

Madison

City Of Madison
Office of Community Services
Community Resources Program
Community Services Commission

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

Bill Clingan
Director
Community Development Division
266-6520





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Community Development Division

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

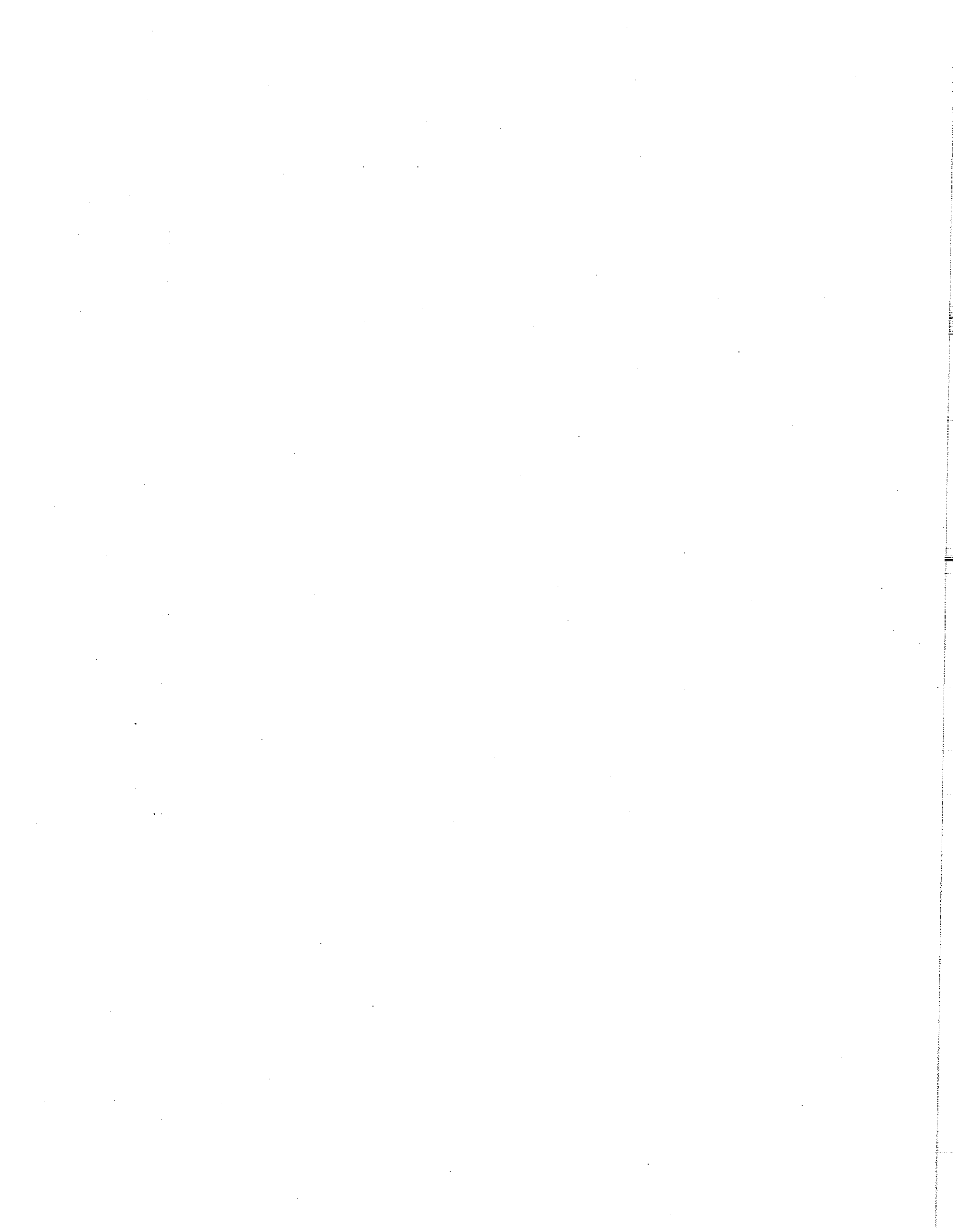
The Office of Community Services not only contracts and funds essential city services that contribute to the quality of life we all enjoy in Madison, we also work closely with many of our non-profits providing technical support, information, and oversight to assure that the residents of Madison receive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

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

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

Sincerely,

Bill Clingan
Director



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

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
ACORN
Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Volunteer Income Tax Assistance	\$ 35,339	\$10,240	29%

Service Delivery and Annual Goals

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

Annual Goals: 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.

The VITZ site prepared 113 returns (1/3 of goal) and brought in \$82,799 in money returned to residents of Allied Drive and Worthington Park; the program conducted 81 benefit screenings, which resulted in 60 people receiving benefits.

Outcome Objectives were not reported for this program and vendor agency changed after program completion. This information is not available.

Acorn had two official sites this year, one at Madison Apprenticeship Program(MAP) and another at the Worthington Park Neighborhood Association(WPNA) in Darbo. Service numbers have not been as high as 2007, partly due to a combination of new staffing and no head organizer and partly due to an unusually rough patch of weather, although they continued to deliver large amounts of federal EITC (\$43,656)and state dollars back to the community.

Staff Completing Report	Oversight Body
Laura Noel	CSC / Program Area VI

Notable/Significant Agency Events - 2008

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

The program has been negatively affected by the fact that ACORN does not have a head organizer and, therefore, a presence in the two neighborhoods beyond the tax prep sites. In addition, the regional supervisor for the Madison office has changed, and OCS staff has been in contact with the new supervisor.

Notable/Significant Agency Events - 2008

Staff Completing Report:

Laura Noel

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

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.

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 worked closely with the VITA site to ensure quality outreach, coordination with other community-based agencies, and volunteer recruitment and retention. Those responsibilities will fall to Lorri Wendorf, Neighborhood Services Coordinator for the 2009 contract. The CSC, in the 2009-2010 funding process awarded the Vita Site contract for 2009-2010 to a different vendor, T.J.'s Support Brokerage, as it was felt that ACORN's lack of presence in the community affected this programs ability to fulfill contracted services.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Allied Wellness Center
Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Wellness Center	\$55,280	\$14,746	27%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 37 "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; 25 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; 25 people will participate in the Welcome dinners.</p> <p>Many of the goals were exceed and a couple were not met. 28 "The Doctor is In" sessions were conducted; 47 weekly small group meetings were held; 27 health promotion activities were held; 11 Latino Garden Group meetings were held; 585 unduplicated people were served by the Parish Nurse; 84 residents received substance abuse outreach; 10 residents completed a pre-entry rehab plan; 3 Welcome dinners were held; 30 people participated in the Welcome dinners.</p> <p><u>Outcome Objective # 1:</u> 10 diabetics will receive education and treatment for the prevention of diabetic foot problems.</p> <p>Outcome objective exceeded. 14 people were screened/assessed Through education, nutrition, and follow-up care, no new foot problems were developed in the group of 14.</p> <p><u>Outcome Objective # 2:</u> 18 people assessed with substance abuse issues will complete a substance abuse treatment plan.</p> <p>Outcome objective was not met. 88 people received substance abuse outreach by counselors. 13 completed a treatment plan to address their dependency.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VI	

Notable/Significant Agency Events - 2008

Staff Completing Report:

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

During 2008, 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
2008 Annual Service Report
ARC Community Services
Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. RESPECT	\$104,778	\$45,440	43 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 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 74 women of whom 17 were City/County referrals from the District Attorney, Sheriff, City Attorney or Madison Police. 57 were self-referred. 14 women were discharged (successful completion of their contract) from the City/County referrals and 17 women were discharged from the self-referral process during the year.</p> <p>A total of 112 group counseling sessions and 425 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><u>Outcome Objective Goal # 1:</u> 75% (45) of clients will be on a self-referral basis which prevents arrests and prosecutions.</p> <p>Outcome Objective # 1: 77% (57) of the ARC clients were on a self-referral basis.</p> <p><u>Outcome Objective Goal # 2:</u> 60% (36) of ARC clients will complete the program.</p> <p>Outcome Objective # 2: 52% (31) of ARC clients completed the program.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC	

Notable/Significant Agency Events - 2008

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 2008.

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 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 intervention requested or needed.

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

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Teen Night	\$ 20,404	\$ 6,468	32 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To provide 75 unduplicated teens cultural, artistic and educational activities three nights a week during the critical evening hours.</p> <p>In 2008, 96 unduplicated youth were served, including 47 middle school and 49 high school age teens with an average program attendance of 12. 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.</p> <p><u>Outcome Objectives:</u> 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.</p> <p>The agency did not report the number of teens who come to the program “regularly” and did not have a measurement tool for the outcome objectives focused on constructive use of time and race relations. The agency did use a self-administered questionnaire that was completed by 52 youth. 99% of these 52 youth reported that they “received support from at least two non-parental adults”.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Summer Recreation Program			
-Elementary School Age	\$16,311	\$7,748	48%
-Middle/High School Age	\$5,437	\$2,583	48%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goal:</u> 96 youth will be served in a summer recreational program planned to develop skills and resiliency that help overcome the negative effects of low income, cultural isolation and low academic performance. In 2008, 56 youth participated in summer programming, 39 were elementary aged; 17 middle school youth. (An additional 14 high school youth attended bring numbers up to 70.) Lower service numbers were due to program change from a drop-in program to an enrolled program (fewer children attending regularly were served). Bayview staff and parents of children participating consider this change an improvement. Programming included additional physical activities tied to “Fit City” goals and MSCR scholarships for soccer.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Summer Recreation Program			
-Elementary School Age	\$16,311	\$7,748	48%
-Middle/High School Age	\$5,437	\$2,583	48%
<p><u>Outcome Objective:</u> 1) To increase positive race relations. Daily attendance was kept. No outcome measures performed. 2) Youth will perceive that they receive support and care from two or more non-parental adults. Based on pre/post program surveys filled out by 51 youth, overall participants perceive that they receive support and care from two or more non-parental adults "a good part of the time" or "always". Staff see this as a result that for this summer children stayed in the program for a determined period of time (not just dropping in) and therefore participants got to better know adults who supervised or assisted them. 17 parent surveys were returned (families have multiple children). Surveys reflected that parents were very satisfied with the quality of care and safety of children, believed that the program offered a variety of activities, and would recommend the program because of the quality of activities.</p>			
Staff Completing Report		Oversight Body	
Monica Host Mary O'Donnell		ECCE Board / Program Area I CSC / Program Area IV	

Notable/Significant Agency Events - 2008

Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The administrative structure of this agency is somewhat different than most neighborhoods centers because the agency also operates a large housing complex.</p> <p>A number of staffing changes occurred at the program administration level in 2008.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Nothing to report.</p>	
<p>3. OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>In 2007, an OCS Child Care Specialist and Youth Services Coordinator reviewed the After School Program using the <i>Madison Elementary School Age Standards</i> and <i>Madison Middle School Youth Program Standards</i>. As a result of the OCS program review, changes were recommended in areas of staff and volunteer job descriptions, program and personnel policies and a program handbook. Staff continued to work with the agency on these issues into 2008. Specific goals will be set in 2009 for meeting the Madison Elementary School Age Standards.</p>	

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Big Brothers Big Sisters of Dane County
Program Area IV

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Neigh. Outreach-Elver Park	\$ 11,471	\$ 2,721	24 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> Initiate 10 new Little Brother or Little Sister matches.</p> <p>In 2008, this program matched 14 Little Brothers and 21 Little Sisters Total : 35 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>A new measurement tool was introduced in late 2007. The Program Outcome Evaluation (POE) reflects an aggregate score of ratings by volunteers and parents reporting positive and/or negative changes in the child's life according to 21 categories. Scores range from 1 ("much worse")-5 ("much better") in the areas of objective areas of caring, confidence, and competence. Caring is demonstrated by changes in a child's ability to demonstrate trusts towards their mentor and other relationships such as those with family members, peers, and other adults. Confidence is demonstrated by changes in a child's self-confidence, ability to express feelings, decision-making, interests/hobbies, hygiene, and sense of the future. Competence is demonstrated by changes in a child's use of community resources, academic performance and attitude, as well as their ability to avoid engaging in risk taking behaviors such as early parenting and/or substance abuse. Volunteers report 64% improvement while parents report 78% improvement resulting in an average of 71% overall improvement.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events - 2008

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 were no administrative issues to report for 2008.

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 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 intervention requested or needed.

**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Boys and Girls Club of Dane County
Program Area IV**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Middle/High School Year			
South Madison Branch	\$ 183,439	\$ 4,640	3 %
Allied Branch	\$ 157,476	\$ 15,118	10 %

Service Delivery and Annual Goals

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

South Madison Branch

Annual Goals: To serve 380 unduplicated youth for 1,350 hours during the school year.

947 unduplicated children and youth were served in 2008, including 575 children under age 12 and 372 youth over 13 year. 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 ~ 1,641 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.

Outcome Objectives: 60% of the participants will report an increased commitment to education; 60% of participants will report learning new leadership skills; and 60% of participants will gain technology skills.

The Boys and Girls Club of Dane County utilized the Boys and Girls Club of America – Youth Development Outcome Measurement Tool Kit for many of their outcome measurements. Results from 2008 indicate that 68% of youth had an increased commitment to education, 90% learning new leadership skills, and 57% had increased technology skills.

Allied Branch

Annual Goals: To serve 150 unduplicated youth during the school year.

580 unduplicated youth were served in 2008. 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 1,794 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.

Outcome Objectives: 75% of the participants who participate in technology programs will report learning new computer skills, 60% will show an increase commitment to education, 60% of participants will gain knowledge of healthier eating and hygiene habits, and 65% will gain new leadership skills.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Middle/High School Year			
South Madison Branch	\$ 183,439	\$ 4,640	3 %
Allied Branch	\$ 157,476	\$ 15,118	10 %
Results from the 2008 Boys and Girls Club of America- Youth Development Outcome Measurement Tool Kit indicate that 66% of youth had increased technology skills, 93% had an increased commitment to education, 87% gained knowledge of healthier eating and hygiene habits, and 85% gained new leadership skills.			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Middle/High School Summer			
South Madison Branch	\$ 81,573	\$1,493	2 %
Allied Branch	\$ 64,069	\$5,037	8 %
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 entire year above.			
<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 - 2008	
Staff Completing Report:	Lorri Wendorf
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.	
This agency used to be a neighborhood center but is now a nationally affiliated organization. With the national affiliation comes national program and management structures and standards.	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

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.

