



City Of Madison
Office of Community Services
Community Resources Program

**Annual Service Report Reviews
For Contract Year
2007**

Enis Ragland
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Office of Community Services
266-6520



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Economic & Community Development Division
Office of Community Services

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We are pleased to provide the attached Service Report Summaries for the 2007 Office of Community Services Community Resource Program Contract year. In 2007, through the OCS Community Resources Program, thousands of children and youth participated in after school and neighborhood based programming, seniors received services that assisted independent living, and families received support that helped them with the sometimes very challenging job of parenting. Additionally, challenged neighborhoods and groups received technical support and training to improve their access to services and the quality of life in their neighborhoods

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

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

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

Sincerely,

Enis T. Ragland
Interim Supervisor

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
ACORN
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Volunteer Income Tax Assistance	\$ 31,000	\$10,000	32%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Prepare 300 tax returns for people living in the Allied Drive and Worthington Park neighborhoods; Get \$300,000 in tax credits returned to clients; 100 people will receive public benefits screening to obtain food stamps or medical assistance.</p> <p>The VITA site prepared 295 returns (5 short of goal) but brought in \$333,710 in money returned to residents of Allied Drive and Worthington Park; the program conducted 51 benefit screenings, which resulted in 35 people receiving benefits.</p> <p><u>Outcome Objective # 1:</u> 50% of tax filers assisted will complete a satisfaction survey to determine the how beneficial the services of the VITA site were in contributing to their families financial stability.</p> <p>The agency did not implement the measurement tool to obtain this outcome objective data.</p> <p><u>Outcome Objective # 2:</u> The VITA site will make 60 referrals to the Financial Education Center so that families can best utilize the tax refunds to increase their financial stability.</p> <p>40 referrals were made to the Financial Education Center. However, not all referrals were assisted by the Financial Education Center due to a lack of staff time.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>In 2007, ACORN lost their one paid staff person. The staff person lived in Madison and worked directly in the Allied neighborhood. A regional manager for ACORN has been involved to ensure that the VITA site will be operational again in 2008. However, without a local staff person on board, it's been difficult for the program to recruit volunteers in the same way it had previously.</p>	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
<p>ACORN is a national agency but few funds flow from the national agency to local ACORN initiatives. Local projects are expected to fundraise nearly their entire budget, which is a challenge for a community organizer type position. In 2007, when the staff person was on board a good number of volunteers (both professional and local residents) were recruited, trained and made a great difference in the operation of the tax site.</p>	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
<p>Our Weed and Seed Coordinator works closely with the VITA site to ensure quality outreach, coordination with other community-based agencies, and volunteer recruitment and retention.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Allied Wellness Center
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Wellness Center	\$54,624	\$14,400	26%
Service Delivery and Annual Goals			
<u>Annual Goals:</u> 20 "The Doctor is In" Sessions will be conducted; 36 weekly small group meetings will be held; 12 health promotion activities sessions will be held; there will be 10 weekly Latino Garden Group meetings; 250 unduplicated people will be served by the Parish Nurse; 3 health screenings/clinics will be offered; 30 resident will receive substance abuse outreach; 18 resident will complete a pre-entry rehab plan; 18 Welcome Program dinners will be held; 30 people will participate in the Welcome dinners.			
All but one goal was met or exceeded. 23 "The Doctor is In" sessions were conducted; 51 weekly small group meetings were held; 39 health promotion activities were held; 10 Latino Garden Group meetings were held; 351 unduplicated people were served by the Parish Nurse; 161 residents received substance abuse outreach; 49 residents completed a pre-entry rehab plan; 3 Welcome dinners were held; 44 people participated in the Welcome dinners.			
<u>Outcome Objective # 1:</u> 10 diabetics will receive education and treatment for the prevention of diabetic foot problems.			
Outcome objective exceeded. 58 people were screened/assessed of which 29 were at high risk or diagnosed with diabetes. Through education, nutrition, and follow-up care, no new foot problems were developed in the group of 29.			
<u>Outcome Objective # 2:</u> 18 people assessed with substance abuse issues will complete a substance abuse treatment plan.			
Outcome objective exceeded. 124 people received substance abuse outreach by counselors. 41 completed a treatment plan to address their dependency. 28 people were admitted to residential treatment facilities.			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	
Notable/Significant Agency Events - 2007			
Staff Completing Report:		Lorri Wendorf	

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

During 2007, the Wellness Center space moved from an apartment in the City-owned Allied property to an apartment next to the Allied Community Learning Center along with the rest of the Joining Forces For Families office and the Weed and Seed office.

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

The Allied Wellness Center continues to use the Madison Urban Ministry as their fiscal agent. This arrangement seems to be working well.

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

No intervention needed or requested.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
ARC Community Services
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. RESPECT	\$107,395	\$44,375	41 %
Service Delivery and Annual Goals			
<p>Annual Goals: To accept all referrals from City Attorney's, District Attorney's and self-referrals to provide alternatives to prosecution for prostitution. To serve at least 60 individuals involved in prostitution activities, with an ongoing caseload of at least 23 participants. To ensure provision of support services, counseling and training to assist an individual's efforts to discontinue prostitution.</p> <p>For the year, the program served 105 women of whom 27 were City/County referrals from District Attorney, Sheriff, City Attorney or Madison Police, and 78 were self-referred. 17 women were discharged (successful completion of their contract) from the City/County referrals and 36 women were discharged from the self-referral process during the year.</p> <p>A total of 149 group counseling sessions and 690 individual counseling sessions were conducted during the year. Interagency contacts and collaboration with public and community agencies (Jail, Probation and Parole, Joining Forces for Families, Domestic Abuse Intervention Services, health services, etc.) continue to be strong.</p> <p>Outcome Objective Goal: 60% of clients will complete the program thus reducing prosecutions and public costs. 72% of clients completed the program thus reducing prosecutions and public costs. 74% of clients were on a self-referral basis, which prevents arrests and prosecutions.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Gray Williams
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
There are no administrative issues to report for 2007.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	

There are no funding issues to report for 2007.

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

No intervention needed or requested.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Bayview Foundation
Program Area I, IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. After School Program	\$43,112	\$16,756	39%
-Elementary School Age		\$12,567	29%
-Middle/High School Age		\$4,189	10%
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> 140 elementary, middle and high school youth will be served in an after school program using cultural, artistic and educational programming to promote character development and positive values. The program will meet the <i>Madison Elementary School Age Standards</i>. In 2007, 143 youth attended with a daily attendance of 35 elementary and 14 middle school youth. Program goals were met.</p> <p><u>Outcome Objectives:</u> (1) Children will be constructive in their use of time. 2) Youth will increase their knowledge and develop their skills in the core areas of culture, art, recreation and education. Target 112 youth. Based on center logs and attendance sheets 143 children participated in recreational and educational activities including homework, reading club and arts (visual, music, etc) clubs, computer lab, etc. The agency did not collect specific outcome data or use any outcome measurement tools.</p>			
Staff completing report		Oversight Body	
Monica Host		ECCE Board/I	
Mary O'Donnell		CSC/IV	
Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Teen Night	\$ 20,252	\$ 6,316	31 %
Service Delivery and Annual Goals			

Annual Goals: To provide 75 unduplicated teens cultural, artistic and educational activities three nights a week during the critical evening hours.

In 2007, 118 unduplicated youth were served, including 46 middle school and 72 high school age teens with an average program attendance of 14. The program continues to provide a wide-variety of opportunities for program participants to attend local events and collaborate with many UW clubs/resources. The program also continues to have strong support from many volunteers each semester.

Outcome Objectives: Teens will be constructive in the use of their time with 50% of the participants attending the program regularly and will increase positive race relations and make healthy choices (social and academic). In addition, teens will perceive that they receive support and care from two or more non-parental adults.

The agency did not report the number of teens who come to the program "regularly". Self-administered questionnaires were completed by 63 youth and 99% of the youth reported that they "received support from at least two non-parental adults".

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Summer Recreation Program	\$21,504	\$10,088	47%
-Elementary School Age		\$7,566	35%
-Middle/High School Age		\$2,522	12%

Service Delivery and Annual Goals

Annual Goal: 96 youth will be served in a summer recreational program planned to develop skills and resiliency that help overcome the negative effects of low income, cultural isolation and low academic performance. In 2007, 91 youth participated in summer programming, 53 were elementary aged; 38 middle school youth. 95% of service goal was met.

Outcome Objective: Youth will perceive that they receive support and care from two or more non-parental adults. Based on questionnaires filled out by youth, most participants feel that 'sometimes' to 'always' there is an adult around to give support. (No numbers).

Staff Completing Report	Oversight Body
Monica Host	ECCE Board/I CSC/IV

Notable/Significant Agency Events - 2007

Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	

The administrative structure this agency is somewhat different than most neighborhoods centers because the agency also operates a large housing complex.

A number of staffing changes have occurred at the program administration level.

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

Nothing to report.

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

In 2007, an OCS Child Care Specialist and Youth Services Coordinator reviewed the After School Program using the *Madison Elementary School Age Standards* and *Madison Middle School Youth Program Standards*. Based on identified deficiencies, focused work continued to develop program and personnel policies, handbooks and job descriptions.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Big Brothers Big Sisters of Dane County
Program Area IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
F. Neigh. Outreach-Elver Park	\$ 10,657	\$ 2,657	25 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Initiate 10 new Little Brother or Little Sister matches.</p> <p>In 2007, this program matched 19 Little Brothers and 33 Little Sisters Total : 52 Children</p> <p><u>Outcome Goals:</u> 65% of children matched with a Big Brother or Sister will demonstrate at the time of match closure, improvement in one of more of the following areas: 1) improved scholastic skills and achievement; 2) improved social skills with peers and adults; 3) improved emotional well-being.</p> <p>Using the Program Outcome Evaluation tool, 61% of the volunteers and 72% of the families reported a positive impact on the youth in the areas of caring, confidence and competence.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary C. O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
There are no administrative issues to report for 2007.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
There are no funding issues to report for 2007.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS staff consulted with this agency regarding potential projects for the Emerging Neighborhood Funds.	

Figure 1: A diagram illustrating the structure of the 2×2 matrix M and the corresponding 2×2 matrix N . The matrix M is defined as $M = \begin{pmatrix} M_{11} & M_{12} \\ M_{21} & M_{22} \end{pmatrix}$, where $M_{11} = \begin{pmatrix} 1 & 0 \\ 0 & 1 \end{pmatrix}$, $M_{12} = \begin{pmatrix} 0 & 1 \\ 0 & 0 \end{pmatrix}$, $M_{21} = \begin{pmatrix} 0 & 0 \\ 1 & 0 \end{pmatrix}$, and $M_{22} = \begin{pmatrix} 0 & 0 \\ 0 & 1 \end{pmatrix}$. The matrix N is defined as $N = \begin{pmatrix} N_{11} & N_{12} \\ N_{21} & N_{22} \end{pmatrix}$, where $N_{11} = \begin{pmatrix} 1 & 0 \\ 0 & 1 \end{pmatrix}$, $N_{12} = \begin{pmatrix} 0 & 1 \\ 0 & 0 \end{pmatrix}$, $N_{21} = \begin{pmatrix} 0 & 0 \\ 1 & 0 \end{pmatrix}$, and $N_{22} = \begin{pmatrix} 0 & 0 \\ 0 & 1 \end{pmatrix}$. The diagram shows the relationship between the matrices M and N and the corresponding 2×2 matrix N .

