



**COMMUNITY ADVOCATES**

Where Meeting Basic Needs Inspires Hope

728 N. James Lovell Street  
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Working together  
to provide a hand up

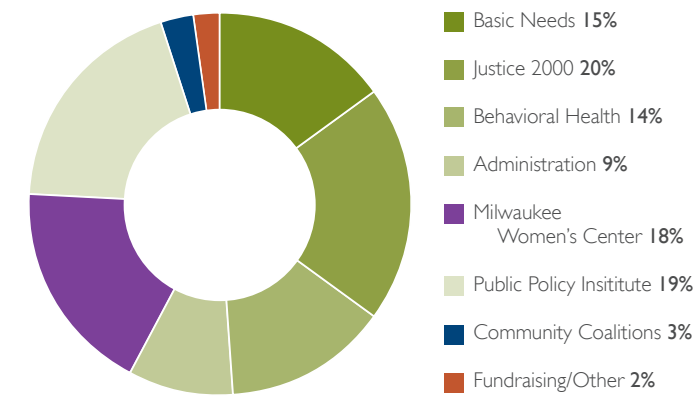


**COMMUNITY ADVOCATES**  
Where Meeting Basic Needs Inspires Hope

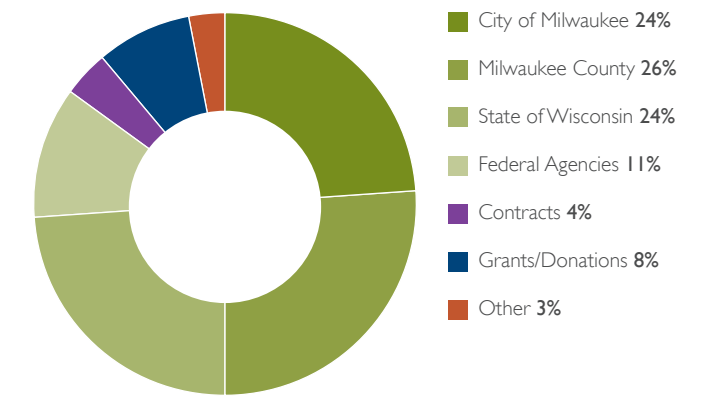
**ANNUAL REPORT 2012**

Learn more about Community Advocates and our services: [communityadvocates.net](http://communityadvocates.net)

## What Funds Pay For



## Where Funds Come From



2012 Expenses = \$17,734,573

### 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.

## Major Revenue Sources 2012

### 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  
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  
W2 Agencies



# Consolidated Statements of Financial Position

YEARS ENDED DECEMBER 31, 2011 AND 2012

ASSETS	2011	2012	LIABILITIES AND NET ASSETS	2011	2012
<b>Current Assets:</b>			<b>Current liabilities:</b>		
Cash and cash equivalents	\$ 482,532	\$ 723,910	Current portion of notes payable	\$ 183,865	\$ 197,099
Investments	311,296	345,478	Line of credit	1,005,000	750,000
Receivables:			Accounts payable	605,520	1,706,282
Grants	1,711,844	2,167,539	Subcontracts payable	—	18,324
Pledges – Current Portion	644,620	397,634	Accrued payroll and related liabilities	414,805	433,087
Other	—	—	Deferred revenue	129,168	153,271
Prepaid expenses and deposits	119,157	15,777	Other accrued expenses	20,233	32,289
<b>Total current assets</b>	<b>3,269,449</b>	<b>3,650,338</b>	<b>Total current liabilities</b>	<b>2,358,591</b>	<b>3,290,352</b>
<b>Restricted Assets:</b>			<b>Client trust payable</b>	<b>148,757</b>	<b>213,945</b>
Restricted cash – Client trust	145,014	213,945	<b>Long-term liabilities:</b>		
Investment – Deferred compensation	44,542	—	Deferred compensation payable	44,542	—
Restricted Colortyme:			Notes payable, less current portion	4,592,225	3,936,170
Cash and cash equivalents	12,228	12,101	Long-term liabilities	4,636,767	3,936,170
Certificates of deposit	66,199	—	<b>Total liabilities</b>	<b>7,144,115</b>	<b>7,440,467</b>
<b>Total restricted assets</b>	<b>267,983</b>	<b>226,046</b>	<b>Net assets:</b>		
<b>Property and equipment:</b>			Unrestricted	2,474,022	5,238,760
Land, buildings & improvements	6,666,814	9,809,226	Temporarily restricted	1,288,412	1,093,417
Furniture and equipment	839,423	912,069	<b>Total net assets</b>	<b>3,762,434</b>	<b>6,332,177</b>
Vehicle	17,143	17,143	<b>TOTAL LIABILITIES</b>		
Construction in progress	285,503	—	<b>AND NET ASSETS</b>	<b>\$10,906,549</b>	<b>\$13,772,644</b>
Total property and equipment	7,808,883	10,738,883			
Less accumulated depreciation	(648,061)	(911,314)			
<b>Property and equipment – Net</b>	<b>7,160,822</b>	<b>9,827,124</b>			
<b>Other assets:</b>					
Other	30,787	—			
Pledges receivable, less current portion	177,508	69,136			
<b>Total other assets</b>	<b>208,295</b>	<b>69,136</b>			
<b>TOTAL ASSETS</b>	<b>\$10,906,549</b>	<b>\$13,772,644</b>			



