals. This puts the refunded money back into their pocket so they can meet basic needs. That money is recycled back into the community, rather than spent on Rapid Refund Services. Our program is modeled after VITA free tax services, except it provides services to the Allied Drive area. The nearest VITA office is on Park Street, and it is difficult for many low income people to get there. Our services are also successfully provided to the Hmong and Latino communitites through interpreters.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

We provide tax services at no charge to low income individuals, resulting in significant fees that would otherwise be paid to tax preparers and for Rapid Refund Services to be filtered back into the community. Upon arrival to our office, a Receptionist greets low income individuals, asking them to complete a questionnaire which we use to prove their identity and income level. The individual through the information that is needed in order to complete the taxes. Education is provided to help the individual understand all of the documentation required. We also inform individuals of additional financial education classes available to them. We help people understand tax preparation, tax law, etc., ensuring they understand what is needed and how important it is to file. In many cases, we assist them to file back-taxes for prior years, as well as the current year. Individuals are sent to obtain any missing documentation. Once all information is available, the tax prepareer completes their return and submits it to the Tax Site Manager to review for accuracy. Taxes are then filed electronically, with refunds going directly to the individual's checking account or to the person's home. Our program is easily accessible to the Allied Drive community, and will operate from January 16 - April 16, 2013

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Our progrm will support: 250 unduplicated tax clients, with 187 tax returns prepared. It will include 450 service hours: 30 hours per week, Jan 16 - Apr 16, for a Manager, an Assistant, 3 Volunteers, and a Receptionist. In 2009, our program generated \$139,000 in refunds that went back into the community. We served 125 individuals, with an average refund of \$112. Extrapolating, that would be appoximately \$208,000 for 187 individuals including an estimated \$84,000 saved from Rapid Refund costs.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

The program will run from January 16, 2013 to April 16, 2013. Hours of operation will be Monday, Tuesday, and Thursday from 10:00 a.m. - 2:00 p.m.; Wednesday from 2:00 p.m. - 6:00 p.m.; Fridays from 9:00 a.m. - 1:00 p.m.; and Saturdays by appointment (up to eight hours). Appointments are encouraged, however, walk-ins are welcome.

CR PROGRAM STANDARD - 1 MAY 2, 2012

	FROGRAM DESCRIPTION GITT
ORGANIZATION:	T.J.'s Support Brokerage Firm, Inc.
PROGRAM/LETTER:	B Program B - Tax Service
5. POPULATION SERVED: Ple or challenges).	ease describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities
Our Tax Service is available	e to all low-income tax payers, In the past years, we have served local Africang, and Caucasian individuals, raging in age from 17-65. "Low Income" is defined as ually.
6. LOCATION: Location of serv	ice and intended service area.
1	ed at 4522 Verona Road, Madison, WI at the MAP/TJ Inc. Training Center. We will serve ounding, greater Madison area.
7. OUTREACH PLAN: Describe	your outreach and marketing strategies to engage your intended service population.
agencies; Partnerships w ith in community papers (Madis Magazine); Job fairs; Prese	igies include all of the follow ing: Presentations to social agencies; Referrals from social in Urban League od Greater Madison, the YWCA, and the Allied Drive Co-OP, Write-ups is on Voice New spaper, Isthmus New spaper, Madison Times, Mojaumoja Commty intations at Neighborhood Center Community meals; Homeless centers; Department of listruibution of flyers, Word of mouth advertising.
8. COORDINATION: Describe h	now you coordinate your service delivery with other community groups or agencies.
location of operation of our Community Center, Madison Program; The YWCA; The D our established community	gencies aw are of our program, providing them with fliers showing the times and tax services. Area agencies we coordinate with include: The Allied Dunns-Marsh Public Schools; The Boys and Girls Club; The START Program; The Head Start Department of Corrections, Probation and Prole; and Operation Fresh Start. These are partners. We are always seeking to expand this list. We have found that referrals there enance each program's rate of success.
9. VOLUNTEERS: How are volu	Inteers utilized in this program?
Volunteers serve as Recep anticipate 200 volunteer off	tionist/Clerical support staff and to perform data entry for the tax information. We ice hours to support our program. Volunteers will also perform door-to-door marketing ices, representing another 100 volunteer hours. Finally, we will utilize approximately
10. Number of volunteers utilize	d in 2011?
Number of volunteer hours utiliz	ed in this program in 2011?

ORGANIZATION:	T.J.'s Supp	J.'s Support Brokerage Firm, Inc.			
PROGRAM/LETTER:	В	Program B - Tax Service			

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

to respond to the needs of diverse populations.									
Barriers to this program have primarily been lack of transportaion. Wait times also increase substantially as the last day to file taxes approaches. Language has not been an issue in the past, as we have utilized interpreters.									

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

Our agency is quite experiences in providing free tax services w ithin the community, as we have provided it for each of the past four years. For the first two years, we partnered w ith the IRS, running a VITA program. We utilized a designated IRS Tax Specialist during those tax seasons. After the second year, we elceted to hire our own Tax Site Manager. This individual is a Certified Tax Specialist with more than 25 years experience in Tax Preparation and working in and managing Tax offices for H&R Block and Jackson Hew itt. She has been with our program ever since, and will continue to servr for the upcoming tax season. This will be our agency's fifth years to provide such services. Our Tax Preparers have received CTEC Training and Certification in Tax Preparation, and will also receive training from our Tax Site Manager. These individuals have worked with us over the last four years, and plan to return for the coming Tax Season. Each Tax Preparer is required to receive refresher training annually, including IRS training on Tax Law changes. Our Receptionist and Data Entry staff are trained on confidentiality. We have consistently increased the number of returns prepared each year. Our experience has helped us to better understand our customers/clients.

13. LICENSING OR ACCREDITATION: Repo	ort program licensing,	accreditation or certifi	ication standards c	urrently applied.
--------------------------------------	------------------------	--------------------------	---------------------	-------------------

200 characters (with spaces) (2 lines max.)		

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications			
Tax Site Manager	0.5	Certified Tax Specialist, 25 years exp. Trained by Jaskon Hewitt.			
Tax Preparer	3	CTEC Certified Tax Preparer			

# **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION:	T.J.'s Support Brokerage Firm, Inc.
PROGRAM/LETTER:	B Program B - Tax Service
15. CONTRIBUTING RESEARC	CH CONTRACTOR CONTRACT
Please identify research or best	practice frameworks you have utilized in developing this program.
Our program mirrors our pre	eviously successful VITA Tax Program developed by the IRS.
	J
16. ACCESS FOR LOW-INCOM	IE INDIVIDUALS AND FAMILIES
	n's participants do you expect to be of low and/or moderate income? 100.0%
	determine or describe participant's or household income status? (check all that apply)
, , , , , , , , , , , , , , , , , , ,	Number of children enrolled in free and reduced lunch
	Individuals or families that report 0-50% of Dane County Median Income X
	Individual or family income in relation to Federal Poverty guidelines X
	Other X
17. HOW IS THIS INFORMATION	ON CURRENTLY COLLECTED?
	lected on the intake questionnaire and we provide service based on the client's annual
	me is under \$40,000 annually through the W2's provided to us for tax preparation.
18. PLEASE DESCRIBE YOUR	USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS
ACCESS ISSUES FOR LOW IN	COME INDIVIDUALS AND FAMILIES.
There are no costs or fees	charged to the individuals using our services.

CR PROGRAM STANDARD - 4 MAY 2, 2012

# **PROGRAM DESCRIPTION**

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

T.J.'s Support Brokerage Firm, Inc.

B Program B - Tax Service

#### **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	125	100%	2	100%	RESIDENCY				
MALE	50	40%	0	0%	CITY OF MADISON	115	92%	X	$\times$
FEMALE	75	60%	2	100%	DANE COUNTY (NOT IN CITY)	10	8%	$\times$	> <
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$\supset$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\times$	$\times$
TOTAL RESIDENCY	125	100%	$\times$	$\times$
AGE				
<2	0	0%	$>\!\!<$	$\geq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\geq$	$\times$
13 - 17	0	0%	$\geq \!$	$\geq \!$
18 - 29	100	80%	$\geq \!$	$\times$
30 - 59	25	20%	$\geq \!$	$\times$
60 - 74	0	0%	$\geq \leq$	$\geq \!$
75 & UP	0	0%	$\geq \!$	$\geq$
TOTAL AGE	125	100%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	20	16%	1	50%
BLACK/AFRICAN AMERICAN	75	60%	1	50%
ASIAN	5	4%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	25	20%	0	0%
TOTAL RACE	125	100%	2	100%
ETHNICITY				
HISPANIC OR LATINO	25	20%	0	0%
NOT HISPANIC OR LATINO	100	80%	2	100%
TOTAL ETHNICITY	125	100%	2	100%
PERSONS WITH DISABILITIES	0	0%	0	0%

DISON

COMMUNITY DEVELOPMENT	DIVISION	PROGRAM DESCI	RIPTION	CITY OF MA
ORGANIZATION:	T.J.'s Supp	oort Brokerage Firm, Inc.		
PROGRAM/LETTER:	В	Program B - Tax Service	e	
PROGRAM OUTCOMES	Numbe	er of unduplicated individual	participants served during 20 Total to be served in 20	
Complete the following for each	program outcom	e. No more than two outcon	nes per program will be review	ved.
If applying to OCS, please refer	. •			
Refer to the instructions for deta	-			
Outcome Objective # 1:		vide high quality tax service: for the 2013 tax year at no c	s for 175 low-income individuates	als for both federal and state
Performance Indicator(s):			d electronically within the 16 waystem for issues beyond our of	
Proposed for 2013:		be considered in	125 Targeted % to me	et perf. measures 759 eet perf. measure 93.7
Proposed for 2014:	•		125 Targeted % to me	· · · · · · · · · · · · · · · · · · ·
·		erf. measurement		eet perf. measure 93.7
Explain the measurement tools or methods:	another par registration information	per copy kept on file in the o from prior to utlizing our set to utilized in the event issue	lly, with a paper copy provided fice as a backup. Each tax aprices which include name, act as arise during the preparation tabulated, including tax refun	oplicant shall complete a ldress, phone number n of an individual's return.
Outcome Objective # 2:	100 tax app Center.	olicants will elect to receive f	Financial Literacy training at n	o charge through MAP
Performance Indicator(s):		tax applicants will attend on rweek during tax season.	e of our two-hour financial lite	racy sessions offered one
Proposed for 2013:			125 Targeted % to me	
	•	erf. measurement		eet perf. measure 5
Proposed for 2014:			Targeted % to me	
	pe	erf. measurement	rargeted # to m	eet perf. measure 5

Explain the measurement tools or methods:

Each applicant will be offered the opportunity to attend free Financial Literacy training classes offered during tax season. The individual will affirm having received the invitation on the initial tax filing questionnaire paperwork, and will check either "Yes" to attend or "No" if they choose not to. Sign-in sheets will track class attendance. This document will become part of the individual's backup tax file which will be maintained at the MAP Center.

# **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:

PROGRAM/LETTER:

B Free Tax Site

# 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	10,000	8,000	500	1,500	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	10,000	8,000	500	1,500	0

# b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	10,000	8,000	500	1,500	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	10,000	8,000	500	1,500	0

# \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

# \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

ORGANIZATION:	T.J.'s Suppo	ort Brokerage Firm, Inc.
PROGRAM/LETTER:	В	Free Tax Site

#### 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)

#### b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY				
BUDGET					SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

# \*OTHER GOVT 2014

Source		Amount	Terms
		0	
		0	
		0	
		0	
		0	
	TOTAL	0	

# \*\*OTHER 2014

Source		Amount	Terms
		0	
		0	
		0	
		0	
		0	
	TOTAL	0	

#### **APPLICATION FOR 2013-2014 FUNDS**

State CN:

DUNS#

9803-800

198090164

#### 1. AGENCY CONTACT INFORMATION Organization T.J.'s Support Brokerage Firm, Inc. Mailing Address 4518 Verona Road Telephone 608-661-0727 608-661-0644 FAX Admin Contact Diana Shinall **Financial Contact** Lisa McKonkey Website Madisonapprenticeshipprogram.webs.com **Email Address** dianatjinc@charter.net Legal Status Select Status from Drop-Down Federal EIN: 39-2016458

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

#### LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

# CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

# 3. SIGNATURE

Enter n	ame:	Diana Shinall		]
	By er	ntering your initials in the box DS	you are electron to the terms liste	iically signing your name and agreeing ed above
DATE		5/16/2012		

COVER PAGE - 1 MAY 2, 2012

# AGENCY CONTACT INFORMATION

ORGANIZATION T.J.'s Support Brokerage Firm, Inc.

