

Growing success  
one person at a time.



COMMUNITY ADVOCATES

Where Meeting Basic Needs Inspires Hope

**ANNUAL REPORT 2011**

**OUR VISION**

A community in which each person envisions a future with hope.

**OUR MISSION**

To provide individuals and families with advocacy and services that meet their basic needs so they may live in dignity.



Pamela Klein



Joseph Volk

Dear Friends,

Our job is to help people in need when they have no place else to turn. We start with a single person — just one individual — and help him or her access the services and skills to move closer to a life of independence and self-sufficiency. Now add another person and another and multiply that number by hundreds and hundreds.

Every year, we advocate for and serve tens of thousands of Milwaukeeans who have very real basic needs and very limited income and resources. In 2011, Community Advocates

was again faced with a growing demand for services and increased requests for assistance, often from individuals and families who never thought they would find themselves in a situation where they had to ask for help. To meet this demand, we have only one alternative — to grow with every new challenge, to grow our program capacity, and to grow community awareness of the issues that affect not only Milwaukee’s poorest residents — including the working poor — but each and every one of us who care about the Milwaukee community.

To meet the magnitude of the challenges facing our clients and Milwaukee, Community Advocates developed and expanded its facilities, services, and community outreach efforts to help ensure success for our clients.

- In October 2011, Mayor Barrett and a full complement of public officials and funders helped us break ground for our new Autumn West facility. The new building will provide supportive housing with bright and comfortable apartments for persons with mental illness who are making the transition from homelessness to independent living.
- Community Advocates designed a computerized system that allows clients to make convenient appointments online. The system can be accessed at kiosks in our lobby or through the internet by clients themselves or referring agencies. This system has eliminated long lines. Waiting times are now closer to 15 minutes rather than hours.
- In 2011, Community Advocates’ Public Policy Institute inaugurated *Conversations*, an ongoing series of public dialogues with elected and appointed officials and experts on issues and policies that affect those living in poverty. By sharing information, individuals and organizations can increase their ability to serve and join together to raise those in our community out of poverty. Working together, we can start moving Milwaukee out of the ranks of U.S. cities with the highest levels of poverty in the nation.
- One of the biggest factors holding people back from getting a job is successful job seeking tools. The Bottomless Closet merged with Community Advocates so it could continue operating to provide starter wardrobes to help new and returning job seekers “dress for success.”
- Additionally, CA assumed operations of the Family Support Center from SDC to prevent closure, thereby maintaining 75 beds for temporarily homeless families including women and their children who are victims of domestic violence.

We know that smart growth fuels effective services and we invite you to grow with us.

Pamela Klein  
Board of Directors President

Joseph L. Volk  
Chief Executive Officer



# Respecting the people we serve

## *Computer kiosk system improves client flow, reduces wait time.*

**N**o one likes standing in lines and waiting for service. In 2011, Community Advocates' Information Technology team set out to design a computer kiosk system tailored to the needs of Basic Needs Division clients. Wait times? Shorter! Line-ups of walk-in clients? Smaller!

The computer system allows clients to make appointments from anywhere – from home computers, with the assistance of another agency referring them to our services, or at a computer in our lobby. Clients enter the type of assistance needed and choose a convenient appointment time. The information is then transferred in real-time to digital displays in the staff area showing appointments for the day and people who have arrived and are waiting for services. The ability to view this information helps staff to better accommodate clients and prevent back-ups of people in the waiting area.

With the first come first serve system, it was not uncommon to wait over an hour to meet with a housing or utilities counselor. Under the new system, by which more clients have guaranteed appointments made in advance, most wait times have been reduced to less than 15 minutes.

Community Advocates is one of the few remaining non-profit organizations still welcoming walk-in clients five days a week, and is the only area organization with this computer kiosk system.

