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The Source Directory of Services for Adults with Developmental Disabilities in Dane County is produced by Dane County Department of Human Services, Division of Adult Community Services, 1202 Northport Drive, Madison, WI 53704. Telephone: (608) 242-6200 FAX: (608) 242-6531 Please see the Dane County Department of Human Services website for the latest edition of The Source at: http://www.danecountyhumanservices.org/pdf/the_source_2008.pdf It may be reproduced as needed. DD Unit site: http://www.danecountyhumanservices.org/dd_adult.htm

12/2008
The Source is intended to be a guide to resources in Dane County for adults with developmental disabilities, their families and their support providers. The Dane County Developmental Disabilities system has moved to a model of services called Self-Directed Services (SDS). SDS allows the person with a disability and those who know him or her (such as family, friends and guardians) to decide how best to use the money allocated for the person’s support. Under SDS, each person has a Support Broker who assists in developing a support plan and negotiating services.

This edition of The Source was designed with self-directed supports in mind. Every attempt was made to provide accurate and comprehensive information, but, unfortunately, information changes over time and therefore we cannot guarantee complete accuracy of The Source. With the exception of Dane County Purchase of Service agencies, a listing in The Source does not necessarily constitute an endorsement by the Dane County Department of Human Services.

Included in this Introduction you will find the statutory definition of developmental disabilities and an explanation of SDS and support brokers, as well as related specialists including the Transition Coordinator and Supported Self-Employment Program Coordinator.

The Community Resources section of The Source is a listing of generic services in Dane County. These services are categorized by type of service such as Health or Housing.

The Provider Agencies section lists agencies providing services specifically for people with developmental disabilities. Agencies are listed alphabetically. The information about each agency was provided by the agency itself.

The Support Broker Agencies section lists agencies providing support brokers. Again, agencies are listed alphabetically, and the information about each agency was provided by the agency itself.

In the back of The Source, there is a list of Useful Internet Sites and a Glossary of Common Terms. The final section is an Index, which lists each agency or service and the page on which it is found in this directory.

The Source Committee: Monica Bear, Stefanie Primm, Bill Huisehere, Doug Hunt, Eric Miller, Sue Prodell, Nan Cline

Developmental Disabilities Definitions

The Dane County Department of Human Services was created in 1989. The Adult Community Services Division of this Department is responsible for the mandates set forth in 1974 within Chapter 51 of the Wisconsin Statutes. This Division is responsible for providing services to Dane County citizens with developmentally disabilities.

The definition of developmental disability used by the Division in planning and authorizing services is the one contained in Section 51.01(5)(a) of the Wisconsin Statutes. This definition reads:

“Developmental disability” means a disability attributable to brain injury, cerebral palsy, epilepsy, autism, Prader-Willi syndrome, mental retardation or another neurological condition closely related to mental retardation or requiring treatment similar to that required for mental retardation, which has continued or can be expected to continue indefinitely and constitutes a substantial handicap to the afflicted individual. “Developmental disability” does not include senility which is primarily caused by the process of aging or the infirmities of aging.

For purposes of defining “substantial”, an individual must have major functional limitations in three or more of the following areas of life activity:
1. Self care
2. Receptive and expressive language
3. Learning
4. Mobility
5. Self-direction
6. Capacity for independent living
7. Economic self-sufficiency

MENTAL RETARDATION

Mental Retardation is a condition, generally first apparent in childhood, in which a person has difficulty learning and may have problems adjusting to ordinary life. Mental Retardation can be caused by any condition that hinders or interferes with development before birth, during birth or in early childhood. Well over 350 causes have been identified, although these causes account for about 1/4 of the known cases of retardation. Three percent of the general population (about 12,000 persons in Dane County) have some degree of mental retardation. One out of ten families is affected. Eighty-nine percent (89%) of those persons with mental retardation can be expected, with appropriate education and training, to work competitively and live independently. Others need more supportive environments and still others are completely dependent.

CEREBRAL PALSY

Cerebral Palsy is a condition caused by damage to the brain during pregnancy, labor or shortly following birth. “Cerebral” refers to the brain and “Palsy” to lack of control over the muscles. It is a condition that is neither progressive nor communicable. It is also not “curable” in the acceptable sense, although training
and therapy can help. It is estimated that some 700,000 children and adults in the United States and over 1,000 people in Dane County manifest one or more symptoms of Cerebral Palsy.

**EPILEPSY**

Epilepsy is attributable to excessive electrical discharges in the brain that result in recurring seizures. Where the discharge takes place in the brain will determine what type of seizure takes place. Seizures may last from a few seconds to a few hours, may involve a total or partial loss of consciousness and may include muscle convulsions. Epilepsy is very common, affecting over 1% of the population, but subtle forms of seizures make it difficult to detect many times. It is estimated that over 4,000 people in Dane County have Epilepsy.

The disorder usually develops before age eighteen due to brain injury before, during or after birth, childhood fevers, poor nutrition, infectious diseases, poisons or head injuries. In adults, it is frequently the result of head injuries (particularly from car and motorcycle accidents), brain tumors, drug and alcohol abuse and strokes.

Treatment is available in the form of anticonvulsant medication. Approximately 50% of the people will have their seizures controlled by the medication and 30% will have the frequency of seizures significantly decreased with medication.

**AUTISM**

Autism is a life-long developmental disability that typically appears during the first three years of life. It occurs in approximately fifteen out of every 10,000 births and is four times more common in boys than girls. It has been found throughout the world in families of all racial, ethnic and social backgrounds. No known factors in the psychological environment of a child have been shown to cause autism.

The symptoms are caused by physical disorders of the brain. They include:
1. Disturbances in the rate of development of physical, social and language skills.
2. Abnormal responses to sensations. Any one or a combination of senses or responses are affected: sight, hearing, touch, balance, smell, taste, reaction to pain and the way a person holds his or her body.
3. Speech and language are absent or delayed while specific thinking capabilities may be present.
4. Abnormal ways of relating to people, objects and events.

Autism occurs by itself or in association with other disorders that affect the function of the brain such as viral infections, metabolic disturbances and epilepsy. It is important to distinguish autism from retardation or mental disorders since diagnostic confusion may result in referral to inappropriate and ineffective treatment techniques. The severe form of the syndrome may include extreme self-injurious, repetitive, highly unusual and/or aggressive behavior.

**TRAUMATIC BRAIN INJURY (TBI)**

In 1986, people who were disabled due to a brain injury were officially added to the definition of developmental disability in Chapter 51 of the Wisconsin Statutes. The definition included in 51.01(2g)(a) reads as follows:

*Brain injury means any injury to the brain, regardless of age at onset, whether mechanical or infectious in origin, including brain trauma, brain damage and traumatic head injury, the results of which are expected to continue indefinitely, which constitutes a substantial handicap to the individual, and which directly results in any 2 or more of the following:*

1. Attention impairment
2. Cognition impairment
3. Language impairment
4. Memory impairment
5. Conduct disorder
6. Motor disorder
7. Any other neurological dysfunction

Brain injury also includes an injury to the brain that is vascular in origin if received by a person prior to his or her attaining the age of 22 years. It does not include brain damage as a result of alcoholism, Alzheimer’s disease or the infirmities of aging.

There are no exact estimates as to the number of persons living with traumatic brain injuries in Dane County. According to the Centers for Disease Control (2001) at least 1.4 million people sustain a traumatic brain injury each year. Ten percent of these individuals will suffer moderate to severe brain damage. In Dane County that means over 800 new cases per year with 80 experiencing substantial handicaps. A more recent report (December 1999) from the Centers for Disease Control estimated that a little more than 2 percent of the US population currently live with disabilities resulting from traumatic brain injuries (about 5.3 million people).

**PRADER-WILLI SYNDROME**

Added to the State of Wisconsin’s definition of a developmental disability in 1997, Prader-Willi syndrome is a complex genetic developmental disability which results from a defect on the 15th chromosome. Persons with this disability face challenges in learning, behavior and appetite control. It affects approximately 1/12,000 persons (approximately 426 in the State of Wisconsin).

This disability is known as a 2-stage disorder. The first stage is known as the “Failure to Thrive” stage. At birth and throughout the first 2-3 years, infants and children have poor muscle tone, feeding difficulties and numerous delays in developmental milestones. The second phase, “Thriving Too Well” begins around the age of 2-3 years. These children begin to show a greater interest in food and often start to gain weight on half the calories of other children. They begin a life-long challenge with appetite and weight control. Often times, parents and caregivers are forced to lock up all sources of food. These individuals also face many behavior challenges. Sixty percent have cognitive impairments.
With support and knowledge, many of these children and adults become productive, successful members in their home, school and community.

**Self-Directed Services**

Dane County utilizes a model of service called *Self-Directed Support or Self-Directed Services (SDS)*. It is also known as self-determination. This service model allows the consumer of services and those who know the person well, such as the family, guardian, and friends, to decide best how to use the money allocated for the consumer.

The new structure allows the county to offer self-directed supports to all adults who enter the service system or receive additional service. Individuals already receiving services are transitioned into the *self-directed, individually budgeted* approach.

Key elements of self-directed support are:

**Consumer control over an individual budget**
- The county sets an annual budget for the individual. The budget is based on the cost of past supports and current circumstances.
- Individuals, and those who know them well, plan services within the amount of the budget. They have the opportunity to determine what to buy, who to buy it from and when to buy it.