# 1. AGENCY CONTACT INFORMATION

A MAP/TOP	OCS/CDBG: X Adult	OCS/CDBG: X Adult Workforce Prepardness and Employment and Training A1 - Job Skills (CONF)					
Contact: Diana Shinall	New Prg? No	Phone: 608-661-0727	Email: dianatjinc@charter.net				
B Free Tax Site	OCS: Access to Reso	OCS: Access to Resources A1: Targeted Services (CSC)					
Contact: Diana Shinall	New Prg? No	Phone: 608-661-0727	Email: dianatjinc@charter.net				
C Operation Stand Down	OCS: Youth B3: At-R	isk Youth Comm. Engagement (CSC)					
Contact: Kevin McGraw	New Prg? Yes	Phone: 608-661-0727	Email: grawmac2002@yahoo.com				
D Program D	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
E Program E	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
F Program F	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
G Program G	Select an Objective S	Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				
H Program H	Select an Objective S	Select an Objective Statement from the Drop-Down					
Contact:	New Prg?	Phone:	Email:				

# 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	OPOSED PR	OGRAMS						
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	E	F	G	Н	Non-City
DANE CO HUMAN SVCS	0	0	0	0	0	0	0	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	0	94,034	66,534	56,534	10,000	0	0	0	0	0	0	0
MADISON-CDBG	0	0	46,000	46,000	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	0	34,000	34,000	10,000	0	0	0	0	0	0	0	24,000
UNITED WAY DESIG	0	841	841	0	0	0	0	0	0	0	0	841
OTHER GOVT	0	0	0	0	0	0	0	0	0	0	0	0
FUNDRAISING DONATIONS	0	46,500	39,500	13,500	0	0	0	0	0	0	0	26,000
USER FEES	0	0	0	0	0	0	0	0	0	0	0	0
OTHER	0	300,000	300,000	150,000	0	0	0	0	0	0	0	150,000
TOTAL REVENUE	0	475,375	486,875	276,034	10,000	0	0	0	0	0	0	200,841

AO: REVENUE - 1 MAY 2, 2012

#### 3. AGENCY ORGANIZATIONAL PROFILE

#### a. AGENCY MISSION STATEMENT

Our agency Mission is to assist in changing the direction and decision making skills of City residents, leading to positive productive lives, strengthening indivvidual families and in the end contributing to a much stronger, healthier community. We do this through comprehensive and holistic case management, training and advocacy services to our students, increasig their employability and financial understanding and by augmenting their life skills. We direct our services to helping motivate the unemployed and or underemployed that our facing multiple barrier to employment.

#### b. AGENCY EXPERIENCE AND QUALIFICATIONS

T.J.'s Support Brokerage Firm, Inc. is a successful growing business here in Madison since 1999. Founded and directed by Diana Shinall the agency provides advocacy for developmentally disabled consumers in the community, providing case management and ensuring their needs are met and their rights are protected. TJ's operates as a 501c3 organization through Support Brokers to provide mentoring and monitoring services to assure the quality of life to our consumers. The vision for a center by which our clientelle can come and have all of their needs met has become a reality this year. Under the umbrella of our agency continues to evolve into a "One Stop Shop". We have Madison Appprenticeship Program (MAP) the 12 w eek pre-employment training program that focuses on unemployed or underemployed individuals and assisiting them to eradicate the cycle of poverty through training. MAP promotes the concept of self worth which naturally challenges the students to live in a more positive environment. MAP has changed over 135 lives since its conception leading some of our graduates into higher open. This division will provide 12 weeks of on the job training for the MAP graduates. Under the direction of Mr. Vernon Taylor who was raised in the Dry Cleaning business, the graduates recieve vocational skills in every aspect of the dry cleaners (Customer Service, Cashiering, Maintenance/Janitoral and Dry Cleaning Operations as well as Management training) as well as provide low cost eco-friendly service that will ultimately leave money in the pockets of the residents of Madison. The next division Operation Stand Down, an anti-gang prevention division, directed toward our youth ranging in ages from 12 years old to adulthood. The division will provide one-on-one counseling through our 24 hour hot-line as well as classroom cirriculum around character building. Under the direction of Mr. Kevin McGraw a former gang member now dedicated to helping to change the mindset of our youth and assist them to make our community a safer place. The next division of the "One Stop Shop" is TRANSPIRE the AODA program that will offer meetings as well as one-on-one counseling around AODA issues. This division will be under the direction of Mr. Bill Vershay who is a Mastered Certified AODA counsler. Lastly in June of this year we will be partnering with Workforce Development Board to establish an ACCESS site in our facility. This computer lab will be available for community members at large and will allow them to use the lab for services offered locally without the need for travel over to te Aberg office. Our facility remains under the direction of Ms. Diana Shinall for management and operatons. Ultimaltely this will allow the underemployed or unemployed individuals who will be able to get any one of the afremention needs met under one umbrella.

# 4. AGENCY GOVERNING BODY

				_					
How many Board meetings were held in 2011?									
How many Board meetings has your governing body or Board of Directors scheduled for 2012?									
How many Board seats are indicated in your agency by-laws?									
Please list your current Board of	Directors or your agency's gove	erning body.							
Name	Mary Kay Clark								
Home Address	5775 County Road D Oregon, WI 53575								
Occupation	Support Broker								
Representing	Developmentally Disabled								
Term of Office	3 years	From:	04/2012	To:	04/2015				
Name	Sheila Lampkin								
Home Address	4526 Johnson Street								
Occupation	Adult Home Provider								
Representing	Private Business								
Term of Office	3 years	From:	01/2010	To:	01/2013				
Name	Hattie Lomax								
Home Address	1949 West 10th Avenue Gary,	IN 46404							
Occupation	Tax Specialist								
Representing	Business								
Term of Office	3 years	From:	01/2010	To:	01/2013				
Name	Jean McCubbin								
Home Address	3530 Heather Crest Madison, V	VI 53705							
Occupation	Director								
Representing	Community at large								
Term of Office	3 years	From:	02/2012	To:	02/2015				
Name	Michelle Wray	<del>-</del>		-					
Home Address	5209 Kevins Way Madison, WI	53714							
Occupation	Benefits Claims Specialist								
Representing	Disabled Community								
Term of Office	3 years	From:	02/2012	To:	02/2015				
Name	Lesie McAlister	-		-					
Home Address	100 Lakewood Gardens Lane, I	Madison WI 53704							
Occupation	Human Service Provider								
Representing	Community at large								
Term of Office	3 years	From:	04/2012	To:	mm/yyyy				
Name	vacant								
Home Address									
Occupation									
Representing									
Term of Office		From:	mm/yyyy	To:	mm/yyyy				
Name	vacant	•		•					
Home Address									
Occupation									
Representing									
Term of Office		From:	mm/yyyy	To:	mm/yyyy				

# AGENCY GOVERNING BODY cont.

Name	N/A		
Home Address			
Occupation			
Representing			
Term of Office	From: mm/yyyy	To:	mm/yyyy
Name			
Home Address			
Occupation			
Representing			
Term of Office	From: mm/yyyy	To:	mm/yyyy
Name			
Home Address			
Occupation			
Representing			
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Representing			
Term of Office	From: mm/yyyy	To:	mm/yyyy
Name			
Home Address			
Occupation			
Representing			
Term of Office	From: mm/yyyy	To:	mm/yyyy
Name		<u> </u>	
Home Address			
Occupation			
Representing			
Term of Office	From: mm/yyyy	To:	mm/yyyy
Name		•	
Home Address			
Occupation			
Representing			
Term of Office	From: mm/yyyy	To:	mm/yyyy
Name			
Home Address			
Occupation			
Representing		· <u> </u>	
Term of Office	From: mm/yyyy	To:	mm/yyyy

## AGENCY GOVERNING BODY cont.

•		
Name		
Home Address		
Occupation		
Representing	<u> </u>	
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
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Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy
Name		
Home Address		
Occupation		
Representing		
Term of Office	From: mm/yyyy	To: mm/yyyy

## 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	10	100%	6	100%	15	100%	
GENDER							
MALE	4	40%	0	0%	9	60%	
FEMALE	6	60%	6	100%	6	40%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	10	100%	6	100%	15	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	1	7%	
18-59 YRS	10	100%	4	67%	14	93%	
60 AND OLDER	0	0%	2	33%	0	0%	
TOTAL AGE	10	100%	6	100%	15	100%	
RACE*						0	
WHITE/CAUCASIAN	1	10%	3	50%	4	27%	
BLACK/AFRICAN AMERICAN	9	90%	3	50%	10	67%	
ASIAN	0	0%	0	0%	0	0%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	0	0%	0	0%	1	7%	
Black/AA & White/Caucasian	0	0%	0	0%	1	100%	
Asian & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	0	0%	0	0%	0	0%	
TOTAL RACE	10	100%	6	100%	15	100%	
ETHNICITY							
HISPANIC OR LATINO	0	0%	0	0%	0	0%	
NOT HISPANIC OR LATINO	10	100%	6	100%	15	100%	
TOTAL ETHNICITY	10	100%	6	100%	15	100%	
PERSONS WITH DISABILITIES	0	0%	0	0%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

## 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.

	s the amount of the subtotals that have aggregated from your	2011	2012	2013-14
Acco	unt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	115,755	225,000	255,500
	Taxes	19,501	45,000	46,000
	Benefits	19,000	36,477	34,477
	SUBTOTAL A.	154,256	306,477	335,977
В.	OPERATING	+ +		
	All "Operating" Costs	56,406	65,500	57,500
	SUBTOTAL B.	56,406	65,500	57,500
C.	SPACE	1		
	Rent/Utilities/Maintenance	25,000	88,557	81,057
	Mortgage (P&I) / Depreciation / Taxes		0	0
	SUBTOTAL C.	25,000	88,557	81,057
D.	SPECIAL COSTS	++		
	Assistance to Individuals	0	0	0
	Subcontracts, etc.	0	0	0
	Affiliation Dues	0	0	0
	Capital Expenditure	0	0	0
	Support Broker Payment	134,881	14,841	12,341
	SUBTOTAL D.	134,881	14,841	12,341
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	134,881	14,841	12,341
	TOTAL OPERATING EXPENSES	370,543	475,375	486,875
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

## 7. PERSONNEL DATA: List Percent of Staff Turnover

3.0%

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.)		

AO: EXPENSE BUDGET - 1 MAY 2, 2012

## 8. PERSONNEL DATA: Personnel Schedule

## a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2012 2013-14		3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM										
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
Executive Director	1.00	60,000	1.00	60,000	31.25	0.75	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Office Manager	1.00	32,000	1.00	32,000	16.66	0.50	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00
Assistant Office Manager	1.00	26,500	1.00	26,500	13.80	0.50	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00
VP Maintenance Operations	1.00	54,000	1.00	54,000	28.10	0.50	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00
Administrative Assistant	1.00	22,387	1.00	23,404	12.19	0.50	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00
Lead Instructor	1.00	35,360	1.00	35,360	17.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Child Care Assistant	1.50	22,819	1.50	22,819	12.19	1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Outreach Coordinator	1.00	29,120	1.00	29,120	14.00	0.50	0.00	0.50	0.00	0.00	0.00	0.00	0.00	0.00
Cook	0.50	12,677	0.50	12,677	12.19	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cosmetologist	0.50	7,276	0.50	11,702	12.19	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	9.50	302,139	9.50	307,582		6.75	1.25	1.50	0.00	0.00	0.00	0.00	0.00	0.00

TOTAL PERSONNEL COSTS: 316,496

AO: PERSONNEL DATA - 1 MAY 2, 2012

## b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	С	D	E	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS
Tax Site Manager	16	320	25.00	8,000	0.00	320.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tax Staff Specialist	16	75	12.19	914	0.00	75.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	32	395		8,914	0.00	395.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## PROPOSAL REVIEW: Staff Review for 2013-2014

## For Community Resources Proposals to be Submitted to the **Community Services Committee, Early Childhood Care and Education Committee** and Committee on Aging