Clients who may be facing homelessness or utility disconnection trust Basic Needs Division staff to help them with some difficult challenges. Now, they can be confident that their time is valued and they are treated with the respect they deserve before they even walk in the door. •

1,000

calls were received by Community Advocates' Housing Services Department for assistance with **tenant/landlord issues**

13,000

calls were received regarding **utilities assistance**

8,000

calls addressed an issue of **impending homelessness**

The kiosk helps ensure that customers are properly scheduled and pre-registered for appointments for any service(s) offered by Community Advocates. From a client management perspective, managers can now ensure that customers are being served in an efficient manner.

**MAUDWELLA KIRKENDOLL**, DIRECTOR, BASIC NEEDS DIVISION





LEFT TO RIGHT: *Victor Harmon, Matt Raymond, Stephanie Morris, Rory Heikkila, Nichole Wilder, Andi Elliott, Nigel Harvey, Shanella Jackson, Joe Volk, Ruthie Lombardo, Sherrone Owens, Shelley Brown, Mike Brophy, SaAire Salton, Tina King, Ann Laatsch.*

NOT PICTURED: *Flora Boyd, Myrtle Dillon, Patti Gaffney, Nina Hughes, Andrea Johnson, Kari Lerch, Stacey Polley, Nicole Pritzlaff, Becky Tweedale, Kris Uhen, Conor Williams, Danielle Zirkel.*

# Do What You Love

## *Volunteering leads to fulfilling careers*

Advice columns often suggest, “Do what you love.” Too good to be true? Or does it sound imprudent or even irresponsible? But there is an easy way to explore the promise of a happier life, a better job, making new friends or getting involved in your church, community, or school. “Volunteer...try it out.”

Volunteers are the heart of so many charitable organizations. Scores of not for profit organizations were founded by volunteers with a vision and a passion to make a difference in their community and in their own lives. Community Advocates is no exception.

Nearly forty years ago, our agency was founded by volunteers.

Our Board is composed of volunteer officers and directors.

Today, 28 members of the Community Advocates’ professional family began their careers as volunteers!

Employees featured in this story started as student field placements, interns, and concerned individuals who were fiercely devoted to the idea of making a difference in the lives of those who had few advantages and pressing needs. These staff provide vital services to clients in our

domestic violence prevention, housing, behavioral health and healthcare services. Some donate time to special events; some provide much-needed clerical assistance; and others staff emergency phone lines.

Patti Gaffney was a social work placement volunteer in 1986 and has never left. Shanella Jackson was a student intern from MATC and now helps first time job applicants present a professional appearance and attitude while working in our Bottomless Closet program. Victor Harmon began as a client and continues to stock the vending machines with snacks and goodies that keep our staff fueled. Our Associate Development Director, Kris Uhen, and our Volunteer Manager, Ruthie Lombardo, first supported the Milwaukee Women’s Center as volunteers.

And, perhaps unique to Community Advocates, our current CEO and COO, Joe Volk and Andi Elliott, began their professional careers as volunteers with CA.

Our programs are enhanced by hundreds of caring volunteers who serve because they care.

So look for that special opportunity to do what you love...and love what you do. •

Community Advocates appealed to me as an intern because it offered opportunities to help people on a personal level yet it also recognizes the importance of social advocacy and acts on it. To me, the two go hand in hand.

**MATT RAYMOND**, PROGRAM COORDINATOR, PROJECT BRIDGE







# From hard hats to soft pillows

## *New Autumn West facility will be home for recovery*

The new 21-bed Autumn West Safe Haven facility broke ground in October 2011. Scheduled for occupancy in late 2012, Autumn West will continue to provide flexible and supportive residential housing options and case management to homeless individuals who have been living on the streets or unable to adjust to the constraints of traditional shelters because of complicating mental illness. The non-judgmental nature of the Autumn West services helps to empower residents to take personal responsibility in stabilizing and improving their mental/physical health and financial situations.

Since 2008, when Community Advocates assumed operation of the program from the Red Cross, Autumn West has been operating out of leased space but was looking forward to a permanent home — not unlike the program's residents.

During the construction phase, a group of Autumn West residents had the opportunity to visit the site to take a first-hand look at the building progress. Wearing hard hats and maneuvering around heaps of gravel and stacks of plywood didn't dampen their enthusiasm in celebrating what would soon be "home."