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Boys and Girls Club of Dane County
Program Area IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Middle/High School Year			
South Madison Branch	\$ 130,152	\$ 4,531	4 %
Allied Branch	\$ 146,927	\$ 14,764	10 %
Service Delivery and Annual Goals			
Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations,			
<u>South Madison Branch</u>			
<u>Annual Goals:</u> To serve 380 unduplicated youth for 1,350 hours during the school year.			
<p>752 unduplicated children and youth were served in 2007. Breakdown by elementary, middle and high school, as well as daily average attendance was not provided. The program provides activities in five core areas, health/life skills, sports/recreation, arts/cultural enrichment, education/career development, and character/leadership development. The program provided an average of ~ 1,950 program hours in each of the core areas. Many of the program activities are based on national curriculum provided by the Boys and Girls Club of America.</p>			
<p><u>Outcome Objectives:</u> 60% of the participants who participate in technology programs will report learning new computer skills; 60% of tutoring participants will show an increase in school performance; 60% of participants will gain knowledge of healthier eating and hygiene habits, and 65% will gain knowledge and tools necessary to make positive decisions not to use drugs/alcohol.</p>			
<p>Although the agency indicates that they will conduct a user survey once per year to measure the outcome objectives included above, the accomplishments reported include only information regarding various activities that were offered to participants.</p>			
<u>Allied Branch</u>			
<u>Annual Goals:</u> To serve 150 unduplicated youth during the school year.			
<p>544 unduplicated youth were served in 2007. Daily averages were not provided. The program provides activities in five core areas, health/life skills, sports/recreation, arts/cultural enrichment, education/career development, and character/leadership development. The program provided an average of ~ 1,700 program hours in each of the core areas. Many of the program activities are based on national curriculum provided by the Boys and Girls Club of America. Parent advisory meetings included an average attendance of 4 parents.</p>			
<p><u>Outcome Objectives:</u> 75% of the participants who participate in technology programs will report learning new computer skills, 60% will show an increase in school performance, 60% of participants will gain knowledge of healthier eating and hygiene habits, and 65% will gain knowledge and tools necessary to make positive decisions not to use drugs/alcohol.</p>			
<p>The program reported that 78% of participants increased knowledge in conflict resolution, gang avoidance, and rejecting peer pressure; 74% of members increased their knowledge of hygiene and nutrition; 75% of Members report having improved skills in sports & recreation; 100% of Keystone and Torch Club members reported learning new leadership skills; and 68% of members who participated in Project Learn had their grades improve in 2007.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
D. Middle/High School Summer			
South Madison Branch	\$ 110,392	\$1,457	1 %
Allied Branch	\$ 137,186	\$4,919	4 %
Service Delivery and Annual Goals			
Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<u>Annual Goals:</u> To serve 150 unduplicated youth at the South Madison branch and 100 youth at the Allied branch in the summer.			
See summary of school year above. Summer numbers were not extracted in the agencies report.			
<u>Outcome Objectives:</u> See annual report above.			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
This agency used to be a neighborhood center but is now a nationally affiliated organization. With the national affiliation comes a national program and management structure.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
The agency has a very good fundraising capacity and has a number of very well publicized fundraising events each year.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
Our Weed and Seed Coordinator is often approached by residents and neighborhood based organizations regarding access and collaboration issues with the Club and helps facilitate the resolution of those issues.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Bridge Lake Point Waunona Neighborhood Center (dba Vera Court Neighborhood Center)
Program Area VI, IV, I, III, II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Latino Family Resource Center	\$15,629	\$10,629	68%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide 1000 unduplicated contacts with Latino residents; to serve 20 unduplicated residents through Spanish-language computer classes; to serve 200 unduplicated Latino residents.</p> <p>In 2007, the Latino Family Resource Center had 1,976 unduplicated contacts with Latino residents; they served 12 unduplicated people through their Spanish-language computer classes; served 278 unduplicated Latino residents.</p> <p>The Latino Family Center has had staff turnover but seems to now be successfully reaching out to the Latino community. The program makes a lot of referrals to other community based resources and provides some translation assistance for Latino residents using those other services. The program does a good job of hosting community events that are drawing a large number of the Latino residents participating.</p> <p><u>Outcome Objective:</u> 80% of Latino Family Resource Center participants surveyed will report above average overall satisfaction with the Center and the services/programs provided.</p> <p>In 2007, 89% of participants survey reported an above average overall satisfaction with the Center and with the services/programs provided.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
D. Teen	\$ 33,786	\$25,786	76 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To serve 35 unduplicated youth in after-school recreation and enrichment activities with a weekly average attendance of 15 youth in 400 program hours. This program surpassed or nearly met all of the process goals serving 80 unduplicated youth with a weekly average of 12 in 628 program hours.</p> <p>Activities include homework club, art workshops, media literacy and a wide variety of educational field trips. Collaborative relationship with Project FACE, MSCR and MATC added many new opportunities available to the youth.</p> <p><u>Outcome Objectives:</u> Regular program participation will attribute an increased ability to make positive choices to their participation in Teen Program amongst 65% of the participants; and 60% of program participants will indicate that participation in center programming is a primary source of structure and support in their lives.</p> <p>According to the Program and Activity Assessment Tool (PAAT) 73% of participants indicate an increased ability to make positive choices to their participation in Teen Program; and 63% of participants indicate through an oral survey that the program was the first of second most significant source of structure and support in their lives.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
G. Girl Neighborhood Power	\$ 36,211	\$11,211	31 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide a daily after-school/evening program focused on health, community service, career development and leadership to 58 unduplicated girls ages 9-14 years with an average attendance at each activity of 10 elementary, 12 middle/high school age girl(s) who live in the Bridge/Lake Point neighborhood.</p> <p>The program surpassed the goals for unduplicated and weekly average number of girls served in 2007 with 69 unduplicated girls and an average weekly attendance of 23 girls. In addition, 20 girls participated in the Girl Inc. curriculum and 9 girls were involved with the girl's council. GNP girls at Bridge Lakepoint were very involved with an exercise program called "Stepping Statewide", Trick or Treat for Others to Eat, and the Girls Inc. curricula <i>Media Smarts</i> and <i>Dollars, Sense and Me</i>.</p>			

Starting the third quarter of 2007, the BLP center assumed responsibility and supervision for the elementary program which used to be operated by MSCR. The administrative transition from MSCR was very smooth and programming quite successful.

Due to loss of funds, as of January 1, 2008, this agency will no longer be a part of the Girl Neighborhood Power/Girls Inc. collaborative initiative. However, the agency did secure additional funds through the City budget to continue their girls' program at a slightly decreased level.

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

In 2007, an OCS Child Care Specialist met with program staff to assist in set-up of the environment and curriculum and introduce the *Madison Elementary School Age Standards*.

Figure 1: Schematic representation of the experimental design. The figure is divided into two main sections: 'Pre-Test' and 'Main Experiment'. The 'Pre-Test' section includes a 'Pre-Test' box with a 'Pre-Test' label and a 'Pre-Test' box with a 'Pre-Test' label. The 'Main Experiment' section includes a 'Main Experiment' box with a 'Main Experiment' label and a 'Main Experiment' box with a 'Main Experiment' label. The 'Pre-Test' section also includes a 'Pre-Test' box with a 'Pre-Test' label and a 'Pre-Test' box with a 'Pre-Test' label. The 'Main Experiment' section also includes a 'Main Experiment' box with a 'Main Experiment' label and a 'Main Experiment' box with a 'Main Experiment' label.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Centro Hispano
Program Area VI, IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. General Support	\$131,416	\$63,679	48 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide general support services, including case management, for 500 individuals. Provide supportive housing services, including placement, advocacy and financial assistance for 150-200 individuals. Provide job search assistance and placement services for 150-200 individuals, and information/referral assistance for 300-400 individuals.</p> <p>For the year, the program served an unduplicated total of 2,871 individuals, with 482 receiving case management services and 852 "one time clients" (receive only one service). 225 individuals received housing assistance, 424 individuals received job search or placement assistance and 226 individuals received information and referral services. 2,248 individuals received immigration counseling, citizenship classes, insurance assistance and referrals to other agencies in 2007.</p> <p><u>Outcome Objectives:</u> Increase client access to services and resources. Thirty client files, chosen randomly, were reviewed to determine the reason for their visit to the agency and whether their situation was improved through access to information and resources. 80% (24/30) of cases showed an increase in access.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Juventud	\$ 216,026	\$ 20,055	9 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Juventud seeks to improve the academic performance of Hispanic youth, raise self-esteem/self-concept and cultural pride among the youth, and increase the number of youth who succeed in high school and continue their education. These goals will be met by serving 100 unduplicated youth at five Madison middle schools with a daily average attendance of 10-12 youth in 140 after school sessions, 10 special issue workshops, 2 parent meetings, and 25 home visits. In addition, at least 60% of the participants will attend at least 75% of the time.</p>			

For the 2006-2007 school year, all process goals were greatly surpassed. Nearly 2000 unduplicated youth were served in 295 sessions with an average attendance of 29 at Toki, 68 at Cherokee, 53 at Sennett, and 15 at Sherman Middle School. The program also held 14 home visits and 15 parent meetings. The program fell short of their attendance goal with only 37% of the participants attending at least 75% of the time. In addition, 223 tutors served in the program.

Outcome Objectives: 50% of the participants will improve their grades and school attendance from the beginning of the school year to the end of the school year.

Centro Hispano and Urban League of Greater Madison collaborated on their outcome reports for the Schools of Hope Project. See results under Urban League's Schools of Hope program.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Gray Williams
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
Centro Hispano continues to increase the programming available at their new location off of South Park Street. The size of their space will more than double over the next year.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
Centro Hispano has been actively pursuing new funding opportunities.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS staff continue to work closely with Juventud staff with technical assistance and consultation regarding program planning and implementation.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Common Wealth Development
Program Area IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Youth-Business Mentoring	\$151,953	\$51,585	35 %
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> The Youth/Business Mentoring Project (YBMP) will train 75 and place 56 youth in jobs at 28 businesses.</p> <p>The YBMP trained 81 and placed 56 youth in 34 different businesses in 2007. They note in their year-end report that there are 9 more youth that have completed training and are in the process of being placed. Additionally they report that at least 34 of the youth trained live in Madison identified challenge neighborhoods. The agency notes for the third year in a row, that the demand for training slots far exceeds the training slots available. Given additional resources, more youth could be served.</p> <p><u>Outcome Objectives:</u> To increase the pre-employment skills of 85% of the training participants and the number of those teens who obtain a job (75%) and retain the job for at least 4 months (50%)</p> <p>Met or surpassed all goals. 85% of youth who completed training increased their employment skills and 85% obtained a job. 74% of the youth who obtained a job retained the job for at least 4 months.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary O'Donnell
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>There have been no significant administrative issues. This agency and program continue to have strong staff/Board retention and staff play a role in significant collaborative efforts both in youth initiative and economic development.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p>	

Commonwealth Development continues to have solid performance in fundraising. The agency is considering expansion of the Youth-Business Mentoring program beyond their current focus on Madison's eastside neighborhoods.

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

The OCS Youth Services Coordinator attended two program activities and discussed potential grant opportunities with agency staff.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Domestic Abuse Intervention Services
Program Area V, II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Shelter and Support/Outreach and Education	\$ 320,790	\$ 101,873	32 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Provide shelter or referral to shelter for 250 battered women and their children 24 hours a day, 7 days a week. Provide safety planning, family support, and advocacy for 110 families as needed by individual circumstances and at least 120 victims of domestic violence will receive group counseling services during each program year. Refer battered men to other shelters, providing support as needed with Domestic Abuse Intervention staff. DAIS will also provide outreach and education through volunteer training and the support group program.</p> <p>In 2007, shelter goals were greatly exceeded. 316 women and 246 children (total of 562) were sheltered at the primary site and 227 were turned away because the shelter was full on 115 different nights. The total number of women and children served is a remarkable 60% increase above the 2006 level of service. DAIS also served 66 women in support groups and trained 34 new advocates. Crisis line volunteers provided 2697 hours of crisis line coverage towards 5,824 hours that were needed.</p> <p><u>Outcome Objectives:</u> 85 women (50%) who leave shelter will move from shelter to safe and secure affordable housing as determined in exit interviews and 80% will indicate that they received assistance in planning for their future safety while in shelter. In 134 left for safe, affordable housing. 73% indicated that they received assistance with knowing more ways to plan for their safety. 1278 individuals were screened for shelter Requests for screening have increased by more than 25% each year since 2003. In addition, 69% of support group participants reported the group helped them think more about safety and 65% said they felt less isolated.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
1C. Children of Violent Homes		DAIS \$34,120	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
East Isthmus Neighborhoods Planning Council
Program Area VII

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Operations and Community Organization	\$84924	\$41,804	48%
Service Delivery and Annual Goals			
<p>The EINPC continues to work on the ongoing issue of importance to their neighborhood leaders and that is of preserving neighborhood schools. Next steps were explored and existing opportunities with provided to neighborhood reps for them to pursue this issue.</p> <p><u>Community Development Initiatives – Strengthening Neighborhood and Business Associations</u></p> <p>Increase the number and effectiveness of community groups, group facilitation and consensus decision-making trainings, leadership training and networking experienced leaders with less experienced leaders.</p> <p>During 2007 the EINPC continued facilitating the public participation processes and building relationships between stakeholders around the Voit farm. The EINPC successfully transitioned this project into other hands for completion. They continued their successful work in the Darbo-Worthington neighborhood and are working with them on an E. Washington Ave overpass dedication. They also assisted the WPNA to become the fiscal agent for a new youth program (Mentoring Positives) that successful received a City Emerging Neighborhoods fund grant.</p> <p><u>Outcome Objective # 1: Increase in capacity of neighborhood-based organizations in the East Isthmus area.</u></p> <p>(Increased participation) 80% of the seats on the planning council were filled. The meeting of the planning council/Board of directors met quorum 100% of the time. 100% of planning council reps participated in subcommittee/team work. EINPC worked to improve the quality of meetings and the engagement of participants.</p> <p>(Increased Access to Information and Skill Building)</p> <p>Planning Council reps and community-based organizations received monthly notification and invitations to participate in educational opportunities and skill building workshops. They also shared information about educational opportunities offered by the City and other organizations. EINPC compiled a bi-monthly publication of opportunities and resources available in the community and partner organizations were offered space at EINPC events to promote their work and to reach east side leaders.</p>			

Outcome Objective # 2: Increased Cross-Neighborhood Communication

Conducted daily work of facilitation meetings, increased communication between residents and city staff and elected officials and co-organized multiple community wide meeting on specific issues identified by residents. Began work on an improved website. Organized and facilitated an Eastside Alder Candidates Assembly. EINPC brought together members of eastside residents and elected leaders and identified and continued work on the issues of safe drinking water, public safety and youth and community services funding. New issues identified were noise pollution neighborhood schools, funding community and youth services.

Staff Completing Report	Oversight Body
Lorri Wendorf	OCS/VII

Notable/Significant Agency Events - 2007**Staff Completing Report:****Lorri Wendorf**

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

This agency has difficulty getting required reports in to the Office of Community Services in a timely way.

The organization has only one staff person. Early in 2007, the new Executive Director left. After some time, the Board hired the assistant community organizer as the E.D. for the organization. In 2008, the Board will need to wrestle with the issue of a one-staff person organization and what can be reasonably expected.

In 2007, the agency did a significant restructuring. In the past, the Council had the responsibility of both running the agency as well as working on the specific neighborhood issues it's members associations and partners were concerned with. In 2007, the new structure created an Executive Board, which oversees the administrative issues of the agency. The Eastside Community Council is the coalition of neighborhood associations and other partners working on the content issues the residents of the eastside want to address.

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

This agency lost two significant funding sources in 2006/2007. Not much progress has been made in diversifying their funding.

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

OCS staff worked extensively with this agency during the transition of Executive Directors and through the restructuring of the organization.