1.	Program Name: Third Stre	et Family	Resouce Program	n	0 0			
2.	Agency Name: YWCA of	Madison						
3.	Requested Amounts:	2013: \$ 2014: \$		Prior Ye	ear Level: \$	33,000		
4.	Project Type: New □		Continuing $\boxtimes$					
5.	Framework Plan Objective  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority:  Comment:		•	d by Prop	☐ VI CI	civity: nild(ren) & eniors Pric		riority:
	Anticipated Accomplishing ren's programs, group activition in the second	es and wo	orkshops to increa	ase their ac	cess to comi	nunity reso	urces and n	nove toward self
7.	To what extent does the pr Resources <u>Program Goals</u>				<u>Community</u>	Developmo	e <u>nt</u> Divisio	n, Community
servi	<b>Comments:</b> This program closes to members of low to mod rces and increase participation	erate inco	ome and/or margi					
8.	Does the proposal incorpor Staff Comments: Application delivery. Staffs are trained, a term impact for program.	on cites b	oth case manage	ment and T	rauma resea	rch as infor	ming servi	
9.	Does the proposal include to be achieved within the p							
	<b>Comments:</b> Service goals are ent variables.	e realistic	and measurable	considering	g the team ap	pproach and	l performar	nce indicators have
10.	Does the agency, staff and/probable success of the pro-		l <u>experience, qu</u>	alifications	s, past perfo	ormance an	nd <u>capacity</u>	_indicate
	<b>Staff Comments:</b> : Current adequate to provide appropr Madison. Board and Staff ar	iate overs	sight to organizati	ion. Agenc				

Is the agency's proposed budget reasonable and realistic, able to leverage additional resources, and

Does the agency's proposal demonstrate efforts and success at securing a diverse array of support, including volunteers, in-kind support and securing partnerships with agencies and community groups? Staff Comments: Agency utilizes volunteers in appropriate roles, appears to have appropriate and necessary partnerships and collaborations in place. To what extent does the applicant propose services that are accessible and appropriate to the needs of <u>low</u> income individuals, culturally diverse populations and/or populations with specific language barriers and/or physical or mental disabilities? Staff Comments: Proposed program accessible to low income populations, and accessible to those with Limited English Proficiency. Agency also addresses physical access issues and accommodations made for those with cognitive difficulties and hearing impairment. Follow up questions for Agency: How many of your adult residents last year had language barriers? Please describe how their needs were accommodated **Staff Recommendation ☐** Not recommend for consideration Recommend for consideration | Recommend with Qualifications **Suggested Qualifications:** 

Staff Comments: Budget costs seem appropriate; City, United Way and fundraising support this program.

12.

13.

ORGANIZATION: YV

YWCA Madison

B Third Street Family Resource Program

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

**OBJECTIVE STATEMENTS:** 

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Low-income families w ithout stable housing face many barriers to self-sufficiency. Until their housing crisis is over, they may not be able to address those barriers. Research shows that, once families are stably housed, they can more successfully begin w orking tow ard self-sufficiency. 3rd St. is based on the Housing First model, w hich stresses the necessity of placing individuals in housing as soon as possible, w hile also providing the supports needed to maintain housing. The National Alliance to End Homelessness found that Housing First programs w ere very successful at stabilizing families long-term. Madison's "Community Plan to Prevent and End Homelessness" advocates for an increase in Housing First programs & it identifies the need for more case managers to help families access resources & move tow ard self-sufficiency. 3rd St. provides case management, Children's (Kid's) Programs & other support services to families so they can move tow ards self-sufficiency.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

3rd St. offers vulnerable families, w ho are unable to meet their basic needs due to limited resources & other barriers, safe affordable apartments, a starting place & support services. Referrals to community resources often begin during the application process. With housing, families are able to focus on other necessities. Through individualized case management, program coordinators assess needs & assist families in securing resources such as healthcare, transportation, income, childcare & food. Once basic needs are met, the program supports families in moving tow ards self-sufficiency. Through information, referral & advocacy, staff support parents in securing employment, training, school, therapy, treatment & other services to achieve their goals. Staff are available for walk-in or scheduled appointments as their offices are located on resident floors. 3rd St. families meet weekly for dinner & educational programs where volunteers present information on relevant topics (banking, health, literacy etc.) that contribute to residents' know ledge & community aw areness. Families build a support netw ork by providing childcare, transportation & friendship for each other. In addition, nightly Kid's Programs provide parents, living on 3rd St.& the YWCA shelter, access to playgroups & family support that gives parents time to work on their goals & needs. Parents are given support in securing resources for their children such as therapy, school, childcare etc. Families benefit from the client-centered nurturing approach of the program.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

22 3rd. St. families (44 people) will utilize case management, group activities & workshops to increase access to resources & demonstrate progress toward self-sufficiency. 86% will attain 2 goals towards improving self-sufficiency & 90% will access 3 resources. 80 shelter and 3rd St. families will access Kid's Programs that provide fun, age appropriate activities with volunteers & staff. Kid's programs provide 10 hours of programming a week. Kid's Programs give parents time to work on securing housing & income as well as working on addressing items related to self-sufficiency. 2,950 hrs.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

3rd St. is located at the YWCA (101 E. Mifflin St.) & the front desk is staffed 24 hours/day 365 days/year. 3rd St. program staff are available daytime, evenings & some weekend hours. Service frequency depends on individual needs and participation. Families typically live on Third Street 1-2 years. Shelter families stay in shelter 90 days and are able to utilize Kid's Programs nightly.

#### **COMMUNITY DEVELOPMENT DIVISION**

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	YWCA Madi	ison
PROGRAM/LETTER:	В	Third Street Family Resource Program

5. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

3rd St. serves low-income (all <30% median income) single mothers with children birth to 4 years. Families are diverse in race, culture, needs & strengths. Barriers in 2011; homeless (90%), domestic violence (other significant trauma) (81%), mental illness (52%),disabled(19%), cognitive delays(7%), AODA(2%) & criminal backgrounds(2%). Also, low basic skills, limited English & limited w ork skills. All families entering the program lack the support & resources to meet basic needs. The Kid's Program also serves children (0-16 years) & their parents w ho are homelss & residing in the YWCA shelter.

6. LOCATION: Location of service and intended service area.

Support/case management services & Kid's Programs are provided to 3rd St. & shelter families living at the YWCA, 101 East Mifflin St., in the Capitol Square Planning District.

7. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

3rd St. staff reach out to a variety of agencies serving very low-income, vulnerable families struggling with accessing housing, income & other resources. Shelter providers (YWCA shelter, Salvation Army, The Road Home), public health nurses, hospital social workers, Dane County CPS/ JFF workers, Job Center partners, Dane County Parent Council advocates, DAIS, the Exchange Center, MMSD staff & others refer individuals to the 3rd St. Program. YWCA programs are promoted at monthly Homeless Consortium meetings, LaSup meetings & through other community groups. Additionally, information about the program is available through the YWCA website & agency brochures. Many 3rd St. applicants learn of the program through friends & family who have been or know a participant. 3rd Street staff reach out to all new families in the shelter to invite them to participate in Kid's and other family programs.

8. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

3rd St. collaborates with the Community Development Authority on a Project Based Voucher program designed to give families with many barriers & few /no resources & housing experience access to Section 8. With support services, families are successful securing & maintaining housing & progressing towards self-sufficiency. Women in Focus provide monthly literacy programs to families as well as serving as positive role models & mentors. The Madison Children's Museum & 3rd St. collaborate on joint programs & grants to enhance family access & know ledge of resources. Legal Action of WI visits the YWCA twice monthly for free legal services. Second Harvest & CAC provide food for residents & the pantry. 3rd St. staff collaborates closely with other YWCA programs to secure services aimed at moving towards self-sufficiency (Second Chance Tenant Education Workshops, employment & training programs, JobRide transportation service and driver's license recovery program).

9. VOLUNTEERS: How are volunteers utilized in this program?

Volunteers provide w orkshops (financial, health, family literacy), playgroups, cook dinners, maintain program areas, plan/assist w ith special events & program celebrations. Volunteers run nightly programs for children. 3rd St. utilizes diverse volunteers from a w ide range of professions & interns w ho serve as role models/resources. Volunteers are screened and trained for individual assignments.

IU. Numi	ber or voluni	eers utilized	III 2011	·	
Number of	of volunteer	hours utilize	d in this	program	in 2011?

40. November of colors to one of the 00440

75
1,000

#### COMMUNITY DEVELOPMENT DIVISION

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION: YWCA Madison

PROGRAM/LETTER: B Third Street Family Resource Program

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

3rd St. serves the most vulnerable families that face barriers to basic resources, opportunities & family enhancing activities that allow them to increase self-sufficiency & improve quality of life. The dow ntow n location provides easy bus & service access. The Program Assistant is a former participant, who shares experiences, which has increased effectiveness & reduced barriers. 3rd St. has ADA accessible apartments & program areas. 3rd St. serves families with language barriers using interpreters, and bilingual volunteers and staff. Documents are translated. Resident voicemail is available in Spanish. Several YWCA staff are bilingual (Spanish) & one is proficient in sign language. 3rd St. serves individuals with mental health issues & the community aspect of the program helps them avoid crises. 3rd St. staff refer to services in the mental health system. Third Street serves families with cognitive limitations & supports them in effectively securing resources. Third Street serves very low-income, diverse families who have many barriers to securing housing, jobs & other resources in our community. With program support, resources & referrals, families have a better opportunity to secure a family sustaining job & meet their needs. Kid's Programs provide positive age appropriate programming for children in the building whose families do not have resources for recreation or babysitters. Parents are able to work on securing resources & meeting basic needs while their children are active in Kid's Programs.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

The 3rd St. program started in 1991 w ith funding from the City of Madison. Third Street has alw ays met or exceeded contract expectations assisting families to move tow ards self-sufficiency, maintain stable housing, raise happy healthy children & access resources to meet family needs. Through case management, resource development & a safe nurturing environment, families have thrived on Third Street. 85-90% of families move into stable housing & have improved self-sufficiency when leaving the program. Many graduates of Third Street return annually for special events/reunions. In 1996, Third Street expanded from 6 units to 12 units. In 2000, computers with internet access where made available for job searches, school & other activities. The YWCA completed a major building renovation in 2011. Program spaces & apartments where upgraded with new furniture, flooring, mechanicals and air conditioning. The 3rd St. Coordinator has been with the program for 19 years & has a BA in Social Work. She has 30 years of Social Work experience working with low-income families & has attended relevant trainings/classes throughout her career on topics such as case management, poverty, trauma, mental health, AODA, housing, self-sufficiency, financial literacy, racial justice & Spanish. The Kid's Program/Housing Assistant is a 3rd St. graduate (2004). She has an Associate Degree in Human Services & is pursuing a BSW. The Housing Director/Supervisor has a MSW & has been with the YWCA for 30 years. The CEO has a MSW & 14 years of experience in non-profit management.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

The 3rd St. Coordinator, Housing Director and CEO are all licensed Social Workers by the State of Wisconsin.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Third Street Coordinator	0.889	MSW and Social Work License or commensurate experience
Children's and Housing Assistan	0.917	BSW and Social Work License or commensurate experience
Housing Director	0.05	MSW and Social Work License or commensurate experience

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	YWCA Mad	ison
PROGRAM/LETTER:	В	Third Street Family Resource Program

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

The US Interagency Council on Homelessness cites Trauma Informed Care (TIC) as a best practice (www.usich.gov). "Shelter from the Storm: Trauma-Informed Care in Homelessness Services Settings" (Elizabeth Hopper, Ellen Bassuk & Jeffrey Oliver, 2010), states "over 90% of homeless mothers report having experienced severe physical or sexual assault during their lifetimes." They recommend that homeless service program providers become aware of the impact of trauma; place an emphasis on safety in all of their programming; provide consumers with opportunities to rebuild control, helping consumers identify their own strengths, while developing coping skills; & avoid any practices that might be re-traumatizing. 3rd St. staff attended training on TIC. 90% of 3rd St. families have been homeless & are struggling with issues related to trauma (81%). To be effective in helping families move toward self-sufficiency & access resources 3rd St. strives to provide TIC services. Restorative Justice practices are utilized to respond to program & tenant issues. The National Association of Social Work (NASW) Standards for Case Management state, "the primary goal of case management is to optimize client functioning by providing quality services in the most efficient & effective manner to individuals with multiple complex needs." Furthermore, "case management rests on a foundation of professional training, values, know ledge, theory, & skills used in the service of attaining goals that are established in conjunction with the client & the client's family, when appropriate. Such goals include: enhancing developmental, problem-solving, & coping capacities of clients, creating & promoting the effective & humane operation of systems that provide resources & services to people, linking people with systems that provide them with resources, services, & opportunities & improving the scope & capacity of the delivery system." 3rd St. programming provides services that meet the NASW standards.

