

Community Development Division  
Community Resources Funding  
2017 & 2018 Report on Access to Resources Program  
Area

# Access to Resources

## History

The Community Development Division (CDD) supports agencies who provide services to people and families facing multiple barriers to economic stability. The Access to Resources (A2R) program area within the Community Services Unit was created to serve the most marginalized City of Madison residents. Historically A2R provides advocacy, supportive services, and information and referrals to promote individual and family stability and self-sufficiency.

A2R was last RFP'd in 2012, along with 6 other program areas, to provide services in 2013. At that time the CDD Community Services Committee approved the following goal statement and funding priorities as the basis for the RFP process:

### **Program Area III: Access to Resources**

*Goal: Provide services to overcome barriers to the basic resources that increase self-sufficiency and improve the quality of life for the community's most vulnerable individuals. Basic resources may include: food security, housing, healthcare, employment and child care. Barriers may include: language and cultural accessibility, education, knowledge or awareness of services, transportation and history with the criminal justice system.*

### **High Priority:**

*A1. Provide culturally specific or targeted supportive services to members of low to moderate income and/or marginalized groups that increase access to basic services and resources and increase participation in community life.*

### **Intermediate Priority:**

*B1. Provide systemic solutions that address barriers and improve access to services that meet basic needs for low to moderate income and/or marginalized groups.*

*These services may be targeted to serve a specific population, or a geographic area.*

Total funds allocated to 15 programs in A2R - \$1,081,944

### Type of Programs

- Advocacy
- Case Management
- Crisis Peer Support
- Housing
- Immigration Assistance
- Information and Referral
- Literacy
- Re-entry Peer Support
- Transportation

As might be expected, the broad and inclusive language of that priority statement resulted in the Access to Resources program area operating as a “catch all” funding umbrella for a variety of services that address a range of barriers to success or stability experienced by historically marginalized populations in Madison.

### **Current Funding**

Since 2017 there have been significant increases to programming that in the City’s current CDD framework would fall under the Access to Resources Program Area.

Amount Allocated to A2R programming from 2013-2017	\$347,444.
Additional funds added in 2017 and 2018:	\$734,500
Includes:	
Reentry Peer Support (Madison Area Urban Ministry)	\$200,000
Crisis Peer Support (Nehemiah/FIC)	\$409,500
Worker Justice (one time funds in 2019)	\$25,000
Dane County Immigration Collaborative	\$100,000
<b>Current Total</b>	<b>\$1,081,944</b>

### **Programs Funded**

The following is a list of agencies who currently receive funding under this program area, their funded amounts and the reported number of City of Madison residents serve within their contracted services.

#### **ADVOCACY**

**Worker Justice Wisconsin**    *Wage Theft Mitigation Project*    \$34,573

Provides advocacy and assistance for workers in the City of Madison who are victims of wage theft to help recoup pay through employer engagement, utilization of state regulatory processes, and legal referral. The project also provides community and partner wage theft trainings.

The Madison Wage Theft Mitigation Project began funding through the Emerging Opportunity Program in 2014, and was brought into the A2R funding in 2015.

Worker Justice Wisconsin (WJW). This program received a 25,000 one year increase for 2019 in the 2019 City budget process.

<https://workerjustice.org/>

Year	City Allocation	# of People Served	Recovered Wages
2014	\$10,000	170	\$80,670
2015	\$9,400	222	\$202,721
2016	\$9,573	167	\$90,921
2017	\$9,573	123	\$76,525
2018	\$9,573	112	\$106,102
Total	\$48,119	Total wages recovered in 5 years	\$556,940

**YWCA of Madison**      *Driver's License Recovery*      \$9,116

The YWCA Driver's License Recovery Program seeks to assist individuals living with low incomes to reinstate suspended drivers' licenses through partnerships with the court systems and the Department of Motor Vehicles (DMV). Total number of participants who were able to reinstate their license: 2017 = 41    2018 = 55

<https://www.ywcamadison.org>

**Allied Wellness Center**      *Wellness Center*      \$21,020

The AWC provides information and referral services (I&R) and health advocacy for residents of the Allied Neighborhood. The Allied Wellness Center collaborates with other partners to develop resident leaders and provide advocacy, support, and resources to their Allied neighbors.