Neighborhood Services Coordinator has been asked to facilitate a discussion between the Boys & Girls Club and the Allied Drive Neighborhood Association on a variety of space use issues. The facilitated meeting has not yet happened due to scheduling conflicts.

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Latino Family Resource Center	\$33,822	\$10,884	32%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To serve 1511 unduplicated contacts with Latino residents; to serve 40 unduplicated residents through Spanish-language computer classes; to serve 200 unduplicated Latino residents.</p> <p>In 2008, the Latino Family Resource Center far exceeded it's goals. The Resource Center served 1,759 unduplicated contacts with Latino residents; they served 49 unduplicated people through their Spanish-language computer classes; served 2,510 unduplicated Latino residents.</p> <p>On July 9-13, 2008, BLW Neighborhood Center participated as the official registration site for the Program "Mobil Consulate" during the visit to Madison of the General Consulate of Mexico. 295 Mexican people registered in person in the facility and 1700 were served by phone. There was a total of 2000+ people who were registered in order for them to get their Mexican passport, "Matricula Consular", which in this case is a Consular ID, or deal with any other issue.</p> <p>We set up appointments for each and every one of the participants with a specific date, hour and control number. People were attended by the Mexican officials at The Catholic Multicultural Center in Madison</p> <p>The Latino Family Center has quality staff that attracting a lot of Latinos to their Resource Center. 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 # 1:</u> 80% (160) of Latino Family Resource Center participants surveyed will report above average overall satisfaction with the Center and the services/programs provided.</p> <p>No Outcomes report submitted by the program.</p> <p><u>Outcome Objective # 2:</u> 80% (32) of the participants in the Spanish language computer classes will report an increased level of knowledge and skill when surveyed.</p> <p>No Outcomes report submitted by this program.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VI	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Teen	\$ 34,405	\$26,405	77 %

Service Delivery and Annual Goals

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

Annual Goals: To serve 50 unduplicated 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 70 unduplicated youth with a weekly average of 17 in 626 program hours. A new initiative to reach out to isolated youth residing in the Owl Creek Neighborhood began with a resource fair that took place in that neighborhood on October 18th. This served as an additional recruiting point to meet families and attract teens to the program. BLW Center staff and Americorps volunteers made frequent visits to Sennett Middle School in an effort to spread knowledge and excitement about the center's Teen Program. Shortly after the two recruiting initiatives, the BLW Neighborhood Center began serving 5 consistent teens from the isolated area, as well as 4 teens from an additional isolated area not far from the aforementioned. Center staff transports youth to and from the Owl Creek Neighborhood in an effort to expand programming and create accessible opportunities for these teens. Since the BLW Elementary Program moved into its new rental building, Teen Program participants were finally able to acquire their own space after the elementary program moved to the new building.

Teen Program participants took on the responsibility of running a food drive with local businesses and the community in an effort to provide additional food for the center's Thanksgiving baskets. A number of teen participants have also volunteered their time to assist elementary staff in their expanded program. Teens assist in preparing meals on early release and no school elementary program days. They have accompanied elementary staff in the role of "junior staff" on special field trips such as "Trick-or-Treat with the Greek" and the Children's Holiday Party at the Concourse Hotel. In doing so, teens have gained volunteer and leadership experience and the responsibility that comes with personal commitment.

Outcome Objectives: 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.

According to the Program and Activity Assessment Tool (PAAT) 80% of participants indicate an increased ability to make positive choices to their participation in Teen Program; and 67% 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.

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

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
G. Girl Neighborhood Power	\$ 27,480	\$23,480	85 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008 with 78 unduplicated girls and an average weekly attendance of 22 girls. Activities include the Steppin' Statewide fitness program, Life on Lakepoint community service program, Girl Power Club for older elementary girls, Respect communication program, and Media Masters technology club.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
G. Girl Neighborhood Power	\$ 27,480	\$23,480	85 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objectives:</u> 75% of the girls will improve or maintain their GPA from Fall to Spring semester; and 80% of the girls will increase their connection to the community through community service projects.</p> <p>82% of the girls improved their grades from first to second semester in 2007-2008; and 100% participated in community service activities and indicated through a survey an increased interest and connection to the community.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
I. Los Ninos Primeros	\$27,752	\$10,752	39%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Los Ninos provided a Spanish play and learn preschool program for 55 children and 37 adults (Annual goals were 20 and 40). Weekly attendance averaged around 8 children. The program focused on Kindergarten readiness both academically and emotionally. This program has grown significantly since it started in June 2008. Currently, there are families that attend from all over the City. Ideally, average daily attendance would be about 10-15 children with proportionately more adult members involved. Client feedback includes - family members want to be able to drop their children off for programming, but do not have the flexibility to stay for programs themselves. Parents are expressing more interest in ESL classes rather than school readiness or parent support. Los Ninos in response to this is looking to develop partnerships with other providers including Literacy network, Nuestro Mundo, MMSD and Extension services. Los Ninos is also exploring a possible home visiting component to provide caregiver education in school readiness support.</p> <p>Outcome objectives:</p> <ol style="list-style-type: none"> 1) 80% of adult program participants will report that Participation in the Los Ninos Primeros Preschool Program increased their confidence to work with their children in preparation for kindergarten. Program reports that 100% of adults surveyed (9 were interviewed) reported that their participation in the Los Ninos Primeros increased their understanding of school readiness and had a positive influence on their willingness to help their child get ready for Kindergarten. 2) 80% of child program participants will show an increase in skills in preparation for Kindergarten.. Of the 33 children that were observed or received testing, 95% of them demonstrated increased social/emotional skills that will positively affect their school readiness. 			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
I. Los Ninos Primeros	\$27,752	\$10,752	39%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
Los Ninos has a new program coordinator this year. This staff will be meeting with her in April to review contract requirements and discuss proposed outcome measurements for 2009.			
Staff Completing Report		Oversight Body	
Laura Noel		CSC / Program Area II	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The BLPW Center is operated by the Vera Court Neighborhood Center and it's governing Board.</p> <p>The BLPW has an Advisory Board that is advisory to the main Vera Court Neighborhood Center Board of Directors. Over the last year, they have cross-pollinated the Boards so that someone from the BLPW Advisory Board serves on the Vera Court Board and vice versa.</p> <p>Using 2008 Emerging Neighborhood funding, the BLPW Center provided after school programming for the elementary age children from the Owl Creek neighborhood. Kids are dropped off at the Center after school and the Center uses it's van to take the Owl Creek children home after the program.</p> <p>The BLPW Center serves a high number of Latino families.</p> <p>In 2008 BLW leased a second building across the street from the center to house the school age program. This allowed for an expansion of the program.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>In 2008, BLW was provided with additional city funding to serve more children from the Owl Creek neighborhood in the elementary after school and summer programs. Glendale Elementary School has the highest percentage of low-income students enrolled of any elementary school in the district. After school programming is a vital component to students' success and positively influences the learning environment children experience at school. The center reports that Glendale's principal, Mickey Buhl, has described the change in the atmosphere at Glendale School since BLW has increased enrollment. He has reported that there are less behavior issues both at school and on the bus. The Owl Creek children that attend program have increased their effort levels, homework completion, and school attendance.</p> <p>The Teen Program also expanded to include outreach and services to youth from the Owl Creek neighborhood. Funds were obtained through United Way in order to facilitate this expansion.</p>	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

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

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

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

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Canopy Center
(formerly Parental Stress Center)
Program Area II

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Stressline, Outreach, Prevention Ed	\$100,754	\$36,951	37%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To prevent child abuse by providing an 18-hour a day, 7 days per week stress line to parents, others under stress, abuse survivors, and community members needing information about abuse and neglect. To engage 50 new volunteers agency-wide, with 50 stress line volunteers contributing 5000 hours and serving 3000 callers. To provide Outreach and Prevention Education, information and educational presentations/workshops to the community. The Parental Stress Center met or exceeded most of these goals. Calls to the line were somewhat lower than expected, but still a significant volume.</p> <p>The Parent Stressline received 1775 documented calls (annual goal 3000) in 2008. The calls were predominately from parents and caregivers. Through a series of conversations with staff it was determined that the 3000 call goal number may be unrealistic and were based on past practices of reporting calls based on formulaic methods of counting and documenting calls. Current numbers reflect specifically calls to the stressline that are documented within that service. Current call level is seen as adequate for the contracted service. The Stressline, like other crisis/helplines, has value in it's consistent availability to respond when clients need it. The stressline met or exceeded goals re: volunteer recruitment, coordination and training. This agency like many others, is rethinking the use of paper mailed newsletters and is making more information available on line.</p> <p><u>Outcome Objective 1:</u> Callers to the Parent Stressline are able to determine alternative behaviors, if necessary, for addressing the stress in their lives that can lead to child abuse and neglect, and/or are provided with resources necessary to seek further assistance with their stress related needs.</p> <p><u>Performance:</u> Parent advocates on the Stressline complete caller reports which indicate day and length of call, info or support provided and response to the questions asked of each caller, "Was this call helpful to you today?"</p> <p>Advocates asked this question on approximately 58% of the calls, and when asked, callers responded predominantly positively.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC, II	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Families United Network	\$187,207	\$8,968	5%

Service Delivery and Annual Goals

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

Annual Goals: To 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 60 children, who will develop the personal and interpersonal skills necessary to interrupt the cycles of violence in their lives.

49 parents and 74 children were served through F.U.N. This meets and exceeds the contract Annual Goals of 50 and 65 respectively.

During 2008, the youth and teen program of the F.U.N. program worked on developing new measurement tools to assess the impact the F.U.N. program has on youth, as well as address the academic, social and emotional needs of each child in the program. The F.U.N. program is using the Behavioral and Emotional Rating Scale 2 (BERS 2) assessment.

In 2009, the program will use post-test information gathered to work more effectively with the youth in the program. This information, combined with individual ongoing assessment, will be used to better inform the child's group experience by creating programming that helps each child excel socially, emotionally and academically.

In 2008 the program has seen an increase in issues such as substance abuse (including alcohol) and its impact on parenting. F.U.N. will also provide information on relaxation and nutrition to promote a more healthful lifestyle. In addition, they will again offer the opportunity for our families to participate in the Food Share Program.

This program has experienced an increase in Hispanic families and reports that the non-English speaking participants need assistance navigating the services that are available to their families. The FUN program has hired a Spanish Bilingual facilitator and is considering adding an additional Spanish group.

Staff Completing Report	Oversight Body
Laura Noel	CSC, II

Notable/Significant Agency Events - 2008

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

City staff has had several administrative contacts this year. The Executive Director, Erin Thornley left the agency, Donna Fox who has been with the Agency for some time, acted as Interim Director and was hired as Executive Director. The transition seemed smooth. This staff continues to encourage agency

administration to explore ways of capturing and recouping increased expense in serving clients in Spanish.

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.

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City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Centro Hispano
 Program Area VI, IV

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. General Support	\$123,207	\$65,207	53 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 3,128 individuals, a significant increase from 2007. All services goals for case management, housing assistance; job search or placement assistance and information and referral services were exceeded. More than 2,216 individuals received immigration counseling, citizenship classes, insurance assistance and referrals to other agencies in 2008.</p> <p><u>Outcome Objectives:</u> Increase client access to services and resources. 31 cases, randomly chosen, were reviewed to determine the reason for the visit and whether their situation was improved through access to information. 27 of the cases (87%) had improved access.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Juventud	\$ 167,416	\$ 20,536	12 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Juventud	\$ 167,416	\$ 20,536	12 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>For the 2007-2008 school year, all process goals were greatly surpassed. 1,687 unduplicated youth were served in 1,111 hours of after school sessions with an average attendance of 26 at Cherokee, 33 at Sennett, and 72 at Sherman Middle School. The program had a significant increase in home visits and parent meetings with 53 home visits and 94 parent meetings. The program fell short of their attendance goal with only 42% of the participants attending at least 75% of the time. OCS staff is going to discuss with the agency if this goal is just too high. In addition, 442 tutors were recruited and served in the program.</p> <p><u>Outcome Objectives:</u> 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.</p> <p>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.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events – 2008	
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>There were no administrative issues to report for 2008.</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 agency had increased food pantry and housing program requests in 2008 because of the economic downturn. The agency started a monthly health education program in conjunction with the food pantry.</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 issues or concerns</p>	

**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Common Wealth Development
Program Area IV**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Youth-Business Mentoring	\$163,864	\$52,823	32 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 94 and placed 75 youth in 40 different businesses in 2008. Additionally they report that at least 50 of the youth trained live in Madison identified challenge neighborhoods. The agency notes for the fourth 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 85% of the training participants who face barriers to employment, 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. 94% of youth who completed training increased their employment skills and 79% obtained a job. 73% 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	

Notable/Significant Agency Events - 2008	
Staff Completing Report: Mary O'Donnell	
1.	<p>Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>No comments</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>The agency was awarded a contract with Dane County that enabled them to expand the program to serve youth living in the West and Memorial High School attendance areas. As part of this expansion, they hired a new Youth Employment Counselor to develop additional jobs and conducted the first training at Memorial High School.</p>

Notable/Significant Agency Events - 2008

Staff Completing Report: Mary O'Donnell

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
2008 Annual Service Report
Community Coordinated Child Care
Program Area I

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

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

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

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

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

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

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

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

Jolene Ibeling	ECCEB
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Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Preschool Enrichment Program (PEP)	\$197,988	\$38,893	20%

Service Delivery and Annual Goals

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

Annual Goal: Provide a quality early childhood education program for 25 full and part-time enrolled low-income children with an average daily attendance of 15. The program will meet Madison Accreditation Standards. Number to be served 25. Actual number served 29. Average daily attendance 18. In 2008 22 children served were from Truax Apts, 7 from surrounding neighborhoods and 8 children from outside of the immediate surrounding neighborhoods.

Outcome Objective: Fewer children will enter Kindergarten programs serving this neighborhood needing to be enrolled in summer school. Target number served 12. Actual number of children old enough for Kindergarten for the 2007-08 school year was 10. Of those 10, 2 were referred to attend summer school at MMSD. This percentage (80%) exceeds the target of 75%.

"The Developmental Continuum" tool is used to assess areas of development (social/emotional dev, physical dev, cognitive dev, language dev). Children demonstrated progression through the levels of achievement on the Continuum with a smaller percent begin at step 1 and higher percent being at step 3 from fall to spring.