**Use of a support broker**
- The support broker is responsible for assisting with the development and implementation of the person’s plans.
- The consumer chooses the support broker.
- The support broker’s responsibilities are:
  - Helping identify the individual’s goals.
  - Developing individualized support plans. Plans include how the individual wants to live, and also those elements of an individual’s life that are non-negotiable (those things that cannot be compromised.)
  - Identifying informal and generic supports as well as traditional human service agencies.
  - Helping to choose supports that fulfill the goals of the individualized plan.
  - Using the allocated budget creatively.
  - Negotiating rates and contracting for services with the chosen providers.

**Assistance with managing budgets**
- Consumer control of funds does not require that the consumer have the skills or commitment to carry out money management.
- The broker can help arrange for a variety of methods of payment. Some, such as contracting, look similar to the traditional system. Others, such as use of employment services to directly hire staff, are quite different.
- A fiscal management agency makes sure that the money is spent as written in the individualized plan. It provides a check on the broker services.

**Ensuring quality, health and safety**
- The support broker is responsible for making sure that plans protect consumer health and safety.
- Protective systems for the prevention of abuse and neglect remain in place.
- Additional evaluation tools will be used to measure consumer satisfaction, level of consumer control, and achievement of consumer goals.

**How do things differ from the traditional service system?**
- An independent support broker, who can be chosen by the individual, replaces the case manager who usually worked for a private provider agency.
- Individuals, and others concerned about them, are partners in the development of services. They are able to decide who will help with supporting the individual.
- Providers of services are responsible to the individual, who is the actual purchaser of services. This gives more power to those utilizing services, and makes providers more accountable.
- The individual budget is more flexible and there can be greater versatility in how services are provided. An individual and those around him or her may choose a generic service, such as a cleaning service or an employment agency, in place of more traditional services. These types of services may be more efficient, and also may help individuals build community connections.
- Individuals and those around them can choose to keep whatever support services they have had under the traditional model and make no changes in them. Along with the broker, they monitor the situation and make changes as requested and needed.

The commitment to educate and support individuals, their families and interested others as changes are made is basic to the success of Self-Directed Services.

For more information or to obtain a support broker, please contact the Self-Directed Services Coordinator, Eric Miller, at (608) 242-6447 or e-mail miller.eric@co.dane.wi.us. Refer to the Support Broker Agency section on page 58 of this directory for information about these agencies.

**Support Brokers & Related Specialists**

**SUPPORT BROKER**

- The Support Broker is hired directly by the person with a disability and/or the person’s guardian. The broker can be a professional support broker or could be a friend, a sibling or another interested person. The broker cannot be a parent, guardian or an employee of an agency that provides support to the person. The Support Broker helps a person and his or her guardian identify and coordinate supports within the funding available to the person.

Once a Support Broker is chosen, the person will be given an individualized funding rate. This rate is based on how much support the person requires each day.

**It is expected that the Support Broker will:**
- Develop a person centered plan with the individual, assisting him or her to identify needs and desires, then writing down how the support will be delivered.
- Develop an Individual Financial Plan within a person’s individualized rate, consistent with the needs and desires of the written person centered plan.
- Review the plan at least every six months with the person and the support team and update or rewrite it annually.
supported employment and sheltered work. The goal of the SSE program is to provide business planning services to people with developmental disabilities in an individualized way that will lead to the development of a gainful and sustainable micro-enterprise. The program incorporates a person-centered planning model known and Vocational Futures Planning (VFP) that identifies barriers and assets to self-employment. Recommendations are made to overcome these barriers in order to establish or grow the consumer’s micro-enterprise. Whenever possible, DVR is asked to provide resources needed to enhance the consumer’s business while the County contributes long-term support dollars to fund on-going vocational services.

- Have monthly contact with the person and personally meet with him or her at least every three months.

**Support Brokers must assure that:**
- The person is living in safe and decent conditions.
- Money is appropriately managed.
- The person is receiving all necessary health and dental care.
- The person is receiving adequate assistance to deal with the consequences and vulnerabilities of his or her disability.
- All workers are adequately trained and are familiar with the person’s support plan.

If one of more of these conditions are not met, the Support Broker must be personally involved in efforts to assure that they are met.

**SELF-DIRECTED SERVICES COORDINATOR**

For more information on brokers or to obtain a support broker, please contact the Self-Directed Services Coordinator, Eric Miller, at (608) 242-6447 or e-mail miller.eric@co.dane.wi.us.

**RELATED SPECIALISTS**

**Assets**

The Assets program works with individuals and their families that are on the waiting list for Dane County Human Services support. Assets encourages families to work together to build community around assisting individuals using natural supports. Assets will help facilitate and encourage individuals and teams by connecting people who are working toward similar goals. Assets will also work to connect community organizations to the disabilities community around issues motivational to both groups.

**Dane County Timebank**

Timebanking is an exchange system. People help each other and receive credits for their service. Anyone who helps another member earns one time dollar per hour, which they can then spend on an hour of service from anyone else in the network. Timebanking is a way to value the work we do for others in our community and the work we do in building that community. Instead of going without things because we cannot afford to pay each other with money, we exchange time. For more information visit: www.danecountyt imebank.org

**Supported Self-Employment**

Dane County’s Supported Self-Employment (SSE) and Micro-Enterprise program is an alternative to traditional supported employment and sheltered work. The goal of the SSE program is to provide business planning services to people with developmental disabilities in an individualized way that will lead to the development of a gainful and sustainable micro-enterprise. The program incorporates a person-centered planning model known and Vocational Futures Planning (VFP) that identifies barriers and assets to self-employment. Recommendations are made to overcome these barriers in order to establish or grow the consumer’s micro-enterprise. Whenever possible, DVR is asked to provide resources needed to enhance the consumer’s business while the County contributes long-term support dollars to fund on-going vocational services.

**Systems Transition Coordinator**

Systems Transition Coordinator will work with students with disabilities that are 18-20 years old and their schools to find efficiencies in supporting high school graduates entering the adult system. The Systems Transition Coordinator supports the schools in developing long term paired job sites for high school students aged 18-20 who have developmental disabilities and are eligible for Dane County services. A Parent Transition Group is facilitated and maintained by the Systems Transition Coordinator throughout Dane County. The group includes parents of students with disabilities aged 18-20 years old as well as teachers working with these students.

**Transition Coordinator**

Transition Coordinator works with all high school graduates with developmental disabilities in Dane County who are eligible for services, and who do not already have a case manager or support broker. The transition coordinator establishes support plans with the graduates and their families while working closely with the school systems, DVR and Dane County. The transition coordinator also helps graduates interview and select appropriate support services including interviewing support brokers the summer after graduation. The transition coordinator completes all required state and county paperwork prior to a student’s graduation.

**VOICES (Values, Opportunities, Independence, Choices, Empowerment and Self-Determination)**

VOICES was created to empower more self-advocates and along with People First of Dane County, Wisconsin work together to help those with disabilities become more independent and more integrated into their communities. A major goal is to help consumers have their opinions heard by agencies supporting them and the community at large. VOICES and People First work to help people of all abilities understand they have rights and they have a say about their own lives. This is done through group meetings, speaking engagements, political affairs, and training sessions.

For general information and referral about services for adults with development disabilities, please contact the Human Services Developmental Disabilities Intake line at (608) 242-6440 or email DDInfo@co.dane.wi.us.
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ABUSE & NEGLECT

Dane County has established policy guidelines regarding consistent reporting of abuse and neglect of consumers with developmental disabilities. These guidelines require vocational, residential, broker and other agencies to report to the Dane County Adult Community Services Division, all suspected or known abuse towards any consumer for whom the agency provides services. For additional information, call Maya Fairchild at (608) 242-6466.

Adult Protective Services (DCDHS)
(608) 242-6200, 1202 Northport Drive Madison WI 53704
Receives referrals from County agencies and court orders for individuals who require guardianship or protective placements. Conducts annual review of protective placements and guardianships to ensure the person is living in the least restrictive environment. www.co.dane.wi.us

Adults At Risk/Elder Abuse and Neglect Helpline
Hotline: (608) 261-9933, Office: (608) 261-9930,
TTY: (608) 661-9905, 2322 S Park St, Madison WI 53713
Receives reports of abuse including physical abuse, neglect, self-neglect, material abuse, financial abuse and emotional abuse to adults. Provides referrals to outreach services. Investigates and assesses reports of abuse and neglect. www.co.dane.wi.us/aging

Domestic Abuse Intervention Service (DAIS)
Office: (608) 251-1237, Crisis & Shelter: 251-4445
PO Box 1761, Madison WI 53701 24-hour crisis line. Drop in support groups at various times. Childcare provided. Must register with agency first. Women and Children’s shelter. www.abuseintervention.org

Elder Law Center - Coalition of Wisconsin Aging Groups (CWAG)
(608) 224-0660, FAX: (608) 224-0607
2850 Dairy Drive Suite 100, Madison WI 53718
Devotes resources to research, investigation and public education on general issues of elder law. www.cwag.org

Parental Stress Center
Office: (608) 241-4888, Hotline: (608) 241-2221
Parent’s Place: (608) 241-5150
2120 Fordem Ave Suite 110, Madison WI 53704
e-mail info@parentalstrescenter.org
Offers 24 hour crisis and referral line for parents, weekly support groups for parents, children, survivors and partners of survivors, educational opportunities for parents who survived abuse and have school age children themselves, and family nurturing education. www.parentalstrescenter.org

Rape Crisis Center
24-hour Crisis: (608) 251-7273, Office: (608) 251-5126
128 E Olin Ave Suite 202, Madison WI 53713
Serving Dane County since 1973, the Rape Crisis Center (RCC) provides services to the survivors (and their family and friends) of all forms of sexual violence, including recent sexual assault, past sexual assault, incest (past or present), sexual harassment, and sexual exploitation. www.daneountyrcc.com

United Way 2-1-1 Service
PO Box 7548, Madison WI 53707-7548
Dial 2-1-1 for help with any family, health, or social service issue.

