

2008 Annual Service Reports  
OCS Staff Responses to Questions from CSC Members

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**Acorn**

Question: Did they even spend their entire VITA budget, given their relatively low level of activity (AS)

Answer: ACORN spent their entire VITA allocation from the City of Madison. Staff worked as contracted. Much of the lower numbers were due to bad weather and less outreach because of staff turnover. (LW)

Question: Any word on final results for this tax season? (JB)

Answer: ACORN is no longer the contractor for the VITA service in 2009. The CSC funded MAP to take over the program due to lack of Madison staff from ACORN. Through March (1<sup>st</sup> quarter report, not full tax season), they did 89 returns (goal was 300), generated \$73,042 (goal was \$300,000) through the first quarter, not through full tax season.

Change in outreach component (unable to do it as it had been done in the past) and loss of Weed and Seed Coordinator who did a lot of outreach and technical assistance to this program. (LW)

**Allied Wellness Center**

Question: I was surprised to see “30 residents will receive substance abuse outreach.” It seems we are distancing OCS from service the County provides. I am not saying providing substance abuse outreach is a bad thing.

Why were so few Welcome Dinners held? 18 in goal and 3 were held? (MCL)

Answer: OCS funding provides for the Parish Nurse time and being a holistic wellness center, she provides services for a variety of health related issues. In addition, the Parish Nurse has been funded by the City (through an Emerging Neighborhoods Fund grant) to do AODA outreach and support groups so she reports on it with this report too.

Fewer Welcome Program Dinners were held for two reasons: The goal was to serve 25 people during 18 Welcome Program Dinners. Fewer dinners were held but they surpassed the goal number of people to be served, and 2) they have to fundraise for most of what is needed for the dinners and welcome bags and that has been challenging. They were able to help more people, they just did it more efficiently with fewer Dinner events. (LW)

**Bayview Foundation**

Question: In program A was the annual goal of 140 youth an unduplicated count? Were the daily attendance numbers average? (AS)

Answer: Yes it was an unduplicated count and that was the daily average number.

Question: In program B it seems rather futile to have an objective of “regularly” attending if they don’t, or can’t, report on the outcome, why not? (AS)

Answer: Staff are working with this program on outcomes.

Question: In programs A, B and C the agency did not collect specific outcome data or use any outcome measurements tools. Why not? When can OCS expect the data? (MCL)

Answer: The agency did submit a completed outcome report. However, the report just reiterated the service goals and did not demonstrate impact. Staff will be working closely with Bayview staff in the next year to develop and produce better outcome measurements.

Question: In the AfterSchool/Elementary & Middle School program how many youth were involved in the spring and fall cleanups and the Hmong New Year presentation at Franklin and Randall? (JB)

Answer: In the Spring of 2008, we had 16 youth participants (10 elementary and 6 middle schools) who helped with our annual community clean-up (pick-up trashes, rack leaves...). The clean-up was scheduled on Saturday, April 26, 2008, from 1-3:30 pm.

In the fall, we had 20 youth participants (13 elementary, 5 middle and 2 high school students) who participated in the Fall clean-up, scheduled on Saturday, November 8, 2008, from 1-3:30 pm.

The Hmong New Year at Franklin was pushed back to early January 2009 because of the school had to be closed due to a snow storm. Only Hmong students at Randall Elementary School were transported by bus to Franklin Elementary School. 20 children from the Bayview After school Program participated in the event (2 African American, 3 Latino and 15 Hmong participants. The 5 non-Hmong students are attending Franklin). 6 Hmong students from Bayview were in a short Hmong play (this was the story of how a little Hmong orphan married a Princess from the Heaven for saving her from the mean Dragon).

Question: In the Summer Recreation program was it the OCS intervention that caused the programming change (i.e. enrollment rather than drop-in)? Does the goal of 96 youth participating reflect that change? (JB)

They served more Youth on a more regular basis.

### **Big Brothers Big Sisters**

Question: The POE has 3 sections. Did BB/BS make the scores available for each section or only the aggregate score?(JB)

Answer: BB/BS has more detailed information on the POE scores and could make them available if necessary. The contract only required aggregate scores. (MO)

### **Boys & Girls Club of Dane County**

Question: Any daily averages for South Madison? Is there an age breakdown for Allied? (JB)

Answer: Although we added daily averages and age breakdowns to the Boys and Girls Club report format, they have not been providing this information. The OCS Youth Services Coordinator met with the Program Director and stressed that we must have this information. The Program Director agreed to a new format and committed to providing the required information.