## DEAR FRIENDS OF COMMUNITY ADVOCATES,

During a dynamic 2012, we helped tens of thousands of Milwaukeeans who lacked even the most basic resources to sustain themselves and their families. Our efforts continued to provide the tools for Milwaukee's poorest families and individuals to get a head start on meeting their goals and achieving financial independence.

Requests for our basic needs services and programs rose again last year. Much of this increased demand came from families and individuals who had never required assistance before and who sought help here — housing, utility services, access to health care, or a safe place away from domestic violence. Community Advocates met these challenges thanks to robust program capacity, plus our dedicated staff which is working harder and smarter to help more people every year.

This was also a year of new initiatives, with 2012 bringing advancement in our homeless and mental health advocacy and services. Our Project Bridge Program Manager, Rosanne Norwood, became the first person in southeast Wisconsin to earn certification as a Mental Health First Aid instructor. She has shared this knowledge by training local human service providers on how to respond properly to people undergoing a mental health crisis, and connect them to appropriate support. And our Autumn West Safe Haven moved to a brand new building in December. This innovative facility features private apartments equipped with kitchens and bathrooms. This short-term housing also helps residents build independent living skills that will allow them to transition out of Autumn West to more permanent housing arrangements.

As Community Advocates commemorates its achievements from last year, we know there is much work to be done. During these uncertain economic times, we remain dedicated to improving the lives of our clients, one individual and one family at a time. We continue to efficiently provide essential services and advocacy for Milwaukee while ensuring that all clients are treated with dignity and compassion.

We thank each of you for your loyal support, and look forward to continuing to work together to provide a hand up, help restore dignity, and increase self-sufficiency for our neighbors in need.

Pamela Klein  
President  
Board of Directors

Joseph L. Volk  
Chief Executive Officer





Autumn West provides short-term housing and services to single adults who are homeless and facing mental illness. Its supportive environment promotes self-reliance, enabling residents to take responsibility for stabilizing their mental and physical health, and financial situations.



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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!**



**THANK YOU  
TO OUR VOLUNTEERS!**

**IN 2012:**  
**5,514**  
**HOURS OF HELP WERE DONATED**  
*by 169 dedicated volunteers.*

**\$120,150**  
**IS THE ESTIMATED DOLLAR VALUE**  
*of this donated volunteer work.*

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# New Autumn West facility is a home for recovery

In keeping with the spirit of the holiday season, Community Advocates celebrated home, health, and hope at the December grand opening of its new Autumn West Safe Haven. This event marked the completion of building construction which began late in 2011, and a long-awaited transition from an outdated former nursing home to a brand new facility on Lisbon Avenue and 34th Street. Autumn West provides short-term housing and services to single adults who are homeless and facing mental illness. Its supportive environment promotes self-reliance, enabling residents to take responsibility for stabilizing their mental and physical health, and financial situations.

*If it wasn't for Autumn West, the staff and the shelter itself, I would be out on the street. You guys really helped me get on my feet and make me feel like I'm worth something again. The shelter and the staff, is to me, the real miracle in Milwaukee.*

**NEAL PRICE FORMER AUTUMN WEST CLIENT**

A standing-room-only crowd in the spacious gathering room included dignitaries from the U.S. Department of Housing and Urban Development and the Wisconsin Department of Administration, plus County Executive Chris Abele, Mayor Tom Barrett, and Common Council President Willie Hines. Community Advocates Chief Executive Officer Joe Volk expressed his appreciation to everyone who made this project possible, including public officials, funders, and volunteers.

