



# ANNUAL REPORT

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# 2017



## About us

### HISTORY

The Social Development Commission (SDC) has served as an advocate, planner, coordinator, and provider of human service programs for low-income individuals and families in Milwaukee County for more than 50 years. In 1963, SDC was established as an intergovernmental commission under Wisconsin State Statute 66.0125. Then in 1964, under President Lyndon B. Johnson's historic "War on Poverty", SDC became the only Community Action Agency in Milwaukee County. To date, SDC is the largest Community Action Agency in Wisconsin.

### WHO WE ARE

SDC works to ensure that all Milwaukee County residents have equal access to resources needed to achieve economic self-sufficiency. As a community action agency per state and federal law, we are tasked with helping – even advocating for – Milwaukee County residents who live in poverty.

SDC focuses on:

- Research
- Fostering Collaboration
- Planning
- Advocacy
- Program Operation/Incubation
- Program Evaluation
- Human Relations

We're different. We're not bureaucrats sitting on the outside looking in. We were created to give people in poverty a voice and influence over policies and resources impacting their lives. One-third of our governing board members are elected representative of low-income residents of the county. We work together to solve poverty-related issues in our community.

As times change, we change but we remain steadfast as we continue to attack the root causes of poverty in Milwaukee County.



“ We were created to give people in poverty a voice and influence over policies and resources ...

## George P. Hinton

CEO

Dear Friends:

We are proud of the work we accomplished in 2017. We used information taken in from our community needs assessments to help us better shape effective strategies, opportunities and resources.

2017 presented an opportunity for SDC to re-emerge as an advocate leader for the Milwaukee County community. We were able to strengthen strategic relationships with our state, regional and national partners to better inform our innovative programming. Coupled with the feedback shared by our customers, we were able to identify key critical resources they needed to move beyond poverty.

SDC has engaged in many courageous and diverse conversations. These conversations revealed a need to dismantle policies and systems through examining root causes and barriers. We realized that finding solutions requires the collective effort from every sector of business and community stakeholders to be present. Their commitment ensures that every person has the ability to create their own pathway to ascend from poverty.

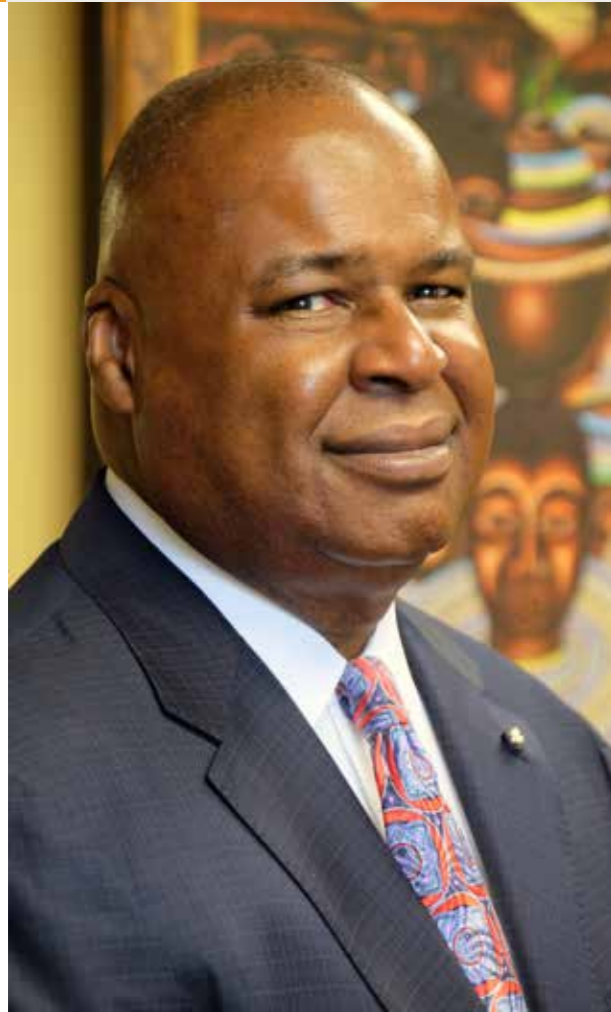
SDC under the leadership of the SDC Board of Commissioners serves at the will of Milwaukee County residents. As CEO, I am committed to and will ensure that SDC is an agency that lives its mission, "Empowering Milwaukee County Residents with resources to move beyond poverty."

Thank you for joining us in this effort. We look forward to our possibilities!

Sincerely,  
George P. Hinton



“ Empowering Milwaukee County Residents with resources to move beyond poverty.