Wisconsin Coalition Against Domestic Violence
(608) 255-0539 www.wcadv.org
Works to eliminate domestic violence by coordination of services statewide, monitoring legislation, sponsoring conferences, and providing networking and support, technical assistance and training to professionals and community organizations

Wisconsin Coalition Against Sexual Assault
(608) 257-1516 www.wcasa.org
600 Williamson St, Madison WI 53703
Non-profit organization providing prevention services statewide, Monitors legislation and policy, and provides membership training and education.

Women Ending Abuse Via Empowerment
(608) 258-0077, PO Box 8779, Madison, WI 53707-7548
United Way 2-1-1 Service
PO Box 7548, Madison WI 53707-7548
Dial 2-1-1 for help with any family, health, or social service issue.

www.co.dane.wi.us

www.parentalstrescenter.org

www.daneountyrcc.com

www.abuseintervention.org

www.cwag.org

www.cwasa.org

www.wcadv.org

www.wcasa.org

www.parentalstrescenter.org

www.daneountyrcc.com

www.abuseintervention.org

www.cwag.org

www.cwasa.org

www.wcadv.org
This senior center serves Stoughton residents who are 55 and older. The Adult Day Services are provided through a program called Creative Care. Day service provisions include social activities, exercise, health monitoring, meals and transportation. This program has provided services for older adults with developmental disabilities.

**ADULT DAY SERVICES**

**Belleville Senior Citizens Center (Senior Citizens Program of Belleville, Exeter and Montrose)**  
(608) 424-6007  bseniors@merr.com  
130 South Vine St, Belleville WI 53508  
Belleville Senior Citizens Center provides many services to people ages 55 and older. The Adult Day Services are provided in a program called Time Out. Time Out provides social and recreational programs including music and mental aerobics. Have not served people with developmental disabilities in the past, but indicated a willingness to do so in the future.

**Colonial Club Senior Center**  
(608) 837-4611 or 1 (800) 373-0783  
301 Blankenheim Ln, Sun Prairie WI 53590  
A senior center providing many services for people 55+ including Adult Day Services. Activities include physical and mental exercises as well as health monitoring and bathing. Recreational outings are also included in the program.

**Care Wisconsin, Inc.(formerly Elder Care)**  
(608) 230-4284  6155 Mineral Pt Rd, Madison WI 53705  
Provides day services which include activities specially geared toward participants with Alzheimer’s and other irreversible dementia. The facility serves a maximum of 21 people and the participant to staff ratio is 4 to 1.

**Oregon Area Senior Center**  
(608) 835-5801  219 Park St, Oregon WI 53575  
Provides many services for adults age 60 and older who live in Oregon, one of which is an Adult Day Service. The day service is in session on Mondays, Wednesdays and Fridays from 9:00 am to 1:00 pm. Activities include field trips, Tai Chi, cooking and baking, music therapy and gardening. There is no set fee but donations are suggested when possible. Boundary limits: Oregon Consolidated School District.

**St. Mary’s Hospital – Adult Day Health Center**  
(608) 249-4450  2440 Atwood Ave, Madison WI 53704  
St. Mary’s provides day services for people ages 18 and over on Monday through Friday, 8:00 am – 4:30 pm. People with disabilities as well as older adults are served. Social services, nursing and activity therapy are offered.

**Skaalen Retirement Services – Scandia House**  
(608) 873-5651  1116 Ridge St, Stoughton WI 53589  
Provides a supervised setting for older adults in need of socialization and health maintenance. Emphasis is on serving Alzheimer’s clients. Services are provided Monday through Friday from 8:00 am – 4:00 pm. The facility is equipped to accommodate people with a wide range of needs.

**Stoughton Area Senior Center**  
(608) 873-8585  248 West Main St, Stoughton WI 53589  
Messages are taken by an answering service and returned within 48 hours.

**ADVOCACY & LEGAL**

**Access To Independence**  
(608) 242-8484, TTY 242-8485  
301 S Livingston STE 200, Madison WI 53703  
Part of a nationwide network of private, consumer-based, non-residential organizations called Independent Living Centers. Most services provided free of charge.  info@accesstoind.org

**Advocacy & Benefit Counseling for Health (ABC)**  
(608) 261-6939  
32 N Bassett St, Madison WI 53703  
A non-profit public interest law firm dedicated to breaking down the barriers to health care access for Wisconsin families.  www.safetyweb.org

**Arc-Dane County**  
(608) 833-1199, fax: 833-1307  arcdane@chorus.net  
6602 Grand Teton Plaza, Madison WI 53719  
website:  www.arcdanecounty.org  
A non-profit organization that assists people with disabilities and their families with advocacy and public awareness. Promotes access, choice, rights and respect for people with disabilities.

**Citizen Advocacy of Dane County (Community Action Coalition for South Central Wisconsin, Inc.)**  
(608) 246-4730 x 223  
1717 N. Stoughton Rd. Madison, WI 53704-2605  
Creates and supports one to one, freely given relationships which provide advocacy, community integration, and friendship between citizens with developmental disabilities and other community members.

**Client Assistance Program (CAP)**  
1-800-362-1290 2811 Agriculture Dr, Madison WI 53718  
Can help explain DVR policies and procedures as well as rights and responsibilities as consumers. Can also help with appeal process.

**Dane County Legal Resource Center**  
(215 S Hamilton Room L1007, Madison WI 53703  
Information about Wisconsin law.

**Disability Advocates: Wisconsin Network (DAWN)**  
608/266-7826, TTY/TDD 608/266-6660  Fax: 608/267-3906  
The Wisconsin Council on Developmental Disabilities  
201 W Washington Ave, Madison WI 53703  
DAWN is a statewide grassroots cross-disability network of people who care about disability issues. Supports legislative change in the programs and systems affecting people with all
disabilities. Focuses on the most important issues affecting all people with disabilities. It includes people with disabilities, family members, friends, service providers and others who are committed to enhancing the lives of people with disabilities. The Wisconsin Council on Developmental Disabilities funds DAWN as part of the State Plan on Developmental Disabilities.

Website: [http://www.dawninfo.org](http://www.dawninfo.org)
E-Mail: wiswcd@dhfs.state.wi.us

**Disability Rights of WI**
(608) 267-0214  16 N Carroll St Suite 400 Madison WI 53703
e-mail: wcamsn@globaldialog.com  State’s designated protection and advocacy agency for people with mental illness and for people with developmental, physical, sensory and neurological disabilities. [www.disabilityrightswi.org](http://www.disabilityrightswi.org)

**Elder Law Center - Coalition of Wisconsin Aging Groups**
(608) 224-0606  2850 Dairy Dr STE 100, Madison WI 53718
Devotes resources to research, investigation and public education on general issues of elder law.

**Lawyer Referral and Information Service**
(608) 257-4666, 1-(800) 362-9082
PO Box 7158 Madison WI 53707-7158
Answers simple questions on a call-back basis. Provides lawyer referral and referral to governmental or community agencies. Service of the State Bar of Wisconsin.

**Legal Action of Wisconsin (LAW)**
(800) 362-3904, (608) 256-3304, TTY 947-3529
PO Box 25986, Madison WI 53725-9686
31 S Mills St, Madison WI 53715
Provides free legal assistance to low income persons and organizations in civil matters in Dane, Dodge, Jefferson, Rock, Green and Columbia Counties. Matters involve housing, social security, disability and welfare. [www.badgerlaw.net](http://www.badgerlaw.net)

**Legal Advocate for People With Developmental Disabilities**
Christine White, The Arc-Wisconsin
2800 Royal Ave Suite 209, Madison WI 53713, 241-4272
Provides support to and information about criminal justice proceedings to persons with developmental disabilities and those who support them. Serves as liaison between the criminal justice system and the developmental disabilities service system. Organizes support and counseling for individuals with developmental disabilities who have been victims of crime. Provides training for human service and criminal justice workers on a variety of topics related to abuse and neglect.

**Legal Information Center** (Operates Academic Year)
(608) 263-3243  [www.thelegalinformationcenter.com](http://www.thelegalinformationcenter.com)
Pres House, Lower Level, 731 State St, Madison WI 53703
Staffed by law student volunteers who give legal information, not advice. Helps students and low income Dane County residents with uncontested divorce, small claims, tenant issues, traffic charges, statutory wills and name changes.