- Total served in 2017 = 840
- Total served in 2018 = 587

<http://www.alliedwellnesscenter.org/contact.html>

**CASE MANAGEMENT**

**ARC Community Services**      *RESPECT*      \$49,313

Project Respect provides case management with a focus on individuals leaving prostitution or who have experienced human trafficking in order to assist clients in addressing their health, economic, and family needs so they can develop a safe, constructive lifestyle.

The following services are available to those who complete an intake: case management, counseling, crisis intervention, peer support, AODA services.

Total served in 2017 = 90    Total served in 2018 = 80

<http://www.arccommserve.com/programs.html#RESPECT>

### **CRISIS PEER SUPPORT**

**Nehemiah / Focused Interruption Coalition** *Crisis Peer support* \$409,500

Provides Crisis Response to assist community in deescalating as situations are happening and deter future episodes involving the same perpetrators. This is the only service with this focus in the City of Madison, particularly the ability to reach out to and engage potential perpetrators of crime. The Peer Support Specialists work one on one with people who enroll in the program. The primary referral partners are MPD and UW Hospital.

2018 total program participants that completed intake and were served – 45  
41 AA, 3C, 2na/ 20 male & 25 females

<https://nehemiah.org/>

### **HOUSING**

**YWCA of Madison** *Third Street Family Resource Program* \$33,189

Third Street is based on the “Housing First” model, which stresses the necessity of placing individuals in housing as soon as possible, while also providing the supports needed to maintain housing. Third Street provides case management and other support services to families so they can to move towards self-sufficiency.

Total served in 2017 = 46      Total served in 2018 = 46

<https://www.ywcamadison.org>

### **IMMIGRATION ASSISTANCE (2019 Contract)**

**Dane County Immigration Assistance Collaborative** \$100,000

The Dane County Immigrant Assistance Fund was created in 2017 by Dane County Executive Joe Parisi and the Dane County Board of Supervisors with additional support from the City of Madison. The Fund, along with a grant from the Vera Institute for Justice, is part of an effort to protect the well-being of local residents by providing legal representation to immigrants facing deportation hearings and family separation. A recent study shows that without a lawyer someone has a 4% chance of success avoiding deportation once brought to court. With a lawyer, that jumps to 48%. The collaborative is a partnership of independent service providers who serve immigrants and refugees across Dane County, WI.

Funds were allocated through the Mayor’s Office in 2018, in 2019 these funds were moved to CDD to administer. This contract was only recently signed. Contract goals include: serving 20-30 individuals by connecting them to an immigration attorney and services for individual and families who are in deportation proceedings.

<https://www.madisongives.org/immigrantassistance>

## **INFORMATION AND REFERRAL**

*Note: A review of the submitted service report data and narratives for the information and referral programs (excluding Outreach) indicates that these programs are seeing heavy utilization in language access services- that is, assistance in interpreting legal documents -including divorce and custody agreements, medical information, application forms and employment applications and resumes.*

### **BLW Neighborhood Center**    *Latino Family Resource Center*    \$17,453

LFRC offers and provides general case management and I&R service to Latino families and individuals in the Bridge Lakepoint Neighborhood and county wide. The center creates opportunities for leadership program participation in the BLW Center and citywide. Direct services include, advocacy, language access, social activities, food pantry, academic opportunities, and educational workshops.

Total served in 2017 = 1390

Total served in 2018 = 1855

<http://www.blwcenter.org/community-services.html>

### **Centro Hispano Inc.**    *General Support*    \$50,607

Offers and provides general case management and I&R service to Latino individuals and families city and county wide. Direct services include case management, advocacy, language access, social activities, food pantry, academic opportunities, and educational workshops. In 2018 Centro began to focus its efforts on immigration assistance, due to increase threats of detention and deportation toward this population.