# Gerard Randall

## Board Chair

### Greetings:

It has been an extraordinary honor for me to serve the last four years as Chair of the Board of Commissioners for the Social Development Commission (SDC). SDC provides vital support and advocacy for those impoverished in our community. Each of the Commissioners has given tireless effort to ensure that the mission of SDC is championed and furthered. Their expertise, wisdom and passion are to be greatly commended.

The agency commission, and staff have successfully presented two annual summits on poverty. The 2018 summit will be hosted by the Wisconsin CAP agencies. Thus, expanding the summit's audience, perspectives and programmatic outreach. SDC has a leadership team and staff that have a results-oriented commitment to lifting our most vulnerable citizens out of poverty. The team has employed creative strategies that we hope in partnership with others can be scaled up for greater impact. We continue our participation in the revitalization of the Lindsey Heights Neighborhood, especially the North Avenue Redevelopment initiatives. SDC is proud to be a leader among nonprofit organizations for fiscal stewardship, program innovation and institutional integrity.

SDC will continue its work with an even stronger dedication to its mission and those it serves. We welcome your partnership in this effort.

Sincerely,  
Gerard Randall

# Board of Commissioners

**Gerard Randall**  
Board Chair  
Milwaukee Public Schools

**Jim Sullivan**  
Milwaukee County

**Alma Ramirez**  
SDC District 5

**Dr. Gary L. Williams**  
UW-Milwaukee

**Stephanie Findley**  
Board Vice-Chair  
African American Chamber of Commerce

**Nikki Purvis**  
City of Milwaukee

**Vincent Bobot**  
SDC District 6

**Dr. Regina Smith**  
MATC

**Jason Fields**  
Board Treasurer  
Office of the Governor

**Lelah J. Huntley**  
SDC District 1

**Sara Van Winkle**  
Interfaith Conference

**Ms. Rosemary Holley**  
TARP

**ViAnna Jordan**  
Secretary  
SDC District 4

**George C. Matthews**  
SDC District 2

**Daniel Gomez**  
Hispanic Chamber of Commerce

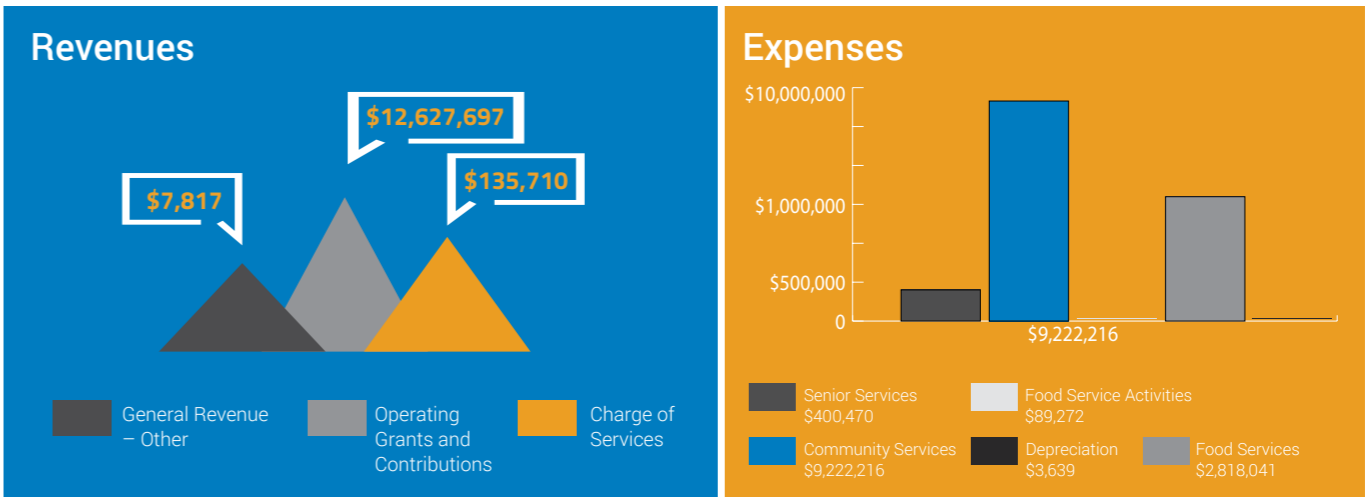
**\*\*Vacant\*\***  
AFL-CIO Appointee

**Craig A. Sanders**  
SDC District 3

**Brian Schupper**  
Greater Milwaukee Committee

**\*\*Vacant\*\***  
The United Way of Greater Milwaukee & Waukesha

# Financials



# Career Services

Chef Michael Feker is an icon in the culinary industry.