Autumn West residents conducted tours of the 21-bed facility for attendees, proudly showing off new apartment units decorated with contemporary furnishings and equipped with modern kitchens and bathrooms. These private studios are designed for independent living, while the bright

and comfortable common areas promote social interaction and a feeling of community amongst the residents.

Moving to the modern facility represents a milestone for Community Advocates' Autumn West Safe Haven. It now has a permanent home, replacing a leased, antiquated former nursing home. This transition symbolizes the journey each resident is on—from the streets and shelters of Milwaukee to permanent housing and self-sufficiency. The new Autumn West and its dedicated employees are well-equipped to expedite their journey. They look forward to settling each resident into a place of their own and marking the occasion with two important words.

**Welcome home.**



COMMUNITY ADVOCATES

BY THE NUMBERS



## Community Advocates is the #1 most-referred-to agency in 2012

People who need help in Milwaukee know to call 2-1-1, where the organization IMPACT provides centralized 24-hour referrals to human services agencies and resources throughout the city. Out of all agencies, in 2012 IMPACT 2-1-1 made the highest number of referrals to Community Advocates. In fact, 6% of all IMPACT 2-1-1 referrals were made to Community Advocates. We are proud to play a valued role in meeting the needs of Milwaukee residents.

## Thank You to Our 2012 Honor Roll of Donors

### \$100,000+

Greater Milwaukee Foundation  
Helen Bader Foundation  
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United Way of Greater Milwaukee

### \$20,000+

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Ms. Paula & Mr. Daniel Johnson  
Mr. Robert & Ms. Pamela Klein  
La Causa, Inc.  
Mr. Walter & Ms. Danny Laux  
Mr. Jim & Ms. Sue Lecher  
Dr. Ann Maguire & Dr. Douglas Rizzo  
Marquette University  
Ms. Gail McCarthy  
MGIC

Ms. Mary Mowbray & Mr. Roland Schroeder  
Mr. Gerald Pace  
Park Bank Foundation, Inc.  
PKWare, Inc.

Mr. David Riemer & Ms. Ellie Graan

Mr. Mark Rosnow  
Jeff Rusinow Family Foundation  
Saint John Vianney Security Insurance Services, Inc.  
Shorewest Realtors  
Ms. Esther Shin & Mr. James Verbsky  
Mr. & Mrs. Mark Train

Ms. Kris A. Uhen

UMOS Inc.  
Mr. Joseph Volk  
Wisconsin Community Services, Inc.

### \$500 to \$999

Alpha Chi Omega, Theta Omega Chapter  
Mr. John Bohler  
Mr. Al & Ms. Sue Burgemeister  
Mr. Christopher Buhrman  
Ms. Janessa Cesar-Selvey  
Mr. Timothy & Ms. Margaret Charek  
Mr. Robert Cherry  
Colton Charitable Fund  
Mr. Patrick T. Curley & Ms. Anne L. DeLeo  
Davis & Kuelthau, S.C.

Department of Corrections – Domestic Violence Group

Ms. Sue Eckhart  
Mr. Jason Ellis  
ExxonMobil Foundation  
Foley & Lardner  
Dr. Stephen Hargarten & Ms. Janis Cohn  
Ms. Frances Helen Gee  
Mr. Bryan House  
Mr. Richard Ippolito & Ms. Pam Frautschi

Ms. Amy Kaster  
Mr. Ted Kellner  
Mr. Maudwella Kirkendoll  
Ms. Debra Kraft  
Ms. Debbie Kupczak  
Ms. Ann Laatsch  
Mr. & Mrs. Peter Layde & Angelo Carollo

Ms. Kari Lerch  
Ms. Nancy & Mr. Jerry Lewin  
Ms. Ruthie Lombardo & Mr. Glen Haase

Ms. Jan & Mr. Vince Martin  
Medical College of Wisconsin Public Safety

Ms. Julie Murdock  
Ms. Donna Neal  
Ms. Rosanne Norwood  
Paloucek Family Fund  
Ms. Mary Ann Patti  
Mr. David Potts  
Shorewood Press  
Mr. Steve Thomas  
Ms. Jennie Stoltz  
U-TURN LLC  
Ms. Marilyn Walczak  
Mr. Allen Williams