16.	<b>ACCESS</b>	FOR I	OW-INCOME	INDIVIDUALS	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?	100.0%
What framework do you use to determine or describe participant's or household income status? (check all that apply)	
Number of children enrolled in free and reduced lunch	
Individuals or families that report 0-50% of Dane County Median Income	X
Individual or family income in relation to Federal Poverty guidelines	
Other	

## 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

3rd St. families complete an income certification to verify income & assets when they enter the program. Most incomes fall well below 30% median income with many being below \$800 a month. Re-certifications are completed annually. Income information is obtained from families entering shelter. Families utilizing shelter must be homeless to stay in shelter.

## 18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

3rd St. residents pay a security deposit & rent. Rents are below 30% of income for households making 50% of county median income. Eight units have Section 8 project based vouchers & rents for those units are based on 30% of the family's income. New residents can receive assistance with securing funds for move-in costs. The YWCA makes payment plans with residents who are having financial difficulties & makes referrals to eviction prevention programs. Program services & activities are available at no cost. Additionally, shelter families utilizing the children's programs pay no program fees.

CR PROGRAM STANDARD - 4 MAY 2, 2012

## PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

YWCA Madison

**B** Third Street Family Resource Program

## **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	230	100%	3	100%	RESIDENCY				
MALE	88	38%	0	0%	CITY OF MADISON	230	100%	$\times$	$\times$
FEMALE	142	62%	3	100%	DANE COUNTY (NOT IN CITY)	0	0%	$\times$	$\supset$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$\supset$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\geq$	$\geq$
TOTAL RESIDENCY	230	100%	> <	$\geq <$
AGE				
<2	34	15%	$>\!\!<$	$>\!\!<$
2 - 5	46	20%	$\times$	$\times$
6 - 12	43	19%	$\geq$	$\geq$
13 - 17	10	4%	$\geq \!$	$\geq \!$
18 - 29	63	27%	$\geq$	$\geq$
30 - 59	34	15%	$\geq \!$	$\geq$
60 - 74	0	0%	$\geq \!$	$\geq \!$
75 & UP	0	0%	$\geq \!$	$\geq \!$
TOTAL AGE	230	100%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	61	27%	2	67%
BLACK/AFRICAN AMERICAN	156	68%	1	33%
ASIAN	0	0%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	10	4%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	1	0%	0	0%
MULTI-RACIAL:	2	1%	0	0%
Black/AA & White/Caucasian	1	50%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	1	50%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	0	0%	0	0%
TOTAL RACE	230	100%	3	100%
ETHNICITY				
HISPANIC OR LATINO	25	11%	0	0%
NOT HISPANIC OR LATINO	205	89%	3	100%
TOTAL ETHNICITY	230	100%	3	100%
PERSONS WITH DISABILITIES	92	40%	0	0%

DISON

COMMUNITY DEVELOPMENT	DIVISION PROGRAM DESCRIPTION	CITY OF M	ΑĽ				
ORGANIZATION:	YWCA Madison		_				
PROGRAM/LETTER:	B Third Street Family Resource Program	n					
PROGRAM OUTCOMES	N						
	Number of unduplicated individual participants ser	rved during 2011. 230 e served in 2013. 44					
	i otal to bi	e serveu iii 2013. 44					
Complete the following for each	n program outcome. No more than two outcomes per program	ı will be reviewed.					
,	r to your research and/or posted resource documents if appro						
Refer to the instructions for det	ailed descriptions of what should be included in the table belo	ow.					
Outcome Objective # 1:	86% of 22 Third Street families (44 individuals) will acc	ess resources and move towards self-					
Outcome Objective # 1.	sufficiency or improved economic stability.						
Performance Indicator(s):	86% of households served by the program will demonstrate attainment of at least two goals towards self-sufficiency.						
Proposed for 2013:		·	6%				
			.92				
Proposed for 2014:		· <u> </u>	6%				
	perf. measurement Ta	argeted # to meet perf. measure 18	.92				
Explain the measurement	Outcomes are based on survey responses, & staff obs		_				
tools or methods:	demonstration of 2 or more self-sufficiency goals reach survey indicating goals achieved. Staff will meet with h needs, barriers & strengths to create action plans. Out don't include shelter families served by the children's p served on both levels of programming.	ousehold heads to discuss progress, comes are based on 3rd Street families	&				
	served on both levels of programming.						
Outcome Objective # 2:	90% of 22 Third Street Families (44 individuals) will acfunctioning.	cess new resources to enhance family					
Performance Indicator(s):	90% of 3rd Street Families will access 3 or more new r Street program.	esources with the assistance of the Thir	d				
Dranged for 2012.	Total to be considered in CO T	acted 0/ to most park massures 2	00/				
Proposed for 2013:		·	9.8				
Proposed for 2014:	·		0%				
· · · · · · · · · · · · ·	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	,	- , 0				

perf. measurement

Targeted # to meet perf. measure 19.8

Explain the measurement tools or methods:

Outcomes will be based on survey responses and staff observations documented in case files. Outcomes are attained when 90% or 20 of 22 household heads and/or staff can identify 3 three or more resources accessed while in the program. Outcomes are based on families using the Third Street program and do not include the additional shelter families served by the children's portion of the program. Demographics reflect all those served on both levels of programming.

**CR PROGRAM STANDARD - 6** 

## **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION: YWCA Madison

PROGRAM/LETTER: B Third Street Family Resource Program

## 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	31,500	31,500	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	15,016	11,000	1,516	2,500	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0		0	0	0
FUNDRAISING DONATIONS	81,400	72,500	7,100	1,800	0
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	127,916	115,000	8,616	4,300	0

## b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	33,000	33,000	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	19,500	15,000	2,000	2,500	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	77,800	68,750	7,150	1,900	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	130,300	116,750	9,150	4,400	0

## \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

## \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:	YWCA Madis	son
PROGRAM/LETTER:	В	Third Street Family Resource Program

## 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)	

## b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET			ACCOUNT	CATEGORY	
	BUDGET				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

## \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

## \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

## PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: YW Trans	it Day Pr	ogram	
2.	Agency Name: YWCA of	Madison		
3.	Requested Amounts:	2013: \$ 2014: \$		Prior Year Level: \$ 20,250
4.	Project Type: New □		Continuing 🖂	
5.	Framework Plan Objective  I. Youth Priority:  II. Access Priority: A:  III. Crisis Priority:  Comment:		-	d by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:
<b>6.</b> transp	Anticipated Accomplishing ortation. Total service hours			Goals) Program will serve 8270 individuals in need of
7.	To what extent does the pr Resources <u>Program Goals</u>			es of the <u>Community Development</u> Division, Community 2014?
to mo				rally specific or targeted supportive services to members of low access to basic services and resources and increase participation
8.	<b>Staff Comments:</b> It seems I since the need has increased training/qualifications appro	ikely that . This ser priate to	this program will vice has been in e positions. Transp	research based <u>program design</u> ? I have a positive impact on individuals seeking this service, xistance for 30 years through different providers. Staff ortation is mentioned in the 2010 Dane County Racial is for people of color to maintain a job.
9.				e objectives that are realistic and measurable and are likely will be the impact on the identified need or problem?
	their Transit Night Program	as well.	Would like more i	70 individuals in this program per year. They indicate this on information from agency on why they are unable to track gency reports at least 75% of rides are prescheduled job related
10.	Does the agency, staff and/probable success of the pro-		l <u>experience, qua</u>	lifications, past performance and capacity indicate

**Staff Comments:** Agency and staff have done extensive research and work with County staff who had a deep understanding of the challenges and issues with providing this type of service. Board and Staff are diverse culturally,

in professional expertise, and experience.

Is the agency's proposed <u>budget reasonable and realistic</u> , able to <u>leverage additional resources</u> , and demonstrate sound fiscal planning and management?
<b>Staff Comments:</b> Committee should consider combining Day and Night ride programs. Numbers for night and day show 80% is to provide transportation to and from employment. Agency has also built up their entire transit services programming by applying for and receiving a significant State DOT grant. Agency recieves utilizes City funding in a 1/3 matching ratio for job related rides.
Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support, including volunteers, in-kind support</u> and securing <u>partnerships</u> with agencies and community groups?
Staff Comments: Agency has long-standing and appropriate partnerships.
To what extent does the applicant propose services that are accessible and appropriate to the needs of <u>low income individuals</u> , <u>culturally diverse</u> populations and/or populations with specific <u>language barriers</u> and/or <u>physical or mental disabilities?</u>
<b>Staff Comments:</b> Agency indicates that 100% of riders are low/moderate income. Demographics indicate that riders are culturally diverse. Demographics for Night time program and Day time program are the same. Has agency found a need to hire bilingual staff? Program often serves people with mental health issues, physical limitations or a history of trauma, sexual assault or domestic violence. All Transit drivers are trained to use over-the-phone interpreter services and participate in training to increase awareness and sensitivity.
Follow up questions for Agency:
Staff Recommendation
☐ Not recommend for consideration
☐ Recommend for consideration
Recommend with Qualifications Suggested Qualifications: Transportation is a much needed service as data shows. However, Committee should consider consolidating the YWCA Day and Night ride programs.

11.

12.

13.

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:
PROGRAM/I FTTER:

YWCA Madison

C YW Transit Day Program

**OBJECTIVE STATEMENTS:** 

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

YW Transit Day Program addresses the need for specialized transportation to serve low-income individuals in Madison that is safe, affordable transportation to get to/from w ork and w ork related activities. While Madison does have public transportation, the service does not reach all areas of the city & does not provide transportation in the early morning, w hen many jobs are available. As a door-to-door service, YW Transit eliminates the need for individuals to w alk long distances to the nearest bus stop or transfer several times on the bus to get to their destination. This program also eliminates the need for individuals to rely on other individuals to meet their transportation needs or use an expensive cab to get to w ork. Additionally, services through YW Transit Day Program are provided at a low cost to participants. These services are especially needed in areas of the county w here ones economic status might affect their ability to hold a driver's license and ow n/maintain a vehicle.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

The YW Transit Day Program provides specialized transportation services to individuals lacking transportation to/from w ork and/or w ork related activities. The program serves Dane County residents and provides transportation throughout Dane County including areas that are inaccessible during non-peak public transportation hours w hich include nights, w eekends, and holidays. In addition, YW Transit Day program contracts w ith agencies providing services to similar populations in the community to provide transportation to groups of vulnerable individuals w ho lack viable transportation options to attend social / support groups, parenting class, food pantries, and other organized activities safely. The service hours for both individuals going to/from w ork and contracted rides w ith community organizations are flexible during the day and early evenings. YW Transit has accessible vans and staff are thoroughly trained on w orking w ith differently-abled individuals. YW Transit also provides car seats, as w ell as booster seats for youth riders.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

During the program year YW Transit Day Program will provide 8,270 rides to individuals in need of transportation. 100% of individuals receiving rides, either through contracted community rides or through work rides, will arrive at their destinations safely and affordably. Additionally, through outreach, YW Transit will work to maintain ridership levels and make increases when necessary to YW Transit Day Program during the program year. Total service hours to be provided: 5907.

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

YW Transit runs from 24 hours per day, 365 days per year. YW Transit creates contracts and schedules with riders to ensure timely efficient rides to/from work or work related activities.