OCS staff met with EINPC and other staff to talk about contracted outcomes for Planning councils.

OCS staff met with the E.D. on 2/18 to address the issue of outstanding 2007 reports and 2008 contract materials and established a timeline for getting up to date on those materials. Those agreed upon deadlines were not met. All documents were finally received by March 31, 2008.

Outcome Objectives: 1) Participants will demonstrate increased involvement in creative activities and wellness.

Out of 62 surveyed, 45 (73%) youth report that their commitment to learning 'always' increased, 13 youth (21%) reported that their commitment 'usually' increased.

2) Participants will increase their understanding of responsible behavior, rules and consequences.

48 (77%) youth reported that they were 'always' able to increase their understanding of responsible behavior, 11 (18%) reported that they 'usually' were able to increase their understanding.

Staff Completing Report	Oversight Body
Monica Host Mary C. O'Donnell	ECCEB/I CSC/IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Youth Services	\$ 86,964	\$ 20,762	24 %

Service Delivery and Annual Goals

Annual Goals: To offer a supervised, safe, positive and high quality after-school drop-in program to 200 unduplicated middle and high school aged youth with a daily average attendance of 15.

This program surpassed the process goals serving 203 youth with a daily average of 18 in 2007. Regular activities include afterschool drop-in, teen development, positive options program, boys group and girls group. Youth completed a study, test-taking and organizational skills class. Youth also continue to plan and implement Service Learning Projects benefiting the Center and the nearby neighborhoods.

Outcome Objectives: 80% of youth who attend regularly demonstrate an increase in positive attitudes, value and behavior that reflect the development of personal empowerment through reported increases in their perception of how they are valued by the community and the level of importance they place on improving the community. 80% of youth will also report an increase their motivation to do well in school and increase their interest in reading for pleasure.

83% of regular participants report that they "always" feel more empowerment by participating in EMCC youth programs and 80% report "always" having increased motivation to do well in school.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Notable/Significant Agency Events - 2007

Staff Completing Report:	Lorri Wendorf
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1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.

2007 Capital Improvement included major construction to expand the building with an addition of gym & performance stage, art room, kitchen, offices etc. This will expand program space and offerings.

Executive Director has been at agency for a very long time. In 2007, the agency hired an Assistant Executive Director freeing up the E.D. for more fundraising to support the larger center.

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

This agency has a good capacity for fundraising. With the addition of an Assistant Director, the E.D. will have even more time for fundraising.

Agency is in consultation with the City's CDA about support for operating expenses. The Center is located in the heart of the Truax Public Housing complex and already receives financial operating support for the CDA. They are seeking increased support with the expansion of the Center. The CDA has made no decisions yet.

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

An OCS Child Care Specialist reviewed the school year program using the *Madison Elementary School Age Standards*; the program continues to meet these standards.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Family Enhancement
Program Area II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Parents' Places (including Diverse Families)	\$213,540	\$44,194	21%
Service Delivery and Annual Goals			
<p>Annual service goal was 517 unduplicated participants; this year there were 790 participants. The Childcare numbers were low, a little over half of what was projected.</p> <p>Outcomes: OCS and Agency staff met in the 2nd quarter and significantly reworked their outcome statements and measurement tools and implemented the new system in third quarter.</p> <p>The agency in the last year has begun or enhanced a number of community partnerships through this program including providing well-attended programming at Eagle Heights and in partnership with the YWCA. Topics for workshops included "Love and Logic" and "Raising Children of Others" Additionally, they have served families in shelter with Interfaith Hospitality Network. They are exploring locating a Parent's Place programming space within St Andrew's Episcopal Church on Regent St. at the request of that church. They continue to offer programming through Parent's Place west space located at Covenant Presbyterian on Segoe.</p> <p>Lastly, a group that started last summer as an extension of Parent's Place East continues to meet monthly. Women of Worthington (WOW) is a group of low income mothers with young children. The focus of the group is on social connection, self esteem, mutual support and knowledge of child development and health. This new group has an average attendance of 8 mothers and their children. In general, it seems the strategy of this program is to work in collaboration with neighborhood partners recognizing that new programming needs to be given some time to grow.</p>			
		Oversight Body	
Laura Noel		CSC/II	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
H. Early Childhood Center	\$49,820	\$20,195	41%
Service Delivery and Annual Goals			

Services provided well exceed contract goals for the Funzone Play as Learning Program. The services goal was 500 unduplicated participants and 582 were served.

Outcomes: OCS staff worked with the agency on developing outcomes this year. The new outcomes were implemented in the third quarter. Of 166 respondents to a participant survey, 100% indicated "Attending this program has provided me with support in my role as a parent". Additionally, 94% of respondents indicated they had learned something about child development, communication or positive and effective child discipline through their contact with this program.

Funzone programming is currently operating out of two sites the Fordem Avenue location and South within Child Development Incorporated (CDI). Parent Information Corner Information has focused on Halloween Safety Tips, Healthy snack recipes, Book selections, Literacy, Divorce and it's effects on Children, and pre-school readiness.

Staff Completing Report	Oversight Body
Laura Noel	CSC/II

Notable/Significant Agency Events - 2007

Staff Completing Report:	Laura Noel
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
The Executive Director reported in Spring of last year that he was addressing some transitional and developmental issues within the agency. He described wanting to move the agency toward increased inclusiveness and outreach. Mr. Kenitz reports the Board is functioning well and is working with him and supportive of these changes.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
Other than making budget adjustments to focus resources, and provide competitive salaries and benefits, no issues or concerns noted.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
Staff worked with Mr. Kenitz to assure that there was a formal grievance procedure in place for both staff and consumers. Although the agency had a staff process in place there was not a process available to consumers. The Board approved a new consumer grievance process in 2007.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Family Service
Program Area II, IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
J. Children of Violent Homes	\$ 13,497	\$ 2,745	20 %
Service Delivery and Annual Goals			
Refer to DAIS CVH program.			
Staff Completing Report		Oversight Body	
Lois Evenson		CSC/II	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Bridges	\$ 34,238	\$2,254	7 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> 10 sessions with 15-20 students at Jefferson Middle School</p> <p>The program had 10 sessions at Jefferson Middle School in the Fall of 2007 with 20 students completing the program. Participants included a very racially/ethnically diverse group of youth.</p> <p><u>Outcome Objectives:</u> 75% of participants will report more commitment to building positive race relations and cultural awareness after participating in the program; and 75% will report increased comfort in communicating with people of different races.</p> <p>94% of the participants reported that they have become more committed to building positive race relations and cultural awareness; and 94 % also report increased comfort in communicating with people of different races.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary C. O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
No notable administrative issues.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
No notable funding issues.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
There was no OCS intervention in 2007.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Freedom, Inc.
Program Area V, IV, III

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Family Strengthening Program	\$ 112,702	\$ 5,000	4 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide 200 hours of advocacy, support, prevention and intervention services to 25 unduplicated refugee women and children who are victims and survivors of domestic violence. In addition the program works with SE Asian boys who demonstrate violent behaviors and anger issues.</p> <p>Service goals were surpassed. A total of 10 family cases including 66 unduplicated individuals between the ages of 15 – 68 years were served in 2007. The program helped several Hmong and Cambodian elder victims live safer lives. Freedom Inc. helped coordinate a retreat for more than 40 Hmong advocates to talk about human trafficking and international marriages.</p> <p><u>Outcome Objectives:</u> Increase access to domestic violence services for 25 Hmong women and increase the ability of 75% of the Hmong victims served to make healthy and safe decisions for their own lives.</p> <p>Each participant was assessed and interviewed at the beginning of the project, mid-term, and at the end of the project. 100% of the participants had increased access to domestic violence services and increased their ability to make healthy/safe life decisions.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/V	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Nkauj Hmoob: SE Asian Girl's	\$ 20,292	\$2,126	11 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To serve 40 unduplicated Southeast Asian girls with a weekly average participation between 10-15 at each of three neighborhoods, with a focus on isolation, sexuality, dating/relationship violence, and family relationships.</p>			

A total of 76 unduplicated SE girls were served (16 at Kennedy Heights, 20 at Bayview/Southside, and 40 at Northport). The program also initiated a Black Beauties group for African-American girls in 2007 and is collaborating with African-American women's groups to provide services to this group. Transportation for activities continues to be a challenge for this program

Outcome Objectives: To increase the ability 75% of the Southeast Asian girls/young women participating to identify healthy relationships and find peer solutions to end unhealthy relationships; and 25% of the girls will feel safer and less isolated.

According self-evaluation, writing samples and discussions between girls and staff, 100% of the girls are more able to recognize and leave unhealthy relationships and feel safe and less isolated.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Notable/Significant Agency Events - 2007

Staff Completing Report:	Mary C. O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
Freedom Inc. has a new collaborative relationship with the University of Wisconsin. This collaboration has provided technical assistance, student interns and additional volunteers.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
Freedom Inc. continues to grow as an agency. The Nkauj Hmoob program has increased their total budget and staff time through funding from MMSD. Although funds have increased, this agency reports that they do not have enough staff hours to meet the needs of the clients in either the Family Strengthening or the Nkauj Hmoob programs.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS staff continues to help Freedom Inc. understand the City budget and contracting process and requirements. We have also worked to get Freedom Inc. involved with the Dane County Youth Resource Network.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Girl Scouts of Black Hawk Council
Program Area IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Girl Scouts Outreach	\$24,062	\$2,126	9 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide weekly activities to 50 unduplicated girls with a weekly average of 20.</p> <p>This agency fell below their goals serving 40 unduplicated girls with a weekly average of only 6 girls. OCS staff believe the weekly goals for this program are set too high for the amount of funding and the type of program provided. Agency staff report increasing issues with violent behavior with participants and therefore have been focusing on positive communication/conflict resolution skills.</p> <p><u>Outcome Objectives:</u> Increase the developmental assets that lead to success in school and society and increase interpersonal and leadership skills with at least 60% of the girls.</p> <p>60% of the girls appeared to build leadership skills and positive peer relationships as observed by the staff.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary O'Donnell
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>No significant issue to report.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>No significant issue to report.</p>	

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

Collaboration with the Wisconsin Youth Company continues to be challenging and time consuming for Girl Scout staff. OCS staff are working with CDBG and Wisconsin Youth Company on these issues.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Goodman Atwood Community Center
Program Area I, VI, III, II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
D. Middle School Achievement	\$ 70,911	\$20,845	29 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program offers educational/recreational opportunities to middle school youth consisting of after-school study sessions, discussion groups, and weekend recreation. Process goals include serving 100 unduplicated youth with a daily average of 8-14 for each component.</p> <p>The Middle School Empowerment Program occurs jointly with Youth Resource Center (YRC) activities. Although the Atwood program alone only served 54 unduplicated youth, 237 unduplicated youth were served through the YRC. The program met or surpassed all goals for daily average participation. The middle school programs continue to meet at the Lussier Teen Center and report that this has provided a variety of new opportunities for program activities. All of the Atwood Community Center middle school programs are actively involved in a wide variety of collaborative projects, community activities and leadership opportunities. Staffing and administration have remained stable with two staff member working for the program since the mid-1990s.</p> <p><u>Outcome Objectives:</u> 75% of the participants who attend at least 3 times per week will have the knowledge, skills and behavioral competencies to succeed in school and will improve or maintain their GPA over the school year. In addition, 80% of the participant will complete 40 hours of community service and 75% will report personal benefit from the service.</p> <p>Staff monitor attendance/grades and have regular communication with school staff. Although the agency does not report specific accomplishments for grades that say that "teachers report that the students are much better engaged than some of their peers who are not in boys groups". Similarly, the agency does not report on specific benefits of community service but describe the positive experience that participants have had doing community service.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
G. Girl Neighborhood Power	\$ 86,911	\$11,211	13 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide a daily after school/evening program focused on health, community service, career development and leadership to 60 unduplicated girls ages 9-14 years with a daily average of 30 participants who live in the Worthington Park and Atwood neighborhoods.</p> <p>Atwood GNP served 69 unduplicated girls with a weekly average of 57 girls. The girls' council included 14 regular participants. Atwood GNP continues to provide a wide variety of leadership and community service opportunities for girls both within the neighborhood and the Madison community.</p> <p><u>Outcome Objectives:</u> 75% of the girls will improve or maintain their GPA from Fall to Spring semester; and 75% of the community service host sites will report that girls exhibit positive attitudes and reflect positive connections to the community.</p> <p>70% of the girls improved or maintained their GPA from Fall to Spring 2006-2007 and 95% of the girls reported a stronger interest and connection to community service projects.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
H. High School Leadership Council & L. Lussier Teen Center	\$ 136,971	\$ 49,953	36 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To serve 2000 unduplicated teens at the Lussier Teen Center, 500 teens through the High School Program, 15 Teens on the Teen Council, and provide 50 Youth Volunteer Core projects involve.</p> <p>The Lussier Teen Center and the Atwood High School program surpassed or nearly met all goals in 2007, serving 1,820 unduplicated youth with an average of 70 youth after school and 635 on the weekends. 18 youth actively participated in the Leadership Council. 28 unduplicated participants in the Youth Volunteer Core (YVC) completed 107 projects.</p>			

Outcome Objectives: At least 80% of the YVC participants will engage in 10 hours of community service per month; and 70% (19) students in YVC will improve their academic effort as the result of being a mentor.