### \$250 to \$499

Ackeret Family Charitable Fund  
Mr. Thomas Bare  
Ms. Judith A. Beeckler  
Mr. Kevin Carr  
Ms. Cecelia & Mr. Arun Caspram  
Crisis Prevention Institute  
Ms. Cathy Duszynski  
Evolution Retirement Services, Inc.  
Ms. Mary Ellen & Mr. Bob Fitts  
Mr. Mark & Ms. Nancy Fiorina  
Mr. Heiner & Ms. Barbara Giese

Mr. Joshua Gimpl  
Mr. Michael Goetsch & Ms. Karen Tutkowski  
Mr. John & Ms. Kathleen Hanneman  
Herbert H. Kohl Charities, Inc.  
Ms. Claire & Mr. Tim Herman  
Ms. Rebecca Hobart  
Ms. Deborah & Mr. Steve Holter  
Mr. William & Ms. Frances Hunter

Ms. Katrina Jenkins  
Mr. Eric & Ms. Patti Jernberg  
JP Morgan Chase  
Mr. Charles Kahn  
Ms. Mary Knopke  
Ms. Kathryn Kuhn Dirske  
Mr. William Laatsch  
Francis Lewandowski

Ms. Susan Lloyd  
Mr. Andrew & Mrs. Janet Martin  
Ms. Angie Miller

Mr. Michael Mueller  
Ms. Patricia Orthmann  
Ms. Julie & Mr. Frank Peck

Mr. Joe & Jennifer Pieper  
Ms. Mary Ellen Powers  
Mr. Michael Searing  
Mr. Paul Seifert  
Ms. Eunice H. Shields  
Mr. & Mrs. Gerald Sliwicki  
Mr. James Taylor  
Ms. Erikca Thomas  
St. Thomas of Canterbury Episcopal Church

Ms. Kate Venne  
WFG Equity  
Wheaton Franciscan Healthcare  
Ms. Margaret Zietz

### \$100 to \$249

Mr. Lynn & Ms. Elizabeth Adelman  
Amsale Aberra, LLC  
Mr. Seymour & Chief Justice Shirley Abrahamson  
Ms. Deborah Allen  
Mr. Joel Anthony  
Mr. Nicholas Anton  
AT&T United Way Employee Giving Campaign  
Ms. Nedda Avila  
Ms. Suzanne Baierl

Ms. Lauren & Mr. J. Barber  
Ms. Joan Bedinghaus  
Ms. Susan Bennett  
Ms. Lisa Berman  
Ms. Jean & Mr. Bryan Bieszk  
Ms. Nancy Blok-Andersen  
Mr. T. Michael Bolger  
Ms. James Braza  
Mr. Tom & Ms. Joanne Brown  
Mr. Peter & Ms. Joan Bruce  
Mr. Johnson M. Burdge, IV  
Mr. Fred Burg

Ms. Shawana Campbell  
Mr. Joseph & Ms. Kathryn Cayen  
Center for Self-Sufficiency  
Ms. Linda Cobbs  
Ms. Nicole Cota  
Cousins Submarines Inc. Foundation  
Ms. Jennifer Dahms  
Mr. John & Ms. Irma Daniels  
Ms. Valerie Daniels-Carter  
Mr. David Dawson  
Ms. Mary Jane DeBattista  
Mr. Heriberto Delgado  
Ms. Terese Dineen

Ms. Polly Drew & Mr. David Kornhauser & Family  
Ms. Mary Eapen  
Ms. Katrina Evans-Barnes  
Ms. Colleen Foley  
Ms. Sarah Ford & Mr. Randall Klumb  
Ms. Helene & Mr. Steve Gyarmaty  
Mr. Edward Gordon  
GE United Way Campaign  
Ms. Gladys Gray  
Mr. John Grisson  
Mr. Harry & Ms. Vivian Guzniczak  
Mr. & Ms. Sue & Dan Haislmaier  
Ms. Jessica Harris  
Mr. James & Ms. Dorothy Hartley  
Ms. Susan P. Heffron  
Ms. Tara Hernandez  
Ms. Dianna Higgins  
Ms. Ellen Higgins  
Ms. Michele Hoffman  
Mr. Theodore & Ms. Mary John  
Ms. Cindy Johnson  
Ms. Veronica & Mr. Matt Junker



# Public Policy Institute

Developing and advocating for policy solutions to reduce poverty and improve the lives of low-income people.



