

Making a difference **today**, while investing in **tomorrow**.



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## *2010 SDC PROGRAM HIGHLIGHTS & PROGRAM FACT SHEETS*



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## **SDC PROGRAM HIGHLIGHTS — 2010**

- ✓ The SDC Served 81,880 Unduplicated Individuals.
- ✓ The SDC Served 78,523 Unduplicated Families.
- ✓ 61% of SDC Clients were Female & 39% were Male.
- ✓ 11% of SDC Clients were age 0-5, 20% were under the age of 18, & 17% were age 55 and older.
- ✓ 61% of SDC Clients were Black/African American, 20% were White, & 15% were Hispanic/Latino.
- ✓ 41% of SDC Clients did not have a High School Diploma or GED.
- ✓ 13% of SDC Clients did not have Health Insurance.
- ✓ 21% of SDC Clients were Disabled.
- ✓ 29% of SDC Client Families Reported No Income in 2010.
- ✓ Of Those Client Families with Income, the Leading Source was Employment Followed by SSI, Social Security, & Unemployment Insurance.
- ✓ 55% of the SDC's Client Families Had an Income, Which was up to 50% of the Federal Poverty Level.
- ✓ 77% of the SDC's Client Families Had an Income, Which was up to 100% of the Federal Poverty Level.
- ✓ 67% of SDC Client Families were Renters While 15% Owned Their Own Home.

### In The 2010 Program Year...

- ★ 286 Unemployed Individuals Obtained a Job;
- ★ 2,068 Individuals Attended Soft Skills Trainings & Job Club Workshops;
- ★ 3,600 Individuals Were Connected to Job Opportunities;
- ★ 2,247 Individuals Obtained Skills Necessary for Employment;
- ★ 222 Individuals Completed Their GED/HSED;
- ★ 1,827 Families Enrolled Their Children in Head Start Programming;
- ★ 6,415 Individuals Obtained Food Assistance;
- ★ 245 Families Obtained Safe & Affordable Housing;
- ★ 47,856 Households Obtained Non-Emergency LIHEAP Energy Assistance;
- ★ 12,878 Households Were Assisted With Tax Preparation Services;
- ★ 78 Car Loan Applications Were Approved for Client Access to Employment;
- ★ 37 Jobs Were Created or Saved From Reduction or Elimination in the Community;
- ★ 8 Safe & Affordable Housing Units Were Created in the Community;
- ★ 1,011 Safe & Affordable Housing Units Were Improved Through Construction, Weatherization, or Rehabilitation;
- ★ 1,305 Volunteers Donated 216,617 Volunteer Hours to the SDC;
- ★ Of the 216,617 Volunteer Hours, 125,637 Hours Were Donated by Low-Income Individuals;
- ★ The SDC Collaborated with 265 Organizations to Promote Family & Community Outcomes;
- ★ 12,393 Senior Citizens Were Able to Maintain an Independent Living Situation as a Result of SDC Services;
- ★ 1,827 Children Received Age-Appropriate Immunizations, Medical Care, & Dental Care;
- ★ 1,827 Children Improved Their Health & Physical Development Resulting from Adequate Nutrition;
- ★ 1,827 Children Participated in Pre-School Activities to Develop School Readiness Skills;
- ★ 720 Children from Head Start were Developmentally Ready to Enter Kindergarten or 1<sup>st</sup> Grade;
- ★ 500 Youth Improved Their Health & Physical Development;
- ★ 72 Youth had Reduced Involvement with the Criminal Justice System;
- ★ 976 Youth Increased Their Academic, Athletic, or Social Skills for School Success;
- ★ 2,630 Parents and Other Adults Learned and Exhibited Improved Parenting Skills; &
- ★ 2,630 Parents and Other Adults Learned and Exhibited Improved Family Functioning Skills.

## Participants

Community Education Program participants are:

Youth who exhibit the following: (a) High risk behavior; (b) Weak links to conventional society; (c) Low academic achievement; (d) Low potential for economic success in the job market; (e) Lack of positive after-school activities, and/or (f) Middle and high school youth ages 13-19.

Adults are: (a) Managers; (b) Employees in the workplace. In some instances, managers and employees require intensive support to work through specific diversity issues and to address ineffective behavior. These issues may include race, gender, age, customs, geographic influences, or a host of other variables; (c) Adult males are referred by the Milwaukee County District Attorney's office for deferred prosecution.



"Because the make-up of our employers is diverse, it would be good to have skills to communicate with others of differing backgrounds."

- Cultural Diversity Training Participant

"I gained lots of confidence and a sense of pride."

- Black Knowledge Bowl Team Member

## Community Education Program

A dialogue on positive change is the first step towards establishing a tipping point in schools and communities where the unique and valuable contributions of all American peoples are recognized, taught, and passed on as an integral part of mainstream education from generation to generation.

The SDC's Community Education program is dedicated to diversity and equity in schools, organizations, communities, and society. The SDC seeks to shape schools and communities in which all people, regardless of race, national origin, gender, sexual orientation, class, (dis)ability, language, or religion, have equitable opportunities to achieve their fullest potential and be respected, valued, and empowered. The SDC's Community Education products and services are culturally-based, and are focused on continuing education, financial literacy, decision-making, and cultural understanding of racial and ethnic perception.

The Community Education Program has two mutually dependent structures: (1) Community Education Programs are integrated into existing SDC programs or as stand-alone programs. (2) Community Education has a rich variety of cultural products.