Outcome objectives were met or surpassed. 95% of the YVC participants met the outcome goal for community service and 75% completed more than 15 hours of community service each month. 68% of the students actually increased their GPA and 74% reported that working with the elementary students helped them understand that they need to apply themselves more to be more successful academically.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Notable/Significant Agency Events - 2007

Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>After School Lead was out of the program for the summer with a back injury. Early Childhood Coordinator went on maternity leave in December 2007. Longtime staff filled the vacancy.</p> <p>The construction on the new Goodman Atwood Community Center has been progressing looking forward to its opening in 2008. Administration has been crafting program supervisory structures and staff has been participating in planning efforts in preparation for the new space and program options.</p>	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
<p>The agency does a good job of fundraising and is now supported by the Goodman family. The agency regularly creates new programs to meet the changing needs of its service population.</p>	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
<p>During 2007, an OCS Child Care Specialist reviewed the After School and the Preschool Programs and found that both programs continue to meet <i>Madison Accreditation Standards</i>. The Lowell After School Program was reviewed using the <i>Madison Elementary School Age Standards</i> and was found to be in compliance.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Grassroots Leadership College
Program Area VII

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Grassroots Leadership College – Intensive Workshop Series	\$16,487	\$7,972	48%
Service Delivery and Annual Goals			
<p>Annual Goals: Plan and conduct 6 intensive workshops for new and emerging leaders; 100-120 students will be enrolled during 2007.</p> <p>In 2007 the GLC conducted 7 intensive workshops that included: Community Research 101, Project Management: from Step 1 to Success (offered twice), Generating & Regenerating Leadership, Resource Development, Avoiding Burnout & Compassion Fatigue, Cross Cultural Communication</p> <p>In 2007 72 students were enrolled in the intensive workshops.</p> <p>Outcome Objective # 1: 90% of the participants completing the workshops will show an increased knowledge & skill in the topic area covered through surveys.</p> <p>100 % of the 72 participants reporting an increased knowledge & skill in the topic area.</p> <p>Outcome Objective # 2: 40% of the students served will be representative of at least one of the following demographics: people of color, low income, or residents of challenged neighborhoods.</p> <p>50% of the participants were low income and received a scholarship to attend the training, 28 % of participants were people of color.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VII	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	

This agency is thinly staffed and relies heavily on volunteers. It does a very good job of getting volunteers. The agency has worked very hard to make their workshops accessible for low income people by providing child care, food and transportation if needed.

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

The GLC is working to expand the way they provide leadership training. When first created through three planning councils, they just did a semester long series of courses. Then they added the Intensive Workshop series for those who couldn't commit to a full semester of training. In 2007 they have begun Placed Based Training which bring a group of residents of a geographic area together to be trained in the areas that best fit their needs.

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

OCS staff have worked closely with the GLC and has been part of training panels. The Weed and Seed Coordinator helped bring together the first Placed Based Training pilot group in the South Madison neighborhoods.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Dane County Parent Council
Program Area I, II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Satellite Family Child Care	\$298,359	\$219,029	73%
Service Delivery and Annual Goals			
<p>Program has consistently reached or exceeded all annual goals. Of the total 94 Satellite member homes, 70 were accredited and 34 were in low income areas. Providers received 531 consultant visits and 2,718 phone and email consultations. Satellite provided members with 28 support group meetings and 32 trainings. A total of 753 children were served in Satellite homes, of which 41 were City funded and 131 were County-funded. Parents received 1,125 consultations (includes 859 referral contacts).</p>			
Staff Completing Report		Oversight Body	
Lois Evenson		ECCEB/I	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Wexford Family Center	\$94,145	\$34,191	36%
Service Delivery and Annual Goals			
<p>The program will meet Madison Accreditation Standards. This State Licensed Family Child Care Home served a total of 19 unduplicated infants and toddlers. The daily average attendance was 3. Nine of the children served came from the Wexford Ridge Community. The greatest challenge for this program has been enrollment. The agency is evaluated the viability of the program for 2008.</p>			
Staff Completing Report		Oversight Body	
Lois Evenson		ECCEB/I	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Preschool Enrichment Program (PEP)	\$170,584	\$37,981	22%
Service Delivery and Annual Goals			

The program will meet Madison Accreditation Standards.
 The program served 25 unduplicated children with an average daily attendance of 18. Sixteen of the children served were residents of the Truax Apts. and 10 were from the surrounding neighborhoods. The child assessment tool, "The Developmental Continuum" found that the children steadily progressed through three distinct levels of the children reaching the highest level 25% in social/emotional dev, 69% in physical dev, 19% in cognitive dev, and 31% in language dev.

Staff Completing Report	Oversight Body
Lois Evenson	ECCEB/I

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
D. Wee Start	\$216,135	\$7,310	3%

Service Delivery and Annual Goals

The program will meet Madison Accreditation Standards.
 The Wee Start Program was in operation for January through June 2007. During those months 27 infants and toddlers were served with an average daily attendance of 10.5. The program was closed due to relocation by the School District and scheduled to reopen January 28, 2008. The new space will be in Marquette Elementary School, which will house the SAPAR Program for teen parents. The program has consistently kept the parents on-track for graduation.

Staff Completing Report	Oversight Body
Lois Evenson	ECCEB/I

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
E. Hispanic Program	\$8,978	\$1,804	20%
Service Delivery and Annual Goals			

This has been an extremely successful program. At the end of 2007 of the 22 new applicants for Satellite membership, 18 are Spanish speaking. 14 Spanish speaking providers remain on a wait list. The greatest need faced by the agency is additional funding for a full time bi-lingual consultant. Satellite has supported Latina providers with a support group, Arco Iris, translation of training materials and agency materials. Satellite has also received a grant from the Madison Rotary Club to offer a literacy and numeracy training series in Spanish for providers in the summer of 2008.

Staff Completing Report	Oversight Body
Lois Evenson	ECCEB/I

Notable/Significant Agency Events - 2007

Staff Completing Report:	Lois Evenson
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The relocation of Wee Start will create a need for recruitment of children and redevelopment of the program at Marquette School.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>The Wee Start program will close in 2008. The funding from this program will be reallocated through an RFP process.</p> <p>A significant need is funding for the Satellite Latina Project. There are a significant number of Spanish speaking FCC applicants who need true b-lingual support. the agency has proven its ability to provide excellent support but does not have sufficient funding to support the level of support needed.</p>	
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>In 2007, an OCS Child Care Specialist reviewed the child care programs using the Madison Accreditation Standards. The program continued to meet these standards.</p>	
<p>No intervention needed or requested.</p>	

Figure 1: Schematic representation of the experimental design. The figure is divided into two main sections: 'Pre-Test' and 'Main Experiment'. The 'Pre-Test' section includes a 'Pre-Test' bar chart showing 'Number of correct responses' (0 to 10) for 'Condition' (Control, Experimental) and 'Group' (Control, Experimental). The 'Main Experiment' section includes a 'Main Experiment' bar chart showing 'Number of correct responses' (0 to 10) for 'Condition' (Control, Experimental) and 'Group' (Control, Experimental). Below the bar charts are two line graphs: 'Pre-Test' and 'Main Experiment', showing 'Number of correct responses' (0 to 10) over 'Time' (0 to 10). The 'Pre-Test' graph shows a sharp increase in correct responses for the experimental group compared to the control group. The 'Main Experiment' graph shows a similar trend, with the experimental group performing significantly better than the control group.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Kanopy School for Contemporary Dance and Choreography
Program Area I, IV, VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Youth Integration Program	\$ 188,000	\$ 3,431	2 %
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> Allow children from diverse racial/ethnic and economic groups to share in a cultural arts experience that would otherwise be inaccessible.</p> <p>Kanopy met or exceeded goals, enrolling 12 students who attended classes, rehearsals and performances more than 700 hours a year, 3-5 times a week. During the summer, students had sessions 40 hours a week for 5 weeks. Students gave approximately 13 performances during 2007.</p> <p><u>Outcome Objectives:</u> Of 12 scholarship students, 60% will improve physical and artistic skills and be ready to move on to the next skill level of classes. 9 students (80%) will develop a sense of belonging and attachment to community.</p> <p>80% of scholarship students improved their physical and artistic skills according to the teacher's assessment, and 80% developed a sense of belonging, self worth and community attachment. This was demonstrated in the kids initiating an end of the year party, planned so all could attend, increased skills and ability to give positive critiques of each other's work, demonstrated increased confidence and skill in public speaking and performance, and general sense of being part of a group.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary C. O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
No notable administrative issues.	

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

Kanopy continues to increase private support. The agency notes that financial support from the City support helps in their efforts to raise funds in the private sector. However, this program will not be funded by the City of Madison in 2008.

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

No notable intervention.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Kennedy Heights Neighborhood Association
Program Area I, IV, VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
D. Teen Program	\$ 42,845	\$23,410	55 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program provides recreational, social and educational programming in an effort to increase youth's sense of safety, develop relationships between the youth and positive adult role models, and increase youth participation in community activities. The program planned to serve 50 unduplicated youth with a daily average attendance of 15 youth.</p> <p>This program served 51 unduplicated youth with a daily average of 12 youth. Youth take strong leadership roles in the program, planning activities, determining rules, designing incentives, and serving as mentors to younger children. The program works hard to build a culture where youth feel accountable not only to staff but to each other as well.</p> <p><u>Outcome Objectives:</u> 75% of the youth who regularly attend the program will report an increased number of positive opportunities and supports in their lives as a result of their participation; and 70% will report having the knowledge and goals that will help prepare them for college or other post-secondary education.</p> <p>The program met or surpassed the outcome objectives. 93% of the youth who attend regularly (n=28) report an increased number of positive opportunities and supports in their lives as a result of their participation; and 96% have set a personal goal to graduate college, 60% have done research about how to pay for college, and 71% maintained a GPA above 2.5.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
E. Asian Outreach Program	\$21,496	\$4,881	23%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> 30 unduplicated people will participate in monthly workshops on topics chosen by the residents; 55 families will be assisted by the Asian Outreach Program; of those families served, 45 will be from Kennedy Heights and 10 will be from the north side outside of Kennedy Heights.</p> <p>All goals were exceeded. 42 unduplicated people participated in the monthly workshops; 71 families were served by the Asian Outreach program. Each month there are ESL classes for adults and homework help for teens. Other topics of the monthly meetings included attending a school board meeting, enrolling in Koats for Kids and Toys For Tots registration along with fun/cultural activities. The Asian Outreach program helps families with doctor appointments, parent teacher conferences, completing housing applications and employment searches.</p> <p><u>Outcome Objective # 1:</u> 41 participants will have increased community living skills, awareness of resources, cultural norms, parenting skills and social skills.</p> <p>Goal exceeded. In response to a participant survey, 50 participants reported increased community living skills, awareness of resources, cultural norms, parenting skills and social skills.</p> <p><u>Outcome Objective # 2:</u> 28 of the participants will show an increased awareness and understanding of parenting skills.</p> <p>16 participants exhibited an increased awareness and understanding of parenting skills as observed by staff and a reduction in conflicts within each family unit.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
H. Girl Neighborhood Power	\$ 52,971	\$11,211	21 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide a daily after school/evening program focused on health, community service, career development and leadership to 30 unduplicated girls with an average attendance rate of 5 elementary, 10 middle and 3 high school age girls each day.</p> <p>This program surpassed the goal serving 41 unduplicated girls but fell short of the daily average of 8 girls. Fifteen girls participated in girls' council. Community service and health continue to be a strong focus of the activities.</p>			

Outcome Objectives: 75% of the girls will improve or maintain their GPA from Fall to Spring semester; and 75% of the community service host sites will report that girls exhibit positive attitudes and reflect positive connections to the community.

80% of the girls improved or maintained their GPA from Fall to Spring in the 2006-2007 school year; and 80% of the girls reported a stronger interest and connection to community service projects.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Notable/Significant Agency Events - 2007

Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
New staff were hired for the Early Childhood Program, After school, Girl Neighborhood Power and Youth programs. Staff turnover and hiring some of the part time positions have created some challenges.	
Efforts were made to recruit more residents to serve on the Board of Directors. The Executive Director also plays a key role in supporting and retaining resident Board members. These targeted efforts seem to be paying off.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
Instability of funding for Girl Neighborhood Power has caused some budget planning challenges.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
In 2007, the Early Childhood Program was reviewed by an OCS Child Care Specialist and remained Madison Accredited. In December 2007 the After school Program was also reviewed and continued to meet the <i>Madison Elementary School Age Standards</i> .	

Figure 1 consists of 15 subplots, labeled (a) through (o), arranged in a 5x3 grid. Each subplot shows a 3D plot of a wave function or probability density in a coordinate system with axes labeled x, y, and z. The subplots are organized into three groups of three, with the last group containing only two subplots. The subplots show the evolution of the wave function over time, with the time axis labeled 't' in each plot. The wave functions are represented by colored surfaces, with colors ranging from blue to red. The subplots show the wave function evolving from a simple, localized state to a more complex, spread-out state. The subplots are labeled (a) through (o) in the following order: (a) x-y plane, (b) x-z plane, (c) y-z plane, (d) x-y plane, (e) x-z plane, (f) y-z plane, (g) x-y plane, (h) x-z plane, (i) y-z plane, (j) x-y plane, (k) x-z plane, (l) y-z plane, (m) x-y plane, (n) x-z plane, (o) y-z plane.

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2007 Annual Service Report
 Lutheran Social Services
 Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Off the Square Club	\$125,174	\$39,995	32 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide 200 unduplicated individuals with Club services during the year, including 700 advocacy/interventions and 10,000 meals. To achieve an average daily attendance of 35-40 for Club activities and have at least 40 Club members participate in Club programs and activities.</p> <p>For the year, the program served 150 unduplicated individuals, with a daily average attendance of more than 43 attending club activities. A total of 10,045 meals were served to a daily average of 40 individuals. A total of 1,211 advocacy/interventions and referrals for supportive services were made during the year. Two "member employees" were transitioned to employment at LSS. New activities include a weekly member run mental health support group, and art therapy through VSA.</p> <p><u>Outcome Objectives:</u> Improve the well being of members through increased access to housing, food, employment and social relationships. Members are asked to assess their feelings on a scale of 1-5 daily. Those responding 1 or 2 receive assistance from the staff.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Gray Williams
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The agency hired a new program director at the end of 2007.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p>	

There are no funding issues to report for 2007.