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Wee Start	\$190,857	\$7,485	4%

Service Delivery and Annual Goals

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

Annual Goals: To assist high school parents in being successful in school by providing high quality accessible child care. The program will provide up to 24 slots dependent upon age of the children and enroll 28 unduplicated children of teen parents in the Wee Start Program. Actual number of parents served = 24 (11 of the 24 were teen parents). The program will meet Madison Accreditation Standards. The Wee Start Program was in operation for January through June 2008

Outcome Objectives: (1) Teenage mothers will demonstrate improved attachment behaviors with their babies. Target number to be served = 30 with 86% demonstrating improved attachment behaviors. Actual number of parents served = 24 (11 of the 24 were teen parents). Only 3 mothers were enrolled a sufficient period of time to assess at pre & post enrollment. Of the 3, 100% demonstrated appropriate or improved attachment behaviors. DCPC states that the low number of teen mothers enrolled is due to financial difficulties (high co-payment) with the Wisconsin Shares program.

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

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

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

Service Delivery and Annual Goals

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

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

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB

Notable/Significant Agency Events - 2008

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

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City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Domestic Abuse Intervention Services
 Program Area V, II

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Shelter and Support/Outreach and Education	\$ 387,763	\$ 110,000	28 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008, shelter goals were greatly exceeded. 236 women and 247 children (total of 483) were sheltered at the primary site. Women were turned away because the shelter was full on 213 different nights, an 85% increase from 2007. Four male victims were also referred for shelter. DAIS also served 37 women in support groups and trained 34 new advocates. Crisis line volunteers provided 3537 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.</p> <p>Only 43 women left for safe, affordable housing, falling short of the goal of 50%. The agency believes the economy has had a significant impact on this outcome. 79% indicated that they received assistance with knowing more ways to plan for their safety. In addition, 79% of support group participants reported the group helped them think more about safety and 84% said they felt less isolated.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
1C. Children of Violent Homes	n/a	DAIS \$34,939 Family Service \$2,811 Rainbow \$17,626 YSSW \$3,030	
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Annual Goals: CVH is a collaboration of DAIS, Family Services, Rainbow, and Youth Services which will provide 663 hours of counseling services to 311 unduplicated children and youth, make 150 referrals, and host 4 trainings with 500 participants.</p> <p>447 children received nearly 5,000 hours of service in CVH treatment programs. 218 referrals were made to community-based services. Participating CVH agencies provided 539 individuals participated in 17 trainings and in-services .</p>			
Staff Completing Report		Oversight Body	
Mary O'Donnell		ECCEB	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
2C. Children's Services	\$ 148,538	\$ 34,939	24%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> The DAIS Children's Program will serve at least 200 shelter and community children/youth through groups and theme-based activities.</p> <p><u>Outcome Objectives:</u> DAIS children's programming will serve 150 children/youth a year. 90 will participate in a theme-based activity specifically designed for children that have witnessed or experienced family violence.</p> <p>In 2008, 298 unduplicated children/youth were served including 199 from the shelter, 55 from the community, and 44 in hotels. 186 unduplicated children/youth participated in group programming and 91 in theme-based activities.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events - 2008

Staff Completing Report:

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

Agency conducted a thorough strategic planning process, led by the Board of Directors. This process included lengthy input from clients, funders and other key stakeholders.

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

Fundraising continues to increase and diversify through special events and a collaborative relationship with Zonta.

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 participated in the strategic planning process.

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
East Isthmus Neighborhoods Planning Council
Program Area VII

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Operations and Community Organization	\$42,807	\$42,807	100%

Service Delivery and Annual Goals

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

In 2008, the EINPC changed its governing structure to include a Community Council (neighborhood reps discussing and working on common issues effecting their neighborhoods) and the Governing Board (dealing with EINPC organization issues). The Community Council held more meetings than required in 2008. The same was true of the Governing Board.

The common issues the EINPC and neighborhood reps are working on include safety, drinking water quality and the schools.

In addition, the EINPC provided technical assistance to the Hawthorne Neighborhood Association on safety concerns and to the Worthington Park & Hawthorne neighborhood associations on the issue of a City planning grant.

They continue to make connections with residents, neighborhood associations, business associations through their expansive list serve.

They held their annual Eastside Alders Assembly and Forum. Participants reported the Assembly & Forum to be useful and learned information on issues effecting their neighborhood.

Outcome Objective # 1: Increase in capacity of neighborhood-based organizations in the East Isthmus area. Sustained increase in organizational membership-the planning council will have least 80% (14) of the seats filled by a representative from a member organization or at-large seat.

Performance # 1: 92% (13) of the seats were filled in 2008.

Outcome Objective # 2: Planning council attendance – The 10 meetings of the full planning council/board of directors will have quorum 100% of the time.

Performance # 2: 100% quorum at 7 Eastside Community Council meetings and 16 governing Board meetings

Outcome Objective # 3: Committee Participation – 100% (13 people) of the planning council representatives/volunteers will regularly participate on subcommittees of the Council.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Operations and Community Organization	\$42,807	\$42,807	100%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc. Performance # 3: 77% (10 members) regularly participated on issue subcommittees.			
Staff Completing Report		Oversight Body	
Lorri Wendorf		OCS / Program Area VII	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement; space, etc.</p> <p>The organization has only one staff person. Early in 2007, the agency learned that the budget would no longer support 2 positions. The newly hired Executive Director left. After some time, the Board hired the assistant community organizer as the E.D. for the organization.</p> <p>The new E.D. had significant issues communicating with their City contract manager and had difficulty getting required reports in to the Office of Community Services in a timely way. The person resigned from the agency in July, 2008.</p> <p>In consultation with their City contract manager, the agency decided to not rush into filling the E.D. position immediately. Rather they hired a consultant to help them get their financials in order, help them put together an effective & efficient hiring process for the E.D. position, do some strategic planning and help the volunteers carry out the annual forum. The consultant was in close communication with their City contract manager and reports were filed in a timely manner.</p> <p>The hiring process was completed in the first quarter of 2009. The consultant will stay on in a limited capacity after a new E.D. is hired to create an effective transition. The City contract manager will be in close contact with the new ED to offer technical assistance.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>This agency lost two significant funding sources in 2006/2008. Not much progress has been made in diversifying their funding. The City is currently 100% of this agency's funding. City staff has made it clear to the agency that they must diversify their funding. City contract manager will monitor closely in 2009.</p>	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

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

OCS staff met with the E.D. on multiple occasions to provide technical assistance, impress upon them the need for timely reporting to the City and encourage them to set up regular meetings with the Mayor, similar to other planning councils.

The E.D. still did not get reports in on a timely basis and the City began copying the Board chair on all communication. The E.D. resigned as of July 1, 2008.

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

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Summer Children/Youth Program *Elementary School Age *Middle/High School Age	\$58,898	20,279	34%

Service Delivery and Annual Goals

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

Annual Goals: To serve 90 unduplicated children, 35 hours a week in two four-week summer camps, with an average daily attendance of 30 children.

In 2008, 97 children were served. Average daily attendance was 31. The program collaborated with Volunteering and Community Learning Projects and an environmental/energy conservation group.

Outcome Objectives: 1) Participants will demonstrate increased involvement in creative activities and wellness. 2) Participants will increase their understanding of responsible behavior, rules and consequences. Measurements are taken using an outcome survey completed by youth.

Preteens: Out of 36 preteens surveyed, 94% report that due to their camp participation their commitment to understanding responsible behavior, responsibility and consequences increased and 88% reported that their confidence and self-esteem increased. Teens: Out of 38 youth surveyed, 89% report that due to their camp participation their commitment to understanding responsible behavior, responsibility and consequences increased, and 87% reported that their confidence and self-esteem increased.

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Youth Services	\$ 173,070	\$ 21,260	12 %

Service Delivery and Annual Goals

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

Annual Goals: To 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.

199 unduplicated youth participated with a daily average of 14 in 2008. Regular activities include afterschool drop-in, teen development, positive options program, boys group and girls group. Twelve program participants took part in a variety of enrichment classes at the University of Wisconsin.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Youth Services	\$ 173,070	\$ 21,260	12 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<p><u>Outcome Objectives:</u> 80% of youth who attend regularly will 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.</p> <p>Forty youth completed a two question self-report survey at the end of 2008. 90% of the youth reported that due to participating in the program their commitment to learning (ex. motivation, school engagement and reading for pleasure) increased and that they felt more empowered (ex. valued by the community, safe and in control of their lives).</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>2008 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.</p> <p>Executive Director has been at agency for a very long time. In 2008, the agency hired an Assistant Executive Director freeing up the E.D. for more fundraising to support the larger center.</p> <p>The expanded space has allowed the Children's Services program to move into a larger dedicated space.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>This agency has a good capacity for fundraising. With the addition of an Assistant Director, the E.D. will have even more time for fundraising.</p>	
<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>An OCS Child Care Specialist reviewed the elementary summer camp program using the <i>Madison Elementary School Age Standards</i>. The Camp and Children's Services programs continue to meet these standards. Contract requirements were met.</p>	

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
East Madison/Monona Coalition of the Aging
Program Area III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Outreach/Case Management	\$151,826	\$41,126	27 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 500 seniors will receive case management service during the year (300 from the City of Madison).</p> <p>For the year, 432 seniors received coalition provided case management services. There were 3,669 Information and Assistance services provided during the year involving 928 hours of staff time. All case management services were significantly higher than in 2007.</p> <p><u>Outcome Objectives:</u> Increase the access of older adults, families and caregivers to services and resources. Increase older adults ability to self-advocate because of case management services and to remain in their own homes.</p> <p>Reviews of case managers monthly reports indicated that services helped seniors remain in their own homes and increased their knowledge of services and resources.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Focal Point-Based Community Assistance	\$13,325	\$10,824	81 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> Production of 6,000 newsletters, 3 toenail clinics/month, support and coordination of volunteers, 10 caregiver support meetings/year targeting 100 caregivers. Organize a caregiver library for family caregivers.</p> <p>For the year, more than six thousand newsletters were produced and distributed. Ten caregiver forums were held with more than 75 attendees (duplicated). During the year volunteers provided more than 6,000 hours of help to the agency</p> <p><u>Outcome Objectives:</u> Increase the ability of community caregivers to provide quality care and make informed decisions.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Notable/Significant Agency Events - 2008	
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>The Board of Directors hired a new Executive Director early in 2008. The agency suffered significant problems with its phone and computer system throughout the year.</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 adult daycare center has continued higher daily counts in 2008 and is becoming self-sustaining financially.</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>None</p>	

**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Family Enhancement
Program Area II**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Parents' Places (including Diverse Families)	\$237,101	\$45,255	19%
Service Delivery and Annual Goals			
<p>Annual service goal was 517 unduplicated participants; this year there were 901 unduplicated participants. The Childcare numbers were low, a little over half of what was projected.</p> <p>Outcomes:</p> <p>#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.</p> <p>#2 Agency reported that 153 (17% of 901) participants completed participant survey questions.</p> <ul style="list-style-type: none"> • 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. <p>Parent's place programming takes place in multiple sites around the city, and that Spanish specific programming is offered through Parent's place South and through Teen Parent programming at Middleton High School. Demand for Spanish language programming appears to be increasing. Staff will address low child care hours issue this year., by either exploring outreach/service model and/ or adjusting goal.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC/II	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
H. Early Childhood Center	\$41,805	\$20,680	49%
Service Delivery and Annual Goals			
<p>Services provided well exceed contract goals for the Funzone Play as Learning Program. The services goal was 500 unduplicated participants and 906 were served.</p> <p>"The Early Childhood Program saw 190 new participants in the fourth quarter. The Pal Zone play and learn group at Covenant Presbyterian Church on S. Segoe Road has grown remarkably in a very short period of time averaging between 12 – 17 participating families on Tuesday mornings in December. Children participating are primarily under the age of three."</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
H. Early Childhood Center	\$41,805	\$20,680	49%

Service Delivery and Annual Goals

The following is from the fourth quarter report:

“We will now be offering parents the opportunity to complete an Ages and Stages Questionnaire (ASQ). The ASQ is a nationally recognized screening tool to determine if a child is on target developmentally. The parent completes the screen under our guidance. We score the screen and communicate the results to the parent. The ASQ is categorized by developmental areas. There is also a social/emotional ASQ that we plan to make available. If a child scores below a certain level in a category, we are then able to make the parent aware and assist them in referral to Birth to Three or Child Find. We piloted it for the first time at the West side PalZone in Covenant Church in November. Twelve parents completed the ASQ. One child was successfully referred to Birth to Three. We are gearing up to make the ASQ available to all program participants at certain times during the year.”

Outcomes: Program staff submitted data related to two outcome statements.

#1 94% of Participants surveyed indicated they “developed an understanding of the value of play and have learned new ways to help my child learn through play.”

#2 96% of participants surveyed indicated an affirmative response to the following statements-

“I play with my child more since we started attending this program.”

“I feel closer to my child by participating in this program.”