**MGE Madison Gas & Electric - Energy Assistance Program**
(608) 252-7222
133 S Blair St, PO Box 1231, Madison WI 53701-1231
Customer Assistance Referrals and Energy Services (CARES) serves customers with special needs. Helps people take control of their energy use and retain their energy services.

**OUTreach Inc**
(608) 255-8852  Provides services which nurture, strengthen and celebrate lesbian, gay, bisexual and transgender communities. Educate and inform public and advocate for social justice. [www.outreachinc.com/](http://www.outreachinc.com/)

**People First Dane County**
Stefanie Primm, Waisman VOICES Program, advisor
Office:  608-263-5557, cell: 219-8178
primm@waisman.wisc.edu
122 E Olin Ave STE 100, Madison WI 53713
An organization to let people with developmental disabilities speak up for themselves; offers support, information and social events.

**Public Defender**
(608) 266-9150  17 S Fairchild St, Madison WI 53703
Handles criminal defendants who can’t afford an attorney. Client fills out questionnaire to ascertain financial and legal needs. Usually no fee, but may be sliding scale in some cases.

**United Way 211**
PO Box 7548, Madison WI 53707-7548
Dial 211 for help with any family, health, or social service issue.

**Victim Witness Program**
(608) 266-4211 (part of the Dane County District Attorney's office), 215 S Hamilton St, Room 3000, Madison WI 53703
Provides comprehensive services to victims, their families and witnesses of crime throughout the prosecution process. Also provides trauma services to victims, their families and witnesses through a crime response program.

**Wisconsin Coalition Against Sexual Assault**
(608) 257-1516  600 Williamson St, Madison WI 53703
[www.wcasa.org](http://www.wcasa.org)

**Wisconsin Coalition Against Domestic Violence**
(608) 255-0539  307 S Paterson St Ste 1, Madison WI 53703
[www.wcadva.org](http://www.wcadva.org)
ARTS

Arts 4 All
(608) 276-9209 ext. 248.  Allison Kretschmer, Coordinator
Mission Statement: Arts 4 All is an organization which seeks to remove barriers to artistic success by connecting people to the resources necessary to create, promote, display and sell their art. Goals: To provide both business and technical support to artists so that they may obtain their goals. To specifically help artists with developmental disabilities to use their artistic talents to create income. To help artists with developmental disabilities to create and market their art in integrated community settings. To expand access to integrated arts venues in the community. Vision: Artists will be valued for their artistic abilities regardless of developmental disability and compensated fairly in the marketplace.  www.arts4allwisconsin.com/index.html

ARTworking
(608) 442-9254 x 221  1945 West Broadway Suite 100
Madison, WI 53713  Lance Owens, Program Director
Based out of WORC’s Fountain Resource Center, ARTworking provides support, resources and studio space for artists with disabilities wishing to pursue Art as a vocational career. ARTworking also is available to provide art-oriented support in your own space or in a community environment. For more information visit www.artworking.org.

Encore Studio for the Performing Arts (see Service Provider Agencies)

MARC-Art/Retirement Center (see Service Provider Agencies)

VSA (formerly Very Special Arts)
241-2131, 4785 Hayes Rd Suite 201, Madison WI 53704. Music, dance, drama, creative writing, visual arts. vsa.org

Wisconsin Chapter for Music Therapy.
Referrals for and information about music therapy e-mail: info@musictherapywisconsin.org

BEHAVIORAL SUPPORT

Waismann Center/Community Training & Consultation
PHONE: 608-265-9440, FAX: 263-4681
122 E Olin Avenue Suite 100, Madison WI 53713
• Community Training Program: Conferences and courses designed for support staff, people with developmental disabilities and their families, support brokers/case managers, supervisors and administrators. Courses cover a broad variety of topics, including health care, behavioral support, choice-making and empowerment, and a variety of other issues. Courses can be adapted to meet individual agency needs. For more information or to request a copy of the most recent training catalog, please contact Training Coordinator Rachel Weingarten at 608-265-9440 or e-mail at weingarten@waismann.wisc.edu

• Community TIES Program  Josh Lapin, 608-263-5962, Fax: 263-4681, e-mail lapin@waismann.wisc.edu

DENTAL

Access Community Health Centers (formerly known as Madison Community Health Center) - Dental Services.
Dental appointments call (608) 443-5482. Several locations, Clinic Main Number: 608-443-5480. www.accesscommunityhealthcenter.org

Central Wisconsin Center Dental Clinic
(608) 301-1848
317 Knutson Drive, Madison WI 53704
The clinic serves only clients who have been residents at some time of one of the state centers for persons with developmental disabilities. Restorations, extractions, x-rays are done but fabrication of dentures is not. Clinic accepts Medical Assistance.

Dental Referral Services (See yellow pages of phone book after dentists) These services are paid referral agencies that match clients with dentists in their geographic area who have paid to be listed in the directory (currently only 4 or 5 in the Madison area). They check to be sure that dentists are licensed and can give such information as office hours and professional training of the dentist. They are not intended to meet the needs of persons who use Medical Assistance or who have limited funds.

MATC Dental Hygiene Program Clinic
(608) 258-2400
211 North Carroll Street, Madison WI 53703
This training program for dental hygienists operates only on certain days during the fall and spring semesters. Appointments are usually filled early in the semester after which a waiting list is maintained. Cleanings, x-rays and some instructions are provided but diagnosis and treatment of problems is not. Clients must be willing and able to participate in an appointment which lasts about 3.5 hours for teaching purposes. Medical Assistance is accepted.

Max Pohle Dental Clinic - Meriter Hospital
(608) 267-6500
202 South Park Street 4 East, Madison WI 53715
This clinic has two primary purposes: the post-graduate education of Dental Residents and providing care for clients who have medical problems which complicate their dental care including the necessity for use of anesthesia for dental procedures. The clinic accepts additional clients as appointment time permits. Continuing care is provided and Medical Assistance is accepted.

UW Hospital Dental Clinic
(608) 263-9925  2701 Marshall Court, Madison WI 53705
Clinic accepts Medical Assistance clients who have a UW Hospital medical record number. Limited appointment time available as the dentist also treats clients at UW Hospital.
Public Health Madison and Dane County
Oral Health: (608) 246-4516
website: publichealthmdc.com/family/oralhealth/index.cfm
Dental health programs for children, refugees, information about low cost dental care.

Wisconsin Donated Dental Services (DDS)
1-888-338-6852   This is the state division of a national program which matches persons with dental needs who have disabilities, are elderly, or have severe medical needs and who have no other source of support for dental care. There is an application process and the care is intended to meet a given need, not to provide ongoing care. Medical Assistance is accepted.

DISABILITY INFORMATION

Access To Independence
(608) 242-8848, TDD 242-8485
301 S Livingston STE 200, Madison WI 53703
website: www.accesstoind.org
Information and referral, peer support, independent living skills training, assistive technology and advocacy for people of all ages with all disabilities.

AIDS Network Inc.
(608) 252-6540 Fax 252-6559, 600 Williamson St, Madison WI 53703, website: www.aidsnetwork.org
e-mail: info/aidsnet@madisonaidsnetwork.org

Alliance for the Mentally Ill (See National Alliance for the Mentally Ill - NAMI)

Alzheimer’s Association, SC WI Chapter
(800) 272-3900 (24 hour helpline), (608) 232-3400, 517 N Segoe Rd Suite 301, Madison WI 53705
website: www.alz.org/scwisc/

American Diabetes Association
(608) 833-1060
8030 Excelsior Dr STE 304, Madison WI 53717

Arc-Wisconsin Disability Association Inc
2800 Royal Avenue, Suite 209, Madison WI 53713
Phone: 222-8907, fax: 222-8908
www.arc-wisconsin.org/ Promoting quality of life for people with developmental and related disabilities and their families.

Autism Society of Greater Madison
(608) 213-8519
mailing address: 2935 S Fish Hatchery Rd #101
Madison WI 53711 (there is no physical office).
www.autismmadison.org, e-mail: autismmadison@gmail.com

Brain Injury Association of Wisconsin Inc
(800) 882-9282
21100 W Capitol Dr #15, Pewaukee WI 53072
website: www.biaw.org

Bureau of Community Mental Health & Substance Abuse
(608) 267-7792, 1 West Wilson St, PO Box 7851, Madison WI 53707-7851

Cystic Fibrosis Foundation, WI Chapter, Madison Branch
(608) 298-9902, 1-800-472-7720
6425 Odana Rd Suite D, Madison WI 53719
website: www.cff.org

Division of Vocational Rehabilitation (DVR)
Central Office: (608) 261-0050 - Voice; TTY 877-5939
201 E Washington Ave, Madison WI 53703
website: www.dwd.state.wi.us/dvr

Down Syndrome Association of Wisconsin
(414) 327-3729 or (866) 327-3729
Fax (414) 327-1329
9401 West Beloit Rd Suite 112, Milwaukee WI 53227
website: www.dsaw.org

Easter Seal Society of Wisconsin Inc
(608) 277-8288 TTY 277-8031
101 Nob Hill Rd Suite 301, Madison WI 53713
http://wi.easterseals.com

Epilepsy Association of Wisconsin
(608) 221-1210
6400 Gisholt Dr Suite 113, Madison WI 53713