In recent years, Milwaukee Press Club named him best restaurateur, best chef and food champion.

At this stage of life, the popular television personality and owner of two successful restaurants has little to prove. Yet the 54-year old chef signed up for one more challenge. If successful, he will change Milwaukee's culinary industry for generations to come.

He calls them flavor soldiers. Talented and ambitious, they are ProStart students. Students range from recent high school graduates to retirees. The group wants to take their craft to the next level. With the ProStart program, Chef Feker takes them from good to great.

He's the perfect mentor. In fact, Feker entered the culinary world indirectly after a brief stint as a University of Southern California pre-med student and then an aspiring Hollywood movie producer.

"I went to the California Culinary Academy for lunch one day and saw students cooking behind that big glass window. It's like somebody suddenly filled that gap in my soul," Feker says. "From the first day I started cooking, the confusion was gone. It gave me a mission. It gave me a path to follow."

It's been an exciting ride.

Before moving to Milwaukee, Feker worked with some of the world's most prestigious chefs including Wolfgang Puck and mentor, Roberto Gerometta. That's what makes Feker an asset to the ProStart program.

"ProStart is the perfect match for me because I am all about community and creating that social connection with everybody I work with," Feker says. "Nothing happens in this world without a reason. I am to take what I know and share it with others."

Feker, with his out-of-the-box thinking, can inspire anyone.

He's passionate, energetic and quick to give hugs instead of handshakes.

It's easy to see how he connects deeply with the students.

Already ProStart students are experiencing success. They are opening businesses, working at fine restaurants and even landing coveted catering spots at the PGA Whistling Straights tour.



## Statistics

**30**  
ProStart  
Graduates

**25**  
Individuals Received  
Skilled Enhancement  
Training

**46**  
Absolute Advantage  
Graduates

**137**  
Individuals Received  
Career Enhancement  
Training

**85.72%**  
Customer Satisfaction

“ I have gained more knowledge and experience on a field that I am extremely interested in going into.



## Financial Services

When life in Iraq became too dangerous for Lamyaa Jabbar and her family, they left everything and fled to the United States. In Milwaukee, they found peace. Like many new immigrants, Jabbar and her family are pursuing the American dream.

On this day, they attended a home ownership workshop at SDC.

Jabbar's daughter, a cheerful teenager, translates for her mother. She explains that in the last two years, the family has outgrown the apartment they live in. Her mother wants to buy a home but overwhelmed with paperwork, she doesn't know where to begin.

At SDC, Jabbar gets the guidance she needs.

"It's an amazing feeling when you have your own home," Jabbar says. "We will be comfortable. Instead of paying rent, I invest in myself. That's something really important in life."



“It’s an amazing feeling when you have your own home.”

## Statistics

**5,973** VITA Participants

**11,383** State & Federal Returns

**\$8,272,221** Federal/State Tax Credits Returned to SDC Clients

**1,613** VITA Volunteer Hours

**160** VITA Community Members Support

**481** Attendees - Financial Education Workshops

**50** Individuals - Financial Counseling

\* Volunteer Income Tax Assistance Program

**98.48%**  
Customer Satisfaction

“I have been coming to SDC for years, only place I came to get my taxes done. I get my taxes done correctly every year.”

## Residential Services

Maria Ramirez has a beautiful home. For months, she and her husband put their heart, soul and money into the home as they renovated it one room at a time. However, when the furnace started making noises and produced a strange odor, the couple knew they had a problem they couldn't ignore.

With a referral from the Milwaukee County Energy Assistance program, SDC's energy auditor Jose Zavala was able to assess the family's needs and replace the furnace for free.

It saved the Ramirez family hundreds of dollars as a new furnace costs anywhere from \$1400 to \$5000.

This is one way SDC's weatherization team empowers families with the resources to move beyond poverty.

“

Everyone who showed up to work on the house was very respectful and worked very fast.

**96.57%**  
Customer Satisfaction

**466** Units Weatherized

**650** Emergency Furnace Repairs / Replacements

**898** Energy Conservation Education - Individuals

**1305** Energy Conservation & Increased Comfort



# Nutrition Services

Before most of us pour the first cup of morning coffee, SDC's kitchen crew has already prepared hundreds of meals for Milwaukee County children. Carefully packed hot and cold meals line the counter in the industrial kitchen. Lunch bags are assembled and stuffed with peanut butter sandwiches and fruit.

The operation is efficient.

Food is fresh.

And many people are surprised to learn that yes, SDC does this too.