Staff Completing Report	Oversight Body
Laura Noel	CSC/II

Notable/Significant Agency Events - 2008

Staff Completing Report:	Laura Noel
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc. No concerns reported	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc. No concerns reported	
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 concerns reported	

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Family Service
 Program Area II, IV

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
J. Children of Violent Homes	\$ 14,764	\$ 2,811	19 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Annual Goals: CVH is a collaboration of DAIS, Family Services, Rainbow, and Youth Services which will provide 663 hours of counseling services to 311 unduplicated children and youth, make 150 referrals, and host 4 trainings with 500 participants.</p> <p>Family Services is responsible for a small percentage of the services provided through the CVH program.</p> <p>Family Services served 5 of the 447 children who received service from CVH in 2008 and provided 79 of the nearly 5,000 hours of service in CVH treatment programs.</p>			
Staff Completing Report		Oversight Body	
Mary O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Bridges	\$ 37,650	\$2,308	6 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008 with 17 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>91% of the participants reported that they have become more committed to building positive race relations and cultural awareness; and 40 % also report increased comfort in communicating with people of different races.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Bridges	\$ 37,650	\$2,308	6 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	
1.	<p>Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>No notable administrative issues.</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>No notable funding issues.</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>There was no OCS intervention in 2008.</p>

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Freedom, Inc.
 Program Area V, IV, III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Family Strengthening Program	\$ 134,773	\$ 5,120	4 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 61 family cases including 235 unduplicated individuals were served in 2008. The program also helps Hmong and Cambodian elder victims live safer lives. The Executive Director helped plan a meeting sponsored by the Wisconsin Coalition Against Domestic Violence (WCADV) for over 30 Hmong advocates from all over the State to discuss Domestic Violence Murder Suicides in the Hmong community. She was also the keynote speaker at the State Wide Hmong Mutual Association conference, where she spoke about abusive international marriages and domestic violence. The following month she presented at the WCADV State wide conference. She also received the 30 Year Change Maker Award. In addition, in the same month she was the keynote speaker at the National Refugee Women's Network conference in Atlanta, GA.</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 decision 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	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Nkauj Hmoob: SE Asian Girl's	\$ 14,397	\$2,177	15%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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> <p>A total of 56 unduplicated SE girls were served (10 at Kennedy Heights, 25 at Bayview/Southside, and 21 at Northport). The young women in Nkauj Hmoob have come to an agreement that the groups name should change as to include everyone in the group as the program now includes several Laotian and Cambodian girls/teens. A major activity for Nkauj Hmoob and Black Beauties is to complete a video project on the Deportation of Southeast Asians and present it to the community. Transportation and funding for snacks continues to be a challenge for this program</p> <p><u>Outcome Objectives:</u> To increase the ability of 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.</p> <p>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.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events - 2008	
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>Demand for Freedom Inc. services continue to grow beyond the agency's financial capacity.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Although total revenue has increased, this agency continues to report 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.</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 continues to help Freedom Inc. understand the City budget and contracting process and requirements.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Girl Scouts of Black Hawk Council
Program Area IV

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Girl Scouts Outreach	\$30,306	\$2,177	7 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 23 unduplicated girls with an average of 18 girls per activity. See additional comments in the OCS intervention section below.</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>66% 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	

Notable/Significant Agency Events - 2008	
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>See OCS intervention below.</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>	

Notable/Significant Agency Events - 2008

Staff Completing Report: Mary O'Donnell

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 continued to be challenging and time consuming for Girl Scout staff. OCS staff worked with CDBG and Wisconsin Youth Company on these issues early in 2008. By summer, it appeared that the best decision was for the Girl Scouts to refocus their outreach on a different neighborhood. In Fall 2008, the program moved to the Northport/Packers neighborhood. With this move, the program is growing and getting closer to meeting contractual requirements.

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

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

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Middle School Achievement	\$84,695	\$21,345	25%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 40 unduplicated youth through groups at the center and 400 unduplicated youth at the O’Keeffe Youth Resource Center (YRC).</p> <p>The program surpassed all attendance related goals. Programs at the Center served 63 unduplicated youth and 594 unduplicated youth were served through the YRC. All of the Goodman Community Center middle school programs are actively involved in a wide variety of collaborative projects, community activities and leadership opportunities. This program accomplished a smooth transition to new staff with the first significant staff turnover in more than decade and a smooth move to the new Center building.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Middle School Achievement	\$84,695	\$21,345	25%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</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. MMSD has yet to provide grade reports for Fall semester. This information will be included with the 1st quarter report in 2009. 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 / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
G. Girl Neighborhood Power	\$127,627	\$11,480	9%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 92 unduplicated girls with a weekly average of 41 girls. The girls' council included 11 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 (64) improved or maintained their GPA from Fall to Spring 2007-2008 and 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 / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
H. High School Leadership Council & L. Lussier Teen Center	\$57,193 \$114,949	\$9,054 \$42,098	16% 37%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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>This program surpassed all goals in 2008, serving 3,712 unduplicated youth with an average of 75 youth after school, 15 youth actively participated in the Leadership Council and 57 unduplicated participants in the Youth Volunteer Core (YVC) completed 70 projects.</p> <p><u>Outcome Objectives:</u> 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.</p> <p>Outcome objectives were met or surpassed. 90% of the YVC participants met the outcome goal for community service and completed more than 15 hours of community service each month. Academic performance is now being monitored by CESA 2.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
N. Senior Activities	\$82,741	\$4,552	6 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 113 seniors will participate in senior program activities at the Center, including exercise programs, health screenings, discussion groups, bingo, field trips, card games. Meals will be available 3 times per week for seniors.</p> <p>For the year, 423 seniors attended Atwood Center activities (a 36% increase over 2007). 185 seniors attended Wednesday activities (average attendance: 47), 39 attended Monday Brunch (average attendance: 11), 22 attended the Saturday Euchre program (average attendance: 12), senior volunteers provided considerable assistance to the senior meal program. The Center will be a county senior nutrition site in 2009, which will help in transporting seniors to the site.</p> <p><u>Outcome Objectives:</u> 80% of those surveyed will have better access to nutritional foods and health screenings.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
N. Senior Activities	\$82,741	\$4,552	6 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>88% of GCC senior participants list the Center as their primary social outlet. 72% said they felt healthier because of attending the meals.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC / Program Area III	

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

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The programming for preschoolers and elementary school aged children has been reestablished in the Goodman community center. These programs are now under one state child care license. In 2008 the school age programs dropped their Madison accreditation and now meet the <i>Madison Elementary School Age Standards</i>. The Preschool remains accredited. Due to State Licensing requirements, some changes were required in administrative staff. These occurred toward the end of 2008 and the child care program is now stabilizing under the new personnel hierarchy.</p> <p>The construction on the new Goodman Atwood Community Center was completed and all programs are now operating out of the new Center space.</p>	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

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

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

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

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

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Grassroots Leadership College
 Program Area VII

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Grassroots Leadership College – Intensive Workshop Series	\$13,278	\$8,163	61%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> Plan and conduct 6 intensive workshops for new and emerging leaders; 100-120 students will be enrolled during 2008.</p> <p>In 2008 the GLC conducted 4 intensive workshops. 57 students were enrolled in the intensive workshops.</p> <p><u>Outcome Objective # 1:</u> 90% (108) of the participants completing the workshops will show increased knowledge & skill in the topic area covered through surveys.</p> <p>43 % (52) of the participants report increased knowledge & skill in the topic area.</p> <p><u>Outcome Objective # 2:</u> 40% (48) 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, 45 % of participants were people of color.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VII	

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

Notable/Significant Agency Events - 2008	
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Staff Completing Report:	Lorri Wendorf
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| 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. | |
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The Weed and Seed Coordinator participated in the South Madison training.	
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City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Kennedy Heights Neighborhood Association
 Program Area I, IV, VI

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

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

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Teen Program	\$ 46,343	\$23,972	52%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<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 52 unduplicated youth with a daily average of 9 youth. Youth take strong leadership roles in the program, planning activities, determining rules, designing incentives, and serving as mentors to younger children.</p> <p>In fall of 2008, Kennedy Heights Community Center began a partnership with a graduate student from UW through a Kauffman Social Entrepreneurial grant. A group of students worked closely with the Youth Program, analyzing data, hosting focus groups and compiling evaluation materials for our program. During their focus groups the students gathered data on "From the perspective of the youth, what motivates them to attend the program?", "When the youth do not attend the program what other activities are they engaged in?", "From the perspective of the youth, what would be positive ways to incorporate their input for programming?" In discussing why they attend the program youth identified two main themes for why they attend, relationships and activities. Youth identified relationship with staff and then with their friends as important factors in deciding whether or not to attend. Youth also indicated that the program activities are important in determining their attendance.</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>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Teen Program	\$ 46,343	\$23,972	52%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
The program met or surpassed the outcome objectives. 82% of the youth who attend regularly report an increased number of positive opportunities and supports in their lives as a result of their participation.			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Asian Outreach Program	\$23,462	\$4,998	21%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<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. 67 unduplicated people participated in the monthly workshops; 79 families were served by the Asian Outreach program. Of those families who participated, 42 lived in Kennedy Heights and 37 were from outside the immediate Kennedy Heights neighborhood.</p> <p><u>Outcome Objective # 1:</u> 75% (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, 92% (50) participants reported increased community living skills, awareness of resources, cultural norms, parenting skills and social skills.</p> <p><u>Outcome Objective # 2:</u> 50% (28) of the participants will show an increased awareness and understanding of parenting skills.</p> <p>97% (38) 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 / Program Area VI	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
H. Girl Neighborhood Power	\$ 45,984	\$11,480	25%

Service Delivery and Annual Goals

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

Annual Goals: To 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.

This program surpassed the goal serving 55 unduplicated girls but fell short of the daily average of 8 girls. Eighteen girls participated in girls' council. The girls participated in the Girls Inc. mock election, "SheVotes" and were part of the national Girls Inc. election where each girl cast her ballot for president. The girls continued to work through the enCourage program, learning about outdoor preparedness and finding their comfort level with various activities. This program continues as a strong partner in Fit City Madison activities. Other activities include a book club, dance and community services. Partnerships with the Sierra Club and the UW Women in Engineering Club provide great resources.

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.

90% of the girls improved or maintained their GPA from Fall to Spring in the 2007-2008 school year; and 92% of the girls reported a stronger interest and connection to community service projects.

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

Notable/Significant Agency Events - 2008

Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>A new bathroom was built in the Early Childhood program/Young Afterschool Program space.</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 issues to report.</p>	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

In April 2008, an OCS Child Care Specialist reviewed the Early Childhood Program. The program successfully maintained its Madison Accreditation. In December 2007 the After School Program was reviewed and found to successfully meet the *Madison Elementary School Age Standards*. Both programs meet contract requirements.

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City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Lussier Community Education Center
 (Formerly known as
 Wexford Ridge Neighborhood Center)
 Program Area I, IV, VI

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Jefferson Youth Resource Center	\$ 111,123	\$ 25,344	23 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Jefferson Youth Resource Center	\$ 111,123	\$ 25,344	23 %

Service Delivery and Annual Goals

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

This program greatly surpassed their annual process goals for 2008, serving 205 unduplicated youth with an average of 21 youth per activity. In addition to the daily after school academic support and recreation, the program continues the separate boys (BROTHAS) and girls (SYSTASS) youth development groups. Issues with space in the school will no longer be a barrier for the program with the opening of the new center and full access to appropriate space for teen activities.

Outcome Objectives: 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.

The program reports that all of the participants increased their self-awareness and were supported and empowered to make a difference in their own lives and the lives of others. These outcomes were measured and met through daily attendance, a task matrix and activity reports.

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Project Teen Build Up	\$ 91,720	\$ 7,917	9 %

Service Delivery and Annual Goals

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

Annual Goals: 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.

TBU provided 12 trainings or other events for other teens. The program greatly exceeded all process goals with 224 unduplicated youth participating and a core group of 28 leaders. New drop-in hours have been successful in bringing anywhere from 20-50 teens into the center on a daily basis. Youth are able to alternate hours in the computer lab, the gym, and the youth room during these open hours. The number and availability of staff due to budget limitations continue to be a challenge. The program reports that is difficult to safely and effectively support teens when staff are stretched so thin.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Project Teen Build Up	\$ 91,720	\$ 7,917	9 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<p><u>Outcome Objectives:</u> Youth will develop a broader understanding of the ways youth can make a positive difference in the community and be empowered, motivated and inspired to creatively and positively influence the community.</p> <p>These outcomes were measured through program participation and group discussion. The Leadership Logs details the varying levels of leadership for each participant. The log also categorizes activities into trainings, business/planning meetings, grassroots projects, and participation. Activities included: the ACLU's "Other America" Conference, Spoken Word Poetry Session with Campaign Against Violence, Video Training at Channel 3000, organizing the Grand Opening Teen Party for the LCEC, and youth organizing mini-trainings (criminalization of youth of color, grassroots power, and solutions to community violence.)</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Support Outreach Leadership (SOL)	\$63,176	\$11,182	18%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<p><u>Annual Goals:</u> To serve 20 unduplicated residents in the training; the residents will plan and complete 3-4 grassroots projects/activities; 1,200 neighborhood contacts will be made through phone calls, door-to-door contacts, flyers & newsletter.</p> <p>137 unduplicated residents participated in the leadership training; 31 grassroots projects/activities were planned & completed by the residents in the program; 2,90 neighborhood contacts were made.</p> <p><u>Outcome Objective 1:</u> Engage and train 20 new leaders who then carry out resident-directed initiatives at the Center and in the neighborhood.</p> <p>23 new leaders were engaged and trained.</p> <p><u>Outcome Objective 2:</u> 7 families will receive increased access to assistance because of leaders in the SOL program.</p> <p>31 families increased access to assistance as result of resident leaders.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Support Outreach Leadership (SOL)	\$63,176	\$11,182	18%
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VI	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The Center moved into it's new facility in 2008. The name of the organization has changed to the Lussier Community Education Center The SOL program has had staffing turnover and replacement challenges as well.</p> <p>Center programming opened in the fall 2008, following a short break, at the new Lussier Community Educational Center. After being single staffed earlier in the year, the After School program returned to full enrollment in the summer with returning assistant staff joining the lead. In Fall a new assistant staff person was hired to help in establishing the new program.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>Nothing to report.</p>	
<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 Summer of 2008, an OCS Child Care Specialist reviewed the program using the <i>Madison Elementary School Age Standards</i>. A number of deficiencies were identified and changes were required. Staff began work to make improvements and plan for the fall program. During the 2009 funding discussions, future funding for 2010 was made contingent on the program meeting quality measures and service goals.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Lutheran Social Services
 Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Off the Square Club	\$123,454	\$40,914	33 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 met or exceeded its service in unduplicated individuals, daily average attendance, and meals served. More than 1,000 advocacy/interventions and referrals for supportive services were made during the year.</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	

Notable/Significant Agency Events - 2008	
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>The agency is now located at 4 N. Hancock. The program has more space and is open additional hours. More formal programs were added and the vocational program was expanded. Being further from State Street has benefited clients.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>There are no funding issues to report for 2008.</p>	

Notable/Significant Agency Events - 2008	
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Staff Completing Report:	
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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.
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	None was requested or needed
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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Madison Literacy Network (Formerly Madison Literacy Council)
Program Area II

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Family First Literacy Program	\$ 70,000	\$ 12,629	18 %

Service Delivery and Annual Goals

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

Annual Goals: This program seeks to increase the level of English language literacy and expand the parenting skills of 125 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.

For the 2008 contract year, the English as a second language and English in the schools programs served a total of 118 adults. The annual goal was 125 adults served. In past years, this program has exceeded goals. Program staff noted that one of their new sites this year at Sherman school had difficulties with attendance. Program staff worked extensively with school staff to address this issue and it was determined that transportation to this school was difficult. For the next contract year this programming and outreach will shift to sites at Lowell Elementary, Hawthorne Elementary and Sennett Middle Schools.