Question: In program B with the agency's national affiliation are there residents or consumers active with the national affiliation in this community-based program by serving on the local level governing board? (JB)

Answer:

No South or Allied adult residents or program youth participants serve on the BGC Board of Directors.

The BGC has a subcommittee of the Board of Directors called the Community Participation Committee. This subcommittee does have parents from both neighborhoods on it. They meet 1/month.

Each BGC site also has a Parent Advisory Board that is scheduled to meet monthly but usually gets parents to attend every other month.

### **Bridge Lakepoint Waunona Neighborhood Center**

Question: In program A why have no outcome reports been submitted for either objective? (AS)

Answer: Outcomes Report submitted 4/21/09.

Outcome Objective # 1: 80% (160) of Latino Family Resource Center participants surveyed will report above average satisfaction with the Center and the services/programs provided.

90% (180) participants reported they were very satisfied with the services they received from the BLW Latino Family Resource Center.

Outcome Objective # 2: 80% (32 of the participants in the Spanish language computer classes will report an increased level of knowledge and skill when surveyed.

100% (122) of participants reported total increased knowledge and skill level when surveyed.

Question: In program G the goal of 22 girls was not “surpassed,” but it was “met,” right? (AS)

Answer: Yes, it was met.

Question: For program areas B and I there were no outcomes reports submitted by the program. Why not and when can OCS expect the data? (MCL)

Answer: See above.

Question: In the Latino Family Resource Center what is OCS doing to encourage outcomes reporting? Any crossover with Centro Hispano? (JB)

Answer: There is coordination and communication with Centro Hispano but not duplication of services. The BLW program offers different programming. However, they will coordinate with Centro programming and inform Centro of the program opportunities, times, etc. so that Centro can inform their participants of what is available at BLW.

## **Canopy Center**

Question: In program A when the agency falls short of its goal of a certain number of calls to its Parent Stressline, is this a good thing or not? (AS)

Answer: Although the number of reported calls was less than goal and less than previous years, it may be a more accurate reflection of actual parent stressline calls. Canopy has done some work in the last year to collect actual data from staff and volunteers re: calls and sort other business calls received from crisis line calls. Additionally, we are working with the director to expand possible referral networks, getting the parent stressline refrigerator magnets and “copy” distributed through our child care networks and through police when they are called to homes where it appears parents may be struggling.

Question: Which 18 hours/day are covered and how was that determined? What happens when someone calls the number outside the 18 hours? (JB)

Answer: The parent stressline operates from 6:am to midnight 7 days a week. The decision was made to operate the stressline during these hours based on usage, appropriateness of calls and staffing concerns during these hours. When a caller reaches the stressline during the off hours they get a recording stating the hours of operation and referring them to the 911 call center, Dane County Mental Health Crisis Line, DAIS crisis line and the Briarpatch crisis line.

## **Centro Hispano**

Question: Was the Juventud program only at 3 schools? Program goals call for 7. (JB)

Answer: The Juventud program served 5 middle schools and 3 High Schools. The information provided in the summary included a sample of the schools due to space constraints. The sample should have been noted as such. (MO)

## **Common Wealth Development**

Question: Comment about expanding program to west cited Dane County contract. Aren't we a contributing factor also? (AS)

Answer: The service report summary covered 2008. The CSC added additional funds to assist in the west-side expansion for 2009. (MO)

## **Dane County Parent Council**

Question: In the Satellite program are all the homes either serving Madison children or in Madison and thus appropriate for accreditation services? (JB)

Answer: Satellite provides accreditation services to City of Madison providers using City funding. Satellite has, on occasion, accredited a home outside of the City of Madison in order to serve a City of Madison tuition assistance client. Satellite also receives funding from other sources including United Way and User Fees that support accreditation services outside the City of Madison.

Question: In the Preschool Enrichment Program was Head Start ever considered for this location? (JB)

Answer: PEP is also a Head Start Program Site.