Community Education interventions are as follows:

- 1) Business Workshops: Weaving diversity into the workplace, explaining the business case for diversity.
- 2) Booths at Community Events: Sales of SDC-developed diversity educational materials to community members including *Weaving Diversity Into The Fabric of America* (textbook) and *Believing in The Power of You* (DVD/CD).
- 3) Organize SDC/Partner Diversity Events: Organize diversity and inclusion events produced by SDC and community partners, including the Black Knowledge Bowl.
- 4) Deliver curriculums: Deliver *Weaving Diversity Into The Fabric of America* racial equality curriculum and racial/gender/sexual orientation and Media Stereotype education curriculum.

## Program Results

*In an Abbreviated 2010 Program Year, the Community Education Program Served 132 Individuals.*

- ✓ Youth & adults demonstrate increased knowledge about diversity and gender inequality.
- ✓ Youth & adults report they have a sense of pride associated with their own culture as well as the accomplishments of other diverse cultures.
- ✓ Youth and adults report a greater respect for others who are different.
- ✓ Youth & adults report improved workplace skills and interpersonal skills.
- ✓ Youth & adults report improved cultural understanding.
- ✓ Youth & adults demonstrate more positive attitudes towards diversity & inclusion.



“Most people we work for or encounter during the work week are of different ethnicities and backgrounds. I feel that cultural diversity training would help people who are not so understanding of each others’ situations be more sympathetic.”

- Cultural Diversity Training Participant

“I gained a lot of knowledge about Black history that I didn’t know. I was surprised but at the same time, I was excited about learning new things about my culture.”

- Black Knowledge Bowl Team Member

## Program Benefits

The goal of the Community Education Program is to help effect change in individuals, schools, communities, and society by working with people and organizations at every level of awareness. This is accomplished by developing diversity, cultural competence, inclusion, equity products, programs, and services committed to developing a positive change. The SDC also seeks to educate the community on issues that impact discrimination, diversity, self-worth, mindset, and self-empowerment.

## Meeting a Community Need

In a telephone survey of Milwaukee County residents, 74% of respondents reported that discrimination or racial injustice were very likely or somewhat likely to keep people in poverty. African Americans are more likely to report discrimination or racial injustice as a likely barrier keeping people in poverty than Hispanics or Caucasians (90% compared to 77% and 69%, respectively). In addition, 79% of those who are not employed reported discrimination or racial injustice as a more likely barrier, compared to 70% of those who are employed.

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## Stories of Success

### Joyce Hopson

At 16, Joyce Hopson married and left school to support her new family. In 2009, Joyce completed the GED program at SDC - making the program's Honor Roll and having perfect attendance. Joyce plans on attending college and working towards a PhD in theology. Joyce's husband, in attendance at the graduation ceremony, expressed his profound pride in Joyce's efforts.

### William Sanchez, Sr.

William Sanchez, Sr. dropped out of high school at the age of 17 to join the workforce and support his family. The married father of three was recently laid off from his long-time job and used the GED/HSED Program to earn his GED in 2010. William plans on joining his son in a family business while working towards a college degree.



*"It is never too late, it's always in your hands, and you can always dream as high as the sky."*

—Dr. Sandra Jones, Keynote Speaker at SDC's 2010 GED Graduation Ceremony.

## Education & Training Programs

The SDC's Education & Training Programming provides Milwaukee County residents with the academic, employment, and financial skills necessary to move toward self-sufficiency. Trained instructors provide an invaluable service to the community by creating pathways to employment for under-skilled residents. Specific programs include,

- ✓ **Basic Skills:** Serving adults with academic skills below grade level 8;
- ✓ **GED/HSED Program:** Preparing adults to take the General Equivalency Degree Exam or receive a High-School Equivalency Degree;
- ✓ **Financial Literacy:** Working with clients to take control of their finances and increase their assets and credit; and
- ✓ **Boosting Employability & Soft Skills Training:** Providing hands-on job training opportunities for adults.



## Meeting a Community Need

One of the largest unmet needs in Milwaukee County is the mismatch between the skills demanded by a 21<sup>st</sup> Century economy and the skills possessed by many low-income residents.

According to the SDC's 2010 CSBG Needs Assessment, 87% & 85% of survey respondents think that addressing employment and education are important in reducing poverty in Milwaukee.

To develop and maintain a thriving economy, educational pathways must be formed to provide hardworking adults with the opportunities to succeed. The SDC's Education & Training Programs provide an option for low-income residents and working adults seeking to improve their skills and become thriving and self-sufficient. The programs meet a fundamental community need by offering a cost-effective and proven curriculum.

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## Program Results

*In 2010, Education & Training Programs Served 534 Individuals.*

- ✓ Adults who participate in Basic Skills and Adult Education programs are better prepared for further career development and/or post-secondary education.
- ✓ Adult learners are exposed to self-instruction and methodologies to help them learn and gain new skills.
- ✓ Adults who participate in Education & Training programming are able to learn technical skills that make them more competitive in the workplace.



## Program Benefits

The SDC's Education & Training Programs produce a number of individual and community benefits. These benefits include,

- ✓ Having a GED increases household earnings and decreases poverty over a sustained period of time - most notably for lower-skilled recipients;
- ✓ These programs create pathways to even higher levels of education, which would not otherwise be possible;
- ✓ SDC's financial literacy classes provide a cost-effective method for building the assets within low-income families using existing resources;
- ✓ On-the-job "soft skills" training addresses one of the biggest barriers to employment and self-sustainability for some workers, which is easily overcome with the opportunities and support provided by the Boosting Employability & Soft Skills Training Program.