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

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Madison Literacy Network (Formerly Madison Literacy Council)
Program Area II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Family First Literacy Program	\$ 70,000	\$ 12,969	19 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program seeks to increase the level of English language literacy and expand the parenting skills of limited English-proficient parents/extended family members in order to enhance the educational success of the young children of these families. Participants in the family literacy programs represent a wide variety of ethnic and cultural backgrounds, and all are experiencing cultural challenges associated with raising their children in the US. These goals are accomplished through two types of programming: ESL instruction at the Dane County Parent Council (DCPC) Even Start site and "English in the Schools" (EIS) programs at 4 elementary schools identified by MMSD as having high populations of "English Language Learning" (ELL) families.</p> <p>For the 2007, the number of students served for 12 hours or more was 138, which was about 10% more than the Family First staff predicted. A total of 3,975 student instructional hours were completed during the Spring and Fall semesters.</p> <p><u>Outcome objectives:</u> Families will foster a positive educational environment by increasing literacy activities in the home or parental involvement at the children's school. Learners will better integrate into and be more active in their community – families will use improving literacy skills to obtain, retain or advance in employment or achieve other community objectives such as a driver's license or a library card.</p> <p>Of those 138 participants, 127 learners (or 92%) participated more fully in the schools or increased literacy activities in the home (both self-report survey and program teacher observation). Of those 138 participants, 78% (or 107 learners) report that they participated more fully in the community. Several learners reported using new language skills at work and feeling more confident in their ability to learn more English and use the skills acquired.</p>			
Staff Completing Report		Oversight Body	
Leslie McAllister		CSC/II	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Leslie MacAllister

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

The organization changed its name in late 2006 from the Madison Area Literacy Council to the Literacy Network of Madison. Board continues to function well and be very active with the two main fundraising events – Literacy 24/7 Reading Marathon in the spring and the Literacy Network Run/Walk in the fall.

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

The Family First Literacy Program's "English in the Schools" (EIS) has expanded to include 2 new school sites – Falk and Sandburg – in addition to Lincoln and Leopold in 2007. With an increasing number of English-language limited families moving to the area, the Literacy Network predict another expansion of the EIS program in 2008.

In addition to the Family Literacy programs, the staff hope to expand their "civics literacy" programs. Literacy Network is eligible for federal funds that would allow them to expand citizenship literacy classes as well as work more closely with the technical colleges and the Workforce Development Board to develop more workplace-related literacy classes.

Reflecting the organization's name change, the name of their major fundraiser- Canterbury Run/Walk for Literacy - also changed to the Literacy Network Run/Walk. Staff report that the EIS programs have also helped expand the participation of school groups – teachers, PTOs and students – that participate in the Literacy Network Run/Walk.

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

None to report.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Millennium Soccer Club
Program Area IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. YIP-Youth Indoor Soccer	\$ 5,250	\$ 3,139	60 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> 48 boys and girls of diverse racial and ethnic backgrounds from the Allied Drive, Lincoln and Leopold School areas will play indoor soccer in two teams in the Winter season of the soccer league. This program complements the summer program, allowing low-income youth access to a year-round sports experience.</p> <p><u>Outcome Objectives:</u> (1) Increasing soccer and teamwork skills through evaluation by coaches of advances in ball control, passing, trapping, and teamwork. 2) Player satisfaction will increase. Comparison of interviews at preseason soccer camp with post-season interviews.</p> <p>Four teams with 62 unduplicated youth competed in the 2006-2007 winter season, nearly double the number from the previous season. The teams included a very racially/ethnically diverse group of boys and girls. Coaches reported that soccer and teamwork skills increased. 92% of the youth reported being satisfied with the program.</p> <p>Low-income youth who have participated in this typically inaccessible expensive indoor soccer program have been able to maintain and grow their soccer skills year-round. This has allowed them to pursue high school soccer and private clubs that have previously been unattainable due to the lack of contacts and skill lost when not playing year-round.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary O'Donnell
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>This agency continues to provide a very high level of service through volunteers with virtually no staff. Their Board of Directors, administrative volunteers and coaches provide a much needed service to low-income children in the City of Madison.</p>	

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

This program is not funded by the Community Resources Program in 2008. The indoor winter soccer program that has lost the funding will most likely not occur in 2008.

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

OCS staff have discussed potential funding sources for 2008 and beyond.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Neighborhood House Community Center
Program Area IV, I, III

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Youth and Families	\$ 77,056	\$ 27,585	36 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To improve developmental and interpersonal skills that lead youth to become self-sufficient and productive citizens by providing a variety of child, youth and family programs. To serve 285 unduplicated youth. On average, 15 youth will participate in Friday night recreation and/or After-School Drop-In. and 6 youth will participate in tutoring.</p> <p>The program fell short of the goals for unduplicated youth for 2007. Only 188 youth were served. The daily average of 19 for after school drop remained above the goal but the agency did hold Friday Night Recreation for most of the year. Tutoring surpassed the daily average goal serving 12 youth each day. Staff explained that due to illness and staff turnover program participation was down this year.</p> <p><u>Outcome Objectives:</u> Meet 80% of the 41 items included in the City of Madison Middle School Youth Program Standards; and 75% of the youth participating in the Youth Leadership Council will develop leadership abilities.</p> <p>According to staff and volunteer observation, and an internal evaluation, the program met 100% of the Standards; and according to a pre/post survey 100% of the youth developed personal leadership abilities.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Summer Children's Program	\$45,144	\$21,554	48%
Service Delivery and Annual Goals			

<p>Annual Goals: To serve 40 children in an 8-week summer camp designed to provide social, educational, cultural and recreational opportunities for children 7-13 years, with an average daily attendance of 30 children. The program will meet the <i>Madison Elementary School Age Standards</i>. In 2007, 55 children were served (the daily average attendance was 34). The program goal was exceeded by 38%.</p> <p>Outcome Objectives: 1) To improve participants positive race relations skills and cultural awareness. 100% of children were presented with frequent opportunities for youth to share their cultural background. 2) To build team skills and cooperation skills. Through observations and feedback from staff of outside projects, the behavior and maturity level of children were complimented. Outcome measures in both outcomes were inadequate.</p>	
Staff Completing Report	Oversight Body
Monica Host	ECCE Board/I

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
F. Senior Activities	\$13,139	\$1,917	15 %
Service Delivery and Annual Goals			
<p>Annual Goals: Provide 450 hours of senior support and 100 hours of social, educational and recreational programming. Serve 100 unduplicated seniors annually.</p> <p>For the year, one hundred and thirty-eight seniors participated in Neighborhood House activities. The Wednesday dinner program at Parkside had 59 unduplicated attendees. 39 seniors received information and referral services, and 46 received home chore services. 22 seniors volunteered at the agency.</p> <p>Outcome Objectives: To increase the likelihood that seniors will remain independent in their own homes. To increase the socialization opportunities for seniors.</p> <p>Pre and post surveys and attendance reports completed by staff, volunteers and participants indicated that Center activities increased participant's socialization and increased their interest in other activities.</p> <p>Service Delivery: The Executive Director announced she will retire in 2008, which will allow for new leadership and direction for the agency in 2008.</p>			
Staff Completing Report	Oversight Body		
Gray Williams	SCAC/III		

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	

In 2007, the illness and subsequent absence of Executive Director impacted the administration of the center as other staff try to fill in. This agency is thinly staffed to begin with so that created a number of challenges.

The long-term Executive Director is retiring in March, 2008. The Board began recruitment for the position in early 2008.

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

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

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

In 2007, OCS Child Care specialist provided consultation to the program to best meet the Madison Elementary School Age Standards. The program will be reviewed the summer of 2008.

OCS staff consulted with the agency on how to deal with the long periods of absence of the Executive Director.

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>Executive Director resigned at end of 2007. The Board expects to have a new E.D. on Board by the end of March. In fact the Board has already hired a new E.D. who is Tim Carlisle who was the E.D. a number of years ago.</p> <p>Planned "retirements" on the Council has provided an opportunity to work on increasing the racial diversity of the Council/Board and they have been successful in that endeavor.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Nothing significant to report.</p>	
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>No OCS intervention requested or required.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Omega School
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. GED/Basic Skills	\$170,163	\$86,904	51 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To enroll 250 basic skills/GED students, retain 140 students for 10 or more hours of attendance, assist 87 students to complete 1-4 sections of the GED and assist 62 students to complete the GED/HSED. To complete a career interest and aptitude survey of 75 students, assist 15 students with post-GED study, and to enroll at least 50 students in neighborhood-based programs. To recruit and utilize at least 25 volunteers.</p> <p>In 2007, 297 unduplicated students were enrolled in the Basic Skills GED program, with 233 achieving 10 or more hours of attendance. 85 students completed the GED/HSED and 123 students completed section 1- 4 of the GED. 219 students completed a career interest and aptitude survey, 18 students participated in post-GED study.</p> <p><u>Outcome Objectives:</u> Through instruction assistance adults achieve a GED/HSED diploma. 85 students achieved a GED diploma (annual goal 62), and the percentage of students achieving a GED versus total student enrolled improved (29% in 2007, 17% in 2006).</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
There are no administrative issues to report for 2007.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
There are no funding issues to report for 2007.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
No intervention needed or requested.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
OutReach
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Counseling/Education/Advocacy	\$58,948	\$23,575	40 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To have information/referral contacts with at least 14,000 individuals, provide advocacy/counseling and education services to at least 7,200 individuals, including peer counseling for 580, support group services for 1,595, workshops/presentations/speaking engagements for 350, advocacy services for 450 and community center functions for 4,225.</p> <p>In 2007, 16,564 contacts occurred during the year. 5,067 individuals received information and referral services, and 7,471 individuals participated in the counseling/education/advocacy programs. 225 received individual peer counseling, 1,815 participated in support groups, 825 individuals participated in 21 speaking engagements/workshops/presentations, and 5,157 individuals participated in community center functions.</p> <p><u>Outcome Objectives:</u> Increase client self-esteem through support group counseling and decrease homophobia through advocacy and educational services. The agency measured counseling sessions and number of participants both of which increased, as did the outreach and educational services although increased self-esteem and decreased homophobia were not measured.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
There are no administrative issues to report for 2007.	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Families United Network	\$244623	\$8,758	3.5
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To ensure that Dane County Families will be safe, strong, stable, and nurturing, enabling children to thrive and grow to their full potential. The program is for children whose parents have been identified as having an abuse problem or who are abuse survivors. Annual goals are to serve 65 children, who will develop the personal and interpersonal skills necessary to interrupt the cycles of violence in their lives.</p> <p>98 parents and 68 children were served through F.U.N. This far exceeds the contract Annual Goals of 65 respectively. Staff also report that they are making efforts to involve teens in program design, that they are separating teens into younger and older teen groups in order to better address their developmental needs. Staff also express dissatisfaction with the assessment tool they have used for the past 6 years to evaluate this programming. They are finding that the "Culture Free Self Esteem Intake 3" (CFSEI3) is somewhat problematic and does not approach kids from a strengths based perspective. They are researching/developing a new assessment tool and hope to incorporate it into their program reports by second quarter 2008.</p> <p>Program Outcomes were based on self reports of service impact in Consumer satisfaction surveys and indicated a high degree of satisfaction. (i.e. ` Clients strongly agree that they have experienced a reduction in stress, increases in positive family interactions, and are less likely to use corporal punishment.)</p> <p>In general staff report increasing poverty related challenges: homelessness of client families or extended families resulting in 'doubling up', increased mental health concerns with decreased access to mental health services. This may also be contributing to the increased rate of psychiatric hospitalization they report among their client families.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC/II	