## Statistics

# 129

Day Care, After School & Summer Site Partners

# 1,542,735

Meals Provided



You guys offer me and my staff meal planning which is very helpful for us. We don't have to cook full meals, which makes more time for the kids.

# 94.27%

Customer Satisfaction

# Senior Services

## Statistics

### Foster Grandparent Program

- 36 Senior Volunteers
- 17,321 Volunteer Hours
- 16 Sites (Nonprofit Day Cares, Public and Private Schools)

### Senior Companion Program

- 85 Senior Volunteers
- 65,701 Volunteer Hours
- 304 Seniors and individuals with disabilities served

### Benefit Enrollment Program

- 29 Seniors received Food Assistance
- 108 Seniors signed up for Medicare Savings Program
- 66 Individuals received Prescription Assistance

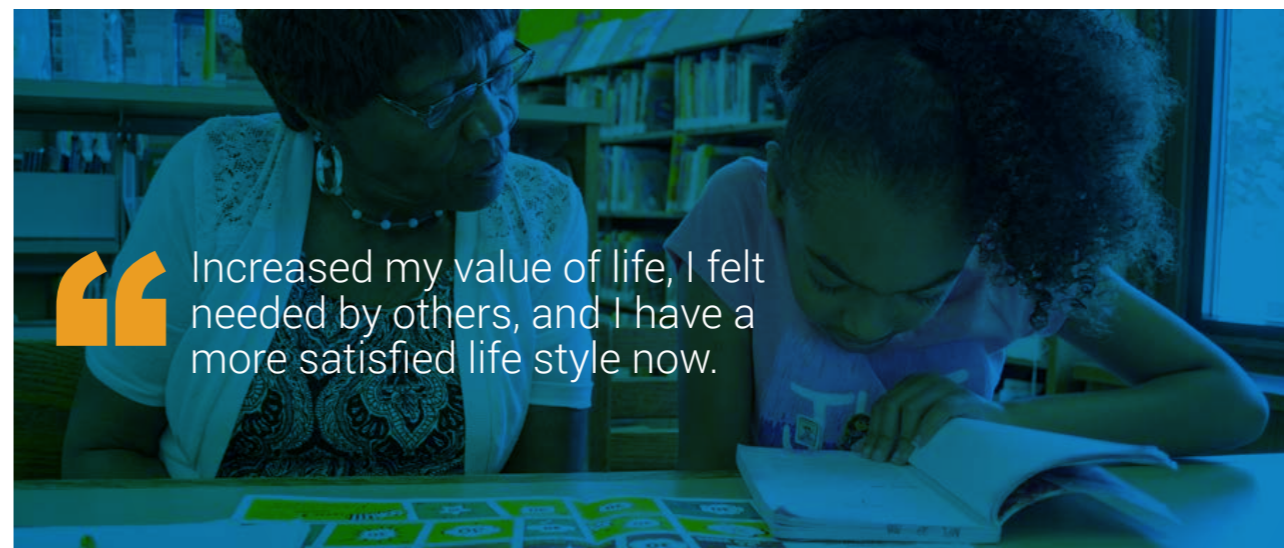
## Customer Satisfaction

# 94.07%

Foster Grandparent Program

# 98.86%

Senior Companion Program



Increased my value of life, I felt needed by others, and I have a more satisfied life style now.

# Youth Services



“The benefit I received was having someone to listen to me. I received a lot coming here learning about stuff I should and shouldn't do.”

**98.48%**  
Customer Satisfaction

## Statistics

**72**  
Individuals Enrolled in Youth Employment Program

**47**  
Youth Employment Job Placement

**2,914**  
Hours of Community Service

**1,258**  
Participated in After School Programs that increased academic, athletic, and social skills.

# Wellness Services

When SDC relocated its headquarters to 17th and North Avenue, CEO George Hinton wanted local residents to see SDC as more than the big, new building on the corner. He wanted SDC's resources to impact organizations and families in the surrounding community. After extensive outreach, conversations with local principals took root. Today, SDC partners with several neighborhood and even suburban schools including North Division High School, one of the largest high schools in the area.

"The need is urgent. Our kids are dying. Students need to understand how chemicals - tobacco, alcohol and drugs affect normal brain development and behavior," says Sheila Sampton, SDC's Health and Wellness Manager. "If we can provide the prevention, we

won't have to do the intervention and treatment."

SDC's staff counsels students ages 8 to 19 and their families. Programs are so successful that the demand for SDC's services has doubled as schools struggle to address issues like bullying, conflict resolution and inappropriate social media and technology use.

During youth summits held at SDC, case managers use music, spoken word presentations and real life testimonials to discuss the challenges facing today's youth.