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## *People In Need*

Energy Assistance Program clients are served at Energy Assistance Program sites, which are appropriately placed in areas of low-income and poverty throughout Milwaukee County. In order to qualify for Energy Assistance, a client's income must be within 60% of the Wisconsin Median Income.

The target population for the Low Income Pilot Program is 1,500 low-income individuals and families identified by We Energies who have had utility service disconnections in the past year and are willing to make a down payment toward outstanding bills owed to We Energies.



## Energy Assistance Program

The Energy Assistance Program provides low-income residents with financial benefits for fuel costs, emergency furnace repair & replacement, and restoration of utility services. These services include:

- ▶ Regular energy assistance to help with annual home energy costs.
- ▶ Crisis assistance includes: retention of utility services, reconnections, oil deliveries, and furnace repair or replacement.
- ▶ Referrals for other heating-related services.

Assistance is intended to help pay a portion of heating costs and is not intended to pay the total annual heating cost. The amount of heating assistance benefit varies according to household size, income level, and household heating costs. The SDC Energy Assistance Program serves over 40,000 low-income households annually.

A small pilot program within Energy Assistance, the Low Income Pilot Program provides outreach and enrollment, integrated case management, and program-specific services such as energy direct assistance, developing crisis proactive co-pay plans, energy conservation training, budget development planning for utility payments during the next twelve months, and financial literacy training.



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## Program Results

*In 2010, the SDC Energy Assistance Program Served 47,856 Individuals.*

- ✓ Thousands of low-income households are provided with essential heating throughout harsh Wisconsin winters as a result of the Energy Assistance Program.
- ✓ All households who are screened for Energy Assistance are also connected to additional resources and services that will protect the health and safety of families.



## Community Need

In a door-to-door survey of residents in the City of Milwaukee, the SDC found that 51% of residents had trouble paying their gas/electric bill. Of those residents, 30% had their utilities shut off because they could not afford heat and/or electricity.

In a study of SDC consumers, researchers discovered that 88% of renters and 75% of homeowners needed assistance paying their utility/energy bills.



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## Results

*In 2010, General Program Services Served 102 Individuals.*

- ✓ SDC clients are provided with opportunities to improve their health and reduce health disparities that plague low-income populations.



## Benefits

The main goal of the Prescription Advocacy & Referral Service Program is to ensure that clients are receiving and taking their medication(s) as directed, so that their health is not compromised. Secondary goals include:

- ▶ Monetary savings for enrollees
- ▶ Healthy behavior changes
- ▶ An increase in health

The Health Education & Referral Center creates opportunities for partnerships and referrals that help clients to navigate and connect to the resources they need to improve their health and overall wellness. Encouraging discussion, promoting access, and providing constituencies with health education and broader choices assists the community by forging partnerships that enhance capacities to promote health, reduce injury, resist illness, and improve the overall quality of life.

## General Program Services

For many people who do not qualify for federal or state health insurance and are unable to pay for their prescription medications, the decision to pay for medication is often secondary to the need to pay for food or housing. Patients who require daily medications often take their medication every other day or cut their pills in half. The existence of prescription medication assistance programs is known to many people, but the complexity of the enrollment process discourages many eligible patients from applying. The Prescription Advocacy & Referral Service program was created to guide patients through the application process, and enable them to more easily receive prescription medications.

The Health Education & Referral Center supports the SDC's mission by empowering and equipping clients with health education information and resources, which has been shown to improve health-related behaviors and lifestyle choices.

## Meeting a Community Need

In a series of interviews with SDC consumers, 40% of interviewees reported that their households experienced difficulty paying for prescription drugs. Of those households, 71% went without them as a result. In a door-to-door survey of City of Milwaukee residents, 30% of respondents reported that they had difficulty paying for prescription drugs. Of those households, 69% went without them as a result.



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## *People In Need*

Approximately 45,000 low-income households residing in Milwaukee County are certified by the SDC to receive energy assistance during a program year. The State Division of Energy refers the names of these needs-prioritized families to the SDC and over 1,000 households are weatherized annually.

The primary target population of the SDC's Weatherization, Rehab, and Asset Preservation Partnership Program resides in a designated southside Milwaukee neighborhood. Seventy-five percent of residents are Hispanic; 23% are White; and 1% are Hmong. Program participants are homeowners earning an income within 250% of the Federal poverty guidelines.

The SDC's Neighborhood Improvement Project serves income-eligible, homeowner-occupied, City of Milwaukee Community Development Block Grant area resident families. These households are characterized as needing significant home improvements as evidenced by municipal building code violations, needing lead hazard reduction, and/or having health and safety concerns. Clients are drawn from lists of households that are also eligible for receiving state and local Energy Assistance program services and City of Milwaukee Weatherization program services. Households are selected based on both Neighborhood Improvement Project eligibility criteria as well as the opportunity to leverage additional services from other SDC programs.



## Housing Preservation

As one of two administrators of weatherization services in the City of Milwaukee, the SDC works with sub-contractors to weatherize homes of income-eligible residents. Weatherization services differ with each home depending on how it was built and its current condition. Some common weatherization services include: insulating attics, walls and floors; insulating water heaters; installing energy efficient lighting; reducing air leakage; repairing or replacing heating systems; testing and/or replacing refrigerators & freezers; performing a general health and safety inspection; & providing information about maintenance and energy conservation.