Epilepsy Foundation of South Central Wisconsin
(608) 442-5555
1302 Mendota St, Madison WI 53714
website: www.epilepsyfoundation.org/socentralwisc/

Fragile X National Foundation (NFXF)
(800) 688-8765, PO Box 190488, San Francisco CA 94119
website: www.fragilex.org

Independent Living, Inc.
(608) 274-7900, 1414 MacArthur Rd, Madison WI 53714
Provides a variety of in-home supportive services to seniors and people with disabilities throughout Dane County. Services include home safety modification, home chore/repair, medication set-up, financial management, and much more.
www.independliving.com
Mobility Training and Independent Living Program  
(608) 288-1238, 2001 W Broadway, Madison WI 53713  
Offers training to assist individuals with disabilities to develop skills that increase independent functioning and encourage community integration, such as mobility training in the use of the bus system.  
[www.mtilp.net](http://www.mtilp.net)

Muscular Dystrophy Association Inc  
**District Director:**  
(608) 222-3269, 2744 Agriculture Dr, Madison WI 53718  
**Local clinic:**  
UW Hospital & Clinics, Madison, Co-directors: Andrew J. Waclawik, M.D., Barend P. Lotz, M.D., Benjamin R. Brooks, M.D.  
[National website: www.mdausa.org](http://www.mdausa.org)

National Alliance for the Mentally Ill (NAMI)  
**Wisconsin:**  
(608) 268-2000, 4233 W Beltline Hwy, Madison 53711  
[www.namiwisconsin.org](http://www.namiwisconsin.org)  
**Dane County:**  
(608) 249-7188, 2059 Atwood Ave, Madison 53704, [website: www.namidanecounty.org](http://www.namidanecounty.org)

National Multiple Sclerosis Society - Wi Chapter  
1120 James Drive, Suite A, Hartland WI 53029  
Phone: (262) 369-4400 or toll-free (800) 2 42-3358  
e-mail: info@wisms.org, [website: www.wisms.org](http://www.wisms.org)  
[http://nationalmssociety.org](http://nationalmssociety.org)

National Spinal Cord Injury Association (NSCIA)  
Greater Milwaukee Area Chapter: 1545 S Layton, STE 320, Milwaukee WI 53215, phone: 414-384-4022  

New Directions Information Center  
280-2674, Gilman Plaza, 520 University Avenue, Madison WI 53703  
newdirections@mailbag.com  
A consumer operated information service for individuals starting their journey through the Dane County mental health and/or substance abuse systems. Information about mental health and substance abuse agencies, peer support groups, wellness activities, mental illness, various psychiatric medications, community events, voter registration, benefits application and counseling, monthly training inservices, recovery, trauma and client rights.  
[website: www.newdirectionsinfo.org](http://www.newdirectionsinfo.org)

Prader-Willi Syndrome Association of WI  
1-866-797-2947, 2701 N. Alexander, Appleton WI 54911-2312  
[website: www.pwsausa/wi/](http://www.pwsausa/wi/)

United Cerebral Palsy of Greater Dane County (UCP)  
(608) 273-4434, 2801 Coho St STE 300, Madison WI 53713  
[website: www.ucpdane.org](http://www.ucpdane.org)  
[http://www.familyvillage.wisc.edu/lib_cerp.htm](http://www.familyvillage.wisc.edu/lib_cerp.htm)

Volunteer Braillists and Tapists, Inc.  
(608)233-0222, 517 N Segoe Rd #200, Madison WI 53705  
Brailled and taped materials for all ages, all needs, and all areas of interest. Materials available for loan or purchase. Braillists are Library of Congress certified.  
[www.vbti.org](http://www.vbti.org)

Waisman Center  
(608) 263-5776, 1500 Highland Ave Madison WI 53705  
University affiliated program (UAP) providing research in the area of developmental disabilities  
[website: www.waisman.wisc.edu](http://www.waisman.wisc.edu)

Wisconsin Council on Developmental Disabilities  
(608) 266-7826, 201 W Washington Ave STE 110, Madison WI 53703, [website: www.wcdd.org](http://www.wcdd.org)

Wisconsin Council of the Blind  
(608) 255-1166, 754 Williamson St, Madison WI 53703  
[website: www.wcblind.org](http://www.wcblind.org)

Wisconsin Telecommunications Relay System  
Dial 7-1-1 from any phone in Wisconsin or the appropriate WTRS toll-free number below to connect to the Wisconsin Relay System. Give the operator the area code and number you want to call. During a relay call, the operator will voice everything typed by the TTY user and type everything said by the telephone user.  
**VOICE:** 7-1-1, or 1-800-947-6644 (English) or 1-800-833-7813 (Spanish)  
**Using TTY, VCO or HCO:** 7-1-1 or 1-800-947-3529  
**Speech to Speech access number:** 7-1-1 or 1-800-833-7637  
For more information, see [website: http://www.hamiltonrelay.com/states/wi/htm](http://www.hamiltonrelay.com/states/wi/htm)

EMPLOYMENT/EDUCATION  
Dane County can help fund long-term employment services for adults with developmental disabilities. In addition, there are a variety of organizations, programs and individuals who provide employment assistance. These resources may be used in addition to long-term services or may provide all the help an individual needs to obtain and maintain a job.

Child Care Assistance Program  
Phont: 267-4996 City of Madison residents only. Provides assistance to parents for child care for infants, toddlers, preschools, or school age children.

Community Action Coalition of South Central WI  
(608) 246-4730, TTY: 246-4768, 1717 N Stoughton Rd, Madison WI 53704, [website: www.caescw.org](http://www.caescw.org)

Dane County Job Center  
608)242-7400, 1819 Aberg Ave, Madison WI 53704  
[JobNet](http://www.danejobs.com), self-service system to view job openings, workshops on resumes, Dane County job market and interviews; individual career services.  
[website: www.danejobs.com](http://www.danejobs.com)

Employment Resources Inc  
(608) 246-3444, 1-(877) 826-1752  
4126 Lien Rd Suite 104, Madison WI 53704  
Employment support for individuals with physical disabilities and benefits counseling for any individuals with a disability who receive SSI and SSA benefits.
Innovations Now
(608) 712-4694, Dedra Hafner, PO Box 2201, Madison WI 53701. Provide training, consultation on functional assessments, job development, job training, etc. www.innovationsnow.net

Madison Area Technical College
608) 246-6100, 608) 246-6791, 3550 Anderson St Madison WI 53704. Offers a variety of technical programs, associate degrees, college transfer courses, adult basic education, GED, HSED.
website: http://matcmadison.edu/matr

McBurney Resource Center
(608) 263-2741, TTY 263-6393, Trey Duffy
1305 Linden Drive, Madison WI 53706
Provides disability related services and accommodations to UW-Madison enrolled students with physical, learning and other disabilities. www.mcburney.wisc.edu

Omega School Inc, GED Program
(608) 256-4650
835 W Badger Rd, Madison WI 53713
Assist individuals with learning disabilities to prepare for and pass the GED.

United Way of Dane County Volunteer Center
(608) 246-4350, TTY: 246-4360
2059 Atwood Ave Madison WI 53704
Strengthen Dane County by recruiting adults and youth and matching them with volunteer opportunities.
www.uwdc.org or www.volunteeryourtime.org

Wisconsin Division of Vocational Rehabilitation (DVR)
See "Disability Information, Division of Voc Rehab"

EQUIPMENT

Access to Independence (Assistive Technology)
(608) 282-8484
301 S Livingston STE 200, Madison WI 53703
Operates a loan closet of approximately 250 items, mostly of the low tech variety, which individuals can borrow for a period of three weeks minimum. Access tries not to duplicate existing service providers in the types of devices they have to offer. Training is provided for all the devices for loan, as well as a referral service if a consumer would like to purchase an item. Access allows individuals who choose to buy the item to keep the loaned item until the purchased item arrives. Delivery and pick up of items is available. website: www.accesstoind.org

Home Health United-Visiting Nurse Services
(608) 242-1516 or 1-800-924-CARE (2273)
24 hour service 7 days a week. Provides nursing care, home companions, medical social workers, home health aides, IV therapy, OT/PT, speech therapy. Home Medical Equipment - including hospital beds, wheelchairs, commodes, walkers, canes, ostomy supplies, oxygen respiratory equipment, sales, rental and service. Medicare and Medicaid certified.
website: www.homehealthunited.org

Lifeline
Meriter Hospital (608) 327-3733
202 South Park Street Madison WI 53715
and
St. Mary’s Hospital (608) 258-6747
707 South Mills Street Madison WI 53715
An emergency response system providing access to help 24 hours a day through use of a “help button” connected to client’s home telephone.

Meriter Home Health
(608) 327-3700, 2180 W Beltline Highway, Madison 53713
website: www.meriter.com

National Seating & Mobility
(608) 223-1927, (800) 200-3111
4493 Robertson Rd, Madison WI 53714
Power, manual, and pediatric wheelchairs available. Provides education, training, seating and positioning systems.