Notable/Significant Agency Events – 2007	
Staff Completing Report:	Laura Noel
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>Agency recently announced they are changing their name to Canopy Center for Healing and Family Support Services.</p> <p>City staff has had several administrative contacts this year. Some key staff positions have turned over, including Stressline Coordinator. Staff and this contract manager have done some work this year in updating contract language. This staff encouraged agency administration to explore ways of capturing and recouping increased expense in serving clients in Spanish.</p>	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
No issues or concerns have been identified by the agency or the staff in this area.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
No issues or concerns.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Porchlight, Inc.
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
H. Transit for Jobs	\$68,000	\$40,000	58%
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> 1,800 unduplicated individuals will receive bus ticket assistance through the Transit for Jobs program.</p> <p>The program provided assistance to 832 unduplicated individuals. This shortfall is due in part to more people needing assistance for longer periods of time. An individual can get up to 75 tickets in a year and they have a growing number who are reaching this program imposed limit, thus reducing the number of tickets available for additional clients.</p> <p>The program is a very busy and popular part of the programming offered at the Hospitality House and they often run short of tickets before the end of every shift.</p> <p>4th Quarter demographics are as follows: 68% male, 10% were military veterans, 6% were victims of domestic violence, 81% were homeless and 51% had a disability.</p> <p>Porchlight has an MOU agreement in place with other partners in the Homeless Services Consortium for the distribution of tickets that include CAC, Interfaith Hospitality Network, Madison Jobs & Housing Partnership, St. Vincent d Paul Society, the Salvation Army and the YWCA.</p> <p><u>Outcome Objective # 1:</u> Of the 1,800 unduplicated people served, 500 of those (28%) will secure an income source.</p> <p>In 2007, of the 832 unduplicated people served, 171 (20%) secured an income source.</p> <p><u>Outcome Objective # 2:</u> Of the 500 people who secure an income source 75 (15%) will receive a monthly ride card from Porchlight for continued assistance.</p> <p>In 2007, of the 171 unduplicated people who secured an income source 96 (56%) were assisted with a monthly ride card from Porchlight.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>This agency has sound and complex administrative structures in place in part due to the requirements of other funding sources. The agency has struggled with the administrative costs associated with operating the program but has been devoted to using as much of the City allocation on direct service expenses (tickets) as possible.</p> <p>In 2007, the long-time Coordinator of the program left but due to sound administrative structures the program continued without interruption.</p>	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
<p>Administrative costs associated with operating this program have been greater than the agency originally anticipated when the program was created at the request of the City of Madison. However, the agency has been committed to finding other sources of funding to cover those administrative costs and use as much of the City allocation on tickets as possible.</p>	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
<p>OCS staff has consulted with the agency on the administrative cost issue and has written letters of support for multiple grant applications the agency has written to secure additional funding for this program.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Project HUGS
Program Area II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Parent Advocacy/Case Coordination	\$131,967	\$5736 (of that \$3327 was declined)	4%
Service Delivery and Annual Goals			
<p>Goal: Project Hugs will provide family support to 80 families impacting 125 youth.</p> <p>Outcomes: 1) Return or maintain identified youth in their home</p> <p>2) Parents will report an Increase in appropriate parental controls as indicated by pre and post intervention surveys.</p> <p>Agency reports that 56 families involving 39 youth and 79 adults were served. Of these 79% of adults were City of Madison residents and 60% of youth were City residents. Outcome measures were not compiled or reported. Agency struggled with service provision this year. New Director was hired in the spring, and was not able to hire a program staff (Family Consultant) for service provision until fall. Agency is working toward establishing services at Sennet Middle School as well as their current location in McFarland High School. Project Hugs was asked to become a member of the United Way's Delegation for Disconnected and Violent Youth.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC/II	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>New Director reports there were issues with client documentation, and infrastructure (financial records, client documentation, reporting) that she inherited when she came on in the spring. Director was the only staff until the Family Consultant was hired in the Fall. Director reports Board is supportive, and she is optimistic about being able to stabilize the program and improve service delivery in 2008.</p>	

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

Project Hugs will not receive City Funding in 2008 (They were cut in Council budget process) Due to Administrative and staff turnover they were not able to provide contracted services for a portion of the year and have voluntarily declined to bill for almost %60 of their funding. However, their County and United Way funding will continue. It is unclear at this time whether they will apply in the upcoming 2009-2010 funding process.

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

OCS staff met with Stacey Slotty several times in the past year by initiative of OCS, to assist in orienting the new director to the funding process and City reporting requirements, along with providing support and technical assistance.

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2007 Annual Service Report*
 The Rainbow Project
 Program Area II, I

**This report is not final as agency did not submit required documentation by deadline. A final report will be provided to CSC and ECCEB as soon as it is available.*

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Early Intervention/Treatment	\$563,471	\$94,018	17%
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> To assist parents and guardians in providing safe, nurturing and stable relationships to children who are victims of abuse, neglect, or witness/victim of domestic violence, or at risk by serving approximately 25 at any given time, enrolling 60 different children (actual 73) and 58 different parents during the year (actual 51), providing 40 different children with an individualized therapeutic and assessment program (actual 56) and provide 20 additional children with short-term consultation, assessment, referral and follow-up services (actual 20).</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> 1. Of the projected 750 individuals served, 600 will demonstrate improvement in child and adult emotional and social development and behavior. Actual number 710. 2. Of the projected 750 individuals served, 600 will have enhanced parent-child relationship, strengthening attachment and parenting skills. Actual number 710. <p>The agency met or exceeded its service goals for this program. Seventy-three children and 51 parents received comprehensive intervention/prevention treatment. Limited individualized therapeutic and assessment services were provided for 76 children. Forty-three children received support to be integrated into community settings.</p>			
Staff Completing Report		Oversight Body	
Lois Evenson		CSC/II	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Children of Violent Homes	\$29,713	\$17,213	58%
Service Delivery and Annual Goals			
See DAIS CVH report			
Staff Completing Report		Oversight Body	
Lois Evenson		CSC/II	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. PRIDE Project *	\$44,256	\$20,773	47%
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> To strengthen existing community child care services in the least restrictive and most cost effective manner, strengthen children's problem-solving and stress management skills, and reduce family isolation.</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> 1. Enriching knowledge, resources and skills of child care providers/educators and enhancing their ability to serve a greater number of special needs children and families. Target of 300. 2. Increase provider's awareness and utilization of other community agencies. Target of 300. <p><i>*This report is not final as agency did not submit required documentation by deadline. A final report will be provided to CSC and ECCEB as soon as it is available.</i></p> <p>The PRIDE Project was 100% funded through OCS with 47% funding through POS funding and 53% through CCCI funds. This funding level provided support to separate City Accredited Child Care Programs. This support consists of a blend of consultation, modeling, and training that is designed to enhance the emotional well being of children in care and the staff who work with them. Madison's changing demographics has created new challenges for early childhood professionals who work with our most vulnerable population.</p>			
Staff Completing Report		Oversight Body	
Lois Evenson		ECCEB/I	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Jolene Ibeling
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The agency has experienced turnover in the positions of fiscal manager, office manager and community service coordinator. The turnover in the community service coordinator position has impacted the ability of the agency to accurately report PRIDE program hours in a timely fashion. Furthermore, the turnover of the fiscal manager position has impacted the agency's ability to provide timely fiscal statements.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>The Rainbow PRIDE Program for 2008 will lose over 50% of its funding. These funds had been allocated through the CCCI funds. This cut in funding will impact the agencies ability to continue to respond to the growing number of requests for support and training from City Accredited child care programs.</p>	
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>OCS staff are working with Rainbow staff to complete 2007 reporting requirements.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Rape Crisis Center
Program Area V

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Crisis Line/Volunteers	\$ 63,288	\$53,204	84 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Ensure that sexual assault victims have immediate access to responsive crisis response/short term counseling 24 hours a day, 365 days a week.</p> <p>RCC received 1,365, including 519 crisis calls during non-business hours in 2007. They made 685 referrals, and trained 31 volunteers.</p> <p><u>Outcome Objective:</u> 75% of the RCC clients completing client satisfaction surveys (n=45) about their experience with the crisis line will indicate that they received the information they needed, and that they feel less immediate stress.</p> <p>Results: 54 clients provided useable feedback through surveys or comments. Of these, 78% agreed that the Crisis Line counselors provided the information they needed and 89% indicated that the service reduced their immediate levels of stress.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/V	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Community Education	\$ 98,636	\$11,695	12 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To increase knowledge of the issue of sexual assault and its' effects, while increasing the ability to recognize and strategies to intervene in abusive or sexually exploitative. This will be accomplished by providing education to at least 2,800 people and distributing 6,800 pieces of written material.</p> <p>RCC exceeded expectations providing community education to 4,472 community members through 181 engagements and 8,872 pieces of written material.</p>			

Outcome Objective: To increase knowledge of the issue of sexual assault and its effects, while increasing the participants' ability to recognize and strategies to intervene in abusive or sexually exploitive situations (number of evaluations=1,000). Participants will reports or demonstrate that their knowledge level increased as a result of the workshop.

The agency exceeded expectations. Community Education evaluations totaled 1,040 or 104% of the goal. Of these 852 (82%) indicated that the presentation helped to increase their level of knowledge.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/V

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Crisis Intervention/Short Term Counseling	\$ 99,994	\$ 93,589	94%

Service Delivery and Annual Goals

Annual Goals: To help reduce the negative long-term impact of sexual violence on victims through validation of feelings and improvement of coping skills for 384 individuals in counseling and 185 through information/referral.

The agency surpassed the goals by providing counseling to 425 individuals and information/referral to 197 individuals. Waiting lists were in place for all counseling services including: 267 for group counseling and 22 for individual counseling.

Outcome Objective (1): 85% of clients completing surveys will indicate that RCC services helped reduce the trauma associated with their assault.

Exceed expectations: 90% of 81 surveys received (113% of goal) indicated RCC services helped to reduce the trauma associated with their assault.

Outcome Objective (2): To increase victims' sense of safety and control over their lives to promote future healthy decisions and problem solving. (n=40).

Of 21 surveys returned, 86% reported that RCC services had helped to increase their sense of safety and control, and /or improved problem solving and decision making skills.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/V

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
No significant administrative issue in 2007.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
In 2007, this agency lost a significant source of funds from the University of Wisconsin due to a change in policy regarding the use of student fees.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS assigned a new contract manager to this agency. The new staff person met with the agency, reviewed the contract and consulted on City various requirements.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Respite Center
Program Area II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Respite/Crisis Child Care – Parent Support	\$749568	\$132164	18%
Service Delivery and Annual Goals			
<p>The program will meet Madison Accreditation Standards.</p> <p>Program Service Goals included the provision of childcare to 400 families and 700 children, and 27,000 hours of care in 2007. The Respite Center reports they met or exceeded goals for number of children and families served and they fell short of their goals on service hours (25,000) Approximately 16,000 of those hours were in overnight care. Additionally they report 2600 telephone contacts.</p> <p>Staff also report a rise in the number of children who came to the Respite Center more than six times a year (30% in 2007) Staff reports this gives them an opening to have a greater impact on that child and/or their family. Staff reports they are also seeing an increase in children who demonstrated difficult behavior (not defined).</p> <p>Outcome 1. 50 parents who are new to the Respite Center in 2007 and bring their children more than 6 times will state that using the Center helped them improve and/or maintained stability in their relationships with their children. Respite reported they exceeded this goal, however, their actual reported numbers are confusing. This staff will attempt to clarify this discrepancy.</p> <p>Outcome 2: 180 children who use services more than 6 times in 2007 will maintain or show improvement in social skills and resiliency in their ability to get along with other staff and other children. Respite reported 188 children met these criteria although it is unclear how this is being measured.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC/II	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Laura Noel
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>This staff spoke with Executive Director about updating contract program description and outcomes. Director also reported struggling with incorporating computer usage in service tracking, particularly around crisis calls. Director reports agency is stable financially and does not generally have issues with staff retention although a couple positions turned over this year.</p>	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
No concerns noted	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
<p>Regular introductory site visit last quarter 2007.</p> <p>In 2007, an OCS Child Care Specialist reviewed the child care program using the Madison Accreditation Standards. The program continued to meet these standards.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Simpson Street Free Press
Program Area IV, I

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Simpson Street Free Press	\$ 170,337	\$17,3373	10 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To include 50 unduplicated youth in publishing a bi-monthly newspaper with a circulation of 21,000, to spread a positive message of youth achievement and academic success, to expose youth to real-life experiences in journalism, and to encourage/support participating students to serve as role models for their peers.</p> <p>All goals for the year were surpassed. 52 unduplicated youth produced 7 issues with a circulation of 22,850. Simpson Street Free Press continues to provide youth opportunities to connect with a wide-variety of print media professionals and career opportunities. They also started an on-line book discussion group for middle school students and are working on an expanded on-line version of the SSFP publication.</p> <p><u>Outcome Objectives:</u> 90% of the participants will have the knowledge, skills and behavioral competencies to do well in school, get into college, and get good jobs.</p> <p>Teen-evaluations and performance reviews conducted by adult staff members focused on attendance, articles and book reviews completed and organizational work skills demonstrated that 94% of the participants met the outcome objective.</p>			
Staff Person Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/TV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Elementary School Summer Writing Workshops	\$16,000	\$16,000	100%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To offer summer workshops to 25 elementary students that emphasize writing, reading math, and using computers. 25 children (21 daily average attendance) were served in the SSFP summer workshops. Program goals were met.</p>			

Outcome Objectives: 1) To improve academic skills of elementary participants. 84% of students participating showed improvement in their writing. The summer workshops included exercises such as identifying a topic, research, answering the 5 W's (who, what where when why), creating an outline, working drafts, and producing a final article. The special summer issue of the Simpson Street Free Press was distributed throughout Dane County.

2) Build writing and leadership skills for high school students who act as assistant teachers. Self-evaluations and performance reviews reflected that high school students experienced valuable mentoring and leadership opportunities by working in the Summer writing Workshops.

Staff Completing Report	Oversight Body
Monica Host	CSC/IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. YIP – Museum Series	\$ 21,242	\$ 2,242	11 %

Service Delivery and Annual Goals

Annual Goals: This program planned to train and supervise 50 unduplicated teen writers and 5 guest student reporters. The participants will visit and write about at least 6 museums in Wisconsin.

Surpassed all goals, 52 unduplicated teen writers and 6 guest student reporters visited 25 Wisconsin museums.

Outcome Objectives: Improve 90% of participants' researching, interviewing, and writing skills and spark in interest in Wisconsin's museums amongst 200 young people in Madison.