In the SDC's Weatherization, Rehab, and Asset Preservation Partnership Program, income-eligible households receive assistance in increasing their home value through decreasing energy costs, making energy-efficient improvements, and rehabilitation as needed to correct threats to health and safety. Overall information is provided on energy conservation and maintaining the energy systems utilized in the home. Counseling is provided to homeowners and individuals residing in the targeted area. The Weatherization, Rehab, and Asset Preservation Program provides income-eligible homeowners with asset preservation services, including home weatherization, home rehabilitation, and other financial and asset specific services to increase housing values and discretionary household income, including case management on social services and housing needs.

The SDC's Neighborhood Improvement Program conducts outreach to eligible households and provides moderate home rehabilitations in such areas as electrical or plumbing systems, carpentry, and masonry work. Households receiving home rehabilitations also receive the full range of other SDC services.



## Results

*In 2010, the SDC's Housing Preservation Programs Served 1,076 Individuals.*

- ✓ Low-Income homeowners have resources and technical assistance in reducing energy costs and increasing housing efficiency.
- ✓ Low-Income homeowners are successfully connected to neighborhood resources that help them repair and update their properties at affordable costs while increasing property values in their neighborhoods.
- ✓ Low-Income homeowners have increased capacity to become educated about housing hazards and are able to reduce these hazards to protect their families.



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## Meeting a Community Need

In a survey of residents in the City of Milwaukee, more than half of homeowners reported that their homes need major repairs. Additionally, 53% of low-income homeowners reported that their homes need weatherization improvements. In this same survey, 34% of renters reported that their rental units need major repairs.

In a larger survey of Milwaukee County residents, 70% of respondents thought that housing issues were important to reducing poverty in Milwaukee. When asked if enough was being done about housing-related issues, 68% of respondents said that no, not enough was being done.



## *People In Need*

The Social Development Commission's Head Start Program and delegate agencies serve children ages 3-5 whose family income is 100% of the Federal poverty level or are receiving W-2 services. Head Start families possess the following demographic characteristics: A total of 60% of families are single-parented; less than 24% of fathers are involved with their children; 42% of parents have not graduated high school, 42% of parents have either graduated from High School or have a GED, & 16% of parents have some college, vocational, associate, bachelor's or advanced degree; and 46% of families receive W-2, 42% of families receive WIC, & 8% receive SSI.

The Head Start Healthy Relationships & Marriage Enhancement Program is primarily intended for Head Start parents but is open to other eligible families in Milwaukee County. The Fatherhood Component is aimed at Head Start fathers and other fathers (both custodial and non-custodial) in Milwaukee County.



## Head Start & Healthy Relationships

The SDC Head Start Program provides comprehensive early childhood development programming for low-income children ages 3-5 with the involvement of their parents. Children receive educational classes, health & dental screenings, a daily snack & meal, and access to other important social services. Parents become involved with every aspect of their child's education through participation in classroom activities, parent meetings, and policy-making committees. Workshops for parents include personal growth & development, parenting skills, community advocacy, and more.

The Head Start Healthy Relationships & Marriage Enhancement Program provides relationship education for individuals, unmarried couples, & married couples. The program aims to strengthen and promote healthy relationships & strong family connections. This component helps individuals and couples develop the skills needed to form healthy relationships, as well as marriage. The Healthy Relationships & Marriage Enhancement Program also has a Fatherhood Component. The aim of the Fatherhood Component is to utilize relationship and marriage enhancement education to enhance and stabilize the environment in which children live. The goal is to improve the well-being of the entire family unit. The Fatherhood Component promotes father/child interaction and positive parenting skills.



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## Results

*In 2010, the SDC Head Start Program and its Delegate Agencies Served 3,691 Children and the Head Start Healthy Relationships & Marriage Enhancement Program Served 637 individuals.*

- ✓ In 2010, 355 parents and other adults in the Head Start Healthy Relationships & Marriage Enhancement Program learned and exhibited improved family functioning skills.
- ✓ In 2010, 353 parents and other adults in the Head Start Healthy Relationships & Marriage Enhancement Program learned and exhibited improved parenting skills.
- ✓ Children enrolled in Head Start are better prepared to enter kindergarten through comprehensive pre-school education.
- ✓ Children enrolled in Head Start have fewer incidences of aggressive behavior.
- ✓ Families in Head Start are prepared to stay together as a unified and functional family, make decisions benefiting the entire family, and gain parenting skills.

“These classes helped us understand what it was that we were reaching for for so long. Now we know what those things are and how to utilize the tools we were given.”

- JaMar Sloan, Head Start Healthy Relationships & Marriage Enhancement Program participant



## Meeting a Community Need

Milwaukee County continues to be plagued by many of the same social and economic issues, which necessitated the need for Head Start. The fact is that the population of low-income families in Milwaukee County continues to encounter barriers towards realizing self-sufficiency. This fact is especially true for vulnerable children. While child poverty rates may fluctuate year-to-year, this can more often be attributable to methodological issues in data collection rather than real socio-economic change. The social reality in Milwaukee County is that Head Start programming is needed more now than ever before.