Question: In Program B the ECCEB reallocated unexpended funds totaling \$30,101. Where was the money redistributed? (MCL)

Answer: The funds were reallocated to after school programming for the Great Grey/Owl Creek Neighborhood, and Stabilization funds for Animal Crackers, Dane County Parent Council Great Beginnings, and Child Development Inc.

## **Domestic Abuse Intervention Services**

Question: Why are the group numbers in the Shelter and Support program so low? (JB)

Answer: The agency reports that attendance in the shelter support group is low because most women get their needs met through the mandatory resident meeting that is followed by a psycho/social group time. In addition, it is common for there to be only 2-3 women in the support group. With so few women in the group, added to the fact that women live together, the group dynamics didn't work very

well. In addition, there was staff turnover that may have had an impact on participation.

DAIS is working on a plan to increase participation in the shelter support group. Since the support group that serves women from the community has had a much higher number of regular participants and often has a waiting list, DAIS plans to start an eastside group for community members and combine community members and shelter participants in the support group at the shelter. (MO)

Question: Volunteers provided 3537 hours of crisis line coverage towards 5,824 hours that were needed. What happened with the other 2,287 hours? (AS)

Answer: The other 2,287 hours on crisis line were covered by paid staff. (MO)

### **East Isthmus Neighborhoods Planning Council**

Question: How many seats are on the council? (JB)

Answer: In 2008, 12 were on the Community Council and 3 on the Governing Board.

Question: Will the EINPC survive? (MCL)

Answer: Much will depend on City funding. 2008 was a rough year for this organization. However, the decision to allow them use of City money for a transition consultant before hiring a new Executive Director served this agency well. They did some work on strategic planning and financial systems along with implementing a good E.D. recruitment/hiring process. They have hired someone who seems to be well suited for the position. (LW)

### **Family Enhancement:**

Question: Why were the outcome results so far short of goal (15% and 17%)? (AS)

Answer: The 15 and 17% figures were the percentages of clients returning questionnaires. The outcome results were as follows-  
#1 Agency reported that 139 participants (15% of 901) completed a participant survey question. 95% indicated they obtained needed support and decreased isolation by attending Parent's Place.

#2 Agency reported that 153 (17% of 901) participants completed participant survey questions.

- 88% participants (134 of 152) who answered the question indicated that they have increased their knowledge of child development.  
(134 of 152)
- 90% participants (138 of 153) who answered indicated they have acquired new alternatives to using physical punishment.

The child care dollars were not separated out within the program allocation. The complete allocation was billed. Annual service goals for participants were exceeded by 74%. Family Enhancement staff report requests for child care services are lower than goals set. (LN)

### **Family Service**

Question: 79 hours of service in the Children of Violent Homes cost \$2,811 = \$35 per hours; and 10 sessions of the Bridges program cost \$2,308 = \$231 per session. Are these hourly costs reasonable? (AS)

Answer: The total cost for both programs includes administrative time. The Children of Violent Homes (CVH) program includes considerable time for collaboration with the other agencies that are part of CVH. The cost for Bridges includes time working with the schools and recruiting the youth for the groups. The costs may be a bit high but don't seem unreasonable. (MO)

### **Freedom Inc.**

Question: How often did Nkauj Hmoob group meet? (JB)

Answer: There are three separate Nkauj Hmoob groups (Kennedy Heights, Northport and Bayview/Southside). Each group meets weekly with the exception of holidays and a short summer vacation. (MO)

Question: In addition to helping Freedom Inc. with budget and contract issues, it seems that they can use some ongoing assistance developing their staff and service delivery resources? (AS)

Answer: OCS staff have been working with Freedom Inc. on a variety of topics including staff and service delivery resources. (MO)

### **Girl Scouts of Blackhawk Council**

Question: Since the program moved to Northport/Packers, how is it going? (MCL)

Answer: It is going well. In only one quarter, the program surpassed the total unduplicated served at the previous location during the entire year. (MO)

### **Goodman Community Center**

Question: What was the daily average number of participants for Girls Inc? Only weekly was provided. (JB)