ORGANIZATION:	YWCA Madison
PROGRAM/LETTER:	C YW Transit Day Program
5. POPULATION SERVED:	Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities
Dane County with emph Transit is committed to s	income individuals in need of transportation to/from work or work related activities within asis on areas not accessible by bus service such as emerging neighborhoods. YW erving individuals who do not speak English as a first language through bilingual staff and d a language line service when needed. The program serves both adults and children.
	service and intended service area. erates out of our Empow erment Center at 3101 Latham Dr., on Madison's Southside. The
program provides service	e throughout Dane County.
7 OUTDEACH DIANI Daga	
The YWCA meets with a Dane County to discuss	ribe your outreach and marketing strategies to engage your intended service population.  and sends annual mailings to program managers of social service agencies throughout our programs and distribute literature. The program also heavily depends on the word-additionally, YW Transit attends service and community fairs to spread the word about
8. COORDINATION: Descri	be how you coordinate your service delivery with other community groups or agencies.
YW Transit services are this service, the YWCA Program. Due to a stron transportation needs. Y immediately (illness, emethat provides a ride homocommuters in the Madisc	e utilized by other community groups & agencies for group transportation. By providing supports other agencies in achieving their goals, as well as advertises the YW Transit of community presence, other community groups refer their clients to the YWCA for W Transit recognizes that emergencies may cause a rider to need to leave work ergency with child, etc). YW Transit has partnered with Guaranteed Ride Home, a service of from work in an emergency to regular carpool-vanpool-mass transit & bicycle on area. After YW Transit Day riders begin using services they may register with the at Each rider receives a voucher good for cab fare if an emergency arises while at work.
9. VOLUNTEERS: How are	volunteers utilized in this program?
, ,	hours of service, safety and insurance concerns and volunteer burn-out and/or lack of eers, YW Transit is no longer using volunteer drivers within the program.
10. Number of volunteers ut	ilized in 2011? 0
Number of volunteer hours u	utilized in this program in 2011?

CR PROGRAM STANDARD - 2 MAY 2, 2012

ORGANIZATION:	YWCA Madi	WCA Madison			
PROGRAM/LETTER:	С	YW Transit Day Program			

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Immigrant and/or refugee communities are often more likely to lack resources such as transportation. YW Transit is committed to serving individuals who do not speak English as a first language through bilingual staff and a language line service when needed. The program serves both adults and children. In addition, YW Transit targets Madison's emerging neighborhoods. Additionally, we have clients with mental health issues, physical limitations, or a history of trauma, sexual assault or domestic violence. Vans are equipped with car seats/boosters and handicapped accessible.All Transit drivers are trained to use over-the-phone interpreter services and participate in training to increase aw areness and sensitivity.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

The YWCA Madison has offered sexual assault prevention transportation for several years. In conjunction with other YWCA programming, YWCA has created in a strong foundation for the Madison community. While planning YW Transit Day Program, implemented in 2009, YWCA has worked on transportation committees, with Madison Metro, and with employers county-wide to ensure the program is meeting gaps in service and a program employers will subscribe to. The Economic Empowerment Director oversees YWCA Employment and Training Programs and YW Transit. The Director has been in this position for seven years and has seventeen years of experience working in employment and training and with diverse populations and holds a bachelor's degree. YW Transit Program Coordinator coordinates the YW Transit Program and supervises all Transit staff. The Coordinator holds a Bachelor's degree and began her employment with the YWCA as a Transit driver in August 2009 which has given her insight for the position of Program Coordinator. The Operations Associate oversees day-to-day operations of the Transit Program and assists in supervising driving staff. The Operations Associate also began his employment with the YWCA as a driver and has been in his current position for nearly two years. The YWCA CEO has a Master's Degree in Social Work and has been working in Madison non-profits for the past 14 years.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

Staff attend several cultural competency training per year. Staff have attended training on Trauma Informed Care, serving the homeless, alcohol & other drug abuse & w orking w ith the mentally ill.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Economic Empowerment Dir.	0.03	Master's degree or commensurate experience
YW Transit Coordinator	0.3	Bachelor's degree or commensurate experience
YW Transit Operations Assoc.	0.3	Bachelor's degree or commensurate experience
YW Transit Drivers	3.2	Valid license, good driving record, transportation expertise

CR PROGRAM STANDARD - 3 MAY 2, 2012

COMMUNITY DEVELOPMENT DIVISION	COM	'TINUMI	Y DEVEL	OPMENT	DIVISION
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#### PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	YWCA Madi	son
PROGRAM/LETTER:	С	YW Transit Day Program

#### 15. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

The YW Transit program was developed based on best practices of Women's Transit Authority (WTA), a program that provided similar service to the Madison area for over 30 years. Through know ledge of WTA & over 3 years of our own experience, the YWCA has come to value staff training opportunities. YW Transit program staff are frequently presented with stressful situations with driving & working with participants. YW Transit requires all staff to complete extensive training in the following areas: program operation, defensive driving, GPS/navigation, driving in unfavorable weather conditions, working with survivors of sexual assault & individuals with disabilities, & ongoing racial justice training. Each driver is required to complete 4 hours of observed driving. According to the National Complete Streets Coalition, "Transportation is the second largest expense for American households, costing more than food, clothing, & health care. Even before the recent run-up in gasoline prices, Americans spent an average of 18 cents of every dollar on transportation, with the poorest fifth of families spending more than double that figure." In the 2010 Dane County Task Force on Racial Disparities report it states, "one of the primary barriers preventing those of lower income, including minorities, from holding down jobs, was not having adequate transportation to get to work." Further conclusions of the report found that, "in Dane County, an African American is nearly 8 times more likely to have a license revocation/suspension than a Caucasian." YW Transit helps bridge transportation gaps with the JobRide service to help people find & keep employment.

16	ACCESS	FOR I	OW-INCOME	INDIVIDUALS	AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?	100.0%
What framework do you use to determine or describe participant's or household income status? (check all that apply)	
Number of children enrolled in free and reduced lunch	
Individuals or families that report 0-50% of Dane County Median Income	
Individual or family income in relation to Federal Poverty guidelines	Х
Other	

## 17. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

Clients self-report income level on program application.	

## 18. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

YW Transit Day Program charges an affordable fee as follows for rides within the City of Madison; pre-scheduled one way rides = \$40/month, pre-scheduled roundtrip rides = \$80/month, and one-time rides = \$2.00/trip. Riders agree to pay the appropriate fare and sign a contract. Payment arrangements are made when riders start work if they cannot pay until their first paycheck. YW Transit works with other social services agencies that are able to assist riders with their fees.

CR PROGRAM STANDARD - 4 MAY 2, 2012

## PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION: PROGRAM/LETTER:

YWCA Madison

R: C YW Transit Day Program

## **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	10930	100%	18	100%	RESIDENCY				
MALE	3493	32%	8	44%	CITY OF MADISON	8145	75%	$\times$	$\times$
FEMALE	7437	68%	10	56%	DANE COUNTY (NOT IN CITY)	2785	25%	$\times$	$>\!\!<$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	0	0%	$\times$	$\times$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	0	0%	$\geq$	$\geq$
TOTAL RESIDENCY	10930	100%	$\geq <$	$\geq <$
AGE				
<2	117	1%	$>\!\!<$	$>\!\!<$
2 - 5	189	2%	$\times$	$\times$
6 - 12	36	0%	$\geq$	$\geq$
13 - 17	352	3%	$\geq \!$	$\geq \!$
18 - 29	2188	20%	$\geq \!$	$\geq \!$
30 - 59	7715	71%	$\geq \!$	$\geq \!$
60 - 74	333	3%	$\times$	$\times$
75 & UP	0	0%	$\geq$	$\geq$
TOTAL AGE	10930	100%	$\times$	$\times$
RACE				
WHITE/CAUCASIAN	4902	45%	8	44%
BLACK/AFRICAN AMERICAN	3737	34%	10	56%
ASIAN	526	5%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	326	3%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	1439	13%	0	0%
TOTAL RACE	10930	100%	18	100%
ETHNICITY				
HISPANIC OR LATINO	1403	13%	0	0%
NOT HISPANIC OR LATINO	9527	87%	18	100%
TOTAL ETHNICITY	10930	100%	18	100%
PERSONS WITH DISABILITIES	996	9%	0	0%

DISON

COMMUNITY DEVELOPMENT DIV	VISION PROGRAM DESCRIPT	ION <u>CI</u>	TY OF MAD
ORGANIZATION:	YWCA Madison		
PROGRAM/LETTER:	C YW Transit Day Program		
PROGRAM OUTCOMES			
	Number of unduplicated individual partic	cipants served during 2011. 10930	]
	·	Total to be served in 2013. 8270	
Complete the following for each pro	ogram outcome. No more than two outcomes pe	er program will be reviewed.	
If applying to OCS, please refer to	your research and/or posted resource documer	its if appropriate.	
Refer to the instructions for detailed	d descriptions of what should be included in the	table below.	
Outcome Objective # 1:	100% (8270 of 8270) of YW Transit riders was afely and affordably during the contract year		tivities
Performance Indicator(s):	100% of riders will report receiving safe, afformation participant surveys.	ordable transportation to/from work while u	using YW
Proposed for 2013:	Total to be considered in 8270	Targeted % to meet perf. measures	100%
	perf. measurement	Targeted # to meet perf. measure	
Proposed for 2014:	Total to be considered in 8270	Targeted % to meet perf. measures	100%
	perf. measurement	Targeted # to meet perf. measure	8270
Explain the measurement	Annually riders are given a survey to comple	te anonymously. Program staff compile th	e results.
tools or methods:	8270 are the number of rides provided and n program. Because nature of our service, we	•	-

Outcome Objective # 2:

Groups of vulnerable individuals lacking viable transportation will have rides to attend support groups, parenting class, food pantries, & other organized activities safely.

Performance Indicator(s):

100 % of individuals receiving group transportation will report getting to/from their destinations safely on annual survey.

Proposed for 2013:

Proposed for 2014:

8270 Total to be considered in perf. measurement 8270 Total to be considered in perf. measurement

100% Targeted % to meet perf. measures Targeted # to meet perf. measure 8270 100% Targeted % to meet perf. measures Targeted # to meet perf. measure 8270

Explain the measurement tools or methods:

Annually riders are given a survey to complete anonymously. Program staff compile the results.

8270 are the number of rides provided and not necessarily the number of individuals using the program. Because the nature of our service, we are not able to track unduplicated participants.

## **AGENCY OVERVIEW**

ORGANIZATION: YWCA Madison

PROGRAM/LETTER: C YW Transit Day Program

## 10. PROGRAM BUDGET

a. 2012 BUDGETED	ACCOUNT CATEGORY				
	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	20,250	20,250	0		0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	204,700	129,050	70,330	5,320	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	53,000	34,000	15,000	4,000	0
OTHER	0	0	0	0	0
TOTAL REVENUE	277,950	183,300	85,330	9,320	0

## b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	22,000	22,000	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	204,700	129,050	70,330	5,320	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	56,200	36,000	16,000	4,200	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	282,900	187,050	86,330	9,520	0

## \*OTHER GOVT 2013

Source	Amount	Terms
DOT-WETAP	204,700	funds awarded thru 12/31/12; 2013 application to be submitted July 2012
	0	
	0	
	0	
	0	
TOTAL	204,700	

## \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

AO: PROGRAM BUDGET C - 1 MAY 2, 2012

ORGANIZATION:	YWCA Madison
PROGRAM/LETTER:	C YW Transit Day Program

## 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

200 characters (with spaces) (2 lines max.)

## b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET	ACCOUNT CATEGORY				
	BUDGET				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

## \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

## \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

## PROPOSAL REVIEW: Staff Review for 2013-2014

# For Community Resources Proposals to be Submitted to the Community Services Committee, Early Childhood Care and Education Committee and Committee on Aging

1.	Program Name: Driver's License Recovery					
2.	Agency Name: YWCA of	Madison				
3.	Requested Amounts:	2013: \$ 2014: \$		Prior Year Level: \$ 9,107		
4.	Project Type: New □		Continuing 🖂			
5.	Framework Plan Objective  I. Youth Priority:  II. Access Priority: A  III. Crisis Priority:  Comment:		·	d by Proposed by Activity:  VI Child(ren) &Family Priority:  VII Seniors Priority:		
6.	funding cycle. Program will with the court system and ur their license during the prog	l serve 20 nderstand ram year.	0 clients during the steps towards  The program will	pals) proposed service numbers generally are the same as last the program year. 75% of clients will learn to effectively work driver's license recovery. 60% of those clients will reinstate all assist clients with their \$60.00 reinstatement fee as needed. The hour information clinics and an average of 10 hours/client).		
7.	To what extent does the pr Resources <u>Program Goals</u>			es of the <u>Community Development</u> Division, Community 2014?		
to mo				II A-1 Provide targeted supportive services to members of low access to basic services and resources and increase participation		
8.	Staff Comments: Program Institute of Public Policy and that may be enough assistand management service for those Program also helps with the	design is d U.S. Co ce for son se who ne reinstater	based on success: ngress office of Cone to get their lice ed more assistance ment fee as needed	research based program design? ful Milwaukee program as well as research by UW LaFollette dovernment Accountability. Program offers monthly clinics and nse reinstated on their own. Program also offers case e to work through court system and get their license reinstated. d. This program was specifically cited by the Dane County Task e racial disparities in our criminal justice system.		
9.				e objectives that are realistic and measurable and are likely will be the impact on the identified need or problem?		
	<b>Staff Comments:</b> Service g measurable.	oals are re	ealistic based on .	75 staffing position. Outcome objectives are realistic and		
10.	Does the agency, staff and/probable success of the pro		experience, qua	<u>lifications, past performance</u> and <u>capacity</u> indicate		

**Staff Comments:** The Driver's License Recovery Pilot program was stated in 2008 through use of a City of Madison Emerging Neighborhoods Fund grant. With few dollars, the program has successful established good working relationships with area courts and with the Milwaukee program which is considered the "best practice" model. Current Board membership numbers, experience and diversity of expertise or representation seem adequate to provide appropriate oversight to organization. Agency has extensive history providing services in Madison.