In a telephone survey of Milwaukee County residents in 2010, 80% of respondents thought that family & relationship issues were important in reducing poverty in Milwaukee. In the same survey, 72% of respondents reported that not enough was being done about family & relationship issues. More importantly, 93% of respondents thought that unhealthy family environments were a likely barrier keeping people in poverty.



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## Participants

The Milwaukee Asset Building Coalition assists Milwaukee County households with total household incomes of less than \$56,000.



## Milwaukee Asset Building Coalition

The Social Development Commission (SDC) is the lead member and champion of the Milwaukee Asset Building Coalition, which was organized in 2001. The Milwaukee Asset Building Coalition is a community-based, public/private collaborative formed to increase utilization of Volunteer Income Tax Assistance sites, the Earned Income Tax Credit, and supportive financial educational services. The Milwaukee Asset Building Coalition emphasizes greater coordination of existing services, leveraging of community resources, collaboration, and outreach to assist low and moderate-income families. This effort provides low-income working families with the tools to achieve financial independence: education, financial planning, and income development training. Rather than providing a package of entitlement programs to support families in poverty, the Milwaukee Asset Building Coalition focuses on providing the opportunity to accumulate assets, independently move out of poverty, and become self-sufficient. The Milwaukee Asset Building Coalition has more than 30 members representing the government, community-based groups, faith-based organizations, private businesses, foundations, and educational institutions. It has become a national model for its efforts to help low-income households build up financial assets.

### Meeting a Community Need

The SDC's 2010 CSBG Needs Assessment showed that 70% of survey respondents think that income-related issues are important in addressing poverty in Milwaukee County. Moreover, 71% of respondents think that not enough is being done about these issues in Milwaukee.

When survey respondents were asked if they had heard of the earned income tax credit for federal taxes, 67% said "yes." Of those who had heard about the earned income tax credit, 42% indicated that they claimed it on their last federal tax return, while 52% did not claim the earned income tax credit, and 5% were unsure if they had or not.

Out of a variety of financial areas, "assistance with filling out tax forms" was the most frequently requested category (45%), followed closely by "making a plan for saving money" (44%).



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## Program Results

*In 2010, the Milwaukee Asset Building Coalition  
Served 12,878 Individuals*

- ✓ Milwaukee Asset Building Coalition activities inject aggregate income into the local economy.
- ✓ Milwaukee Asset Building Coalition participants gain up to a \$2/hour increase in hourly wages.



“We value the opportunity to work with community-based groups, faith-based organizations, businesses, governmental agencies, and private foundations to make the American Dream attainable for all Milwaukeeans.”

- Deborah Blanks, SDC CEO & Founder of the Milwaukee Asset Building Coalition

## Program Impact

In its ten-year history, The Milwaukee Asset Building Coalition has returned over \$100 million to Milwaukee County residents through its free tax preparation services and emphasis on the earned income tax credit. The table below shows this history and also the increasing impact that the Milwaukee Asset Building Coalition has had in Milwaukee.

Tax Season	# of Free Tax Returns Filed	Money Returned to Milwaukee
Year 1: 2001-02*	2,700	-
Year 2: 2002-03	12,859	\$8,517,396
Year 3: 2003-04	10,017	\$11,051,273
Year 4: 2004-05	8,291	\$10,633,841
Year 5: 2005-06	11,131	\$10,637,495
Year 6: 2006-07	10,843	\$14,766,764
Year 7: 2007-08	10,724	\$13,874,294
Year 8: 2008-09	10,849	\$14,530,202
Year 9: 2009-10	12,878	\$18,688,743
<b>TOTAL</b>	<b>90,292</b>	<b>\$102,700,008</b>

\*Data for 2001-02 Refund Amounts Not Available

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## *Senior Companions Program Clients*

The Senior Companions Program targets homebound, isolated seniors who are at-risk for institutionalization and/or need short-term or long-term assistance.

Senior Companions Program clients are frail seniors who have one or more physical or mental conditions that place them at risk for moving to an institutionalized setting or who need respite from caring for a loved one who requires 24-hour monitoring. Sixty-two percent of clients are age 75 & older and 33% are over the age of 85. Fifty-two percent of clients report that they are unable to leave their home unaccompanied. Seventy-four percent of clients use assistive aids in order to walk, and over 50% need a wheelchair or walker.

Senior Companions are aged 55 and older, income-eligible volunteers.

## *Helping Each Other*

Kate lives alone with growing health issues and no family to help her or give her support and love. She was very unhappy until she was connected with the SDC Senior Companion Program and was assigned Mary Gilliam. Mary is a senior who was trained by the program. As a Senior Companion, Mary makes regular visits to Kate to help her with chores, give her support, and just be a much-needed friend.

Through Mary's efforts, Kate has taken an interest in reorganizing her home, sprucing up her appearance, and taking better care of herself. A staff member from Shoreline Interfaith who has had previous contact with Kate said the change in her since Senior Companion Mary started working with her has been amazing. Before, Shoreline Interfaith was receiving multiple phone calls from an upset and lonely Kate. Now she calls to thank them for connecting her to Mary and the Senior Companion Program.

## Senior Companions

Since 1974, the SDC's Senior Companions Program has been helping Milwaukee County seniors to remain in their own homes and avoid moving to institutionalized settings.

Senior Companions are volunteers who receive a small stipend and make weekly visits to seniors in their neighborhood. During these visits, the Companions help with light household tasks, shopping, reading & writing, and transportation needs. They also provide escorts on walks, medical appointments, outings to Senior Centers, and meal sites. Above all else, they provide the warm friendship isolated seniors are missing in their lives.