Answer: The contract requires the agency to report the average number of girls per activity and per week by age group (elementary, middle and high school). Sometimes an activity average is the same as a daily average, but often there are multiple activities in a day, so the agency preferred to give an average per

activity. For 2008, the average numbers of participants per activity included 8 elementary, 13 middle and 11 high school age girls. (MO)

Question: MMSD has yet to provide grade reports for Fall semester. Why not? When can OCS expect the data? (MCL)

Answer: In the 2007, MMSD switched to a new computer system for tracking student information. Most of our POS agencies were unable to get data for the 2007-2008 school year. We should have the data for 2008-2009 in late 2009. (LW)

### **Grassroots Leadership College**

Question: Any explanation on the low number of intensive workshops? (JB)

Answer: In past years, the GLC would conduct intensive sessions no matter how many people registered and how many showed up. In 2008, they decided that if fewer than 10 people registered for an intensive session, that session would be canceled.

It still takes the same amount of staff time to prepare, find teacher, do outreach even if the session is cancelled.

GLC believes that in 2008, they were impacted by the national elections and the recession (people spent their free time on election/voter work or were pieces together employment and had fewer discretionary hours to give).

They see this continuing this Spring (largely due to the recession).

They are also looking for ways to offer bi-lingual or even Spanish only sessions in 2009.

Question: Why such low participation? Could this be due to the amount of time needed for participation and/or folks working 2 and 3 jobs? (MCL)

Answer:  
Yes, see above. (LW)

### **Lussier Community Education Center**

Question: Concern about the lack of sufficient staff levels due to limited budgets for Program D. Project Teen Build-Up. Teens' safety and support at risk. (AS)

Answer: Although the program is struggling with staff levels, they did indicate that they have up to a dozen volunteers that have helped support the program. The agency is actively seeking to increase paid staff levels for this program. (MO)

Question: No specific measurements were provided for this outcome (B). Why not? and when can OCS expect the data? (MCL)

Answer: For the first Outcome Measure: OCS staff worked with the agency on measurement tools that could possibly be used to measure this outcome. Agency simply did not implement and track, and thus did not report on this measurement. OCS did not ask them to go back and try and document.

With the second Outcome, the measurement is the SACER's as implemented by staff. Agency reports they met the articulated measurement.

Question: I am concerned with the staff levels due to limited budget in program D. Any thoughts how this could be managed? (MCL)

Answer: See above. (MO)

### **Neighborhood House Community Center**

Question: Two instances of goals not being met – 127 of 285 and 29 of 40. Since no concern was expressed, does that mean that the confidence for 2009 is sufficient for now? (AS)

Answer: Note comment in report about Program A. Program went from drop-in to enrolled. This resulted in fewer youth served, but better quality program.

Note comment in report about Program C. While fewer children were served, those attending the program attended more frequently, less turnover of children, better experience for children attending. (MO)

### **North/Eastside Senior Coalition**

Question: How were the activities cited (newsletter, BP screenings, foot clinics, flu shots, etc. funded? Did all come out of the \$21,000 or were some services contributed for these? (AS)

Answer: All the services in Program B are funded by the City, and with a limited amount (\$21,091). Many of the services - flu shots, foot care clinics - are provided by other agencies, NESCO coordinates the activities. (GW)

### **Northside Planning Council**

Question: Comment that "if funding from City is reduced..." would apply to most POS agencies! Are they unique in that respect? (AS)

Answer: Cannot comment on all programs, however, the % of City funding used for staffing costs did effect this agency. They had to let staff person go and reconfigure work done by other staff due to reduction in city funding.

Question: This reads like a resume, but with very little quantifying. Do the people there keep track of the number of hours they spend on these things? (JB)

Answer: The NPC does track the number of “staff” hours spent on each project. It is extremely difficult to track and quantify the number of volunteer hours spent on a given project. Including more quantifiable information in the 2009 reporting form. (LW)

### **Outreach, Inc.**

Question: No reasons were mentioned for them falling short of a number of goals. Anything significant? (AS)

Answer: The agency is working to improve its outcome objectives by measuring the changes/benefits of participating in the agency's support group. They will use a participant survey to determine improvements in self esteem, and then try to develop a more standardized tool. (GW)

Question: What does “participated in” mean, as in “12,759 individuals participated in counseling/education/advocacy programs”? Are these attendees, recipients of newsletter? Also short on peer counseling. (JB)