For residents, the new building will offer

- Private studios designed for independent living instead of the inherited restrictions of a converted nursing home.
  - Individual bathrooms — no more sharing.
  - Mini-kitchens so residents can enjoy personal preferences in addition to the daily social communal dinners.
  - Comfortable and bright common areas.
  - Easier access to case managers and services.
  - Contemporary furnishings designed to enhance each room.
  - An opportunity to become part of a vibrant, involved community.
- ...and new soft pillows. •

Recovery from mental illness emerges from hope. We are thrilled that the new Autumn West inspires hope for those homeless individuals struggling with mental illness by addressing not only housing, but also health, purpose and community.

**WALTER LAUX**, DIRECTOR, BEHAVIORAL HEALTH SERVICES DIVISION



# Milwaukee Women's Center: 2011 By the Numbers



MILWAUKEE WOMEN'S CENTER  
A Division of Community Advocates

## Where Abuse Ends and Hope Begins

- 12,306** calls fielded through the Milwaukee Women's Center's 24-hour domestic violence crisis line
  - 139** women victims of domestic violence were provided shelter and comprehensive services
  - 175** child victims of domestic violence were provided safety and support in emergency shelter
  - 92** percentage of shelter clients who developed a safety plan prior to leaving shelter
  - 48** number of women who received services and support through the Older Abused Women's Program, including crisis counseling, information, and referrals
  - 83** number of low-income, homeless families that received housing counseling, including rent and utility assistance, to secure safe, stable housing away from their abusers
- 
- 162** number of men who participated in the Nevermore Batterers Treatment Program
  - 74** percentage of those men who completed all of the Nevermore Program requirements
  - 81** percentage of men graduating from the program who had not re-offended six months after completing the program

## Domestic Violence in Our Own Backyard

**40:**

Tragically, the number of people in Wisconsin (18 in Milwaukee County), who died as a result of domestic violence in 2011.

**1 – 82:**

Age range of 2011 victims.

**46:**

Percentage of domestic violence homicides where a firearm was used.\*

**30,000:**

Approximate number of domestic violence incidents reported to law enforcement and referred to district attorneys offices in Wisconsin every year.

**10,000:**

Approximate number of domestic violence incidents reported in Milwaukee County each year. Most cases of domestic violence are never reported to the police.

**Because of you**, the Milwaukee Women's Center is able to provide critical, life-saving services and safety to hundreds of women and children in the greater Milwaukee community – year after year.

*\*Wisconsin Coalition Against Domestic Violence, 2011 Domestic Violence Homicide Summary, September 2012*

## We Appreciate Our Volunteers!

On behalf of the Board of Directors, staff, and clients, we extend our deep appreciation to our loyal volunteers who generously donated their precious gifts of time in 2011. Volunteers are a valuable extension of our staff and we are truly thankful for their special skills and dedication to our mission.

In 2011, **149 volunteers** donated **7,859 hours of their time**, which is **valued at \$170,049**. Thank You!