## Meeting a Community Need

In a series of interviews with SDC consumers in 2010, the top service or resource need for households with seniors was programs or services for seniors (57%). Other needs included assistance in obtaining government benefits/services (29%), family counseling (29%), and independent living skills (29%).

## Program Results

*In 2010, the Senior Companion Program Served 512 Seniors.*

- ✓ The Senior Companions Program saves \$53,196 per year for each client who is helped to stay in their own home/apartment.
- ✓ In 2010, SDC Senior Companions helped 402 Milwaukee County seniors to remain in their homes, saving taxpayers an estimated \$20,694,960 in Medicare costs for nursing home care.
- ✓ 95% of homebound clients in the Senior Companion Program are able to maintain their independence and age in place.
- ✓ In the last program year, Senior Companions made 14,135 visits to their clients, helping with 5,921 meals, 3,589 reading/writing needs, 3,528 shopping needs, 3,335 housekeeping tasks, 2,334 exercise/therapy sessions, and 2,473 transportation needs. Companions also provided escorts on 3,903 walks, 1,926 Outings, 1038 medical appointments, 1,305 trips to restaurants and meal sites, and 667 trips to the bank.



## Outstanding Service

The Senior Companions Program received the Program of the Year award from the Milwaukee Aging Consortium, an organization of over 150 professionals, organizations, and businesses serving Milwaukee's elderly.

The Senior Companions Program also received the Governor's Community Service Award for Effective Practices in a statewide competition.

The Senior Companions Program has been honored by the National Senior Corps Association. The national group selected the SDC's Senior Companion program as one of two recipients of its Innovative Practice Award. The SDC program was singled out by the National Senior Corps Association for its tracking system that keeps a record of all activities Senior Companions do during home visits, allowing the program to closely document the impact it is having. Mattie Payne, Senior Companion Program Manager for SDC, says of the award "the recognition we are really proud of are the smiles and the thanks we get from the seniors we help to stay in their homes."



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## *Program Results & Benefits*

*In an Abbreviated 2010 Program Year, the Transitional Jobs Program Placed 23 Individuals in Subsidized Employment*

- ✓ Transitional Workers will attain a skills advancement and/or credential or certificate;
- ✓ Transitional Workers will show GED or literacy/numeracy gain;
- ✓ Transitional Workers will secure unsubsidized employment; &
- ✓ Transitional Workers will complete at least six months of unsubsidized employment.



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## Transitional Jobs

The SDC is part of the Milwaukee Works! collaborative partnership along with the Milwaukee Area Workforce Investment Board and the YWCA of Greater Milwaukee. Other community-based and faith-based organizations are also participating in this effort.

The overall objective of Milwaukee Works! is to assist qualifying residents of Milwaukee County in gaining unsubsidized employment and achieving economic self-sufficiency. The program is designed to be comprehensive and fully integrated within the local workforce development system. Milwaukee Works! will provide Transitional Jobs participants with a wide range of transitional job opportunities and job/career readiness preparation, barrier and skill remediation, support services, job placement and retention assistance. Milwaukee Works! is organized in a simplified, comprehensive structure that provides flexibility and the ability to recruit eligible participants for a wide range of job site hosts. Milwaukee Works! will utilize its existing educational and training capacity as well as collaborate with other employment and job training programs to provide additional options for participants. The program will strive to meet the individual strengths, needs, and preferences of job seekers by offering services that promote job-seeking skills, vocational skills enhancement and career advancement services, which will improve the likelihood of obtaining and sustaining employment at or above a livable wage.

## Meeting a Community Need

In a telephone survey of Milwaukee County residents in 2010, 87% of respondents reported that employment was seen the most important issue to address in reducing poverty in Milwaukee County. Asked whether enough is being done about employment in Milwaukee County, nearly four of five respondents (77%) reported that not enough was being done. When asked, "What do you see as the two or three most important things that could be done to reduce poverty in Milwaukee?" fifty-eight percent of respondents provided an employment-related response about reducing poverty.



## *Story of Success*

Loren Herbert is a single father of a teenager and was having trouble finding a job that would support them when he came to the W-2 Eligibility & Assessment Program at SDC last year. After assessing his background, job skills, and interests, SDC staff encouraged him to get additional schooling in medical coding and billing. Mr. Herbert did that by successfully completing coursework at Anthem College. He also participated in workshops through the W-2 program that showed him how to link up with employment opportunities and prepared him for the job interview process. That experience, he says, motivated him and gave him the confidence to sell his skills to potential employers. With the help of SDC staff, he started applying to different jobs and in mid-January, was offered a full-time position at EBIX as a medical billing specialist. His work with the W-2 staff at SDC, he says, built up his belief in his ability to find a job and succeed. Loren added that through his work with the program, he gained the confidence and resources he needed to land his job and begin building a positive future for himself and his family.



## W-2 Eligibility & Assessment

The SDC's Wisconsin Works (W-2) Eligibility & Assessment Program provides a wide range of employment services, education & training, and supportive services to help eligible Milwaukee residents obtain and maintain employment or pursue SSI/SSDI. The Eligibility & Assessment Program is the entry point located in each region for all individuals wishing to apply for W-2 Services. The SDC performs a determination of eligibility for W-2 and conducts initial screening and assessment tailored to the needs of the individual. Screening and assessments that are required for all applicants include:

- ▶ Informal assessment, including assessment of family related needs;
- ▶ Job readiness assessment;
- ▶ Educational needs assessment; and
- ▶ Barrier Screening Tool.