Total served in 2017 = 877

Total served in 2018 = 1093

<http://www.micentro.org/general-support.html>

### **KH Neighborhood Center**    *Asian Outreach Program*    \$10,537

AO offers and provides general case management and I&R service to Southeast Asian families and individuals via phone or in person. Direct services include case management, advocacy, language access, social activities, food pantry, and assistance with navigating education, healthcare and government systems. This program went through transition of staff in 2017.

Total served in 2017 = 192    Total served in 2018 = 291

<http://www.khcommunitycenter.org>

**OutReach**      *Information and Referral/Education/Outreach*      \$11,191

Program provides primarily I&R and supports – an annual directory, monthly Calendar & Guide, weekly e-newsletter, referral services, library services, internet access/web-site, social media presence and phone services to strengthen knowledge of resources and networking opportunities for LGBTQ community members. City supported program activities are largely web based.

Total served in 2017 = 6708    Total served in 2018 = 3916

[www.outreachmadisonlgbt.org](http://www.outreachmadisonlgbt.org)

**Vera Neighborhood Center**      *Latino Resource Center*      \$14,877

LFRC offers and provides information and referral service to Latino families and individuals in Vera Court area via phone or in person. The center creates opportunities for leadership program participation in the Vera Court Center and citywide. Direct services include case management, advocacy, language access, social activities, food pantry, academic opportunities, and educational workshops.

Total served in 2017 = 957    Total served in 2018 = 1601

<http://www.veracourt.org>

**LITERACY ESL****Literacy Network**      *Family Literacy*      \$21,020

The Family Literacy (FL) program provides adult ESL education in MMSD schools and in the community to strengthen parents' verbal and written language skills allowing them to become literacy leaders in the home and better integrate their families into Madison schools. The emphasis of FL is to prepare parents to navigate and interact with their children's teachers, school administration, and school programs.

Total served in 2017 = 223    Total served in 2018 = 179

<http://www.litnetwork.org>

**RE-ENTRY PEER SUPPORT****Madison-area Urban Ministry**      *Reentry Peer Support*      \$200,000

Provides case management and Peer Support Services for those self-referred reentering the community from prison or who have had a difficulty adjusting to living in community.

2018 total number of individuals who completed an intake and were served 66.