## What Would It Take to Greatly Reduce Poverty in Wisconsin?

This is the key question that the Community Advocates Public Policy Institute set out to answer in launching the **Pathways to Ending Poverty Project**. The project seeks to change the way we think about poverty by creating and testing a specific group of policies that would dramatically reduce poverty in Wisconsin. The four-part policy “package” centers on the following:

1. A tax credit for seniors and adults with disabilities;
2. A Transitional Jobs program for unemployed jobseekers;
3. A higher minimum wage for workers; and
4. A reformed Earned Income Tax Credit for low earners.

**To test our model:** The Public Policy Institute retained the Urban Institute, an independent policy analysis center, to evaluate the proposed new policies individually and in combination.

**The results:** The Urban Institute analysis concluded in 2012 that the overall policy package would bring at least 250,000 Wisconsinites out of poverty, cutting the state’s poverty rate by 58 percent or more.

In Wisconsin, we can no longer say that poverty reduction policies do not work, or that no one yet knows what it takes to greatly reduce poverty. The remaining work of the Pathways to Ending Poverty Project is to communicate our policy package and its dramatic impact on reducing poverty to local and national policymakers, and work with them over time to translate the specific policy changes into law.

In 2012, PPI hosted three public events:

- a **Poverty Symposium** titled “Bringing Leaders Together to Inspire Change,
- a **conversation with Congresswoman Gwen Moore,**
- and a **symposium** on how the Department of Corrections works to reduce crime and promote safety.

David Riemer, Senior Fellow, hosted an **educational briefing** on the Supreme Court’s decision on the Affordable Care Act, analyzing what the new law will mean for health care in Wisconsin. Community Advocates submitted three amicus briefs to the Supreme Court, and was **the only Wisconsin-based advocacy organization to participate in the case.**

The Public Policy Institute’s numerous projects include the **Milwaukee Brighter Futures Initiative,** the **Community Justice Project,** the **Tobacco Prevention and Control Program,** the **Pathways to Ending Poverty Project,** the **Transitional Jobs Program,** and the **Project for Health Insurance Exchange Information.**

# Basic Needs Division

Meeting basic needs lays the foundation for self-sufficiency and prevents crises.

**70,000**  
clients served each year  
*through a combination of*  
HEALTH CARE, HOUSING,  
DISABILITIES AND  
UTILITIES SERVICES.

### HOUSING PROGRAMS

PROVIDE ADVOCACY, CASE MANAGEMENT, AND RENT PAYMENT ASSISTANCE to families and individuals at risk of becoming homeless.

**85% of clients, or 1,399 people,**  
who were placed in permanent housing  
**maintained their housing for at least six months.**

### UTILITIES PROGRAMS

PROVIDE ENERGY ASSISTANCE AND PAYMENT PLANS to help low-income clients avoid service disconnection.

**15,000**  
ENERGY ASSISTANCE APPLICATIONS WERE COMPLETED,  
*providing financial assistance to over*  
**45,000 individuals.**

**3,584**  
INDIVIDUALS COMPLETED CRISIS APPLICATIONS  
*to have their disconnected utilities services restored.*

### HEALTHCARE SERVICES

CONDUCT OUTREACH AND ENROLL PATIENTS into benefits programs.

More than **15,000** calls to  
MEDICAID RECIPIENTS OFFERING  
health and benefits information.

### DISABILITY ADVOCACY

PROVIDES LEGAL REPRESENTATION FOR CLIENT filing for SSI benefits and appeals.

**100%** of clients applying for SSI  
**completed their applications.**

**66%**  
approval rate for SSI appeals

### SUCCESS STORY

## JUANITA

Juanita, a 28 year-old single-mother of one child, was referred to the Emergency Support/Advocacy Continuum program because she unexpectedly had to undergo several surgeries due to severe migraine headaches. As a result of the surgeries she was not able to go to work, and therefore could not pay her bills. A hospital social worker told her about Community Advocates.

Juanita had been off work for two months, but managed to pay one month of rent during that time. The problem was that Juanita was not cleared to go back to work for another month and would then fall behind two months in rent payments, putting her family at risk for homelessness.