Outcome objectives: #1-Families will foster a positive educational environment by increasing literacy activities in the home or parental involvement at the children's school.

Of those 118 participants, 107 learners (or 91%) 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.

#2- 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

Of those 118 participants, 76% (or 90 learners) report that they participated more fully in the community.

As reported:

- 5 accepted a new job*
- 4 retained employment*
- 7 used their English skills at work*
- 2 attained a state driver's license*
- 8 helped a child more with school or visited a library with a child*

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Family First Literacy Program	\$ 70,000	\$ 12,629	18 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><i>Students also reported getting better jobs, buying books for children, increasing contact with a child's teacher, increasing involvement in community activities, obtaining a library card, and reading for pleasure. Some student comments include:</i></p> <ul style="list-style-type: none"> ✓ "I'm much more comfortable using English—especially on the telephone." ✓ "Now I read every night with my son." ✓ "Now I realize my English is not so bad, and is really getting better the more I use it." ✓ "I don't feel so embarrassed when my children point out my mistakes in pronunciation or grammar." <p>I'm starting to read a little more English every day, and it's fun!"</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	
1.	<p>Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The organization hired a new Executive Director – Jeff Burkhart. The transition by all reports has been smooth, and the agency has retained valuable experienced key staff.</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>"The economic downturn affected family literacy programming during the second half of 2008, as federal funding for Even Start in Madison was cut. When Even Start federal funding was discontinued, the agency directed their resources to collaborate with DCPC at their family literacy program at the Catholic Multicultural Center." (From Fall report)</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>This agency's contract manager had been Leslie McAllister. When she left OCS contract management went to Laura Noel. Laura Met with the Executive Director and program staff to review and update contract language, update the service report format, and generally talk about program and agency services and reporting. 2009 contract and reporting will reflect changes discussed.</p>

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Youth and Families	\$ 80,745	\$ 28,247	35 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008, serving 127 towards the goal of 285, but has made significant improvement in program focus and quality with an enrolled program instead of drop-in. The daily average of 18 for after school drop remained above the goal. Participant behavior has been challenging for staff and volunteers.</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 75% of the Standards 87% of the youth developed personal leadership abilities.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Summer Children's Program	\$44,421	\$22,071	50%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 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 2008, 29 children were served (the daily average attendance was 25). Although service numbers were lower than goal, more children were served regularly; less turnover was seen in the program. The program continues to meet <i>Madison elementary School Age Standards</i>.</p> <p><u>Outcome Objectives:</u> 1) To improve participants positive race relations skills and cultural awareness. Frequent opportunities were provided for staff to share their cultural background and a majority of staff was from diverse cultural backgrounds including Jamaican and African. 2) To build team skills and cooperation skills. Cooperation and team building was emphasized as one of the structural components of the program. Observations of staff and various programs the group attended revealed high praise for the cooperative spirit and good behavior of youth. Staff primarily measured outcomes informally. Parent surveys showed high satisfaction.</p>			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Senior Activities	\$12,656	\$1,963	16 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 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 eighty-six seniors participated in Neighborhood House activities. The Wednesday dinner program at Parkside had 87 unduplicated attendees. 35 received home chore services. 28 seniors volunteered at the agency.</p> <p><u>Outcome Objectives:</u> 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><u>Service Delivery:</u> The agency planned to institute an exercise class but an effort involving UW interns proved unsuccessful.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Senior Activities	\$12,656	\$1,963	16 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC / Program Area III	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	Lorri Wendorf
<p>1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>In 2008, the illness, subsequent absence and eventual retirement of the long-term Executive Director (March, 2008) impacted the administration of the center as other staff tried to fill in. This agency is thinly staffed to begin with so that created a number of challenges.</p> <p>In 2008, new staff were hired to oversee and implement the center's youth program and summer camp. The current staff exhibit the competence and expertise needed to establish a program that meets children's needs and program goals.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>This agency has had challenges with fundraising in the past, however there seems to be new emphasis and new ideas coming from the new E.D. to change this. This neighborhood center has a lot of facility users who use and/or rent the space for their programming in addition to the programs offered directly by the center.</p> <p>Agency is increasing their fundraising goals for 2009. Contract manager will be monitoring their fundraising plan and accomplishments on a monthly basis in 2009.</p>	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

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

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

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

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
North/Eastside Senior Coalition
Program Area III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Outreach/Case Management	\$175,442	\$82,378	47 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 300 seniors will receive case management services and at least 50 Latino seniors citywide will receive management services.</p> <p>For the year, 295 seniors received case management services. The agency provided 624 hours of information and assistance services, which involved 5,410 contacts. Case managers held office hours at local housing sites and neighborhood centers, which has increased the number of case management clients. There were 134 Latino clients referred to NESCO for services, a 268% increase over 2007. The agency is seeking additional funding and resources to respond to the increased number of requests for services.</p> <p><u>Outcome Objectives:</u> To increase the number of seniors who receive quality case management services. Surveys were mailed to all English and Spanish speaking case management clients, 56 surveys were returned. 98% rated their satisfaction with their case manager as satisfactory or excellent, 84% felt case management services had helped them remain independent. For Latino clients (7 surveys returned) 100% rated the information received from the case managers as satisfactory or excellent and 71% felt case management services helped them remain independent.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Focal Point-Based Community Assistance	\$21,091	\$21,091	100 %

Service Delivery and Annual Goals

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

Annual Goals: Through volunteer help, mail out the coalition newsletter, provide approximately 20 hours/week of office reception, and provide annual recognition for approximately 150 volunteers. Provide weekly educational/social programs at the three nutrition sites. Sponsor or cosponsor 50 senior programs during the year. Distribute the newsletter to 2,000 recipients each month.

For the year, the newsletter was mailed to more than 1,800 individuals monthly. There were 132 blood pressure screenings and 381 (duplicated) seniors attended foot care clinics. 331 flu shots were administered. More than three hundred volunteers provided 10,351 hours of volunteer service to the agency in 2008.

Outcome Objectives: Seniors involved in NSCO volunteer programs will develop a greater sense of worth.

The agency's annual survey included a separate section for volunteers, 343 volunteers were surveyed, 114 surveys were returned although only 56 respondents completed the volunteer section, of those 96% agreed that the volunteer programs were a good use of their time and helped them feel better about themselves.

Staff Completing Report	Oversight Body
Gray Williams	SCAC

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C.,D. Senior Activities/Cultural Diversity	\$120,911	\$25,991	21 %

Service Delivery and Annual Goals

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

Annual Goals: 500 seniors will be involved in at least 40 senior programs, including social/educational and recreational activities. Assist Madison Senior Center overcome the barriers that prevent Hispanic seniors using that center. Provide a monthly program at the Madison Senior Center for Hispanic seniors (20-40 seniors will attend each month). Locate and refer, where appropriate, Hispanics in each Coalition service area to that Coalition. Increase Hispanic seniors' knowledge of senior services and knowledge of health and wellness issues. Identify and promote 6 health or wellness programs relevant to the needs of Hispanic seniors.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C.,D. Senior Activities/Cultural Diversity	\$120,911	\$25,991	21 %

Service Delivery and Annual Goals

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

For the year, 988 seniors participated in senior activities. NESCO sponsored activities at Warner Park Community Center included education, social, intergenerational and recreation programs – in 2008 the agency provided 102 programs in these areas (e.g., a sewing club, chair based exercise class, guest speakers on topics such as Osteoporosis, classes to attract boomer such as Beginners Spanish and Creative Writing and intergenerational programs with Black Hawk Middle School students).

In the cultural diversity program, the Latino group continues to meet almost weekly for social and educational purposes. Activities include health/wellness programs, and a caregiver support group. The 17th annual Come Together party for Latino, African-American and Asian seniors was extremely well attended.

Outcome objective: 75% of participants will consider NESCO's senior activities to have a positive impact on their life. 114 surveys were returned by senior activity participants, 97% agreed or strongly agreed that that the programs had a positive impact on their life.

Staff Completing Report	Oversight Body
Gray Williams	SCAC

Notable/Significant Agency Events - 2008

Staff Completing Report:	
1. Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc. The agency continues to struggle with space issues at Warner Park and has to provide off-site programming (e.g., a computer lab for seniors at Vera Court, activities at Sherman Glen Apartments and St Paul's Lutheran Church).	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc. Funding provided by the Madison Community Foundation allowed the agency to extend its Latino programming to local County communities such as Fitchburg, McFarland, Middleton and Sun Prairie. The funding ended 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. None requested or indicated	

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**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Northside Planning Council
Program Area VII**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Operations and Community Organization	\$176,852	\$61,332	35%

Service Delivery and Annual Goals

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

Annual Accomplishments:

1. Worked with residents raising awareness and advocating on issues of economic development, land use & development, crime & safety, school equity, and apartment life.
2. Organized a well-attended Economic Development Forum in March. Prepared a briefing paper with questions & concerns identified by residents and continue to work with City staff to provide input to the City's Economic Development Plan and it's implementation.
3. Coordinated a meeting of planning council members & the new North District Police Captain.
4. Has worked closely & extensively with the City Planning Dept on the Northside Neighborhood Plan. Have been instrumental in getting resident input into the plan.
5. Helped members with small group facilitated discussion of City's new Neighborhood Indicators Project to present coordinated reactions to, feedback & questions about the preliminary list of indicators included in the pilot.
6. Working with Vera Court residents to revitalize the Vera Court Neighborhood Association.
7. Held quarterly meetings with the Mayor which the Mayor indicates is very useful for him.
8. Published 6 issues of the successful Northside News newspaper.
9. Worked closely with alders, City staff and residents on the Northside marketing Study determining specific business viability on the northside.
10. Organized and implemented a very successful 15th Anniversary Celebration which raised \$40,000 for the planning council.
11. Worked with a developer on the Tennyson Lane project, which began as very controversial with many residents. Worked to ensure that the project responded to neighborhood concerns.
12. Continued to help organize and work on the neighborhood schools, equity & student achievement issues.
13. Conducted 3 retreats in the Spring for all new and continuing council members
14. Assisted Berkley Oaks Neighborhood Association with response to development proposal.
15. Initiated dialogue about a community building at Troy Gardens.
16. Recruited northside leaders & established "action teams" on transportation & economic development to begin focused issue work & action research in those areas.
17. Provided support to Brentwood neighborhood leaders & landlord group in working with Police, BI, alders, and other to deal with increasing crime & safety issues.
18. Reviewed plans for initial redevelopment of Northgate Shopping Center.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Operations and Community Organization	\$176,852	\$61,332	35%

Service Delivery and Annual Goals

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

- 19. Provided support to Northside Business Association leadership to increase their engagement in economic development & transportation issues, including recruitment of business owners to participate in joint NPC & NBA work.
- 20. Sponsored community forums on transportation issues and on economic development issues to identify key problems/concerns & prioritize proposed solutions. Nearly 100 solutions. Nearly 100 residents & business owners participated.

Outcome Objective # 1: 90% of neighborhood leaders trained in advocacy & community organizing process will report increased skills following the training.

Over 90% of participants in NPC's advanced leadership training reported an increase in their understanding of advocacy & community organizing process (with 71% reporting a very or advanced understanding after the training).

Outcome Objective # 2: 80% of neighborhood leaders trained in leadership skills will report increased skills following the training.

Over 80% of participants in NPC's leadership skills training reported increased skills (with over 70% reporting a definite increase and over 20% reporting somewhat of an increase).

Outcome Objective # 3: 75% of key community stakeholders – including City officials – interviewed will report that NPC effectively organized northside residents & organizations to achieve at least 2 community goals identified in the northside community vision or through other community mechanisms.

Over 75% (34) surveyed reported that NPC effectively organized residents & organization in achieving at least 2 community goals.

Staff Completing Report	Oversight Body
Lorri Wendorf	CSC / Program Area VII

Notable/Significant Agency Events - 2008

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.

Executive Director resigned at end of 2007. New E.D. was hired in March. The new E.D. is a former E. D. of the NPC with significant skills and experiences.

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

If funding from the City is reduced, NPC may need to consider a reduction in staff.

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 OCS intervention requested or required.

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Omega School
Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. GED/Basic Skills	\$171,973	\$88,990	52 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008, 265 unduplicated students were enrolled in the Basic Skills GED program, all of whom achieved 20 or more hours of attendance. 96 students completed the GED/HSED and 134 students completed section 1- 4 of the GED. 261 students completed a career interest and aptitude survey, 16 students participated in post-GED study.</p> <p><u>Outcome Objectives:</u> Through instruction assistance adults achieve a GED/HSED diploma. 96 students achieved a GED diploma (annual goal 62). 134 passed at least one GED test (annual goal 87).</p>			
Staff Completing Report		Oversight Body	
Gray Williams		CSC	

Notable/Significant Agency Events - 2008	
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>There are no administrative issues to report for 2008.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>There are no funding issues to report for 2008.</p>	

Notable/Significant Agency Events - 2008	
Staff Completing 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.	
No issues to report	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
OutReach
Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Counseling/Education/Advocacy	\$67,484	\$24,145	36 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008, 17,539 contacts occurred during the year. 2,753 individuals received information and referral services, and 12,759 individuals participated in the counseling/education/advocacy programs. 143 received individual peer counseling, 1,610 participated in support groups, 1,058 individuals participated in 27 speaking engagements/workshops/presentations, and 2,707 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	

Notable/Significant Agency Events - 2008	
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>There are no administrative issues to report for 2008.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>There are no funding issues to report for 2008.</p>	

Notable/Significant Agency Events - 2008

Staff Completing 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 agency prepared a presentation for the Community Services Commission on how its services addressed the Goals and Priorities for Program Area VI. Eight new groups began to use the agency conference rooms including groups for those with mental health illnesses and those with disabilities; the agency increased its AODA services.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Porchlight, Inc.
Program Area VI

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
H. Transit for Jobs	\$69,000	\$40,960	59%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goal:</u> 1,800 unduplicated individuals will receive bus ticket assistance through the Transit for Jobs program. 500 individuals will successfully obtain an income source. 100 will maintain that income source using a 31-day pass.</p> <p>The program provided assistance to 852 unduplicated individuals. This shortfall is due in part to more people needing assistance for longer periods of time. In addition, there are some issues with partner agencies accurately completing the data entry for the tickets they utilize, thus what they are providing are not fully represented. This is the second year this program has not met service goals. City contract manager will address this with agency in 2009, to either address barriers and challenges and/or select more appropriate goals.</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, 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 2008, of the 852 unduplicated people served, 223 (12%) 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 2008, of the people who secured an income source 234 (105%) were assisted with a monthly ride card from Porchlight.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VI	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

Porchlight's database software is complex and some of the partnering agencies have difficulty using it. Transit For Jobs staff are working on this issue with partner agencies in 2009. City contract manager will be monitoring this issue in 2009.