Diedrick Robinson enrolled in SDC's youth program as a teen. Now, as an adult in the social services field, he brings his clients back to the place that once helped him.

"They need something real, not sugar-coated," Robinson says. "When they hear from people who lived it or who have been through the same things they've been through, they accept it more."

"If we continue to provide education, prevention and are available to people, we can see some of this stuff decrease," says SDC's Sampton.

The need for health and wellness services remains great as SDC seeks additional funding to support the community.

## Statistics

**1323**  
Youth and their parents are able to implement new coping strategies as an alternative to using tobacco, drugs, alcohol, or anger

**619**  
Youth were educated on the predatory practices of tobacco and alcohol companies

**94**  
Youth treated by the Counseling & Wellness Clinic

**706**  
Youth educated on alcohol, tobacco, and other drug abuse prevention

**35**  
Partnerships

## Education Services



Five years ago, Zakia Patterson lay dying in the street after a group of girls beat her for defending a cousin. Patterson survived the vicious attack but the road to recovery has been difficult for this single mom. Patterson says severe head trauma left her with a learning disability. Despite several attempts, she has been unable to get a high school diploma.

That is until now.

When Patterson enrolled in the SDC's HSED program, she found caring people that encouraged her. Small classes provided Patterson access to one-on-one tutoring. Student support groups helped her get through class. For Patterson, it became a healing place that helped her take control of her life.

"I've been through a lot. I'm trying to show my kids that having your education is important," Patterson says. "I need it for my kids... to show them that if I can make it, they can make it too."

Individuals like Patterson frequently turn to SDC in order to earn a high school diploma. Whether students come to get a high school diploma or look for a job, SDC case managers are on hand to provide wrap-around services that help with everything from mental health to finance. It's what makes SDC unique.

Today Patterson is preparing for college.

## Statistics

46

HSED 5.09 Diplomas

278

GED Tested "Pearson Vue"

100%  
Customer Satisfaction

## SD Foundation



Dear Friends:

On behalf of the Social Development Foundation, I applaud the Social Development Commission for its work in our community. SD Foundation is honored to partner with SDC as we work toward a common goal - the elimination of poverty.

As a funder and supporter of many SDC programs, SD Foundation's Board of Directors was especially pleased with the 2017 Summit on Poverty. This forum, perhaps the most successful yet, educated, inspired and united important stakeholders in Milwaukee County. Working with SDC, SD Foundation was able to call attention to poverty-related issues. This is important to us because individually and collectively, we want to make our county a better place to live, work and play.

In 2017, SD Foundation expanded its board of directors. We improved our business model allowing us to increase donations and impact.

The Social Development Foundation was established in 2003 to champion the efforts of SDC. Last year, we renewed our call to action and we are excited about the future. We salute SDC and its employees who work tirelessly in the war against poverty every single day.

Sincerely,  
Albert L. Smith  
Interim President

*The mission of the Social Development Foundation is to generate awareness, identify resources and secure support to advance the efforts of the Social Development Commission.*

## SD Properties



Greetings:

I am pleased to report that property owned by SD Properties, Inc. and leased to the Social Development Commission received significant upgrades in 2017. As a major anchor in the community, the Social Development Commission is committed to

revitalization efforts in the neighborhoods surrounding our buildings.

A new roof was installed on SDC's main building located 1730 West North Avenue. Landscaping on the parking lots across the street have also been completed and beautify the neighborhood. And here's even more good news. In 2017, SD Properties began to pursue the purchase of vacant residential houses across from the main office on North Avenue.

SD Properties, Inc. also plans to secure funding for the installation of windows and awnings for the North Avenue location. With an aggressive capital improvement campaign, my hope is that we will be successful in making SDC's main office a building that reflects the renewed confidence in the neighborhood.

As you may know, SDC operates its food services programs from our second building located 6850 Teutonia Avenue. SD Properties, Inc. remains committed to providing SDC with a top-notch facility for these programs. Recently, two new food delivery trucks were purchased expanding SDC's existing fleet of vehicles. These assets will help SDC continue to provide Milwaukee County day care centers with hot, nutritious meals.

2017 was an exciting year. SD Properties, Inc. is honored to partner with SDC as we positively impact the quality of life in the communities we serve.

Sincerely,  
Commissioner Vincent J. Bobot

*SD Properties, Inc is the capital purchasing arm of the Social Development Commission.*





### **NORTH AVENUE**

1730 West North Avenue  
Milwaukee, WI 53205

### **TEUTONIA AVENUE**

6850 North Teutonia Avenue  
Milwaukee, WI 53209

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#sdcmilwaukee