Oregon Area Senior Center-Loan Closet
(608) 835-5801, 219 Park St, Oregon WI 53575
Operated from the Oregon Area Senior Center. Loan durable medical equipment to clients for short periods of time.
Boundaries: Oregon Consolidated School District.
website: www.oregonseniorcenter.org

TRACE Research and Development Center
(608) 262-6966, TTY 263-5408, Fax 262-8848
UW Madison, 2107 Engineering Centers Bldg, 1550 Engineering Drive, Madison WI 53706
Provides augmentative communication and speech therapy.
website: http://trace.wisc.edu

UW Hospital & Clinics
(608) 203-2273
Durable Medical Equipment, home care services
2030 Pinehurst Dr, Middleton WI 53562
website: www.uwhealth.org

Walgreen's Health Initiative
(608) 256-1212, (800) 297-8346
1414 South Park Madison WI 53715
Home medical equipment and supplies, home infusion and enteral therapy, home respiratory care and diagnostics, full clinical staff. Medicare, Title 19 and insurance billable.

Wheelchair Recycling Program
(608) 243-1785
2554 Advance Rd, Madison WI 53718
Receives donated wheelchairs, refurbishes and provides them to those in need.
**FINANCIAL RESOURCES**

**Wisconsin Assistive Technology Program (WisTech)**
Provides information on selecting, funding, installing, and using assistive technology. [http://dhfs.wisconsin.gov/disabilities/physical/assistive.htm](http://dhfs.wisconsin.gov/disabilities/physical/assistive.htm)

**Wisconsin Council of the Blind**
(608) 255-1166
754 Williamson St, Madison WI 53703
Low vision care for people with impaired vision. Offers specialized aids and appliances for independent living, information, training and referral services. [website: www.wcbblind.org](http://www.wcbblind.org)

**Alliant Energy**
1-800-255-4268, 458-3311, 4902 N Biltmore Ln, Madison WI 53718. Resource for energy services and home energy advice. [www.alliantenergy.com](http://www.alliantenergy.com)

**Consumer Credit Counseling Service**
(608) 252-1334, 128 E Olin Ave Madison WI 53713
A division of Family Service which assists individuals with debt liquidation and credit counseling.

**Dane County Department of Human Services - STEP Unit**
(608) 242-7400, Fax: 242-7410, TTY: 242-7556
1819 Aberg Ave, Suite D, Madison WI 53704
The STEP Unit assists individuals who are elderly or who have a disability in applying for Medical Assistance and Wisconsin Foodshare (Quest Card) through Dane County. Income and assets are taken into account and a co-pay may be required. The STEP unit also handles requests for county burial. [www.co.dane.wi.us/humanservices/eaws/eawshome.htm](http://www.co.dane.wi.us/humanservices/eaws/eawshome.htm)

**Dane County Interim Assistance**
(608) 242-7441, 1819 Aberg Ave Madison WI 53704
Short-term financial and medical assistance for single adults who have no children and are unable to work due to a medical condition. Located in the Dane County Job Center.

**Employment Resources Inc**
(608) 246-3444, 1(877) 826-1752
4126 Lien Rd Suite 104, Madison WI 53704
Benefits counseling for any individuals with a disability who receive SSI and SSA benefits.

**Energy Services Inc**
(608) 252-7117, TTY: 252-4777, 133 South Blair St Madison WI 53703, Resource for energy services and home energy advice. [www.mge.com](http://www.mge.com)

**Social Security Administration**
(800) 772-1213, (608) 270-1141, 1-800-325-0778

**WisPACT**
(608) 268-6006 x 201, edwispact@sbcglobal.net
(608) 692-6006 Attorney Questions
802 W Broadway STE 214, Madison WI 53713
The Wisconsin Pooled & Community Trusts provide for the special needs of persons with disabilities without endangering their eligibility for public benefits or placement on waiting lists. These benefits include entitlement programs such as Supplemental Security Income, Medical Assistance, Social Security Disability Insurance and Medicare, and home and community based services, such as the Community Integration, Options and Support Programs, that can have long waiting lists. WisPACT Inc., a Wisconsin nonprofit corporation, establishes and manages the trusts and selects its Trustee. The board of directors is comprised of representatives from the Elder Law Section of the Wisconsin Bar Association and from aging and disability communities. The Trustee is Associated Trust Company, N.A., a Wisconsin based corporate trustee. [www.wispact.org](http://www.wispact.org)

**FOOD & NUTRITION**

The CAC's Food Fair program is replaced by SHARE-Wisconsin, a food buying club and not-for-profit organization that builds and strengthens the community through volunteer service and helping people save money on food. [www.sharewi.org/](http://www.sharewi.org/)

**Community Supported Agriculture Coalition, Madison area**
(608) 226-0300, PO Box 7814, Madison, WI 53707-7814
info@macsac.org  CSA members purchase a share of a season’s produce from a farmer. One share is generally enough to feed a household of four. Half or partial shares are often available. The food is distributed weekly through centrally located drop-off points or through farm pick-up. [www.macsac.org/index.php](http://www.macsac.org/index.php)

**Food Bank (Second Harvest)**
(608) 223-9121, (608) 271-7709
2802 Dairy Dr, Madison WI 53718

**Food Pantries & Meal Sites**: dial 211 for referral and direction to food pantries and meal sites (United way 211 service).

**Food Stamps**
Wisconsin Quest Card
Dane County Department of Human Services  (608) 242-7400 (If receiving SSI call (608) 261-9500) 1819 Aberg Ave Madison WI 53704

Delivered Grocery services. See phone book yellow pages.
GENERAL RESOURCES

Area Agency on Aging of Dane County
261-9930, Elder Abuse/Adults at Risk Hotline: 261-9933
2322 S. Park St., Madison WI 53713
The AAA develops policies, prioritizes funding, oversees county aging services, coordinates the Senior Nutrition Program and investigates non-institution elder abuse.

Catholic Charities of Madison
(608) 821-3100, 702 S High Point Rd, Madison WI 53744
Provides information and referral, limited financial help, counseling, adoption and residential services.
www.catholiccharitymadison.org

Centro Hispano of Dane County, Inc.
(608) 255-3018, 835 W Badger Road, Madison WI 53713
Translation services, housing and job assistance, advocacy, educational programs and community events to raise awareness of Hispanic issues. www.chdc.us/

Jewish Social Services of Madison
(608) 278-1808, 6434 Enterprise Lane, Madison WI 53719
Case management, advocacy, short-term counseling, workshops and support groups, resettlement services, senior services and protective and financial management services such as corporate guardianship, conservatorship and payeeship.
www.jewishmadison.org

Lutheran Social Services
(608) 277-0610, 5 Odana Ct, Madison WI 53719
Out-patient mental health services, family services, adoption services, counseling and residential services. www.lsswis.org

Mental Health Center of Dane County
625 W Washington Ave, Madison WI 53703
Phone: 280-2700 24-hour Crisis Line: 280-2600

United Refugee Services of Wisconsin
(608) 256-6400, 312 N 3rd St, Madison WI 53704
Assists refugees in becoming self-sufficient by providing translation services, employment services, case management, outreach and information and referral. www.ursw.org

Access Community Health Centers
(formerly Madison Community Health Center)
Medical appointment: (608) 443-5480
Dental appointment: 443-5482
3434 East Washington Avenue and 2202 S. Park St, Madison, WI
A private, non-profit community based clinic with locations on the South and East sides of Madison providing both medical and dental services. Uninsured patients receive services based on a sliding fee scale. Pregnancy testing and counseling, birth option information, anonymous HIV testing, nutritional counseling by a dietician are among services provided. Staff coordinates referrals to local providers and pharmaceutical companies so patients are able to obtain free or low cost medications and diagnostic testing. Interpreters and bilingual staff available. www.madison.com/communities/ache/contact.php

Blue Bus Clinic
Call (608)265-5600 to make an appointment. The University Health Services Blue Bus Clinic is a primary specialized health care facility for the screening and treatment of sexually transmitted infections (STIs). Both students and community members can be seen at this clinic. Counseling on HIV and STI prevention and risk reduction is also provided before and after testing. http://www.uhs.wisc.edu (click on the Blue Bus icon).

Dean Clinic Hearing Screening
(608) 252-5252. Free over-the-telephone hearing test

Planned Parenthood Association and Clinic
(608) 256-7257 TTY: 256-7257
416 W Mifflin St, Madison WI 53703
Services include birth control information, pregnancy testing and counseling. Nurse Practitioner, Physician’s Assistant or Doctors do pelvic exams and prescribe birth control pills, the “morning after” pill, insert IUD’s, fit diaphragms, dispense male and female condoms and contraceptive foam. Screening and treatment for STD’s and urinary tract infections and confidential HIV screenings are available. Planned Parenthood also provides

HEALTH CARE ADVOCACY

MA – Medicaid Hotline
(800) 362-3002
To check or give information about eligibility, look up claims, and to receive information about benefits available and drugs that could be covered. www.dhfs.wisconsin.gov/medicaid

HEALTH CARE SCREENING

WISPIC
6001 Research Park Blvd. Madison, WI 53719
To schedule an appointment: (608) 263-6100
The Wisconsin Psychiatric Institute and Clinics (WisPIC) is a free-standing UW clinic approximately 5 miles from UW Hospital. The clinical programs at the WisPIC site serve adults with mild to severe psychiatric disorders.