Student writers learned to ask thoughtful, detailed questions to make their stories come to life. Students always submit several drafts and complete their own editing prior to publication of any article. The paper received at least 237 e-mail messages and letters in response to the articles about the museums.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Mary C. O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
Although there has been some movement of duties amongst the director and lead staff, the transition has gone smoothly.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
No significant funding losses or gains to report.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
The ECCEB approved a motion to move the Summer Workshop series under the oversight of the CSC beginning in 2008.	
OCS staff observed program activities and attended two special events for this agency.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
South Metropolitan Planning Council
Program Area VII

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. General Operating Support	\$158,621	\$53,996	34%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u></p> <p>1) Developing social relationships and ties that facilitate collective action: Facilitate meetings of Youth Services Advisory group which is working on youth employment and education issues; Working with Park Street Partners to launch campaign that promotes positive assets of South Madison; Facilitating Penn Park Partners to create more positive programs & activities in Penn Park to increase safety in the park; applying for City neighborhood grant to conduct Family & Community Town Suppers model to south Madison for a dialogue on public safety; Working with partners on the South Madison Housing Community Team; Completed 109 interviews with residents to document Local Residents' Viewpoints and Experiences and shared the finding with neighborhoods, partners, City staff, etc.</p> <p>2) Engaging with minority populations: Working with Nehemiah Community Development Corp on their development project in south Madison; Sponsor for Juneteenth Celebration; work with NAACP and participate in MLK celebrations.</p> <p>3) Building internal organization, funding base, and working on other administrative and organizational development: Working on letters of intent for several foundations and fundraising from local businesses; Southern Exposure Newspaper continuing to increase it's advertisement revenue</p> <p><u>Outcome Objective # 1:</u> Assist 3 neighborhood associations with sustainable leadership structures. SMPC worked with Capitol View, Bram's Addition and Burr Oaks neighborhoods on leadership issues.</p>			

Outcome Objective # 2: Assist one neighborhood with no organized association help form a neighborhood association.

Capitol View Neighborhood Association has been officially formed with a core group of 6 people have been meeting for 8 months to lay the foundation. Capitol View Association is now also represented on the SMPC Council.

Staff Completing Report	Oversight Body
Lorri Wendorf	CSC/VII

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
After several months without an Executive Director, a new Director (David Smith) was hired in April, 2007.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
The SMPC is working to expand and diversify their funding base through support from foundations and local businesses.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS has provided a number of technical consultations with the new Director. The Weed and Seed Coordinator works closely with this agency as a significant partner in South Madison.	

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2007 Annual Service Report
 TAPIT/New Works
 Program Area IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. YIP – Creative Arts Residencies	\$ 16,747	\$ 4,252	25 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> 18 youth from Atwood Community Center and 18 youth from Orchard Ridge Elementary School will participate in a creative arts residencies that include developing and performing a piece using the disciplines of theater, dance, music and visual arts.</p> <p>TAPIT/New Works met all service goals including 19 youth from Atwood and 20 children from Orchard Ridge. The hands-on workshops focused on creative writing, movement, acting, video, understanding print media, internet news, radio and TV news.</p> <p><u>Outcome Objectives:</u> Participants will improve: reading, writing, presentation skills, self-esteem, understanding of the arts, media literacy, physical coordination, movement awareness, dance ability, video design skills and use of internet tools.</p> <p>Workshops and performances showed improved writing and reading skills through development and refinement of the script. Through the development of dances and raps, students improved movement awareness, learned about rhythm, tempo, choreography and voice projection. The also created a video of the final performance.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
No notable administrative issues.	

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

This program is not funded through the Community Resources Program in 2008.

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

OCS staff has written letters of support for this agency's application for funding through State and private grants.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Tenant Resource Center
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Housing Counseling/Education/Outreach	\$107,213	\$43,550	41 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide tenant/landlord education services for at least 6,500 individuals, regarding application procedures, rental agreements, evictions, breaking of leases and other landlord/tenant issues. To conduct 24 workshops/presentations for at least 360 individuals, prepare 12 public service announcements and 10 media presentations reaching an estimated audience of at least 25,000 people. Publish 6 newsletters with distribution to 1,200 individuals and prepare at least 6 articles or informational pieces to other neighborhood and/or agency newsletters.</p> <p>For the year, 4,731 individuals received tenant/landlord education services in person, by phone or by e-mail. The service made 636 referrals to the City's Building Inspection Unit, 469 referrals to the State's Consumer Protection Office, 860 referrals to Small Claims Court, 117 referrals to the Housing Help Desk, 21 referrals to the City's Equal Opportunities Commission. Major education issues involved evictions/lease termination, security deposits, repairs/code violations, and rental renewal agreements. Approximately 69% of services were provided to low or very low-income individuals. Service goals for workshops, newsletters, public service announcements, and media presentations were met or exceeded.</p> <p><u>Outcome Objective:</u> Increase the knowledge of rental rights and responsibilities and provide information to low-income clients to help them make informed housing decisions.</p> <p>The agency measured the number counseled but did not measure whether clients could make better decisions as a result of the counseling sessions, or if tenants and landlords had increased problem solving skills.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Gray Williams
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
No notable changes.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
In 2007 the agency received less funding from two of its funding sources, the federal government and the University of Wisconsin. This affected the level of services, which were below 2006 levels. Through increased fund raising efforts and reapplication to the University, the agency hopes to recoup the losses in 2008.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS staff met with TRC staff several times to discuss possible service reductions, and hours of service, resulting from funding cuts.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
T.J.'s Support Brokerage
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Madison Apprenticeship Program	\$115,985	\$ 21,000	18%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To enroll 60 students in the 2007 calendar year in 144 hours of class time.</p> <p>The program enrolled 54 students in 2007 and provided those students with 276 hours of class time. Of the students served, 18 were male and 36 were female; average age of the student was 28; education levels ranged from 8th grade to having a Bachelor's Degree; average income of students for the previous 3 months was \$767/month.</p> <p>Outcome Objective Goal # 1: 35 students will complete the program and exhibit decreased negative behavior and increased knowledge and self-esteem.</p> <p>The program met this outcome goal.</p> <p>Outcome Objective Goal # 2: 35 graduates will return for follow-along services to ensure stability in their new life.</p> <p>The program exceeded this goal by serving 45 returning graduates.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>There are no administrative issues with this agency.</p> <p>They have a small but functioning Board of Directors. OCS staff have encouraged the agency to try and get one or more "notables" on their Board to help elevate the visibility of the program and to help with fundraising.</p>	

The MAP program is gaining respect in the larger Madison Community. Religious leaders on Madison south side have contracted the E.D. about starting satellite programs on the south side for those that can't get to Allied Drive. The program is highly respected by residents in the Allied Drive neighborhood as well as the surrounding community. The program has also gotten the attention of several political leaders in Indiana who want the program to operate there.

The MAP program is part of an employment partnership in Allied Drive along with the YWCA and Urban League. The partnership had some challenges in 2007 but with new Urban League staff in 2008 they hope the partnership will be more effective.

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

Funding continues to be an issue for the program. In 2007, the agency became a United Way agency but received less financial support from United Way than was originally anticipated. With the help of a private business, the MAP program conducted a fundraiser entitled The Power of One that raised several thousand dollars. It is anticipated this will become an annual fundraiser.

The agency is fortunate to get a good deal on their space lease in the shopping mall in Allied. However, the space has needed a lot of physical improvements that are often unexpected.

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

Close contact with this new program but no intervention required.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
United Asian Services of Wisconsin
Program Area VI, III

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Community Assistance	\$62,472	\$29,158	47 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide community assistance services to at least 1,160 unduplicated clients, and provide supportive services in the following areas: mental health-350, health services-1,945, information/referral/outreach-900, translation/interpretation-1,200, home management-160, orientation services-75, and volunteer services-1,050.</p> <p>For the year, 2,000 unduplicated clients were served through the community assistance program, significantly above the goal level. Supportive services were provided as follows: mental health – 350, health – 1,946, information referral/outreach - 903, translation/interpretation – 471, home management - 171, orientation services - 78, and volunteer services – 1,053. A child care class drew 7 attendees and 30 students attended ESL classes</p> <p><u>Outcome Objective:</u> Access to services and self-sufficiency will increase as a result of program services. The agency measured levels of access through service levels, case note and daily logs but did not evaluate if individual clients were more self sufficient as a result of this access.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Gray Williams
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>Although the Board of Directors met regularly there were several contentious issues that were not completely resolved in 2007 including the relationship with the Executive Director, Board elections and Board recruitment.</p>	

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

The agency's revenues have declined in recent years partly because fewer new refugees are arriving in Dane County. The agency has had difficulty defining its key service area – employment, translation, youth services – because of reduced funding, other agencies providing similar services and changed needs of the refugee community.

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

OCS staff met with Board members and the Executive Director. The state, the major funder of UAS, is leading an effort to help resolve the Board issues

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Urban League of Greater Madison
Program Area IV, II

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
F. Schools of Hope/Youth Resource Centers	\$ 440,433	\$ 31,184	7 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program seeks to improve students' academic skills with special focus on math skills, increase the number and quality of school-family-community partnerships, increase the number of volunteers prepared to work with youth, and facilitate the sharing of best practices strategies and continuous improvement opportunities among paid staff and volunteers through improved collaboration and coordination.</p> <p>For the 2006-2007 school year, 442 tutors worked with 603 youth for nearly 18,000 hours. Tutors provided a total of 23,305 hours of service. The Schools of Hope collaborative offered four training workshops to tutors in 2007. The program continues to face challenges in recruitment due to Federal cuts in student aid that previously funded many of work-study students.</p> <p><u>Outcome Objectives:</u> Improve the math and literacy skills of 80% of the middle school age participants so that they are prepared to take algebra when they enter 9th grade. 75% of students that attend regularly will demonstrate a positive attachment to school by reaching the district's 94% attendance goal.</p> <p>MMSD switched to a new online student data management system for the 2006-2007 school year. Unfortunately, access to this new system for Urban League and MSCR staff was deemed a low priority. The Urban League worked with numerous MMSD officials to overcome this challenge with little success. Fortunately, as of the March 2008, the League has secured a commitment from Kathy Price, MMSD Community Partnerships Coordinator and Kurt Kiefer, MMSD CIO of the Department of Research and Evaluation, to make this data available beginning with the 2007-2008 school year. Although the specific data was not available, summary information reflected a generally positive trend in academic performance in mathematics for students of color. MMSD officials have acknowledged that the math and other academic tutoring services provided through Schools of Hope have contributed to this increase.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
G. MLK Jr. Achieving Greatness Through Service Day	\$ 35,932	\$3,431	10 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Expose a diverse group of 25 youth to leadership opportunities through Youth Planning Council. The Council serves as the organizing committee for the Martin Luther King, Jr. Service Day, an event involving several hundred youth from diverse racial/socioeconomic backgrounds focused on community service, and several other events focused on community building activities that include a cultural component. In addition, 200 youth will attain the President' Service Award for 100 hours of volunteer service.</p> <p>A diverse group of 35 unduplicated youth planned the 2007 MLK Jr. Achieving Greatness Through Service Day and 111 youth received the President's Service Award. The theme for the 2007 event was "Strength Does Not Equal Violence". <i>Educational workshops included Youth Leadership & Volunteerism, College Readiness, Race & the Media, Becoming a Lawyer, and A Male Empowerment Session.</i></p> <p><u>Outcome Objectives:</u> At least 18 youth from diverse racial backgrounds get to know each other better by meeting together regularly to plan and monitor the 100-hour Challenge; and as a result at least 100 youth will earn the President's Service Award.</p> <p>A racially and ethnically diverse group of 35 youth met regularly and provided support to 111 youth who earned the President's Service Award.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
K. Fatherhood Responsibility Program	\$121,574	\$5,002	4%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program seeks to strengthen families through its support of the fathers of economically disadvantaged children. The Fatherhood Responsibility Project works with fathers to increase their levels of financial support for and personal involvement with their children. Clients receive a variety of services including, but not limited to: individual case management, resume/interview skills, employment referral, advocacy within the Court system, parenting support, planned Father-Child activities and peer support.</p>			

In 2007, 133 men were served by this program, 80 with more intensive services and 53 with less intensity. Thirteen (13) of the total were recruited from the Allied neighborhood. The majority (74%) of the men provided more intensive services (80 of the 133) were African/African American and between the ages of 20-54 (93%).

Outcome Objectives: 75% (or 95 of 125 participants) of the non-custodial fathers will have provided increased economic stability for children. 85% of the fathers involved with the program will have become more active and engaged in the lives of their children.

67% of the 80 participants receiving intensive services (or 55) secured employment and increased the financial support provided to their child(ren). No data was reported for the other 53 participants. ULGM staff did not provide outcome data for the other 53 participants. Also, data related to the second outcome – that measures engagement with children - was not consistently collected and is not available.

The Fatherhood Responsibility Program has been challenged by higher than anticipated employee turnover - in the last year, lead staff has changed more than three times. In addition to the challenges, there have also been some promising developments for the program. First of all, the Fatherhood program has acted and continues to act as a referral source for some of the Allied participants in the ULGM employment partnership project (funded by CDBG). Also, ULGM staff have been working more closely with employers to develop pilot training programs that benefit both the program participants as well as the prospective employers. Similar to the Allied employment partnership, Fatherhood program participants have been referred to those pilot training programs.

Staff Completing Report	Oversight Body
Leslie McAllister	CSC/II

Notable/Significant Agency Events - 2007

Staff Completing Report:	Mary C. O'Donnell
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
Led by a new Executive Director and a strong Board of Directors, Urban League continues to define its role in the community with an increased focus on job and economic development.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
Urban League has been successful in securing funding for new job support and economic development initiatives.	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
OCS staff continues to work closely with Urban League on several collaborative initiative including Schools of Hope and efforts in the Allied-Dunn's Marsh neighborhood.	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Vera Court Neighborhood Center
Program Area IV, I, VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Youth Program	\$ 41,124	\$11,557	28 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide educational and recreational programs to 75 unduplicated youth with a daily average of 15 youth participating in at least 400 hours of after-school programming. In summer, to provide 15 youth with 273 hours of programming.</p> <p>Vera Court met the process goals during the school year serving 78 unduplicated youth with a daily average of 15 during 406 hours. Summer goals were also met or surpassed, with 15 unduplicated youth served during 367 hours program activities. In 2007, they created a Youth Advisory Board. The Board created their own by-laws and a mission statement. The Board is implementing strategies on how to better organize the hallway and planning to apply for a By Youth For Youth grant.</p> <p><u>Outcome Objectives:</u> 20 regular youth participants will benefit from positive engagement by serving as role models to an elementary age participant; and 25 youth will engage and make positive contributions to their neighborhood and the greater Madison area through educational, cultural and community service opportunities.</p> <p>30 middle school youth served as mentors to elementary students (150% of goal) and 34 youth provided community service to the neighborhood (136% of goal). 15 youth attended the summer camp and engaged in positive activities in the neighborhood and Madison community.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
E. Girl Neighborhood Power	\$ 43,000	\$11,211	26 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide a daily after school/evening program focused on health, community service, career development and leadership to 65 unduplicated girls' ages 9-14 years with a daily average attendance of 10 elementary, 10 middle and 2 high school age youth.</p>			

For the year, Vera Court's GNP program included 51 unduplicated girls with a daily average attendance of 7 girls. Twenty-eight girls have participated in Girl Inc. curriculum and 7 girls on have been involved with the girls' council.