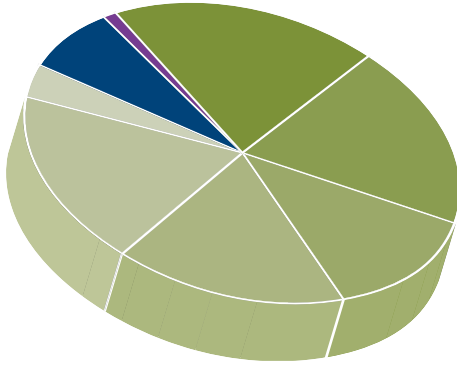


# Consolidated Statements of Financial Position

Years Ended December 31, 2011 and 2010

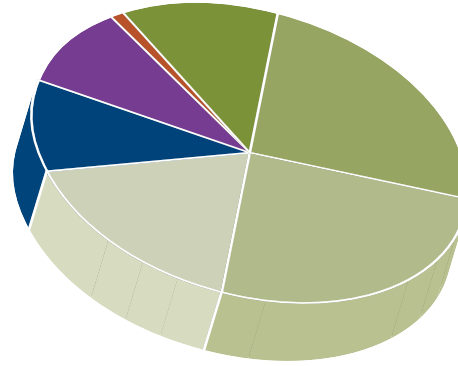
ASSETS	2011	2010	LIABILITIES AND NET ASSETS	2011	2010
<b>Current Assets:</b>			<b>Current liabilities:</b>		
Cash and cash equivalents	\$ 482,532	\$ 94,570	Current portion of notes payable	\$ 183,865	\$ 155,721
Investments	311,296	609,898	Line of credit	1,005,000	900,000
Receivables:			Accounts payable	605,520	715,375
Grants	1,711,844	2,096,577	Subcontracts payable	—	90,927
Pledges – Current Portion	644,620	447,792	Accrued payroll and related liabilities	414,805	350,590
Other	—	952	Deferred revenue	129,168	25,924
Prepaid expenses and deposits	119,157	61,609	Other accrued expenses	20,233	57,226
<b>Total current assets</b>	<b>3,269,449</b>	<b>3,311,398</b>	<b>Total current liabilities</b>	<b>2,358,591</b>	<b>2,295,763</b>
<b>Restricted Assets:</b>			<b>Client trust payable</b>	<b>148,757</b>	<b>225,535</b>
Restricted cash – Client trust	145,014	225,535	<b>Long-term liabilities:</b>		
Investment – Deferred compensation	44,542	40,542	Deferred compensation payable	44,542	40,542
Restricted Colortyme:			Notes payable, less current portion	4,592,225	3,856,513
Cash and cash equivalents	12,228	9,620	<b>Long-term liabilities</b>	<b>4,636,767</b>	<b>3,897,055</b>
Certificates of deposit	66,199	89,402	<b>Total liabilities</b>	<b>7,144,115</b>	<b>6,418,353</b>
<b>Total restricted assets</b>	<b>267,983</b>	<b>365,099</b>	<b>Net assets:</b>		
<b>Property and equipment:</b>			Unrestricted	2,474,022	2,020,207
Land, buildings and improvements	6,666,814	3,676,795	Temporarily restricted	1,288,412	1,205,291
Furniture and equipment	839,423	870,685	<b>Total net assets</b>	<b>3,762,434</b>	<b>3,225,498</b>
Vehicle	17,143	17,143	<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 10,906,549</b>	<b>\$ 9,643,851</b>
Construction in progress	285,503	1,736,202			
Total property and equipment	7,808,883	6,300,825			
Less accumulated depreciation	(648,061)	(534,778)			
<b>Property and equipment – Net</b>	<b>7,160,822</b>	<b>5,766,047</b>			
<b>Other assets:</b>					
Other	30,787	59,201			
Pledges receivable, less current portion	177,508	142,106			
<b>Total other assets</b>	<b>208,295</b>	<b>201,307</b>			
<b>TOTAL ASSETS</b>	<b>\$ 10,906,549</b>	<b>\$ 9,643,851</b>			

## What Funds Pay For



- Basic Needs 20%
- Justice 2000 19%
- Behavioral Health 14%
- Milwaukee Women's Center 17%
- Public Policy Institute 18%
- Community Coalitions 4%
- Administration 8%
- Fundraising/Other 1%

## Where Funds Come From



- City of Milwaukee 12%
- Milwaukee County 24%
- State of Wisconsin 26%
- Federal Agencies 17%
- Contracts 10%
- Grants/Donations 10%
- Other 1%

**INCOME/EXPENSES** 100% = \$17,247,636 Total

## Major Revenue Sources

### FEDERAL

Department of Housing & Urban Development  
 Federal Emergency Management Agency  
 SAMHSA

### STATE OF WISCONSIN

Department of Administration – Division of Housing  
 Department of Children & Families  
 Department of Health Services  
 Department of Corrections

### MILWAUKEE COUNTY

Behavioral Health Division  
 Management Services Division  
 Division of Housing  
 Economic Support Division  
 Courts System