46AA & 20wh/ 51males & 15 females

<https://emum.org/>

## **TRANSPORTATION**

**YWCA of Madison**

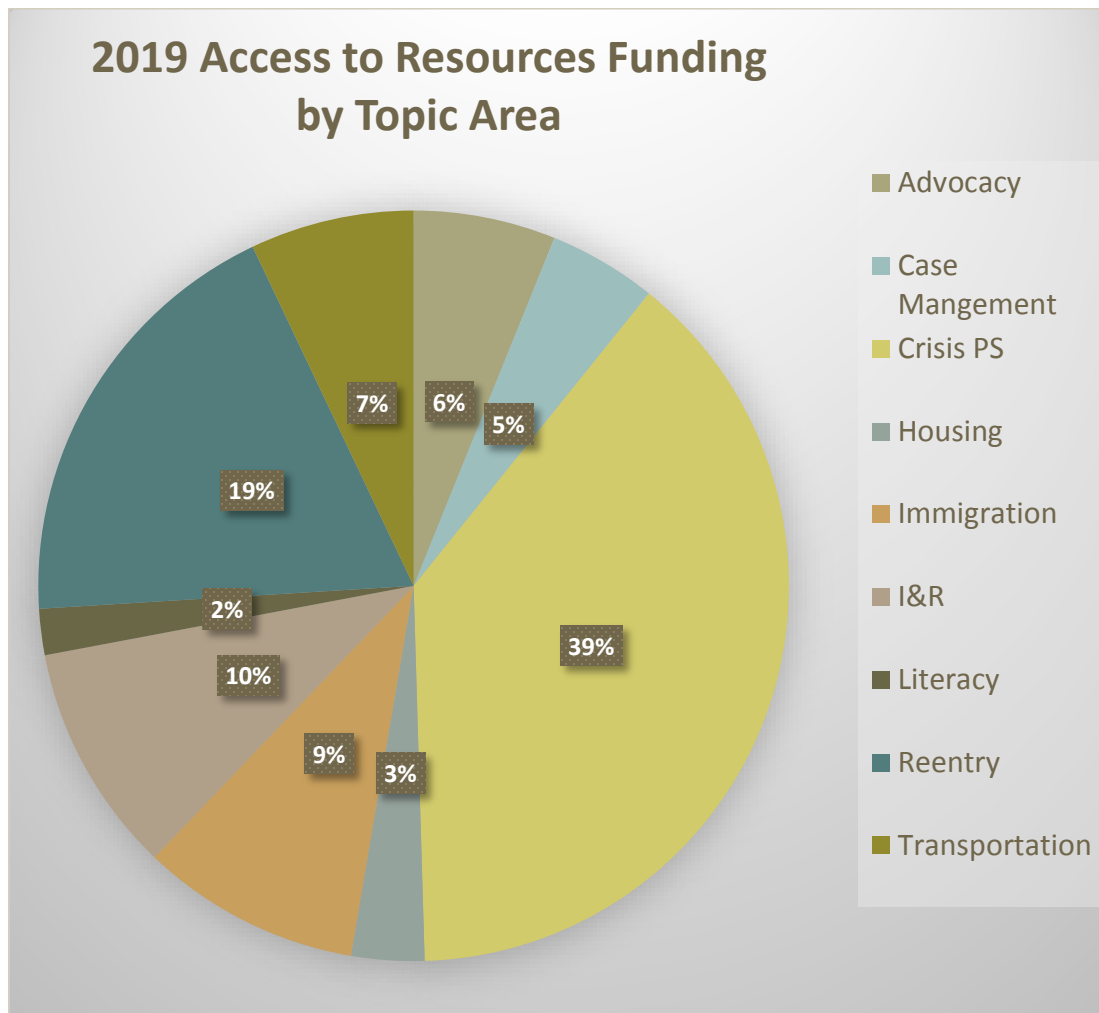
*YW Transit Program*

**\$74,548**

YW Transit Program addresses the need for safe specialized transportation to serve low-income individuals to get to/from work and work related activities, in crisis situations, and for appointments when buses are not readily available, and or at times or in areas where service is intermittent or nonexistent.

Total registered participants served in 2017 = 95

Total registered participants served in 2018 = 80



## Future of Access to Resources Investments

The City is currently in the process of migrating the existing CDD funding frameworks to align with the Results Madison structure that will be utilized as both a budget and outcome measurement framework across all city departments. In the Results Madison Framework, there are three budget and outcome categories that may lend themselves to consideration as we consider the migration of current investments to the new framework. Those budget categories include *Community Building, Healthy Neighborhoods and Individual, Family and Household Stabilization*. If currently funded A2R programs continue to receive city funding, they will move into other budget and measurement categories that better reflect their alignment with city goals. For example, the YWCA's Third Street program, currently funded as an A2R program, provides housing and case management for single women and their young children. Under the Results Madison framework that program would most likely be considered for funding under the Individual, Family and Household Stabilization program area.

As we review the other funded programs in this area there may be others that may be a better fit under another program area in the CDD or another city department altogether, like placing literacy programs within the library or programs focused on health outcomes within Public Health. CDD staff over the next few months will begin internal discussions and discussion with the Community Services Committee and other stakeholders on the process of migrating current contracts to the Results Madison framework and planning for an RFP process that would better define the City's desired outcomes and investments utilizing these funds. Additionally, we may consider how these funds complement efforts and intent in our Community Building and Engagement and Emerging Opportunities funding. The anticipated timeline for movement on this migration and re-visioning of this funding is unclear at this time, given other demands on staff, and new leadership in the division and Mayor's office.