11.	Is the agency's proposed <u>budget reasonable and realistic</u> , able to <u>leverage additional resources</u> , and demonstrate <u>sound fiscal planning</u> and management?
	<b>Comments:</b> Agency budget is reasonable and realistic. Program is successful and agency has secured funding through y and fundraising, as well as City dollars.
12.	Does the agency's proposal demonstrate efforts and success at securing a <u>diverse array of support, including volunteers, in-kind support</u> and securing <u>partnerships</u> with <u>agencies and community groups?</u>
	<b>Staff Comments:</b> Agency/program has long-standing working relationship with appropriate partners. Proposal indicates that they are seeking volunteer support from Dane County Bar Association for legal assistance when cases require additional expertise. Agency may considerer collaborating with Time Bank due to large pool of volunteers.
13.	To what extent does the applicant propose services that are accessible and appropriate to the needs of

ORGANIZATION: YWCA Madison
PROGRAM/LETTER: G Dr

G Driver's License Recovery Program

OCS: Access to Resources A1: Targeted Services (CSC)

#### **DESCRIPTION OF SERVICES**

**OBJECTIVE STATEMENTS:** 

1. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

Lack of a valid driver's license is a significant barrier for many individuals, particularly low-income individuals & people of color who are more easily caught in the cycle of serious legal, financial and social consequences. An individual with a suspended license has limited employment prospects and is more likely to incur legal debt that affects their ability to meet other financial obligations. These individuals frequently lack the information/resources necessary to satisfactorily address court requirements for traffic violations and other DMV suspensions. Many simply continue to drive, risking additional fines, in order to look for or go to/from work and/or transport children to school, etc. The YWCA Driver's License Recovery Program seeks to assist low income individuals in recovering their driver's license through case management and assistance in paying fees associated with license reinstatement. Driver's license restoration positively affects the capacity of these individuals.

2. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

License Recovery Clinics, which are held monthly, are the first step for individuals to enroll in the program. During this first-come, first-serve information clinic, individuals meet with the program coordinator and go through an initial screening, which will provide them with information in a clear, understandable format. Some clients will be empowered to take action towards addressing suspension issues independently. Those requiring further assistance will then create a case plan with the coordinator, which will include an action steps for satisfying court requirements and development of an employment plan. The program coordinator assists clients, with unpaid tickets, in working with the court system to create reasonable payment plans or a plan to complete community service to pay off their fines. Clients will be referred to work with a job counselor and/or job training as necessary. Clients will receive ongoing case management during the completion of court requirements. After completion of reinstatement activities, clients will receive financial support to fulfill final DMV requirements and information necessary to maintain a valid license. Clients will complete an exit survey upon completion of program.

3. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

The program will recruit and screen 200 clients during the program year. 75% (150 of 200) of clients will learn to effectively work with the court system and understand the steps towards driver's license recovery and 60% (90 of 150) of those clients will reinstate their license during the program year. The program will assist clients with their \$60.00 reinstatement fee as needed. The program will provide 1536 services hours during the program year (12-three hour information clinics and an average of 10 hours/student).

4. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

A 3-hour driver's license recovery information clinics will be held monthly to screen applicants. Program Coordinator will meet individually with clients by appointment while enrolled in the program. An average of 10 hours will be spent with each client.

CR PROGRAM STANDARD - 1 MAY 2, 2012

**CITY OF MADISON** 

COMMUNITY DEVELOPMENT	DIVISION	PROGRAM DESCRIPTION	CITY (
ORGANIZATION:	YWCA Madi:	son	
PROGRAM/LETTER:	G	Driver's License Recovery Program	
5. POPULATION SERVED: Ple or challenges).	ase describe	in terms of age, income level, LEP, literacy, cognitive or physical disabilitie	s
This program will target low low-income populations of cinclude low-income, non-custicities child support payments as a	color, w ho ar stodial father a w ay to sec ving a license	viduals with a suspended license. Emphasis will be placed on serving the more likely to experience court contact. Specific outreach will also as who have experienced license suspension as a result of delinque ure employment to make payments, older youth whose license was a and low-income individuals that have received several tickets because to necessity.	nt
6. LOCATION: Location of servi	ice and intend	led service area.	
The program operates out of	f the YWCA	Empow erment Center, 3101 Latham Dr. in Madison, and is accessible a serves residents throughout Dane County.	e by
7. OUTREACH PLAN: Describe	vour outreach	and marketing strategies to engage your intended service population.	
w e meet w ith program mana (i.e. JFF, Homeless Services system w ith area agencies system w ith area courts. C	agers of soc s Consortium serving low- court officials non-driving	mouth from clients and referrals from other service providers. Annual service agencies throughout Dane County to discuss our program agencies, Probation & Parole, etc.). In addition to creating a referral income populations, we will strengthen our already existing referral, including prosecutors and defense attorneys, currently refer clients traffic offenses (usually failure to pay). Additionally, YWCA attends attorn about programming.	ns S
8. COORDINATION: Describe he	ow you coordi	inate your service delivery with other community groups or agencies.	
programs. Because of our l driver's license, clients are a health services, Department programs, domestic violence our strong presence in the c	holistic approalso referred to f Vocation advocacy, community, ode transitiona	the most appropriate program placement & for referrals for other bach to case management, while working on issues surrounding their I for enrollment in employment & training, housing programs, W-2, mereal Services (DVR), alcohol & other drug abuse (AODA) recovery transportation, clothing, & food resources, etc. Moreover, because ther community groups such as Department of Vocational Resources all housing or shelter often refer their clients to us to resolve issues their driver's license.	ntal of s,
9. VOLUNTEERS: How are volu	nteers utilized	I in this program?	
Outreach will continue with additional expertise.	the Dane Co	unty Bar Association for volunteer legal assistance when cases req	uire

Number of volunteer hours utilized in this program in 2011?

10. Number of volunteers utilized in 2011?

2

#### **COMMUNITY DEVELOPMENT DIVISION**

#### PROGRAM DESCRIPTION

CITY OF MADISON

ORGANIZATION:	YWCA Madi	WCA Madison				
PROGRAM/LETTER:	G	Driver's License Recovery Program				

11. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing,i.e, cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

The YWCA's Driver's License Recovery Program serves many clients who have had negative experiences with the court system, such as those leading to incarceration. Individuals that do not have money to pay child support or fines are less likely to appear for court appointments, which only exacerbates the already troubled relationship between this population and the courts. The YWCA Driver's License Recovery Program works with individuals, as well as the courts to advocate for a more positive experience. Through case management the program coordinator is able to educate the client how the court system works, how to clearly communicate with the court system, and how to problem solve and negotiate. Through this process clients learn to advocate for themselves and the court system becomes more aware of the clients' circumstances outside the court room. This program also serves many clients that speak languages other than English. While some of our services can be offered directly in Spanish by bilingual staff members, some services must be provided through the use of an over-the-phone interpreter service. The YWCA collaborates with agencies serving individuals who speak a first language other than English to better serve this population.

12. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

The Driver's License Recovery Pilot Program was established in 2008 through Emerging Neighborhood funds. Since then, the program has established excellent working relationships with area courts to facilitate smooth service delivery for clients. Additionally, program staff maintains consistent contact with the Center for Driver's License Recovery and Employability in Milw aukee, an established "best practices" model. Economic Empowerment Director oversees YWCA Employment and Training Programs, YW Transit, and the Driver's License Recovery Program. The Director has been in this position for six years and has over fourteen years of experience working in employment and training and with diverse populations and holds a bachelor's degree. Driver's License Recovery Program Coordinator will work individually with clients on issues related to losing their driver's license, work with the court system and the community around driver's license issues. The Coordinator holds a bachelor's degree and has experience working in the non-profit sector and has experience working with low-income, diverse populations.

13. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

Staff attend at least 1 cultural competency training per year. Staff will attend other training pertinent to the program. The YWCA CEO is a licensed clinical social worker.

14. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	Credentials/Qualifications
Economic Empowerment Dir.	0.05	Master's degree or commensurate experience
Program Coordinator	0.4	Bachelor's degree or commensurate expereince

## PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:	YWCA Madis	son	
PROGRAM/LETTER:	G	Driver's License Recovery Program	
TROOKAW/LETTER.		Diver a License Recovery Frogram	
15. CONTRIBUTING RESEARC	Н		
Please identify research or best	practice frame	eworks you have utilized in developing this program.	
The program model is based Employability in Milw aukee. LaFollette Institute of Public Training That Works: Finding such as driver's licenses for processes." People who do family supporting wages. To completion and success on organizations offered a rangassistance, that met individureach work sites and tutoring	d on the succillo addition, the Policy and the grand the Stricture on the Stricture of the policies of the pol	cessful model of the Center for Driver's License Recovery and the program follows research conducted by the University of Wiscone U.S. Congress Office of Government Accountability. According to Sectoral Employment Impact Study, "occupation-specific requirements on jobs, as well as basic skill levels were part of the screening senses are automatically screened out as applicants for positions with ent on to recommend that, "Individualized services to support training didition to providing a core training program to participants, the three supports, such as childcare, transportation, housing and financial needs. This type of help included assistance to get a driver's license qualifying exam." The Driver's License Recovery program compliments.	Job s, th e to nts
	n's participant	ALS AND FAMILIES as do you expect to be of low and/or moderate income?  Lescribe participant's or household income status? (check all that apply)	100.0%
		nildren enrolled in free and reduced lunch	
		r families that report 0-50% of Dane County Median Income	
		family income in relation to Federal Poverty guidelines	Х
	Other	L	
17. HOW IS THIS INFORMATION	NI CLIDDENT	TV COLLECTED?	
Clients self-report income le			
18. PLEASE DESCRIBE YOUR ACCESS ISSUES FOR LOW IN		STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS	
There are no fees charged	to clients for	services offered through YWCA Driver's License Recovery Program	n.