### CITY OF MILWAUKEE

Department of Administration  
 Community Development Block Grant

Department of Administration  
 Emergency Shelter Grant  
 Department of Neighborhood Services  
 Housing Authority City of Milwaukee  
 Department of City Development  
 Homeless Prevention and Rapid Re-Housing  
 Municipal Court

### PUBLIC, PRIVATE and CORPORATE CONTRACTS

Aurora Health Care  
 CHILD  
 City of West Allis – HPRP  
 ColorTyme  
 CommunityConnect  
 Outreach Community Health Centers (PATH)  
 Kenosha County – SSI  
 Public Service Commission  
 United Way  
 We Energies



# Programs & Services

Since 1976, Community Advocates has worked to ensure that low-income families and individuals are able to meet their basic needs. Currently, Community Advocates offers services and assistance in the following program areas.

## **BASIC NEEDS DIVISION**

**Housing programs** provide advocacy, case management, and rent payment assistance to families and individuals at risk of becoming homeless. Programs also provide immediate housing and temporary assistance to homeless families. **Utilities programs** provide energy assistance, utility payment plans, and services to help low-income clients avoid disconnection. **Healthcare services** enroll patients into benefits programs and a Medline offers health information and referrals over the phone. **Disability advocacy** provides legal representation for clients filing SSI appeals.

## **BEHAVIORAL HEALTH SERVICES DIVISION**

**Autumn West Safe Haven** provides housing and case management to individuals who are homeless and have a mental illness. **The Homeless Outreach Nursing Center** provides clinical assessments and links homeless clients with shelter options. **Project Bridge** moves chronically homeless clients who have mental illness into permanent housing while providing case management and supportive services. **Protective payee services** assist those who are unable to adequately manage their finances.

## **MILWAUKEE WOMEN'S CENTER DIVISION**

Programs provide **safe shelter, counseling, case management** and other supportive services to victims of domestic violence, homeless women, and their children. Age-appropriate programming is offered for older victims of domestic violence. **The Nevermore Program** provides counseling and education for abusers. Culturally-sensitive case management and **substance abuse treatment services** and counseling assist women determined to overcome alcohol and other drug addiction.

## **JUSTICE 2000 DIVISION**

**Pretrial programming** provides screenings and advocacy for non-violent arrestees to be considered for diversions as alternatives to prosecution and/or incarceration. **Drug Treatment Court programming** provides an AODA treatment program. **The Universal Screening Program** screens pretrial defendants in order to assist court commissioners in making informed release decisions. **The Municipal Court Alternative Services Program** prevents incarceration of indigent individuals by offering alternative sentencing options such as referrals to treatment and community service work.

## **PUBLIC POLICY INSTITUTE**

The Institute works to bring about **public policy changes to reduce poverty** and improve the lives of low-income individuals and families. The **Tobacco Prevention and Control Program** fosters compliance with Wisconsin's smoke-free law. The **Milwaukee Brighter Futures Initiative** is a coalition of agencies pursuing strategies to prevent child abuse, youth delinquency, youth alcohol and drug abuse, and non-marital pregnancy. The **Community Justice Project** aims to provide alternatives to incarceration in the criminal justice system, while the **Pathways to Ending Poverty Project** seeks to develop and implement a specific package of policies to lower Wisconsin's poverty rate. The Institute also works to establish **transitional jobs programs** and active and effective **health insurance exchanges**.



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Project Bridge Manager

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Homeless Outreach Nursing  
Clinical Manager

**Suzy Rodriguez**

Parents Plus Manager

**Allyson Thomas**

Horizons Campus Operations  
Manager

**Stacey Yonkoski**

Horizons Campus Clinical Manager



## Thank You to Our 2011 Honor Roll of Donors

### \$100,000 +

Helen Bader Foundation  
Greater Milwaukee Foundation  
United Way of  
Greater Milwaukee

### \$20,000 +

Alexis de Tocqueville Society  
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Every attempt has been made to ensure the accuracy of this list. We apologize if any errors have occurred. For more information, please contact the Development Office at Community Advocates at (414) 270-2942 or the Milwaukee Women's Center at (414) 270-2956. **Thank You!**

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