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

No issues 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.

No intervention requested or needed.

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Early Intervention/Treatment	\$387,424	\$96,274	25%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>The agency generally met or exceeded its service goals for this program. 66 children and 51 parents received comprehensive intervention/prevention treatment (Goals were 60 and 58 respectively). Goals were exceeded for children receiving long and short term services. Agency reports that 100 children received long-term services (Goal was 40), and 98 children received short term assessment/observation, referral and follow up. 72 children were integrated into community settings. (Goal was 35). Outcomes: Agency reports 95% of clients served reported "Improved child and adult emotional and social development and behavior". 95% also reported enhanced parent-child relationship strengthening attachment and parenting skills.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Children of Violent Homes	\$54,626	\$17,626	32%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Annual Goals: CVH is a collaboration of DAIS, Family Services, Rainbow, and Youth Services which will provide 663 hours of counseling services to 311 unduplicated children and youth, make 150 referrals, and host 4 trainings with 500 participants. Rainbow is responsible for less than 50% of this total service.</p> <p>Rainbow served 87 of the 447 children who received service from CVH in 2008 and provided 1,250 of the nearly 5,000 hours of service in CVH treatment programs. Due to the extensive reporting required in the CVH multi agency report outcome reports OCS staff did not require an outcome report for this program this year.</p>			
Staff Completing Report		Oversight Body	
Mary O'Donnell		CSC	

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

Notable/Significant Agency Events - 2008	
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>OCS staff have met several times with Rainbow staff to address issues regarding billing for the PRIDE program and updates to contract language and reporting.</p>	
<p>2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>No comments at this time</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 is working with agency staff to update contract language, service reports and outcomes for 2009 contract.</p>	

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Rape Crisis Center
Program Area V

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Crisis Line/Volunteers	\$ 70,988	\$54,481	77 %
Service Delivery and Annual Goals			
<p>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 562 crisis calls during non-business hours in 2008.</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: 85 clients provided useable feedback through surveys or comments and 32 commented on the crisis line. Of these, 81% agreed that the Crisis Line counselors provided the information they needed and 75% indicated that the service reduced their immediate levels of stress. In addition to the paper surveys distributed through the support groups, the call logs for crisis line were modified to capture comments made by callers about their experience with the call. They've logged more than 100 comments and are working on a system to categorize the comments. Thus far, 94% of the comments reflected satisfaction with the call.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Community Education	\$ 124,798	\$21,976	18 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 all goals with 4,472 individuals attending 181 community education sessions and 8,872 materials distributed.</p> <p><u>Outcome Objective:</u> 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.</p> <p>In 2008, 676 Community Education evaluations were collected. Of these, 90% indicated that the presentation "taught me something that I didn't know", and 92% reported that the training "helped me better understand something I already knew".</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Crisis Intervention/Short Term Counseling	\$ 102,288	\$ 95,836	94%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 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.</p> <p>In 2008, Rape Crisis providing counseling to 425 individuals and information/referral to 97 individuals. 31 volunteers were trained</p> <p><u>Outcome Objective (1):</u> 85% of clients completing surveys will indicate that RCC services helped reduce the trauma associated with their assault.</p> <p>Exceed expectations: 90% of 81 surveys received (113% of goal) indicated RCC services helped to reduce the trauma associated with their assault.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Crisis Intervention/Short Term Counseling	\$ 102,288	\$ 95,836	94%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objective (2):</u> To increase victims' sense of safety and control over their lives to promote future healthy decisions and problem solving. (n=40).</p> <p>Of 24 surveys returned, 88% reported that RCC services had helped to increase their sense of safety and control, and that they had improved problem solving and decision making skills due to RCC services.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events - 2008	
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 2008. Agency moved to new location.	
2. Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.	
Nothing of note.	
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 attended open house at new location and met with agency regarding change of location.	

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City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Respite Center
Program Area II

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Respite/Crisis Child Care – Parent Support	\$135,336	\$135,336	100%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008. The Respite Center reports they served 371 families, 655 children and provided 24,308 service hours. The goal for first time users to this program was 200, Respite reported there were 63 new users in 2008.</p> <p>The Director reports there were staffing issues this year as they had staff out for medical leave, overtaxed their back up and on-call systems and had to close their doors for 48 hours at one point and limit the number of children in care to correspond to the staffing available at other times. This has impacted their service numbers. The Director is looking at changes to anticipate and respond to these situations in the future.</p> <p>Outcome: 50 parents who are new to the Respite Center in 2008 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.</p> <p>Staff were able to survey 24 parents. (These were not necessarily parents new to the program) who brought their children to Respite more than 6 times in 2008. Of these parents 50% (17) a post- use survey. 76% of these parents noted positive change in their relationship with their children after using the Respite Center.</p>			
Staff Completing Report		Oversight Body	
<u>Laura Noel</u>		<u>CSC</u>	

Notable/Significant Agency Events - 2008

Staff Completing Report:

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

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.

There were a couple of brief periods (1-2 days) in which overnight child care was not available due to medical issues resulting in staffing shortages, and existing substitute staffing had been maxed out. By Directors report it sounds as if crisis line and phone support services remained available.

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

Director voices concerns re: increasing staffing costs due to scheduled wage and health care increased, with subsequent increased reliance on possibly unattainable fundraising goals in this economic climate.

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.

This staff met with Director and key program staff (at Directors Request) to review contract language, and use of phone log to track calls and case management services rendered.

An OCS Child Care Specialist began a review of the program in fall of 2008. Due to staffing issues and scheduling conflicts, the review continues into 2009.

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Retired and Senior Volunteer Program
 Program Area III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Community Services	\$533,915	\$54,942	10 %

Service Delivery and Annual Goals

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

Overall Agency Goals: Throughout all RSVP's programs each year, 1,200 volunteers will provide 160,000 hours of service to 160 Dane County agencies.

For the year, agency-wide 1,949 volunteers provided 204,848 hours of service, significant increases over 2007.

Annual Goals A. 600 volunteers will be placed in 86 agencies and will provide 70,000 hours of service to those agencies.

For the year, 845 volunteers provided 100,855 hours of service at 81 agencies.

Annual Goals B. 370 volunteers will create and distribute 6,000 handmade items to 100 agencies throughout Dane County.

For the year, 317 volunteers created 10,543 items, which were distributed to 105 agencies.

Annual Goals C. 350 volunteers will provide 17,000 hours of intergenerational programming at 70 Dane County schools. 12 folk art fairs will be held during the year.

For the year, 461 volunteers contributed 24,851 hours of service to 48 city and 18 county schools. Eleven Folk Art Fairs were held

Outcome Objectives: Volunteers will have increased self-worth and express satisfaction from helping people through their volunteer activities.

Each year RSVP assessment committee selects a program to evaluate and develops surveys and conducts a site visit. The committee reviews the results and makes recommendations to the Board. In 2008 the committee evaluated the Folk Art Fair Program. 32 volunteers were surveyed, 17 responded. All those who responded agreed that they received satisfaction from helping children, they were able to make use of their abilities and they had a more positive outlook because of their volunteering. Teachers were also surveyed, 57 responded. 95% rated the Folk Art Fairs as a positive learning experience for children.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Community Services	\$533,915	\$54,942	10 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	
1.	<p>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 to report for 2008.</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>The agency's revenues decreased in 2008/2009 causing some staffing reductions in 2009.</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p>

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 Simpson Street Free Press
 Program Area IV, I

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Simpson Street Free Press	\$ 197,853	\$17,753	9 %

Service Delivery and Annual Goals

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

Annual Goals: To 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.

All goals for the year were surpassed. 56 unduplicated youth produced 7 issues with an average circulation of 23,200. The Simpson Street Free Press received a *Coming Up Taller* award from the President's Committee on the Arts and Humanities, the National Endowment for the Arts, and the National Endowment for the Humanities. Several *Free Press* reporters traveled to Washington, D.C. in November to accept the award at a ceremony hosted by Laura Bush at the White House.

Outcome Objectives: 90% of the participants will have the knowledge, skills and behavioral competencies to do well in school, get into college, and get good jobs.

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.

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Elementary School Summer Writing Workshops	\$16,384	\$16,384	100%

Service Delivery and Annual Goals

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

Annual Goals: To offer summer workshops to 25 elementary students that emphasize writing, reading math, and using computers.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Elementary School Summer Writing Workshops	\$16,384	\$16,384	100%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>25 children (21 daily average attendance) were served in the SSFP summer workshops. Program goals were met.</p> <p><u>Outcome Objectives:</u> 1) To improve academic skills of elementary participants.; and 2) Build writing and leadership skills for high school students who act as assistant teachers.</p> <p>92% of students participating showed improvement in their writing. Students broaden their interests and knowledge base as they write about core curriculum subjects. The special summer issue of the Simpson Street Free Press was distributed throughout Dane County.</p> <p>Self-evaluations and performance reviews reflected that all of the high school students experienced valuable mentoring and leadership opportunities by working in the Summer writing Workshops.</p>			
Staff Completing Report		Oversight Body	
Mary O'Donnell		CSC	

Notable/Significant Agency Events - 2008	
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>No significant issues 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 funding losses or gains 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>The ECCEB approved a motion to move the Summer Workshop series under the oversight of the CSC beginning in 2008.</p> <p>OCS staff observed program activities and attended two special events for this agency.</p>	

**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
South Madison Coalition of the Elderly
Program Area III**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Outreach/Case Management	\$114,239	\$63,470	56%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To provide 375 seniors in the South Madison Coalition area with 2,000 units of case management.</p> <p>For the year, 324 seniors received case management services (a 6% increase over 2007). There were 433 information and assistance contacts (18% increase over 2007).</p> <p><u>Outcome Objectives:</u> 75% of case management clients will establish at least one personal outcome to accomplish.</p> <p>45 client records were reviewed, 100% were able to establish at least one personal outcome (average was 4.12). The major personal outcome was to maintain or increase the level of independence.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Focal Point-Based Community Assistance	\$28,818	\$20,728	72 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To hold 4 educational programs during the year on services available to seniors, publish a monthly newsletter for 1,200 individuals, provide 12 health-screening programs, and provide 19 Sunday dinners and a Thanksgiving and Christmas dinner.</p> <p>For the year, the 10 Sunday dinners drew 400 seniors to the downtown Senior Center. 13,000 newsletters were distributed. There were nine community activities held during 2008 (including Thanksgiving and Christmas dinners each of which drew more than 100 attendees), 68 educational programs were held at nutrition sites. There were 12 health screenings, 162 attended blood pressure screenings and 42 attended foot care clinics. 480 volunteers provided 10,758 hours of assistance to the agency.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Focal Point-Based Community Assistance	\$28,818	\$20,728	72 %
Service Delivery and Annual Goals			
<p>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objectives:</u> 70% of program attendees will receive helpful nutritional information. Participants were surveyed quarterly. 97% indicated they learned new information and they could apply the information they learned and 42% indicated they eat healthier because of what they learned.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Neighborhood Senior Center Services	\$24,164	\$2,870	12 %
Service Delivery and Annual Goals			
<p>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 300 seniors will receive program services during the year. Program activities include: education classes, games, book clubs, social activities, exercise classes, health education lectures, trips and musical entertainment.</p> <p>For the year, 393 seniors participated in program activities, 124 participants were new to the program this year. Program activities include, educational classes, social activities, musical entertainment, health education lectures, and exercise classes.</p> <p><u>Outcome Objectives:</u> 70% of program participants will be less isolated and have increased life satisfaction through attendance at program activities. 76% of program participants made friends at the program, 45% felt less lonely, 42% felt more independent, 35% exercised more, 42% ate healthier, 58% felt healthier, 39% felt more satisfied about their life.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Notable/Significant Agency Events - 2008

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 2008.

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

The agency continues to play a lead role in the long-term care (LTC) reform initiative. Changes from the reform may impact the agency (it administers the countywide COP and Supportive Home Care programming), and the city wide case management system.

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.

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**City of Madison
 COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 South Metropolitan Planning Council
 Program Area VII**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. General Operating Support	\$158,151	\$55,292	35%
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 Accomplishments:</u>			
<ol style="list-style-type: none"> 1. Applied for a City Neighborhood Planning Grant and was awarded grant to implement the Family & Community Town Suppers model. This community planning model used public safety as the topic. They had 150 participants and arrived at a number of practical safety solutions that they will be working with residents to implement. 2. To engage more minority populations, they have created a partnership with WHEDA, African American Council of Churches, UW Campus Partnerships, UWEX, Milwaukee Fair Housing and residents to begin hosting Home Buyers Mentorship Program. Successful home owners are matched with those who want to become first time home owner and receive education and mentoring. 3. Continue working with both the Burr Oaks and Bram's Neighborhood Associations on a variety of resident led projects. 4. Once again received Town of Madison funding to implement the Hands Across South Madison grant program. Also began planning the applications for 2009 grant program. 5. Participating in the State of Black Madison Coalition. 6. Worked with MGE on bringing home energy workshop to South Madison. 7. Writing proposals to various foundations to diversify and expand their funding base. 8. Produced six issues of the Southern Exposure newspaper. 			
Outcome Objective # 1: Assist 3 neighborhood associations with sustainable leadership structures.			
SMPC worked with Capitol View, Bram's Addition and Leopold Neighborhood Associations on leadership issues and were successful as measured by regular attendance of core group of residents of each neighborhood at association meetings.			
Outcome Objective # 2: Assist one neighborhood with no organized association help form a neighborhood association.			
Worked with a core group of 8 residents from the Leopold neighborhood to create the Leopold Neighborhood association. Helped establish agendas, policies, membership strategies. Association continues to seek technical assistance from SMPC.			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VII	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

No issues to report.

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

The SMPC is working to expand and diversify their funding base through support from foundations and local businesses. They also use a consultant to seek advertising revenues for their newspaper, Southern Exposure. The consultant is only paid a commission on ad revenues received.

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 Weed and Seed Coordinator worked closely with this agency on training offerings and with the Family & Community Town Supper model implementation.

This component is no longer happening now that the Weed & Seed Coordinator position is no longer funded.