Community Advocates program staff went to Juanita’s home to assess the situation and determined that she was also in need of furniture and case management. Juanita qualified for Community Advocates’ Homelessness Prevention Program and enrolled in six months of case management. While in case management Juanita received rent and energy assistance, and luckily the family never had to face homelessness. Juanita is now back at work and has a fully furnished apartment.

# Behavioral Health Services Division

Preventing homelessness and increasing health and hope



## First in Wisconsin to Implement Training on Responding to Mental Health Crises

What does depression look like? Or anxiety? How do you respond if someone is experiencing suicidal thoughts? For a person in a mental health crisis, it can make all the difference if he or she can immediately reach someone trained to identify the symptoms of distress and respond appropriately.

Community Advocates is assisting groups and individuals from local human service agencies in learning how to react supportively and get people in crisis the help they need through a "Mental Health First Aid" training program created by the National Council for Community Behavioral Health.

The 12-hour interactive course aims to improve mental health literacy and fight the stigma associated with mental illness. It familiarizes participants with risk factors, warning signs, and the impact of mental health problems on our lives and community. A five-step action plan prepares participants to connect those in crisis with appropriate support.

Community Advocates' Mental Health First Aid trainings were named one of Milwaukee's top 10 new medical breakthroughs by *Milwaukee Magazine*! Positive and proactive identification and treatment of mental illness is a primary concern to Rosanne Norwood, who manages Community Advocates' Project Bridge, a housing-first program that provides permanent housing and support to individuals coping with mental health issues. Rosanne is the first person in southeast Wisconsin to earn certification as a Mental Health First Aid training instructor.

800

clients served annually  
through a combination of

HOUSING, OUTREACH, CASE MANAGEMENT,  
AND CLIENT FINANCIAL MANAGEMENT  
SERVICES.

- **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 support.
- **Protective payee** services assist those who are unable to adequately manage their finances due to behavioral health challenges.
- **Mental Health First Aid** sessions train the public on appropriate crisis intervention.

# Milwaukee Women's Center Division

Supporting nonviolence, healing, shelter, health and safety

- Programs provide **safe shelter, counseling, case management, housing advocacy**, and other supportive services to victims of domestic violence, homeless women, and their children. Age-appropriate programming is offered for older victims of domestic abuse.
- The **Nevermore Program** provides education and intervention for abusers to commit to nonviolence.
- **Substance abuse treatment** services assist women in overcoming alcohol and other drug addiction.
- The **Fatherhood Program** provides parenting education and life skills to fathers.

164 adult  
victims of domestic violence and  
165 children

WERE PROVIDED WITH SHELTER AND  
COMPREHENSIVE SERVICES THROUGH THE  
**Milwaukee Women's Center emergency shelter.**

### SUCCESS STORY

LIZ

Liz was married, but had separated from her abusive husband. She had a one year old daughter, but lost custody due to multiple issues exacerbated by domestic abuse. Liz's most recent relationship of five months with an ex-boyfriend followed the same tragic cycle of abuse: she was abused emotionally, verbally and physically.

When she first arrived in the Milwaukee Women's Center's Emergency Shelter, Liz had several large, visible bruises on her face, indicating the very recent violent abuse in her life. After helping Liz get settled, one of our shelter advocates immediately helped her put together a safety plan. Like all clients in the shelter, Liz's safety was a top priority, so staff made sure to inform Liz of her legal rights and actually assisted her with the restraining order process. Liz was elated when the restraining order against her abusive partner was successfully granted for four years!

Following this victory, shelter staff connected Liz with the Second Stage Program at the Milwaukee Women's Center, which helps women and children transition from temporary emergency shelter to permanent housing. Through Second Stage, staff provided case management and support groups. Liz moved on to live in a transitional living facility. She was especially proud to share that she recently received full custody of her daughter and obtained an income. Liz is living a safe, independent and healthy life.

159 adults and 285 children

FROM LOW-INCOME, HOMELESS FAMILIES  
received shelter and assistance at the  
**Family Support Center shelter.**

416

MEN WERE SERVED BY THE  
**Nevermore Batterer's Intervention Program,**

an increase of  
**157%**

compared to 2010 service numbers.

*Nevermore is the largest batterer's intervention program in the state, with 12 separate education groups running each week out of four locations across Milwaukee.*



MILWAUKEE WOMEN'S CENTER  
A Division of Community Advocates