Additional assessments that may be provided as appropriate include career assessment, formal assessment, and vocation evaluation, including assessment of functional capacity.

The Welcome Center is an inviting environment where visitors to SDC can access an array of on-site community support services and public benefit programs including public health insurance, education, financial literacy, and job opportunities. As a participant in the state's public benefits on-line computer application process, the Welcome Center provides clients with accessibility to health care and food assistance programs by providing the technology for applying for Badger Care Plus and Food Share programs. Information on all SDC programs and services is also available as well as services provided by external community organizations.

The Family & Individual Resources Support Team provides follow-up and support as needed to clients who are referred by staff from various SDC programs. Clients can also contact the unit directly. The Family & Individual Resources Support Team addresses clients' challenges, crises, barriers, and situations that could prevent them from being effective in their program participation. The Family & Individual Resources Support Team offers clients individualized support that will include increasing their awareness of the full scope of SDC programs and services, connecting them with community resources, providing access to public benefits, and assisting them with navigating and utilizing services & systems within the community.



## Program Results

*In an Abbreviated 2010 Program Year, the Wisconsin Works (W-2) Eligibility & Assessment Program Served 3,461 Individuals.*

- ✓ In 2010, 220 individuals obtained a job.
- ✓ 2,068 Individuals Attended Soft Skills Trainings & Job Club Workshops.
- ✓ 3,600 Individuals Were Connected to Job Opportunities.
- ✓ Visitors to the SDC Welcome Center accessed public benefits including BadgerCare and Food Share as well as learn about employment and educational opportunities.
- ✓ SDC clients who participated in Families & Individual Resources Support Team services were able to access other community resources that make an impact on the quality of life.



## Benefits & Supports

The W-2 Eligibility & Assessment Program provides W-2 applicants with a number of benefits and supports. Foremost among these are case management services, assessment, education, and supportive services. Supports may include employment planning & career exploration, and child support assistance.

The Welcome Center staff and volunteers, along with partnerships, collaborations, modernized equipment and technology, provide visitors to the Welcome Center with client-based services, resources, and tools necessary for addressing their unmet needs.

The end goal of the Family & Individual Resources Support Team is to empower families so that they can overcome the barriers and challenges they encounter, which keep them from thriving.

## Meeting a Community Need

In a telephone survey of Milwaukee County residents in 2010, respondents reported that employment (87%) and education (85%) were the most important areas to address in order to reduce poverty in Milwaukee County. Respondents were also asked whether enough is being done about core areas to reduce poverty in Milwaukee County. For employment, nearly four of five respondents (77%) reported that not enough was being done. This was followed closely by 74% for education. Lastly respondents were asked, "What do you see as the two or three most important things that could be done to reduce poverty in Milwaukee?" Fifty-eight percent of respondents who answered this question provided an employment-related response toward reducing poverty and just under half (45%) of respondents who answered this question provided an education-related response for reducing poverty.

## Welcome To The SDC!



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## *Stories of Success*

A Milwaukee woman who struggled to get her kids to school and then herself to work is breathing easier these days, thanks to a Social Development Commission program. Tracie Bumper lives in Milwaukee and works in Menomonee Falls. She was struggling to find a way to get her children to their school and then make it to work. There are no bus routes that could take her to and from her job and she had to rely on friends to get rides, often having to help pay for their gas. That is when she learned of the Ways-to-Work program. There, she applied for a low-interest loan to help buy a used car. She successfully went through the program and was granted the loan which she used to purchase a 2003 Pontiac Grand Am. Tracie tells Ways-to-Work staff that she feels blessed to have gotten the loan to buy her car. She says besides using the car to get to and from work and making school runs, she is now able to take her children places she could not in the past. She thanked the Ways-to-Work program for helping open up the possibilities in her life.

Nancy Yarbrough is the single mother of three children who was struggling to find family supporting work. She landed a part-time second-shift job on Milwaukee's far northwest side but was struggling to keep it because she had no reliable transportation to the job and buses do not service that area that late in the day. That is when she heard from a friend about the Ways-to-Work Program. She started working with the program, attended a financial literacy class, and sessions on what kind of car to look for that are affordable and reliable. When Nancy's low interest loan was approved by the Ways-to-Work staff at SDC, she went car shopping with her sister and found a 2002 Chevy Impala that was in good shape. Because she had transportation to her job, she was able to take a full-time position with full benefits with the company and move to a day shift. She says this has made it easier for her to be home at night with her family as well as do chores and get to church. Nancy credits Ways-to-Work with helping her get on the path to financial independence and called it "a blessing!"

## Ways-To-Work

The Ways-to-Work program provides loans to help working families purchase or repair a car. Loans of a maximum of \$6,000 are made to purchase a car and \$1,000 to repair a car. Loans are made at an interest rate of 8%. The repayment period is 24-30 months.

The immediate goal of Ways-to-Work is to enhance employability of program participants and protect employment opportunities by: (1) Resolving transportation problems impeding work availability; (2) Helping participants to arrive at work on time; (3) Helping participants gain access to job skills training; and (4) Helping participants fulfill critical household functions prior to work. The intermediate goals of Ways-to-Work are the removal of barriers to employment by ensuring transportation availability of the participant to the workplace where transit may not reach, and contributing to the job readiness of the participant. The ultimate long-term goal is the stabilization or improvement in the financial condition of participating households.