**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Tenant Resource Center
Program Area VI**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Housing Counseling/Education/Outreach	\$112,740	\$44,595	40 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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, 4,652 individuals received tenant/landlord education services in person, by phone or by e-mail. The service made 556 referrals to the City's Building Inspection Unit, 324 referrals to the State's Consumer Protection Office, 770 referrals to Small Claims Court, 138 referrals to the Housing Help Desk, 18 referrals to the City's Equal Opportunities Commission. Service levels were slightly lower than 2007 primarily because of funding reductions. Major education issues involved evictions/lease termination, security deposits, repairs/code violations, and rental renewal agreements. The majority 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	

Notable/Significant Agency Events - 2008

Staff Completing Report:

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

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

The funding reductions from the federal government and the University of Wisconsin in 2007 continue to affect the level of services, which were slightly below 2007 levels.

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
T.J.'s Support Brokerage
Program Area VI

Program Letter and Name	2007 Program Budget	2007 City Allocation	%
A. Madison Apprenticeship Program	\$141,036	\$ 46,503	33%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To enroll 60 students in the 2008 calendar year in 144 hours of class time.</p> <p>The program enrolled 61 students in 2008 and provided those students with 288 hours of class time. Average monthly income of participants is \$600/month. This is down over \$100/month from the average in 2007.</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>34 students completed the program.</p> <p>Outcome Objective Goal # 2: 35 graduates will return for follow-along services to ensure stability in their new life.</p> <p>35 graduates returned for follow-along services.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area 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.</p> <p>The MAP program continues to be a partner in the Allied Employment Partnership along with the YWCA and Urban League.</p>	

Notable/Significant Agency Events - 2007

Staff Completing Report:

Lorri Wendorf

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

Funding continues to struggle to get enough funding to meet the demands of the program. Requests for MAP in other neighborhoods cannot be acted upon because of the lack of 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.

Close contact with this program but no intervention required.

City of Madison
COMMUNITY SERVICES COMMISSION
 Community Resources Program
 2008 Annual Service Report
 United Asian Services of Wisconsin
 Program Area VI, III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Community Assistance	\$49,590	\$29,858	60 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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, 2,600 unduplicated clients were served through the community assistance program, significantly above the goal level. Supportive services were provided as follows: mental health – 372, health – 1,737, information referral/outreach - 896, translation/interpretation – 1,251, home management - 225, orientation services - 190, and volunteer services – 1,056.</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	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Senior Services	\$49,206	\$3,738	8 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goal:</u> Provide needed services to 130 senior refugee clients including case management services to 50 refugee seniors that will help them become self-sufficient.</p> <p>During the year 135 seniors received services, there were 23 new case management clients in 2008. Services provided include medical translations, citizenship assistance, housing counseling and energy assistance. The agency provides education/information services for attendees at their senior meal sites.</p> <p><u>Outcome Objectives:</u> To increase access to services and self-sufficiency of senior members of the refugee community. 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		SCAC	

Notable/Significant Agency Events - 2008	
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>The court decision in November 2008 meant the previous Board no longer had jurisdiction or authority: a new Board was instituted. That Board terminated the newly hired executive director and reinstated the previous executive director.</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 agency's revenues continued to decline in 2008 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.</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 worked with the UAS interim Executive Director to improve the agency's outcome reports. Unfortunately this person was laid off prior to the end of 2008 and prior to completing the outcome report. OCS staff will meet with the agency's funders early in 2009 to address any issues resulting from the new Board and Executive Director.</p>	

**City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Urban League of Greater Madison
Program Area IV, II**

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Schools of Hope/Youth Resource Centers	\$ 513,484	\$ 31,184	6 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p>			
<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 2007-2008 school year, 449 tutors worked with 643 youth for over 14,000 hours. The Schools of Hope collaborative offered four training workshops to tutors in 2008. 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 2008-2009 school year. Although the specific academic data was not available, the following information about the program was provided. 75% of the youth attending the program met the MMSD school attendance goal by attending school at least 94% of the time, 80% of the middle school youth who attended the program reported an increase in their GPA in mathematics from Q1 to Q4.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
K. Fatherhood Responsibility Program	\$124,130	\$5,122	4%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p>			
<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>			
<p><u>Annual goals</u> for this program included serving 100 unduplicated individuals in program enrollment, including 20 Allied Duns Marsh residents. In 2007, this program served 68 men, with 7 of those being Allied DM residents.</p>			
<p><u>Outcome Objectives #1:</u> Children with non-resident fathers live in households with incomes that provide a good standard of living Target 55%. Actual was 38% of the 68 participants.</p>			
<p>Twenty-six non-custodial fathers achieved employment while participating in the program in 2008. Average starting wage was \$10.54 per hour, thus exceeding the Dane County living wage rate. Participant and employer confirmations were used as the measurement tool to track this outcome.</p>			
<p><u>Outcome Objective #2:</u> Fathers will become more active and engaged in the lives of their non-custodial children. (41 participants reporting) Target 85% Actual 34%</p>			
<p>Forty-one participants reported the number of hours spent each week with their children. Of the forty-one only fourteen reported an increase in the amount they spent with their children. Four reported a decrease in the time spent. Twenty-three reported not spending any time with their children. The main two reasons for this were children living in a significant distance away and the custodial parent of the child not allowing fathers to see or speak with the children.</p>			
<p>The program experienced a decline in referrals through partnership with the Children First Program. This is primarily due to the family courts assigning fewer non-custodial fathers to this jail alternative. This has allowed the program to work more intensively with those participants. The average starting wage of \$10.54 per hour may be a positive indicator of this more intensive work.</p>			
<p>Demographic changes in the Allied Drive Neighborhood may be resulting in fewer neighborhood residents that meet the program's eligibility criteria (i.e. low income, un/under employed, non-custodial parent, and child support arrearages). This is an issue that will require greater study in 2009 and should involve our funding partners including Dane County Human Services and the City of Madison Office of Community Services.</p>			
<p>The agency reports an increase in outreach efforts, and closer coordination of this program with their employment programs.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC	

Notable/Significant Agency Events - 2008

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.

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 continue to work closely with Urban League on several collaborative initiative including Schools of Hope and efforts in the Allied-Dunn's Marsh neighborhood. However, declining population in this neighborhood is having an effect on Service numbers.

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Youth Program	\$ 34,921	\$11,834	34 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 their service during the school year serving 78 unduplicated youth with a daily average of 15 during 360 hours. Summer goals were also met or surpassed, with 16 unduplicated youth served during 508 hours program activities. In the fourth quarter of 2008, the Youth Advisory Board was re-established.</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>12 middle school youth served as mentors to elementary students (60% of goal). Although direct pairing of middle school youth with elementary students for sustained time periods proved problematic, the agency created a context for role modeling in the summer program. On Fridays, middle school and elementary camp students intermingled taking part in activities together including a reading buddies program. Additionally, youth taking part in combined elementary/middle school Girl Power curricula providing a context for positive exchange between adolescents and their younger counterparts. In addition, 19 youth provided community service to the neighborhood.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Girl Neighborhood Power	\$ 29,480	\$23,480	80%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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> <p>For the year, Vera Court's GNP program included 56 unduplicated girls with a daily average attendance of 26 girls in 191 program hours. The Vera Court Girl Neighborhood Power staff team has been working to improve the program, by creating a cohesive, long-term framework. The program is re-emphasizing the focus of empowering girls through a variety of activities that support development of the whole self—social, emotional, cognitive, and physical. A simultaneous objective is to group cohesion-building activities to familiarize students with new staff and vice-versa.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
E. Girl Neighborhood Power	\$ 29,480	\$23,480	80%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</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>The program nearly met both outcome goals. Grade reports for the 2007-2008 school year showed that of 87% of the girls who attended regularly improved their GPA from 1st to 4th quarter. All of the girls reported a stronger interest and connection to community service projects.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
F. Youth Leadership	\$ 26,063	\$8,360	32 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 35 unduplicated youth with an average attendance of 15 youth over 421 program hours. The Youth Leadership Program began a curriculum that focused on the "Well-balanced Self" taking part in lessons based on social-emotional, physical, and cognitive well-being.</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>90% of the youth reported an increase of positive opportunities available to them and 90% reported an increased perception of being supported by their peers and adults in the group as reported through the PAAT (Participant Activity Assessment Tool).</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
H. RISE	\$ 20,360	\$8,360	41 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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-two youth were served with a daily average attendance of 10 meeting goals set for 2008. RISE continues to expose students to a wide variety of post-secondary opportunities as well as help students make the connection between academic performance and future life choices.</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>74% of the youth increased or maintained to reach a 3.0 GPA; and 82% of the youth improved their reading skills as reported by teachers and homework surveys. RISE has been given access to individual student lexile ranges as determined by state mandated testing. In future reports, changes in lexile scores will be used to determine a student's literacy development.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC / Program Area IV	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
J. Latino Resource Center	\$14,071	\$4,133	29%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> The Latino Resource Center will have 1000 duplicated contacts with Latino residents and 200 unduplicated individuals; they will serve 40 unduplicated residents in their Spanish computer classes.</p> <p>The Latino Resource Center exceeded their duplicated goals (2071) and exceeded their unduplicated goal (504). 55 people participated in Spanish computer classes.</p> <p><u>Outcome Objective Goal # 1:</u> 80% of Latino Resource Center uses will report above average overall satisfaction with the center and the services/programs provided</p> <p>100% of residents surveyed (30) reported above average satisfaction with Latino Resource Center and the services/programs provided.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
J. Latino Resource Center	\$14,071	\$4,133	29%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objective Goal # 2:</u> 27 individuals participating in Spanish computer classes will report improved technology skills.</p> <p>55 individuals participating in Spanish computer classes reported improved technology skills.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VI	

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

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

The Vera Court Neighborhood Center continues to operate both the Vera Court Center as well as the Bridge Lake Point Neighborhood Center.

The Children's Program has grown in 2008. The center now uses 2 rooms in Mendota School to house Vera After School programming for 1st and 2nd graders.

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

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

The agency received additional city funding in 2008 to help with the larger numbers of elementary school age children needing service in the Vera Court neighborhood.

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

In the Spring of 2008, an OCS Child Care Specialist reviewed the Summer Camp and found a high level of compliance with the *Madison Elementary School Age Standards*. Contract requirements were met.

City of Madison
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 West Madison Senior Coalition
 Program Area III

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Outreach/Case Management	\$171,951	\$31,709	18 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Annual Goals: To provide 800 seniors with a visit by a case manager, to assess their needs, and assist them in receiving needed services. Coalition staff will provide 6,240 hours of outreach/case management services.</p> <p>For the year, 483 seniors received case management services. 958 seniors received information, access and referral services from a case manager.</p> <p>Outcome Objectives: Seniors will feel supported knowing they can call their case manager with concerns. 30 client files were reviewed. There were 814 contacts with 226 initiated by the case manager and 588 initiated by client. Of the 30 client files surveyed, 19 clients had contacts made by their family members and 11 clients had contacts made by their health care provider.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Focal Point-Based Community Assistance	\$34,914	\$14,897	43 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Annual Goals: To provide information and referral and resource information to older adults as needed. Produce and distribute 1,100 newsletters each month.</p> <p>For the year, the following activities and attendance numbers indicate the range and level of services provided: 450 newsletters were distributed monthly; 341 seniors (duplicated) attended the 9 membership meetings held in 2008, 6,675 (duplicated) seniors attended nutrition site activities; 27 education programs were held at the nutrition sites; 315 seniors attended foot care clinics.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Focal Point-Based Community Assistance	\$34,914	\$14,897	43 %
Service Delivery and Annual Goals			
<p>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objectives:</u> Newsletter recipients will have improved knowledge of senior resources.</p> <p>Twenty-four newsletter recipients (randomly chosen) were surveyed by phone, 21 strongly agreed that the publication was an important resource and reported that the nutrition site menus, exercise class information, free tax service, farmers market vouchers and flu shot notices were the most valuable information. The newsletter format was changed; a recipe section was added at the request of readers. 50 participants were surveyed following a Falls Prevention workshop, 88% reported the program was very helpful in assessing the risk of falling.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Senior Activities	\$107,036	\$73,595	69 %
Service Delivery and Annual Goals			
<p>Report should Include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To serve 850 unduplicated seniors in health, educational, recreational and exercise activities at the Westside Senior Center.</p> <p>For the year, 870 (unduplicated) seniors participated in West Madison Senior Center activities. Exercise, recreation and education activities and health screenings continue to be very well attended.</p> <p><u>Outcome Objectives:</u> 75% of participants will increase their skills, fitness and socialization in areas of interest to them. Participants (47) in an exercise class and a writing class (36) were surveyed. The participants cited the support network as the primary motivator in their participation and success in the classes.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
D. Home Chore Volunteer Program	\$143,902	\$103,343	72 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To recruit and supervise 350 volunteers who will provide 9,500 hours of Home Chore services to 450 frail, low-income older adults citywide.</p> <p>For the year, 465 seniors received home chore services provided by 606 individual volunteers and 52 volunteer groups. The volunteers donated 11,915 hours of service. 55 seniors served were minority clients. 13 disabled clients received 400 hours of home chore service.</p> <p><u>Outcome Objectives:</u> The services provided will help seniors remain independent and in their home.</p> <p>40 home chore clients case files were reviewed (ten from each coalition area), 37 remained in their homes, 2 moved to assisted living facilities and one client died.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC	

Notable/Significant Agency Events - 2008	
Staff Completing Report:	
1.	<p>Administrative: May include comments/issues regarding administrative structure, financial management, staff turnover, board functioning, capital improvement, space, etc.</p> <p>The agency is working with Oakwood on a new Senior Center site.</p>
2.	<p>Funding: May include comments/issues regarding projected losses or gains of program funding, unanticipated expenses, diversification, new initiatives, etc.</p> <p>The home chore program for people with disabilities will end in 2008 as funding from the Brittingham Fund ends. The agency was unable to secure additional 2009 funding for this program.</p>
3.	<p>OCS Intervention: Brief summary of any direct OCS intervention, by agency request, by initiative of OCS, or at request of Commission, Mayor or Council.</p> <p>None</p>

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Senior Services	\$56,106	\$9,341	17 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 60 seniors will take part in Center activities during the year. There will be 700 hours of senior recreation and social activities during the year.</p> <p>For the year, seventy-five seniors received program services. Services include recreation and social events, education and health information sessions, trips, blood pressure screenings, vision screenings, massages and tax assistance. Art classes and writing workshops continue to be very successful.</p> <p><u>Outcome Objectives:</u> 75% of seniors will remain independent and be less isolated through program activities and services. All the seniors surveyed (55) reported that Center programs supported their independence, reduced their isolation and connected them to needed services.</p>			
Staff Completing Report		Oversight Body	
Gray Williams		SCAC / Program Area III	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Summer Camp Program	\$45,971	\$4,707	10%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To provide to 35 children with fun, safe, supervised, structured, neighborhood-based summer program experiences that allow youth to develop social interaction skills. The program will meet the <i>Madison Elementary School Age Standards</i>. In 2008, 26 children were served. The program service goal was not met due to lower turnover and regular participation of children. The program remains State Licensed. OCS staff reviewed the camp in the summer of 2008.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Summer Camp Program	\$45,971	\$4,707	10%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objectives:</u> 1) To maintain a quality educational and recreational program for low income and at risk children. 75% of components evaluated will rate a good or excellent. A staff review of the program using the <i>School Age Care Environment Rating Scale</i> determined that 79% of program components achieved a good or excellent rating. 2) Children will increase their interpersonal relationship and organizational skills. SACERS ratings of the program components relating to relationships and organization results in scores of 5 or above. An internal review using the <i>SACERS</i> show that all components relating to interpersonal relationship achieved a 5 or above.</p>			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board / Program Area I	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Teen Program (SOAR)	\$ 15,648	\$1,593	10%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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 2008, the program surpassed all process goals serving 295 unduplicated youth with a daily average of 12 youth. There were 50 teen council planning meetings and youth provided 234 hours of community service. Teens continue to be involved with staging four different community festivals and conducting neighborhood clean-up activities.</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>All of the 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 / Program Area IV	

Notable/Significant Agency Events - 2008

Staff Completing Report:

Lorri Wendorf

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

No issues to report.