CR PROGRAM STANDARD - 4 MAY 2, 2012

## PROGRAM DESCRIPTION

**CITY OF MADISON** 

ORGANIZATION:

YWCA Madison

PROGRAM/LETTER: G Driver's License Recovery Program

## **DEMOGRAPHICS**

Complete the following chart for unduplicated participants served by this program in 2011. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

	Part.	Part.	Staff	Staff		Part.	Part.	Staff	Staff
DESCRIPTOR	#	%	#	%	DESCRIPTOR	#	%	#	%
TOTAL	209	100%	2	100%	RESIDENCY				
MALE	109	52%	0	0%	CITY OF MADISON	175	84%	$\times$	$\times$
FEMALE	100	48%	2	100%	DANE COUNTY (NOT IN CITY)	31	15%	Х	$\times$
UNKNOWN/OTHER	0	0%	0	0%	OUTSIDE DANE COUNTY	3	1%	$\times$	$>\!\!<$

Part. = Participant

Note: Race and ethnic categories are stated as defined in HUD standards

OUTSIDE DANE COUNTY	3	1%	$\geq$	$\geq$
TOTAL RESIDENCY	209	100%	$\geq \leq$	$\geq <$
AGE				
<2	0	0%	$\geq \leq$	$\geq \leq$
2 - 5	0	0%	$\times$	$\times$
6 - 12	0	0%	$\geq \!$	$\geq \!$
13 - 17	1	0%	$\geq$	$\geq $
18 - 29	79	38%	$\geq \!$	$\times$
30 - 59	123	59%	$\geq \!$	$\times$
60 - 74	1	0%	$\geq \!$	$\times$
75 & UP	5	2%	$\geq \leq$	$\geq \leq$
TOTAL AGE	209	100%	$\geq <$	$\geq <$
RACE				
WHITE/CAUCASIAN	40	19%	2	100%
BLACK/AFRICAN AMERICAN	150	72%	0	0%
ASIAN	2	1%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	4	2%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%
Black/AA & White/Caucasian	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%
BALANCE/OTHER	13	6%	0	0%
TOTAL RACE	209	100%	2	100%
ETHNICITY				
HISPANIC OR LATINO	13	6%	0	0%
NOT HISPANIC OR LATINO	196	94%	2	100%
TOTAL ETHNICITY	209	100%	2	100%
PERSONS WITH DISABILITIES	0	0%	0	0%

DISON

COMMUNITY DEVELOPMENT I	PROGRAM DESCRIPTION	CITY (	OF MAD
ORGANIZATION:	YWCA Madison		
PROGRAM/LETTER:	G Driver's License Recovery Program		
PROGRAM OUTCOMES			
	Number of unduplicated individual participants served during 2011.	209	
	Total to be served in 2013.	200	
Complete the following for each	program outcome. No more than two outcomes per program will be reviewed.		
If applying to OCS, please refer t	to your research and/or posted resource documents if appropriate.		
Refer to the instructions for detai	led descriptions of what should be included in the table below.		
Outcome Objective # 1:	75% (150 of 200) of clients will learn to effectively work with the court sys steps towards driver's license recovery during the program year.	tem and understa	and the
Performance Indicator(s):	75% of clients will indicate on program surveys that they can effectively r system and understand steps to recover their driver's license.	navigate the cour	t
Proposed for 2013:	Total to be considered in 200 Targeted % to meet pe	erf. measures	75%
•	perf. measurement Targeted # to meet p		150
Proposed for 2014:	Total to be considered in 200 Targeted % to meet pe	erf. measures	75%
	perf. measurement Targeted # to meet p	erf. measure	150
Explain the measurement tools or methods:	At the end of case management clients are given a survey to fill out anor will compile the results.	nymously. Progra	am staff
Outcome Objective # 2:	60% of clients that effectively work with the court system & understand the license recovery will reinstate their license during the program year.	e steps towards	arivers
Performance Indicator(s):	60% of clients will self-report that their driver's license has been reinstate	èd.	
Proposed for 2013:	Total to be considered in 150 Targeted % to meet pe	erf. measures	60%
	perf. measurement	erf. measure	90
Proposed for 2014:	Total to be considered in 150 Targeted % to meet pe	erf. measures	60%
	perf. measurement Targeted # to meet p	erf. measure	90
Explain the measurement	Clients self-report reinstatement of their driver's license through case man	nagement	
taala ar mathada.	appointments. Program staff document in client file and database.		

CR PROGRAM STANDARD - 6

tools or methods:

## **AGENCY OVERVIEW**

ORGANIZATION: YWCA Madison

PROGRAM/LETTER: G Driver's License Recovery Program

## 10. PROGRAM BUDGET

a. 2012 BUDGETED		ACCOUNT CATEGORY				
	SOURCE				SPECIAL	
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS	
DANE CO HUMAN SVCS	25,000	20,500	2,800	1,700	0	
DANE CO CDBG	0	0	0	0	0	
MADISON-COMM SVCS	9,107	6,107	3,000	0	0	
MADISON-CDBG	0	0	0	0	0	
UNITED WAY ALLOC	0	0	0	0	0	
UNITED WAY DESIG	0	0	0	0	0	
OTHER GOVT	0	0	0	0	0	
FUNDRAISING DONATIONS	2,300	1,600	500	200	0	
USER FEES	0	0	0	0	0	
OTHER	0	0	0	0	0	
TOTAL REVENUE	36,407	28,207	6,300	1,900	0	

## b. 2013 PROPOSED BUDGET

	SOURCE				SPECIAL
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS
DANE CO HUMAN SVCS	25,000	20,500	2,800	1,700	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	10,325	6,825	3,000	500	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	2,600	1,700	700	200	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	37,925	29,025	6,500	2,400	0

## \*OTHER GOVT 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

## \*\*OTHER 2013

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

## **AGENCY OVERVIEW**

**CITY OF MADISON** 

ORGANIZATION:	YWCA Madi	son
PROGRAM/LETTER:	G	Driver's License Recovery Program

## 11. 2014 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2013 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

a. PROGRAM UPDATE: If requesting more than 2013, describe any major changes being proposed for the program/service in 2014,

i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

		 . ,
200 characters (w	ith spaces) (2 lines max.)	

## b. 2014 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2013-2014.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2013 and 2014.

For example: unusual cost increases, program expansion or loss of revenue.

200 characters (with spaces) (2 lines max.)

c. 2014 PROPOSED BUDGET		ACCOUNT CATEGORY					
	BUDGET				SPECIAL		
REVENUE SOURCE	TOTAL	PERSONNEL	OPERATING	SPACE	COSTS		
DANE CO HUMAN SVCS	0	0	0	0	0		
DANE CO CDBG	0	0	0	0	0		
MADISON-COMM SVCS	0	0	0	0	0		
MADISON-CDBG	0	0	0	0	0		
UNITED WAY ALLOC	0	0	0	0	0		
UNITED WAY DESIG	0	0	0	0	0		
OTHER GOVT*	0	0	0	0	0		
FUNDRAISING DONATIONS	0	0	0	0	0		
USER FEES	0	0	0	0	0		
OTHER**	0	0	0	0	0		
TOTAL REVENUE	0	0	0	0	0		

## \*OTHER GOVT 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

## \*\*OTHER 2014

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	. 0	

## **APPLICATION FOR 2013-2014 FUNDS**

State CN

DUNS # 168504199

#### 1. AGENCY CONTACT INFORMATION Organization **YWCA Madison** Mailing Address 101 E. Mifflin Street, Suite 100 Telephone 608-247-1436, option 2 608-257-1439 FAX **Admin Contact** Debra Schwabe, Development Director **Financial Contact** Lu Ann Quella, CFO Website www. ywcamadison.org **Email Address** dschwabe@ywcamadison.org Legal Status Private: Non-Profit Federal EIN: 39-0806303

#### 2. SIGNATURE PAGE

#### AFFIRMATIVE ACTION

If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at www.cityofmadison.com/dcr/aaForms.cfm.

## LIVING WAGE ORDINANCE

If funded, applicant hereby agrees to comply with City of Madison Ordinance 4.20. The Madison Living Wage for 2013 will be **\$12.19** (hourly). This reflects a 3% increase over Madison Living Wage for 2012, and is consistent with prior annual increases.

## CITY OF MADISON CONTRACTS

If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at (608) 266-6520.

If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

## 3. SIGNATURE

Enter n	name:	Rachel Krinsky	
	By er	ntering your initials in the box RK	you are electronically signing your name and agreeing to the terms listed above
DATE		5/31/2012	

COVER PAGE - 1 MAY 2, 2012

## AGENCY CONTACT INFORMATION

ORGANIZATION YWCA Madison

## 1. AGENCY CONTACT INFORMATION

A Second Chance Tenant & Financial Education/S	SKILLS CDBG: J. Access to Co	ommunity Resources - Homeless				
Contact: Torrie Kopp Mueller	New Prg? No	Phone: 608-257-1436 x2	Email: tkmueller@ywcamadison.org			
B Third Street Family Resource Program	OCS: Access to Resources A1: Targeted Services (CSC)					
Contact: Nancy Wrenn Bauch	New Prg? No	Phone: 608-257-1436 x2	Email: nwbauch@ywcamadison.org			
C YW Transit Day Program	OCS: Access to Resou	rces A1: Targeted Services (CSC)	•			
Contact: Julie Larson	New Prg? No	Phone: 608-257-1436 x3	Email: jlarson@ywcamadison.org			
D YW Transit Night Program	OCS: Domestic Violence	OCS: Domestic Violence, Sexual Assault, Crisis Intervention A1: Direct Service DV/SA (CSC)				
Contact: Julie Larson	New Prg? No	Phone: 608-257-1436 x3	Email: jlarson@ywcamadison.org			
E Comprehensive Employment Services	OCS/CDBG: X Adult V	Vorkforce Prepardness and Employment	t and Training A1 - Job Skills (CONF)			
Contact: Julie Larson	New Prg? No	Phone: 608-257-1436 x3	Email: jlarson@ywcamadison.org			
F Girls Inc.	OCS: Youth A1: Middle	School Youth (CSC)				
Contact: Debra Schwabe	New Prg? No	Phone: 608-257-1436 x2	Email: dschwabe@ywcamadison.org			
G Driver's License Recovery Program	OCS: Access to Resou	OCS: Access to Resources A1: Targeted Services (CSC)				
Contact: Julie Larson	New Prg? No	Phone: 608-257-1436 x3	Email: jlarson@ywcamadison.org			
H Restorative Justice	OCS: Youth B3: At-Ris	k Youth Comm. Engagement (CSC)				
Contact: Colleen Butler	New Prg? Yes	Phone: 608-257-1436 x2	Email: cbutler@ywcamadison.org			

## 2. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE	2011	2012	2013-14	2013-14 PR	013-14 PROPOSED PROGRAMS							
SOURCE	ACTUAL	BUDGET	PROPOSED	Α	В	С	D	Е	F	G	Н	Non-City
DANE CO HUMAN SVCS	195,796	195,797	195,797	0	0	0	5,194	0	0	25,000	0	165,603
DANE CO CDBG	0	0	0	0	0	0	0	0	0	0	0	0
MADISON-COMM SVCS	142,587	142,587	171,465	0	33,000	22,000	58,000	15,000	17,640	10,325	15,500	0
MADISON-CDBG	20,600	20,600	22,000	22,000	0	0	0	0	0	0	0	0
UNITED WAY ALLOC	774,128	729,183	772,740	33,000	19,500	0	38,500	40,000	36,000	0	15,500	590,240
UNITED WAY DESIG	20,472	17,000	18,000	0	0	0	0	0	0	0	0	18,000
OTHER GOVT	1,142,598	918,803	908,132	25,332	0	204,700	85,300	0	0	0	0	592,800
FUNDRAISING DONATIONS	1,701,038	805,235	788,934	4,650	77,800	0	0	6,798	116,021	2,600	41,065	540,000
USER FEES	619,325	136,827	127,200	0	0	56,200	13,000	0	0	0	0	58,000
OTHER	328,278	392,220	392,000	0	0	0	0	0	0	0	0	392,000
TOTAL REVENUE	4,944,822	3,358,252	3,396,268	84,982	130,300	282,900	199,994	61,798	169,661	37,925	72,065	2,356,643

AO: REVENUE - 1 MAY 2, 2012

## 3. AGENCY ORGANIZATIONAL PROFILE

## a. AGENCY MISSION STATEMENT

The YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. The YWCA fulfills its mission by providing: safe, affordable housing, and emergency shelter; Racial & Restorative Justice programming to create a more just and inclusive community; education and training for finding, changing or maintaining a job; safe transportation solutions, and after-school empowerment programs for girls. The YWCA Madison is a nonprofit membership organization founded in 1909 as a member of the national YWCA, an autonomous women's movement.