## Program Results

*In 2010, the Ways-to-work Program Served 248 Individuals.*

- ✓ In 2010, the SDC approved 58 loan applications.
- ✓ Ways-to-Work provided working families with reliable transportation and increases opportunities for career development.

## Driving to Work

The Ways-to-Work program is for families with dependent children who are working a minimum of 20 hours a week for at least the past 6 consecutive months, and no gaps of employment of more than 30 days in the past 6 months. Clients must have poor or no credit to qualify.



## Meeting a Community Need

In a telephone survey of Milwaukee County residents in 2010, 51% of respondents reported that transportation-related issues were an important area to address in order to reduce poverty in Milwaukee County. Respondents were also asked whether enough is being done about core areas to reduce poverty in Milwaukee County. For transportation, 54% of respondents reported that not enough was being done. Lastly respondents were asked, "What do you see as the two or three most important things that could be done to reduce poverty in Milwaukee?" Twelve percent of respondents who answered this question provided a transportation-related response toward reducing poverty.



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## *Youth & Families*

The Youth & Family Development Programs serve eligible participants from Milwaukee County who exhibit any of the following risk factors: (a) High risk behavior; (b) Weak links to conventional society; (c) Low academic achievement; (d) Low potential for economic success in job market; and/or (e) Lack of positive after-school activities.



## Youth & Family Development Programs

The Youth & Family Development Program provides case management and court advocacy to at-risk youth and families who reside in Milwaukee County. The program promotes gang prevention and seeks to stop alcohol and drug abuse by providing education, employment, recreation, support, and opportunities to youth ages 8-19.

The Creating Lasting Family Connections Program is a Substance Abuse and Mental Health Services Administration recognized research-based model program curriculum that supports parents and reinforces family unity. The Creating Lasting Family Connections curriculum targets youth and parents and is designed to help build proactive skill development to help youth avoid the use of substances, resist negative peer pressure, and develop strong social skills.

The Community Service Alternatives & Youth Restorative Justice Program provides court advocacy services for older at-risk youthful offenders (17-19) who receive charges per the District Attorney's office and are eligible for deferred prosecution agreements, which may include municipal citations. Clients are monitored and access services via a case management model. This approach aims to enhance access to care and improve the continuity and efficiency of services.

## Meeting a Community Need

In a telephone survey of Milwaukee County residents, 80% of respondents thought that family/relationship issues were important to address in reducing poverty. Seventy-two percent of respondents thought that not enough was being done about family/relationship issues.

In the same survey, 93% of respondents thought that unhealthy family environments are likely to be a barrier that keeps people in poverty.

In terms of solutions for reducing poverty, one in five (21%) respondents gave one or more responses related to family and relationship issues as a means to reducing poverty. The most frequently reported action to reduce poverty was to improve parenting skills and child management.



## Testimonials

“The program has given me tools that I can use not only in my present time but also in my future so that one day I can show others how to build something new in our community. Not only have I learned to use power tools and read blue prints; I have also learned how to be on time and I was shown how you can become something greater in life.”

- Marcus, Youth & Family Development Program Youth

“I’m truly looking forward to working with SDC any way possible in the near future and truly believe in what they stand for. I really felt like I was finally able to give back to my community.”

- James Barnes, Owner JR Barnes Construction & Program Volunteer



The Youth & Family Development Program Youth Advisory Board organizes an annual long distance college tour (pictured above) and developed the art therapy mural project (pictured on right).

## Results

*In 2010, Youth & Family Development Programs Served 1,742 Individuals.*

- ✓ At-risk youth participating in Youth & Family Development programming gained better capacity to develop into responsible adults.
- ✓ Parents of at-risk youth participating in Youth & Family Development programming gained important tools to become more involved in their children’s lives.
- ✓ Youth involved in the juvenile justice system that participated in Youth & Family Development programming had a greatly reduced rate of re-entry into the justice system.



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## *Cooking Up Success*

“5 Stars” for Food Service - The SDC Youth Food Program is leaving a lot of children smiling these days. The proof of that is in glowing reports from sites, which use the program. Food Service has gotten positive feedback from sites including Silver Spring Neighborhood Center and Greater New Birth Church. Both sites gave excellent grades to the food and staff support they received from Food Service. At the Silver Spring Center, staff pointed out salads provided by the SDC program that the children especially loved.



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## Youth Food

The SDC Youth Food Program contributes to the growth and development of children by helping satisfy their basic nutritional needs. Menus adhere to federal guidelines, are nutritionally balanced, and change daily. The year-round program provides more than 1,500,000 breakfasts, lunches and snacks, suppers, to children at more than 100 year-round school, day care center, Head Start, and after-school recreation center sites throughout Milwaukee County. The Summer Youth Food program provides nutritious free meals from June through August. Food service monitors regularly visit sites to ensure compliance with program rules and regulations.

## Meeting a Community Need

In a door-to-door survey of City of Milwaukee residents in 2010, respondents were asked which situation best describes their household's food supply: always enough food, most of the time there is enough food, sometimes there is enough food, seldom or never enough food, or don't know. The most common category of household food supply was “always enough food,” where 46% of respondents chose this category. Still, over one in five respondents (22%) indicated that they have enough food only sometimes or less. When asked about children and breakfast, only 77% of respondents with children report that their children eat breakfast daily.