Answer: The agency surpassed its goals in most areas but may need to reduce its goals in community center functions and individual peer counseling. Overall the agency had more participants than in 2007. "Participated in" refers to individuals who received services, it is a duplicated count but does not include newsletter recipients. (GW)

### **Porchlight Inc.**

Question: In program H this is the second year this program has not met service goals. Why not? What are the barriers? (MCL)

Answer: Two barriers: 1) Clients served are having a harder time finding source of income. This means that fewer individuals get help because those that are being helped are taking more time and tickets to find a source of income and; 2) the subcontractors that work with Porchlight find the Porchlight required tracking software a challenge to use so there are errors in reporting. Porchlight uses a software tracking system for all of their data that is required by the State of Wisconsin for homeless service providers. This software is then used by the subcontractors that work with Porchlight and utilize tickets also. For the subcontractors, they only use this difficult software for this project (a very small piece of what subcontractors do). There have been errors in the reporting by Subcontractors. In those cases, Porchlight doesn't “claim” the number to the City. In 2009, Porchlight is working on changing the system for subcontractors to make it easier to implement with fewer errors and I will be monitoring those changes. (LW)

### **Rainbow Project**

Question: In the PRIDE program what was the problem with billing? (JB)

Answer: Staff wanted to clarify communication processes and information to be reported. The 2009 report will contain more detail about the program/center served and specific number of hours spent at that center. (LN)

### **T.J.'s Support Brokerage**

Question: In program A this reported noted and was titled from 2007, was that an error? (MCL)

Answer: Yes, used old report form but information was from 2008. (LW)

### **Urban League of Greater Madison**

Question: Any explanation for the Fatherhood program falling short of the goal? (AS)

Answer: The agency reports that there have been fewer referrals to the program due to the family courts assigning fewer non-custodial fathers to this jail alternative.

The agency notes: This has been beneficial in that it has allowed us to work more intensively and effectively with those individuals who are enrolled in the program. Because of this, we anticipate that our 2008 final outcomes will demonstrate a greater impact on those who did participate. However, we do still believe that we have the capacity to adequately serve more individuals. As such, we have started working with child support authorities, county officials, and the courts to build new referral sources. We are undertaking new outreach efforts such as canvassing and posting informational flyers in libraries, health centers, community centers, churches and other community locations. We also engaged in a small media campaign that resulted in the program being featured in various community media outlets. Included with this were the program's co-sponsorship of the "Real Men/Read Dads" campaign and our participation at a community festival. We are also in the process of developing new a partnership with the Dane County Huber Centers which will launch in 2009. Finally, we are integrating the program more closely with our employment programs, including our Allied Drive Employment Services Partnership. This has given our non-custodial fathers in that community two program options." (MO)

Question: Annual goal wording seems vague (AS)

Answer: The annual goal in Program B includes "resource and referral information as needed". This information is provided to those not in the case management system, and is provided to all those who request the service. Overall, West Madison's Focal-point Based Community Assistance program is very strong. (MO)

### **YWCA**

Question: Girl's Inc program in SW Madison. Was this program revamped and focus shifted?

Answer: At the end of 2007 the entire Girl's Inc. program went through reorganization. The SW Madison site hasn't had any major changes since 2006. (MO)

Question: There are no outcomes reported for programs Y. Sexual Assault Ride Prevention and Z. Community Assistance Rides. Why and when can OCS expect this data? (MCL)

Answer: There was confusion in this contract. The Outcome Forms did not get included in the Agency's contract, so they did not due them in the time period requested. However, upon discovery of the issue they, submitted the outcomes data within 1 week.

Service Y: Sexual Assault prevention Ride Service

Outcome Objective: 10,000 rides will be provided to those individuals who feel they are at risk of sexual assault due to lack of affordable transportation.

80% of this goal was met during their first full year of operation.

Outcome Objective: 1,900 rides will be provided to vulnerable individuals lacking viable transportation to attend community agency programming.

100% of this goal was met. However, they found that they were not able to generate the income they had anticipated from Medical Assistance rides. Towards the end of 2008, they decided they could no longer offer individual medical assistance rides and went to group/shared rides. (LW)