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

No issues to report.

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

In the summer of 2008, an OCS Child Care Specialist visited and reviewed the program. The review found that the center continues to successfully meet the *Madison Elementary School Age Standards*. Contract requirements were met.

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

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

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

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

Staff Completing Report	Oversight Body
Jolene Ibeling	ECCEB/I

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

Service Delivery and Annual Goals

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

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

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

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

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

Staff Completing Report	Oversight Body
Mary O'Donnell	CSC

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

Notable/Significant Agency Events - 2008

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 comments

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

This agency received funding from the Madison Community Foundation to start activities at Elver Park for children, youth and families. Specifically they will organize winter festivals and run a youth entrepreneurial concession/equipment rental business in the park shelter during the winter months. They may also hold youth socials at the park shelter. OCS and CDBG helped to facilitate the agency's relationship with City Parks and coordinate the new services with on-going children/youth/family services at the agency.

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 contract manager is in regular contact with this agency regarding the progress of the programs.

City of Madison
COMMUNITY SERVICES COMMISSION
Community Resources Program
2008 Annual Service Report
Youth Services of Southern Wisconsin
Program Area IV, II

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
A. Runaway and Homeless Youth	\$ 289,595	\$ 14,937	5 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> This service includes three components, individual and family counseling, emergency shelter care, and telephone counseling. Annual goals for each component are as follows: to serve 250 unduplicated youth and 125 families in the counseling component, 50 unduplicated youth in the shelter component for 75 nights of shelter, 1,500 individuals through the crisis line and teen help line component, and to train 65 new volunteer counselors.</p> <p>This program fell slightly short of several goals. Service results include: 224 unduplicated youth, 106 families, and 27 teens in shelter for 37 nights. Volunteers, including 48 trained in 2008, answered 1,239 crisis calls. As of December 2008, the agency had 66 active clients in the Street Outreach program, which focuses on homeless youth. In addition to the active files, Street Outreach had contact with 363 youth in 2008.</p> <p><u>Outcome Objectives:</u> 80% of youth accessing the Runaway and Homeless Youth Program will exhibit a reduction in runaway behavior and law violations.</p> <p>This program surpassed their outcome objectives. Through self-report from youth/families and client records it appears that 98% of the youth exhibit a reduction in runaway behavior and 83% had a reduction in law violations.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Children of Violent Homes	\$15,530	\$3,030	20%

Service Delivery and Annual Goals

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

Annual Goals: CVH is a collaboration of DAIS, Family Services, Rainbow, and Youth Services which will provide 663 hours of counseling services to 311 unduplicated children and youth, make 150 referrals, and host 4 trainings with 500 participants. YSOSW is responsible for a small percentage of the services provided through the CVH program.

YSOSW served 59 of the 447 children who received service from CVH in 2008 and provided 162 of the nearly 5,000 hours of service in CVH treatment programs. The agency reports that formal referrals are rarely made as the teens and families that present with violence issues are usually no longer involved in the situation and most don't see "the past" as having an effect on their current situation. The program primarily helps to resolve the crisis, see the family for a follow-up and then refer them out. Hours of direct service reflect this type of service.

Outcome Goals: At least 80% of youth from violent homes receiving services from YSOSW's CVH program will experience no further incidents of violence and at least 50% will work to resolve emotional and/or behavioral problems.

Through youth/family self-reports and client records, agency measurements indicated that 93% of youth experienced no further incidents of violence and 55% worked to resolve emotional and/or behavioral problems.

Staff Completing Report	Oversight Body
Mary C. O'Donnell	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Youth Groups	\$ 88,032	\$ 7,094	8 %

Service Delivery and Annual Goals

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

Annual Goals: This service includes three groups, the CHOICES group for girls (25 unduplicated) and Teens Like Us (TLU) for gay/lesbian/bisexual youth (40 unduplicated) and a Peer Education group (40 unduplicated). Each group will average 10 participants per in 48 sessions.

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Youth Groups	\$ 88,032	\$ 7,094	8 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<p>The CHOICES group served 21 unduplicated youth with an average weekly attendance of 10. TLU worked with 89 youth and had a weekly average attendance of 11. Teens from TLU conducted sessions for new adult and teen volunteers on LGBTQ and Gender and Sexual Safety as part of the required training for all volunteers at YSOSW. TLU participants attended a GSA Fall Conference and a Winter Youth Development workshop. The program continues to struggle to get teen boys to attend the meetings. Teen girls are more apt to come to group for support and friendship. TLU staff are discussing the possibility of holding gender specific groups to see if more boys will attend. Peer Education fell short of expected participation with only 11 unduplicated youth and an average weekly attendance of 3. However, the Peer Educators made presentations to 1,063 individuals in the community.</p> <p><u>Outcome Objectives:</u> 75% of the participants who attend 3 or more sessions will report making healthier choices related HIV/STI and/or drug and alcohol abuse; and 75% of participants will report increased developmental assets.</p> <p>75% of the youth attending 3 or more sessions reported a decrease in high-risk behaviors and 91% of 34 youth who completed an asset measurement tool indicated an increase in developmental assets.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
K. Youth Work Crew – Allied/Southwest Bike Trail	\$ 10,332	\$10,332	100 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
<p><u>Annual Goals:</u> Youth will provide 300 hours of clean-up work along the Capitol City Bike Path in the Allied neighborhood and collect at least 100 bags of garbage. In addition, the program provides educational opportunities for participants in the areas of money management, recycling, ecology, career and higher education exploration/planning.</p> <p>In 2008, seven youth provided 273 hours of bike path clean up, collected 31 bags of garbage, 11 bags of recycling and returned 8 shopping carts. The program continues good working relationships with the Community Action Coalition for the garden and the Boys and Girls Club. Each work team begins and ends with a service-learning exercise that asks each youth to establish a goal for the day and to identify how the work they are participating in will impact the community in a positive way.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
K. Youth Work Crew – Allied/Southwest Bike Trail	\$ 10,332	\$10,332	100 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objectives:</u> Provide 300 hours employment experience and community service opportunities for 10 at-risk youth from the Allied-Dunn's Marsh neighborhood; and clean and beautify the SW bike trail and adjacent public buildings.</p> <p>Although the agency doesn't have a specific measurement for measuring beautification of the bike path, the number of bags of trash collected and anecdotal reports from neighborhood residents and path users indicate that the path is cleaner.</p>			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Notable/Significant Agency Events - 2008	
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 administrative issues 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>OCS has been working with YSOSW to grow their youth court program through Weed & Seed, Emerging Neighborhood Funds and Project Safe Neighborhood grants. The Weed and Seed Funding will end in 2009.</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 significant OCS intervention to report.</p>	

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

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
B. Third Street	\$ 189,630	\$ 17,446	9%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p>Contract goals included 24 mothers and 24 children to be served. The program served 22 mothers and 25 children respectively.</p> <p>Outcomes: 91 percent of respondents (21 of 24 completed surveys) indicated that while in the program they have increased their knowledge of and comfort with parenting, and have moved toward self-sufficiency and improved economic stability.</p> <p>Collaborative partners mentioned in quarterly reports include: Madison Children's Museum, Women in Focus, and Financial Women International and the Community Development Authority.</p>			
Staff Completing Report		Oversight Body	
Laura Noel		CSC (II)	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Children's Program	\$ 36,516	\$ 11,409	31 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> To provide social recreational and emotional support for 70 homeless children while they are in shelter through developmentally appropriate, enjoyable recreational activities held year-round. Weeknight activities include games, cooking, arts and crafts, tutoring. Weekends and summers include outings in the community and special events. In 2008, 79 children (12 and under) were served in the program. Program staff reports that there was an increase in children using the program in the 4th quarter. Depending on the age and needs of children and comfort of staff, a staff-child ratio of 1:3 was sometimes instituted.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
C. Children's Program	\$ 36,516	\$ 11,409	31 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Outcome Objectives:</u> 1) Children will have increased opportunities for safe, supervised activities. From attendance records, 79 (69%) of the 114 children in shelter participated in activities. 2) Families will be supported by the availability of children's program, providing time for adults to secure employment, housing, and economic security. Every family with a child in shelter filled out a program evaluation before they leave. 100% of families said the programming was helpful to them (target=90%).</p>			
Staff Completing Report		Oversight Body	
Monica Host		ECCE Board	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
J. Girls' Inc. – Southwest Madison	\$ 29,315	\$11,480	39 %
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <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>35 unduplicated girls were served in 2008, including 26 middle school and 9 high school age girls with a weekly average attendance of 20. In addition, 8 girls participated in Girls Inc. curriculum and 7 girls served on the Girls Council. The group has been very active with community events and service projects. Both high school and middle school programs have participated in career development activities, which included campus visits to Marquette University in Milwaukee and also the University of Wisconsin-Madison. Girls from this Girls' Inc. program have also been very involved in the Allied Drive Youth Court. Consistent available transportation continues to be a challenge for the program.</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>60% of the girls improved or maintained their GPA from Fall to Spring in the 2007-2008 school year. Academics achievement continues to be a struggle for several of the girls but all are participating in the homework/tutoring aspect of the Girls' Inc. program. 100% of the girls reported a stronger interest and connection to community service projects.</p>			

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
J. Girls' Inc. – Southwest Madison	\$ 29,315	\$11,480	39 %
Service Delivery and Annual Goals			
Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
K. Girls' Inc. – Management	\$ 132,945	\$11,480	9 %
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 support the Girls' Inc. direct service sites through collaborative activities, training, program evaluation, fundraising, and link Girls' Inc. to community events.			
Girls Inc. continues to be further integrated into the structure of both the YWCA and Girls Inc. The new Coordinator continues to hold held bi-monthly staff meetings and provided more than a dozen training opportunities for Girls' Inc. staff. All three Girls Inc. sites participated in at least two Girls' Inc. curricula and the national "She Votes" project. Two sites participated in the YWCA's Racial Justice workshop. Girls Inc. at the YWCA of Madison has completed all 96 standards of operation required by Girls' Inc. and is in good standing as a full member.			
<u>Outcome Objectives:</u> Create at least 4 new and maintain all formal existing collaborative partnerships for Girls Inc. sites; and provide at least 6 city-wide Girls Inc. events to increase girls' connection to the community.			
Girls' Inc. created 13 new collaborative relationships in 2008. Examples include: the Durrani Law Offices, City of Madison Goodman Pool, UW-Madison Office of Education Outreach, Mad City Parkour, Sandy Weber (local photographer), FACT (Fighting Against Corporate Tobacco), Mad Rollin' Dolls women's roller derby team, and three University of Wisconsin departments.			
Staff Completing Report		Oversight Body	
Mary C. O'Donnell		CSC	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
Y. Sexual Assault Prevention Ride Service	\$148,214	\$72,618	49%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 12,000 night-time rides will be provided to prevent sexual assaults; 5,625 Driver hours; 45 volunteers will be recruited; 150 referrals will be received.</p> <p>YWCA began this program in second half of 2007. 2008 was first full year for this service from this agency. They provided 8,048 rides to prevent sexual assault; 4,175 driver hours; 21 volunteers were recruited; and received 245 referrals</p> <p>No Outcome report received.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area V	

Program Letter and Name	2008 Program Budget	2008 City Allocation	%
Z. Community Assistance Rides	\$145,299	\$18,723	13%
Service Delivery and Annual Goals			
<p>Report should include program achievements or challenges re: contract goals and outcomes, program expansion initiatives, changing demographics, collaborations, etc.</p> <p><u>Annual Goals:</u> 4,000 day-time rides will be provided most of which are expected to be paid Medical Assistance rides; will provide 1,875 driver hours; will recruit 15 volunteers; and will receive 50 referrals.</p> <p>YWCA began this program in second half of 2007. 2008 was first full year for this service from this agency. They provided 3,095 rides. The anticipated Medical Assistance rides based on County recommendations did not materialize. They had to discontinue individual day-time rides and moved to providing group rides; they provided 2,954 driver hours; recruited 13 volunteers; and received 22 referrals.</p> <p>No outcome report received.</p>			
Staff Completing Report		Oversight Body	
Lorri Wendorf		CSC / Program Area VI	

Notable/Significant Agency Events - 2008

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.

Administration remains stable. The Girls' Inc. director is now in her second year. Staff turnover remains low.

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

YWCA received the only WETAP grant in the amount of \$255,000

This grant is related to employment and transportation. It is scheduled to commence on March 1, 2009.

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 2008, an OCS Child Care Specialist consulted with the program staff regarding program needs and provided resources. Neighborhood services coordinator consulted with agency on needed changes in daytime ride program due to lack of medical assistance funds for rides as expected. Program changed service delivery model from individual rides to group rides to respond to loss in funds.