Access Community Health Centers
(formerly Madison Community Health Center)
Medical appointment: (608) 443-5480
Dental appointment: 443-5482
3434 East Washington Avenue and 2202 S. Park St, Madison, WI
A private, non-profit community based clinic with locations on the South and East sides of Madison providing both medical and dental services. Uninsured patients receive services based on a sliding fee scale. Pregnancy testing and counseling, birth option information, anonymous HIV testing, nutritional counseling by a dietician are among services provided. Staff coordinates referrals to local providers and pharmaceutical companies so patients are able to obtain free or low cost medications and diagnostic testing. Interpreters and bilingual staff available. www.madison.com/communities/ache/contact.php

Blue Bus Clinic
Call (608)265-5600 to make an appointment. The University Health Services Blue Bus Clinic is a primary specialized health care facility for the screening and treatment of sexually transmitted infections (STIs). Both students and community members can be seen at this clinic. Counseling on HIV and STI prevention and risk reduction is also provided before and after testing. http://www.uhs.wisc.edu (click on the Blue Bus icon).

Dean Clinic Hearing Screening
(608) 252-5252. Free over-the-telephone hearing test

Planned Parenthood Association and Clinic
(608) 256-7257 TTY: 256-7257
416 W Mifflin St, Madison WI 53703
Services include birth control information, pregnancy testing and counseling. Nurse Practitioner, Physician’s Assistant or Doctors do pelvic exams and prescribe birth control pills, the “morning after” pill, insert IUD’s, fit diaphragms, dispense male and female condoms and contraceptive foam. Screening and treatment for STD’s and urinary tract infections and confidential HIV screenings are available. Planned Parenthood also provides
school and community educational programs and training in response to a specific request. Open to anyone. Sliding fee scale.

Public Health Madison and Dane County
The Madison Department of Public Health and the Dane County Division of Public Health are now one unified agency that serves all of Dane County. FOR QUESTIONS, COMPLAINTS AND REPORTS OF PROBLEMS, call a single number: 266-4821 or e-mail: health@cityofmadison.com
website: www.publichealthmdc.com

HEALTH EDUCATION

AIDS Network Inc.
(608) 252-6540
600 Williamson St, Madison WI 53703
Provides case management for people living with AIDS and their families. Prevention team works to halt spread of HIV and provides outreach, early intervention, peer education programs, HIV counseling and testing referral and harm reduction programs.
www.aidsnetwork.org

Dean/St. Mary’s Health Works
(608) 824-4400. HealthWorks, Let's Talk Health, Diabetes Education program. Provides health education classes on a fee-per-class basis for all ages. Special classes and activities for seniors available. www.deancare.com (click on "Health and Wellness")

Health Promotion Project
(608) 265-4077. Provides training and outreach for agencies and people that support individuals with developmental disabilities. A few examples of the many programs include: training on psychotropic medication, challenging behaviors, sexuality and prevention of sexual abuse. rbrooks@dcs.wisc.ed
website: www.dcs.wisc.edu/pda/onsite/rbrooks

Madison Senior Center - Health and Wellness Program
(608) 266-6581, 330 West Mifflin St, Madison WI 53703
Provides a variety of health screenings and clinics along with support groups and a senior meal program. website: www.ci.madison.wi.us/senior

Meriter Community Health Education Center
(608) 267-5900, 202 South Park St, Madison WI 53715, www.meriter.com. Listings for classes, support groups, available screenings and a health resource library. Choose "Healthy Living", then click "Meriter classes or events."

Waisman Center/Training and Consultation
(608) 265-9438, 122 E Olin Ave Suite 100, Madison 53713
Health education training and consultation services include:
- Comprehensive nursing assessments and evaluations for medically complex individuals with developmental disabilities.
- Brief nursing consultation and problem solving around specific health issues.
- Training for support teams and agencies on topics such as blood borne pathogens and infectious disease, universal precautions, seizures, strategies for reducing hospitalizations as well as safe, accurate medication dispensation. Other topics on request.
- Liaison between community support providers and healthcare providers.

HOME HEALTH CARE
See listings in the phone book.

HOUSING ASSISTANCE

HOME OWNERSHIP

Movin’ Out Inc
(608) 251-4446
600 Williamson St Suite J, Madison WI 53703
Housing counseling toward house purchase for persons with developmental disabilities. www.movin-out.org, e-mail: info@movin-out.org.

HOME REPAIR/WEATHERIZATION

Alliant Energy
(608) 252-3311, 1-(800) 255-4268
222 W Washington Ave, Madison WI 53703
Assistance programs for customers on an individual basis; provides weatherization assistance for low income households. www.alliantenergy.com (choose "utility services", then "customer service", click on assistance programs)

Energy Services Inc
(608) 267-8601, 1225 S Park St, Madison WI 53715
Fuel assistance grants, emergency fuel deliveries, furnace replacement assistance. Must meet certain criteria. Program funded through WI Division of Energy. www.homeenergyplus.wi.gov

Madison Gas & Electric (MG&E)
(608) 252-7222, 133 S Blair St, Madison WI 53703
Assistance for customers who are having difficulty paying utility bills. Weatherization assistance for customers having low incomes.
Project Home, Inc  
(608) 246-3737, 1966 S. Stoughton Rd, Madison WI 53716  
Low cost home repair for homeowners with low to moderate incomes. www.projecthomewi.org  

FINANCIAL ASSISTANCE  

Community Action Coalition  
(608) 246-4730, 1717 N Stoughton Rd, Madison WI 53704  
Provide assistance with rent and security deposits, low cost clothing center and food bank. www.cacscw.org  

Legal Action of Wisconsin (LAW)  
(608) 256-3304, 31 South Mills St, Madison WI 53715  
Offers free legal assistance on civil cases to individuals with low incomes. website: www.badgerlaw.net  

SUBSIDIZED HOUSING  
There are many sources for subsidized housing in the City of Madison and Dane County. For lists of both public and privately operated subsidized housing, contact the sources listed below:  

Community Development Authority (CDA) - Madison  
(609) 261-9254, 215 Martin Luther King Jr Blvd, STE 318  
Madison WI 53703-4675. Rental assistance program using Section 8 financial assistance (paying 30% of income for housing), owns and manages 1, 2, 3, 4 and 5 bedroom apartments, townhouses and duplexes. Parkside apartments, Brittingham, Truax and Braxton Place apartments and other scattered sites in the Madison area.  
www.cityofmadison.com/formshousing/  

Dane County Housing Authority (DCHA)  
(608) 224-3636, 2001 W Broadway St, STE 1, Madison WI 53713-3707. Rental assistance program for Dane County excluding the City of Madison.  
www.dcha.net  

Tenant Resource Center  
Rental Rights Questions: 257-0006  
Housing Mediation Service: 257-2799  
1202 Williamson St Suite A, Madison WI 53703  
Help with Section 8 applications and other housing needs.  
www.tenantresourcecenter.org  

NEIGHBORHOOD COMMUNITY CENTERS  

(Atwood) Goodman Atwood Community Center  
241-1574, 2425 Atwood Avenue, Madison WI 53704  
becky@atwoodcc.org, www.atwoodcc.com  

Bayview Neighborhood Center  
256-7808, 601 Bay View, Madison WI 53715  
bayview@its.is.com, www.bayviewfoundation.org  

Boys & Girls Club of Dane County, see two locations:  
website: www.bgedc.org  

Allied Family Center  
(608) 204-9722, Fax: (608) 204-9798  
4705 Jenewein Rd, Madison WI 53711  

Taft Street Center  
(608) 257-2606, Fax: (608) 257-7570 Fax  
2001 Taft St, Madison WI 53713  

Bridge Lake Point Waunona Neighborhood Center  
441-6991, 1917 Lake Point Dr, Madison WI 53713  
blwcenter@yahoo.com  

Cambridge Community Center  www.cambridgecap.net  
423-3712, 200 Spring St, Cambridge WI 53523  

Deerfield Community Center  www.dccenter.org  
764-5935, 3 W Deerfield St, Deerfield WI 53531  

East Madison Community Center  
249-0861, 8 Straubel Court, Madison WI 53704  
emcc@mailbag.com  

Kennedy Heights Community Center  
244-0767, 199 Kennedy Heights, Madison WI 53704  
kennedyheightscommunitycenter@yahoo.com  

Lussier Teen Center  
268-1698, 827 E Washington Ave, Madison WI 53703  

Monona Community Center  www.monona.wi.us  
Phone: 222-4167, 1011 Nichols Rd, Monona WI 53716  

Mt Horeb Youth Center  www.mountthorebwi.info/rec  
437-9441, 105 N Grove St, Mt Horeb WI 53572  

Neighborhood House  
255-5337, 29 South Mills St, Madison WI 53715  
staff@neighborhoodhousemadison.org  

Northport Apartments Community Center  
249-9281, 1740 Northport Dr, Madison WI 53704  
psteele@tds.net, www.northport.org  

Community Resources 17
Badger Gymnastics Academy
(608) 271-1885, 6901 Schroeder Rd, Madison WI 53704
www.badgergymnastics.com

Camps - For a complete listing of camps, trips and tours, see The Arc-Wisconsin's website: www.arc-wisconsin.org (click on "camp information")

Wisconsin Badger Camp
(608) 348-9689 PO Box 723, Platteville WI 53818
Children and adults with disabilities are provided camping activities such as swimming and hiking. "Camperships" and payment plans are available. www.badgercamp.org