Outcome Objectives: 75% of the girls will improve or maintain their GPA from Fall to Spring semester; and 75% of the community service host sites will report that girls exhibit positive attitudes and reflect positive connections to the community.

The program nearly met both outcome goals. Grade reports for the 2006-2007 school year showed that of 71% of the girls who attended regularly improved their GPA from 1st to 4th quarter. 97% of the girls reported a stronger interest and connection to community service projects.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	CSC/IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
F. Youth Leadership	\$ 26,867	\$8,164	30 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program aims to serve 30 unduplicated youth with an average weekly attendance of 10-15 in 400 hours of leadership development programming.</p> <p>This program surpassed their process goals serving 40 unduplicated youth with an average attendance of 16 youth over 402 program hours. The Youth Leadership group is very interested in national political activity and has done research into candidates and their voting histories. Following their research they conducted a mock election. 30 participants also took part in a study skills workshop series in 2007.</p> <p><u>Outcome Objectives:</u> At least 70% of the youth will indicate an increase of positive opportunities available to them; and at least 70% of youth will report an increased perception of being supported by their peers and adults in the group.</p> <p>92% of the youth reported an increase of positive opportunities available to them and 97% reported an increased perception of being supported by their peers and adults in the group.</p>			
Staff Completing Report	Oversight Body		
Mary C. O'Donnell	CSC/IV		

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
H. RISE	\$ 20,164	\$8,164	41 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide academic support and encouragement to 30 unduplicated youth with a daily average attendance of 10-15 youth.</p> <p>Thirty-four youth were served with a daily average attendance of 13 surpassing goals set for 2007. New staff were hired in the Fall of 2007 with a smooth transition for program activities. Most participants in 2007 were 6th graders so the program focused on maintaining high expectation of self-discipline as the youth were faced with increasing academic demands at middle school. The program continues to have very strong relationships with school staff.</p> <p><u>Outcome Objectives:</u> At least 65% of the RIZ participants will increase or maintain a high level of academic success as measured by a 3.0 GPA or higher; and at least 65% of the RIZ participants will improve their reading skills.</p> <p>81% of the youth increased or maintained to reach a 3.0 GPA; and 68% of the youth improved their reading skills as reported by teachers and homework surveys.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
J. Latino Resource Center	\$13,974	\$4,036	29%
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> The Latino Resource Center will have 1000 duplicated contacts with Latino residents and 200 unduplicated contacts; they will serve 30 unduplicated residents in their Spanish computer classes.</p> <p>The Latino Resource Center exceeded their duplicated goals (1,057) and exceeded their unduplicated goal (217). They did not hold any computer classes in 2007. They had low interest on the part of Latinos in the Spanish computer classes. The Center responded by providing programs that were being asked for by participants such as Women's support group, nutrition and exercise classes, craft classes and cooking classes. In addition informal ESL and English conversational classed were offered. In the summer, they received a Madison Community Foundation grant of \$15,000 to upgrade the computer lab. Upgrading and redesigning the lab continued from fall through winter and will reopen in 2008.</p>			

Outcome Objective Goal # 1: 80% of Latino Resource Center uses will report above average overall satisfaction with the center and the services/programs provided

100% of residents surveyed (30) reported above average satisfaction with Latino Resource Center and the services/programs provided.

Staff Completing Report	Oversight Body
Lorri Wendorf	CSC/VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
K. YIP – Integration	\$ 3,431	\$ 3,431	100 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Outreach and recruitment to link 78 northside youth with fee based activities and programs sponsored by the University of Wisconsin, organizations and business that are not ordinarily accessible by these youth and typically do not have collaborative relationships with organizations serving Madison's challenge neighborhoods.</p> <p>For the year, 90 unduplicated youth participated in programs in the following areas, technology, athletics, science, cultural/ethnic programs, sports, environmental and educational. There were several collaborative efforts with the University of Wisconsin and other community resources.</p> <p><u>Outcome Objectives:</u> Summer Camp participants will be introduced to a minimum of 40 hours of educational and cultural opportunities outside of the neighborhood and after school participants will also have access to integrated activities.</p> <p>Both outcomes were met by camp and after school attendance at the activities described above.</p>			
Staff Completing Report	Oversight Body		
Mary C. O'Donnell	CSC/IV		

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>The Vera Court Neighborhood Center continues to operate both the Vera Court Center as well as the Bridge Lake Point Neighborhood Center.</p>	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
<p>Due to loss of funds, as of January 1, 2008, this agency will no longer be a part of the Girl Neighborhood Power/Girls Inc. collaborative initiative. However, the agency did secure additional funds through the City budget to continue their girls' program at a slightly decreased level.</p> <p>The agency sought and received additional funding through the Common Council for 2008 to help with the larger numbers of elementary school age children needing service in the Vera Court neighborhood. Mendota Elementary school after school program is full to capacity and the Center is trying to meet the needs of all the rest of the kids.</p> <p>In addition to the program dollars that go to this agency, in 2007 the Office of Community Services contributed \$46,053 in CORE funding to this agency. The CORE program is overseen by CDBG</p>	
3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.	
<p>In 2007, an OCS Child Care Specialist reviewed the Summer Camp and found a high level of compliance with the <i>Madison Elementary School Age Standards</i>.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
Wexford Ridge Neighborhood Center
Program Area I, IV, VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Jefferson Youth Resource Center	\$ 80,004	\$ 24,750	31 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> This program will provide opportunities to 30 unduplicated youth with a daily average of 18 to participate in fun, supervised and structured activities as a positive alternative to involvement in high-risk activities during the after-school hours.</p> <p>This program greatly surpassed their annual process goals for 2007, serving 208 unduplicated youth with an average of 28 youth per activity. Daily attendance continually rose throughout the year as staff hired early in the year established relationships with youth, parents and school personnel. Collaborations with the University and media art professionals have added new program components.</p> <p><u>Outcome Objectives:</u> Youth will increase their sense of self-awareness through involvement in a variety of activities that are built around the diverse learning styles, strengths and interests of participants; and low-income and minority middle school age youth are supported and empowered to make a difference in their own lives and the lives of others through community service projects and events.</p> <p>These outcomes were measured and met through daily attendance, a task matrix and activity reports.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
D. Project Teen Build Up	\$ 43,676	\$ 7,731	18 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> Project Teen Build-Up (TBU) engages youth around issues that they identify and supports you in taking action in the community and education other teens on these issues. TBU plans to serve 20 unduplicated youth with 15 core leaders and an average attendance of 8 teens at core leader meetings. TBU will provide at least 10 community action activities or trainings.</p>			

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

In Spring of 2007, an OCS Child Care Specialist met with Wexford staff to discuss the low enrollment and attendance of the program, even with the high number of older children in the community. Decisions were made to maintain numeric goals for service, recruit underserved population of 3-5th graders, institute additional quality program practices (outside active play, more free choice) and hire a male staff person (AmeriCorps). These changes brought older boys into the program but created additional challenges with behavior management.

In October 2007, OCS Child Care Specialists staff reviewed the program using the Madison Elementary School Age Standards, identified a number of deficiencies. OCS staff worked with the agency to address those components of the program. This winter additional complications occurred when the lead staff person was injured in a car accident. This resulted in a major overhaul of the program as staff continues to work on improvements and prepare for the move to the new center.

OCS staff are providing ongoing consultation around administrative structure and supervision, Board functioning and transition issues to the new Center.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
WilMar Neighborhood Center
Program Area III, I, IV

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
C. Teen Program (SOAR)	\$ 14,646	\$1,556	11 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> The Teen Program plans to provide safe places and activities for youth to develop social assets by serving 70 unduplicated youth with an average attendance of 10 youth at each activity and provide at least 100 hours of community service.</p> <p>In 2007, the program surpassed all process goals serving 170unduplicated youth with a daily average of 13 youth. There were 60 teen council planning meetings and youth provided 241 hours of community service. Teens have been involved with staging concerts and hosting special events at the Center, serving as leaders and volunteers side-by-side with adults.</p> <p><u>Outcome Objectives:</u> Increase confidence, positive interaction and conflict resolution skills of 75% of active participants through a 25% improvement of social skills.</p> <p>83% of the participants showed improved social skills as measured by a survey adapted from the Cabrillo Tidal Pool.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC/IV	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The long-time assistant director who was also the lead of the elementary and teen programs, left the agency after many years.</p> <p>The Board is exploring doing some significant building renovations in 2008.</p> <p>This Center is actively involved in a number of larger community events/efforts that impact their neighborhoods.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2007 Annual Service Report
YWCA of Madison
Program Area II, I, IV, V, VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
B. Third Street	\$ 94,724	\$ 17,037	18%
Service Delivery and Annual Goals			
<p>Contract goals included 24 mothers and 24 children to be served. The program served 20 mothers and 21 children respectively. Contributing factors include a significant turnover in residents just prior to the contract year, and increasing economic challenges for the families being served which seems to be prolonging their length of stay (increasing child care, and transportation costs and accessibility issues) . Exceeded both outcome goals which focused on increasing knowledge of and comfort with parenting (self report survey instrument), and move toward self sufficiency (secure new employment or apartment). Staff reports average length of stay (anecdotally) to be approximately one year. Staff reports increasing concern about health and wellness issues with the population they are seeing, i.e., obesity, high blood pressure, asthma in kids.</p> <p>Over the last year they have developed two new collaborations. The UW Nursing School has come in to do workshops on nutrition and wellness, and has engaged residents in discussions about effective public health education for their populations. For example, one clear message the nursing schools came away with from the African American residents in the group was to not focus on losing weight or getting skinny, but to talk with them about their health, and learning and practicing good health habits to stay healthy and strong. They are also now working with an African American professional women's group called "Women in Focus" on literacy issues for women and children and mentoring. In the last year they have also through their work with the CDA received 7 project based housing vouchers, which ensures that when the women leave the program, they can take the vouchers with them and pay only 30% of their income in rent.</p> <p>In the next funding cycle, staff report they would like to increase their Children's program coordinator to full time. Currently she is shared with other Y programs at 30 hours and provides only 12 hours a week to this program. The City currently funds a portion of the case manager's salary. They would like to do more family focused activities, and possibly a homework group.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC/II	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
J. Girl Neighborhood Power – Southwest Madison	\$ 23,309	\$11,211	48 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To provide a daily after school/evening program focused on health, community service, career development and leadership to 25 unduplicated girls' ages 9-14 years with a daily average attendance of 6 elementary and 9 middle school age youth.</p> <p>Since this program moved to the Wisconsin Youth Company in the Fall of 2005, it has become an important resource to the SW Madison community. 22 unduplicated girls were served in 2007, including 15 middle school and 7 high school age girls with a weekly average attendance of 17. In addition, 16 girls participated in Girls Inc. curriculum. The group has been very active with community events and service projects.</p> <p><u>Outcome Objectives:</u> 75% of the girls will improve or maintain their GPA from Fall to Spring semester; and 75% of the community service host sites will report that girls exhibit positive attitudes and reflect positive connections to the community.</p> <p>Only 33% of the girls improved or maintained their GPA from Fall to Spring in the 2006-2007 school year. Since the Fall of 2007, academics have become a major focus of the program. 100% of the girls reported a stronger interest and connection to community service projects.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC /IV	

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
K. Girl Neighborhood Power – Management	\$ 197,752	\$11,211	6 %
Service Delivery and Annual Goals			
<p><u>Annual Goals:</u> To support the Girl Neighborhood Power direct service sites through collaborative activities, training, program evaluation, fundraising, coordination of GNP citywide events and link GNP to community events.</p>			

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
Z. Community Assistance Rides	\$159,222 (operating for Y & Z combined) All start-up \$89,267 (Start-up match for Y & Z)	\$18,284 (operating for Z only) \$43,000 (one time start-up costs for Y & Z combined)	11% (operating 48% (one time start-up costs for Y & Z combined))
Service Delivery and Annual Goals			
<p><u>Annual Goal:</u> 1,500 rides will be provided during the day to medical, mental health and other essential appointments.</p> <p>This service was provided previously by the Women's Transit Authority. The agency went out of business and no services were offered in 2006. In 2007 an RFP was conducted and the YWCA was selected as the contractor. The YW Transit program became operational in June, 2007.</p> <p>In the six month period the program was operational, they provided 1,840 day-time rides to medical, mental health and other essential appointments. They recruited and trained 8 volunteers who provided 295 hours of service; they received 80 referrals from 35 different referral sources.</p> <p>Outcome Objective: No clear outcomes were established for the first year of this program. Staff will be working with the agency in early 2008 to establish meaningful outcomes.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC/VI	

Notable/Significant Agency Events - 2007	
Staff Completing Report:	
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
<p>The YWCA continues to have a strong administrative structure and seek out new roles in the community. They were selected and began a new Driver's License Recovery program and the YW Transit program in 2007.</p>	