## b. AGENCY EXPERIENCE AND QUALIFICATIONS

The YWCA Madison has been in continuous operation since 1909. The YWCA Madison is the largest provider of affordable housing for low-income women in Dane County. We are one of the oldest providers of emergency shelter for homeless families in Dane County. We have provided comprehensive employment and training programs designed for low-income women and minorities for the last decade. Our program staff are highly trained and participate in on-going staff development training. Staff attend relevant trainings to assure best practices and updated information. Our board of directors are recognized leaders from the community and provide leadership and oversight for the YWCA. Rachel Krinsky, YWCA CEO, received her Master's Degree in Social Work from the University of Utah in 1995 and is a Licensed Clinical Social Worker. She began as the YWCA Madison CEO in December 2011. Rachel's previous work included family and school counseling through Briarpatch, Inc. in Madison and counseling and case management services to people with HIV at the Utah AIDS Foundation in Salt Lake City. Before working for the YWCA Madison, Rachel served as Executive Director of The Road Home Dane County for over 11 years, helping homeless families reach stable housing. Board Members are recruited by a committee consisting of board and community members to ensure diversity in professional and racial backgrounds. Board members may serve up to 2-three year terms. A strategic plan is created by Board and staff every 3-5 years reflecting program goals and is reviewed twice a year to assure ongoing quality of programming. This strategic planning process has allowed the YWCA to identify the needs of the Madison Community and develop new programs to address those needs. The strength of the YWCA Madison is further bolstered through its membership in the YWCA of the USA. Membership in the YWCA of the USA provides access to hallmark programming best practices, a network of other YWCA and support staff through the regional associations within the national organization. Locally, the YWCA Madison provides service in conjunction with other area non-profits to increase efficiencies in programming and to reduce duplication of services. The YWCA Madison holds membership in the consortium of local housing providers, the mental health consortium, participates in employment and training councils such as the Allied Drive Partnership and EmployAlliance, and provides teen programs in conjunction with local community centers. The YWCA Madison provides services in a culturally competent manner and has the unique distinction of being a leader in the area of providing racial justice workshops. Staff attend YWCA racial justice workshops on a regular basis as well as other trainings offered in the community in the area of cultural competency. Current services at the YWCA are built on a long tradition of supporting the Madison Community. The YWCA began providing housing services over 100 years ago. In the beginning, there were two types of housing: rooms rented by the month and an affordable hotel for women needing a very temporary place to stay. Today, the YWCA provides emergency shelter, affordable housing for low-income single women and a program based housing program for single mothers with young children, three Housing First programs in the community that move families out of shelter and support them with case management and tenant education programming. To help individuals achieve self-sufficiency, the YWCA offers employment and training programs to address the underlying causes of poverty, such as unemployment and underemployment by providing education and training to individuals who encounter barriers to finding family supporting jobs. Since the YWCA began refocusing energies on employment issues in 1996, the YWCA Madison has seen extraordinary growth in employment and training programs. YWCA Madison employment programs began by focusing on the Certified Nursing Assistant program and expanded to train women and people of color in the highway construction industry, provide job counselors and employment workshops. In 2004, programming was expanded further with a pre-apprenticeship program that prepares people for apprentice exams. Later, job readiness courses were added and transportation services to help individuals get to/from w ork. The YWCA Madison has long been dedicated to education and empow erment of young women. As early as 1910, the organization fulfilled this mission through Girl Reserves. In 1935 the program had transitioned to Y-Teens. Today, that tradition is kept alive though full membership in Girls Inc., a nationally recognized organization that serves girls from 9-18 and inspires them to be strong, smart and bold. Membership in Girls Inc. of the USA provides numerous resources, curriculums and best practices models to ensure the needs of girls are met.

## 4. AGENCY GOVERNING BODY

How many Board meetings were held in 2011?

How many Board meetings has your governing body or Board of Directors scheduled for 2012?

11

How many Board seats are indicated in your agency by-laws?

15-20

Please list your current Board of Directors or your agency's governing body. Ann Tieman - Chair Name Monona, WI Home Address Occupation Banker First Business Bank Representing Term of Office 2nd Term From 09/2010 To: 08/2013 Name Preeti Pachaury - Vice Chair Home Address Madison, WI Occupation Information Technology **CUNA Mutual Group** Representing Term of Office 2nd Term From 09/2010 To: 08/2013 Janice Mueller - Treasurer Name Home Address Madison, WI Occupation Retired Representing Community Member Term of Office 2nd Term From 09/2010 To: 08/2013 Malika Monger - Secretary Name Home Address Madison, WI Occupation **Human Resources** Representing Madison College Term of Office 1st Term From 09/2010 To: 08/2013 Magda Kmiecik - Member-at-Large Name Home Address Madison, WI Occupation Social Worker Center for Family Policy and Practice Representing Term of Office 1st Term From: 01/2011 To: 12/2013 Name Lysa Thoeny - Immediate Past Chair Home Address Lodi, WI Accountant Occupation YMCA Dane County Representing Term of Office 2nd Term From 09/2010 To: 08/2013 Traici Brockman Name Madison, WI Home Address Occupation Primary Care Analyst Representing WI Dept. of Health Services Term of Office 1st Term From 01/2012 To: 12/2015 Francisca Brown Name Fitchburg, WI Home Address Occupation Marketing Representing American Family Term of Office 1st Term 09/2011 To: 08/2014 From:

## AGENCY GOVERNING BODY cont.

Name	Kathy Cramer Walsh							
Home Address	Madison, WI							
Occupation	Professor							
Representing	UW Madison							
Term of Office	1st Term From: 09/2009 To: 08/2012							
Name	Beth Curley							
Home Address	Madison, WI							
Occupation	Banker							
Representing	BMO Harris							
Term of Office	1st Term From: 09/2010 To: 08/2013							
Name	Allison Evans							
Home Address	Madison, WI							
Occupation	Event Specialist							
Representing	WPS							
Term of Office	1st Term From: 01/2012 To: 12/2015							
Name	Kristin Green							
Home Address	Verona, WI							
Occupation	Accountant							
Representing	Cogdell Spencer Erdman							
Term of Office	1st Term From: 09/2011 To: 08/2014							
Name	Fabiola Hamdan							
Home Address	Madison, WI							
Occupation	Social Worker							
Representing	Dane County Health and Human Services							
Term of Office	1st Term From: 01/2012 To: 12/2015							
Name	Jessica Harlan							
Home Address	Madison, WI							
Occupation	Purchasing Agent Sr.							
Representing	WI Dept of Workforce Development							
Term of Office	1st Term From: 01/2012 To: 12/2015							
Name	Stephanie Imhoff							
Home Address	Madison, WI							
Occupation	Accountant							
Representing	Bremser Group							
Term of Office	1st Term From: 09/2011 To: 08/2014							
Name	Beth Norman							
Home Address	Madison, WI							
Occupation	Financial Planner							
Representing	RBC Dain							
Term of Office	1st Term From: 01/2010 To: 08/2013							
Name	John Raihala							
Home Address	Madison, WI							
Occupation	Attorney							
Representing	Clifford & Raihala							
Term of Office	2nd Term From: 09/2011 To: 08/2014							
	33.2011							

## AGENCY GOVERNING BODY cont.

Name	Cindy Witt
Home Address	Madison, WI
Occupation	Financial Planner
Representing	Morgan Stanley Smith Barney
Term of Office	1st Term From: 09/2010 To: 08/2013
Name	Sharon Younkin
Home Address	Madison, WI
Occupation	Academic Affairs
Representing	UW Madison
Term of Office	1st Term From: 09/2011 To: 08/2014
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy
Name	
Home Address	
Occupation	
Representing	
Term of Office	From: mm/yyyy To: mm/yyyy

## 5. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	ST	AFF	ВО	ARD	VOLUNTEER		
DESCRIPTOR	Number	Percent	Number	Percent	Number	Percent	
TOTAL	59	100%	19	100%	802	100%	
GENDER							
MALE	14	24%	1	5%	200	25%	
FEMALE	45	76%	18	95%	602	75%	
UNKNOWN/OTHER	0	0%	0	0%	0	0%	
TOTAL GENDER	59	100%	19	100%	802	100%	
AGE							
LESS THAN 18 YRS	0	0%	0	0%	81	10%	
18-59 YRS	55	93%	18	95%	681	85%	
60 AND OLDER	4	7%	1	5%	40	5%	
TOTAL AGE	59	100%	19	100%	802	100%	
RACE*						0	
WHITE/CAUCASIAN	39	66%	14	74%	570	71%	
BLACK/AFRICAN AMERICAN	15	25%	4	21%	128	16%	
ASIAN	1	2%	1	5%	56	7%	
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	32	4%	
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%	
MULTI-RACIAL:	3	5%	0	0%	16	2%	
Black/AA & White/Caucasian	2	67%	0	0%	16	100%	
Asian & White/Caucasian	1	33%	0	0%	0	0%	
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%	
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%	
BALANCE/OTHER	1	2%	0	0%	0	0%	
TOTAL RACE	59	100%	19	100%	802	100%	
ETHNICITY							
HISPANIC OR LATINO	1	2%	2	11%	33	4%	
NOT HISPANIC OR LATINO	58	98%	17	89%	769	96%	
TOTAL ETHNICITY	59	100%	19	100%	802	100%	
PERSONS WITH DISABILITIES	0	0%	0	0%	0	0%	

<sup>\*</sup>These categories are identified in HUD standards.

AO: DEMOGRAPHICS - 1 MAY 2, 2012

## 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.

Ċ	s the amount of the subtotals that have aggregated from your	2011	2012	2013-14
Acco	unt Description	ACTUAL	BUDGET	PROPOSED
A.	PERSONNEL			
	Salary	1,435,225	1,436,682	1,481,946
	Taxes	134,767	128,723	133,675
	Benefits	325,275	338,907	329,201
	SUBTOTAL A.	1,895,267	1,904,312	1,944,822
В.	OPERATING			
	All "Operating" Costs	531,002	536,222	547,647
	SUBTOTAL B.	531,002	536,222	547,647
C.	SPACE	++		
	Rent/Utilities/Maintenance	811,406	682,966	692,388
	Mortgage (P&I) / Depreciation / Taxes	67,726	56,737	60,000
	SUBTOTAL C.	879,132	739,703	752,388
D.	SPECIAL COSTS	++		
	Assistance to Individuals	20,015	7,450	8,411
	Subcontracts, etc.	201,338	151,565	125,000
	Affiliation Dues	62,152	19,000	18,000
	Capital Expenditure	0	0	0
	Other:	0	0	0
	SUBTOTAL D.	283,505	178,015	151,411
	SPECIAL COSTS LESS CAPITAL EXPENDITURE	283,505	178,015	151,411
	TOTAL OPERATING EXPENSES	3,588,906	3,358,252	3,396,268
E.	TOTAL CAPITAL EXPENDITURES	0	0	0

## 7. PERSONNEL DATA: List Percent of Staff Turnover

10.9%

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.)	

AO: EXPENSE BUDGET - 1 MAY 2, 2012

## 8. PERSONNEL DATA: Personnel Schedule

## a. Personnel Schedule

List each staff position by title. Seasonal Employees should be entered in seasonal section. Indicate if the position meets the Living Wage Exception with an asterisk (\*).

Indicate the number of 2013 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Indicate base hourly wage for each position. All positions in city funded programs must meet City Living Wage requirements.

The Madison Living Wage for 2013 will be \$12.19 (hourly).

	2	2012	201	3-14	2013-14 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
	Est.	Est.	Proposed	Proposed	Hourly	Α	В	С	D	E	F	G	Н	Non-City
Staff Position/Category	FTE	Salary	FTE	Salary	Wage	FTE								
CEO	1.00	93,000	1.00	94,860	45.61	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.92
Directors	6.27	352,007	7.27	407,636	26.96	0.07	0.06	0.60	1.05	0.32	1.02	0.07	0.17	3.91
Coordinators	7.34	270,911	6.34	235,888	17.89	0.08	1.80	0.00	0.00	0.70	1.00	1.00	1.00	0.76
Associates	5.99	246,359	5.99	251,286	20.17	1.00	0.00	0.30	0.70	0.00	0.00	0.00	0.00	3.99
Case Managers	3.00	119,182	3.00	121,566	19.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
Housing Counselor	1.00	39,727	1.00	40,522	19.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Instructor	0.75	34,900	0.75	35,598	22.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75
Drivers	5.60	141,098	5.60	143,920	12.36	0.00	0.00	3.20	2.40	0.00	0.00	0.00	0.00	0.00
Housekeeper	0.21	5,962	0.21	6,082	13.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21
Program Assistant	1.00	25,966	1.00	34,866	16.76	0.00	0.00	0.07	0.07	0.00	0.00	0.00	0.00	0.86
Night Security	0.37	10,192	0.37	10,396	13.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.37
Receptionist	0.21	5,419	0.21	5,527	12.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21
Front Desk Staff	0.63	14,873	0.63	15,170	11.58	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.63
Compliance Specialist	1.00	32,457	1.00	33,107	15.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Maintenance Technician	0.21	6,772	0.21	6,908	15.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21
Accounting Assistant	1.00	34,183	1.00	34,866	16.76	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.84
Child Care Workers	0.14	3,674	0.14	3,748	12.87	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	35.72	1,436,682	35.72	1,481,946		1.32	1.89	4.20	4.25	1.05	2.05	1.10	1.20	18.66

TOTAL PERSONNEL COSTS: 1,481,946

AO: PERSONNEL DATA - 1 MAY 2, 2012

## b. Seasonal Employees

	Nbr of	Total	Hourly	Seasonal	Α	В	C	D	E	F	O	Н	Non-City
Seasonal/Project Employee ONLY	Weeks	Hours	Wage	Earnings	# HRS								
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00