Easter Seals (Waubeek)
1-800-422-2324 W15283 Waubeek Rd, Wisconsin Dells WI 53965
Provides camping experience for adults and children with disabilities. 6-12 days. Located on 400 wooded acres. website: www.eastersealswisconsin.com

Wisconsin Lions Camp
(715) 677-4969, (715) 677-6999 TTY 3834 Cty Rd A, Rosholt WI 54473 Camp activities for children with cognitive disabilities age 9-17, youth with visual or hearing impairments age 6-17 and adults with visual or hearing impairments. info@wisconsinlionscamp.com. website: www.wisconsinlionscamp.com/

Fishing Has No Boundaries
(800) 243-3462, PO Box 175, Hayward WI 54843
All volunteer, non-profit organization dedicated to opening up the great outdoors for people with disabilities through the world of fishing. info@fhnbc.org. www.fhnbc.org

Hancock Center for Movement Arts & Therapies Inc. (608) 251-0908, 16 N Hancock St, Madison WI 53703
Non-profit dance, movement therapy agency that works with children and adults with disabilities. Group and individual sessions offered. e-mail: info@hancockcenter.net
website: www.hancockcenter.net

Health Clubs- Please refer to the phone book or internet listings

MSCR (Madison Schools-Community Recreation) (608) 204-3000
3802 Regent St Madison WI 53705
Programs are available for recreation activities involving aquatics, arts, adult leisure, sports and youth programs. Scholarships and discount passes are available to people of low income as well as individualized supports such as staff support and interpreters for people with disabilities. www.mscr.org
(Choose: "Program Information", then "Adaptive sports and Participant Assistance")

MSCR Pontoon Boat Rides
(608) 204-4581
Enjoy the beautiful lakes in Madison! Program runs May-September (weather permitting). People with disabilities, seniors, and families and individuals of low income can use pontoons on a drop in or reservation basis. website: www.mscr.org
Choose: "Program Information", and "Pontoon Boat Program"

Special Olympics Wisconsin
(608) 221-2900, 5900 Monona Dr STE 101, Madison WI 53716
Provides year-round sports training and competition in a variety of Olympic type sports for children and adults with cognitive disabilities. www.specialolympicswisconsin.org

Swimming Pools
Goodman Pool (608) 264-9292
325 Olin Avenue, Madison WI 53713

Monona Swimming Pool (608) 222-3098
1013 Nichols Rd, Monona WI 53716

Mount Horeb Swimming Pool (608) 437-5916
204 Park St, Mt Horeb 53572

Oregon Swimming Pool (608) 835-8617
249 Brook St, Oregon WI 53575
**Community Resources**

**Sun Prairie Family Aquatic Center.**
837-7433, 920 Linnerud Dr, Sun Prairie WI 53590
Has a zero-depth accessible pool, waterslides.

**Swimwest Family Fitness Center** (608) 831-6829
1001 Deming Way, Madison WI 53717

**Verona Natatorium** (608) 845-8911
400 N Main St #B, Verona WI 53593

**Walter Mauman Outdoor Aquatic Center**
(608) 836-3450 2400 Park Lawn Place, Middleton 53562

**Three Gaits, Inc**
Office: PO Box 153, Oregon WI 53575, (608) 877-9086
(Office-Program Director) Barn: 3741 Hwy 138, Stoughton WI 53589 (608) 873-1929
Therapeutic horsemanship center provides an effective therapeutic horsemanship program for children, youth, and adults with disabilities and special needs. [website: http://www.3gaits.org/]

**Vacation Tour Companies**

For a more extensive listing of tours, see The Arc-Wisconsin's website: [www.arc-wisconsin.org](http://www.arc-wisconsin.org) (click on "camp information", scroll down to "Trips and Tours")

- **Able Trek Tours**
  1-800-205-6713 PO Box 384, Reedsburg, WI 53959
  Serves individuals who would like to take a vacation but need assistance, exhibit appropriate social behavior, have no major medical concerns and are at least 16 years old. Ratio is normally 1 to 3. Offer interest-free payment plans for more tours. Trips range in length from one day to twelve days or longer. It is important to sign up for trips at least 60 days prior to start date. [abletrektours.com](http://abletrektours.com)

- **Another Choice, Inc**
  (608) 273-3309, 2766 Jacqulyn Dr, Madison WI 53711
  Vacation packages provide assistance for people with disabilities. 8-10 vacations planned per year. All expenses included in one fee. [www.acitours.com](http://www.acitours.com)

- **Progressive Travel**
  (800) 231-4391, B3872 Highway 13, Spencer WI 54479
  Motor tours for all people including individuals with disabilities. [www.progressivetavel.org](http://www.progressivetavel.org)

- **Search Beyond Adventures Inc**
  (800) 800-9979, 400 S Cedar Lake Rd, Minneapolis MN 55405.
  Offers a wide range of tours that can accommodate people with diverse disabilities. Services include customized group tours for 2 – 50 people, travel escort services for solo travelers, travel agency services for independent travelers, camping equipment rentals and outfitting and bus rentals. [www.searchbeyond.com](http://www.searchbeyond.com)

- **Wilderness Inquiry**
  (800) 728-0719, 808 14th Ave SE, Minneapolis MN 55414
  Provides positive outdoor experiences for diverse groups of people including people with disabilities through a wide variety of possible adventures. [www.wildernessinquiry.org](http://www.wildernessinquiry.org)

**VSA (formerly Very Special Arts)**
241-2131 4785 Hayes Rd, Madison WI 53704
For children and adults statewide – offers music, dance, drama, creative writing and visual arts. [website: www.vsawis.org](http://www.vsawis.org)

**Wisconsin Chapter for Music Therapy**

**YMCA**

- **East**
  (608) 221-1574 711 Cottage Grove Rd Madison 53716

- **West**
  (608) 276-6606 TDD: 221-1640 5515 Medical Circle, Madison WI 53719  Adaptive recreation program provides instruction for people to further develop recreation and leisure skills for individuals of all stages with cognitive and physical disabilities. Membership discounted classes. Scholarships are available for people who qualify. Daily passes for non-members; attendants may enter without fee.

**Yoga Guy (Jonathan Garber)**
(608) 246-8515 Email: jgarber@childfamilyyoga.com
P.O. Box 258001, Madison, WI 53725 Trained in modified yoga for infants, toddlers and children with disabilities, Jonathan has experience teaching children with Down Syndrome, ADD/ADHD, Autism, Cerebral Palsy and learning disabilities. He holds classes for adults and children. [www.childfamilyyoga.com](http://www.childfamilyyoga.com)

**RESPITE CARE**

**United Cerebral Palsy of Greater Dane County – Respite Care Program**
(608) 273-4434, 2801 Coho St STE 300, Madison WI 53713
Offers provider recruitment, matching and coordinating services to facilitate individualized relief care to families raising children with developmental disabilities. Recipients of service must be found eligible for DD services in Dane County, not be receiving residential servies and living within their families' home. [website: www.ucpdane.org, www.ucp.org/ucp_local.cfm/152](http://www.ucpdane.org, www.ucp.org/ucp_local.cfm/152)

**Respite Center**
(608) 244-5730, 2120 Fordem Avenue, Madison WI 53704
Provides child care and parent support to families with children from birth through 14 years who are experiencing stressful or emergency situations. [info@respitecenter.org](mailto:info@respitecenter.org), [www.respitecenter.org](http://www.respitecenter.org)
SENIOR CENTERS

Belleville Senior Citizens Center, includes congregate and home-delivered meals 424-6007, 130 S Vine St., Box 267, Belleville WI 53508

Colonial Club Senior Center and Nutrition Site 837-4611, 301 Blankenheim Lane, Sun Prairie WI 53590

DeForest Area Senior Center and Nutrition Site 846-9469, 505 N Main St., DeForest WI 53532

Fitchburg Senior Center and Nutrition Site 270-4285, 5510 Lacy Rd, Fitchburg WI 5371 www.city.fitchburg.wi.us/senior-center

Madison Senior Center and Nutrition Site 266-6581 (Nutrition Site 266-6416), 330 W Mifflin St, Madison WI 53703

McFarland Senior Outreach and Nutrition Site 838-7117 5915 Milwaukee St., McFarland WI 53558

Middleton Senior Center and Nutrition Site 831-2373, 7445 Hubbard Ave., Middleton WI 53562

Monona Senior Center 222-3415, 1011 Nichols Rd, Monona WI 53716

Mt Horeb Senior Center and Nutrition Site 437-6902, 107 N Grove St., Mt Horeb WI 53572

North/Eastside Senior Coalition and Nutrition Site 243-5252, 1625 Northport Dr #125 (in Warner Park Community Recreation Center) http://www.nescoinc.org/

Northwest Dane Senior Services and Nutrition Site 767-3757, 1940 Blue Mounds St #2, Black Earth WI 53515

Oregon Area Senior Center and Nutrition Site 835-5801, 219 S Park St., Oregon WI 53575

Stoughton Area Senior Center and Nutrition Site 873-8585, 248 W Main St., Stoughton WI 53589

Verona Senior Center and Nutrition Site 845-7471, 108 Paoli St, Verona WI 53593 www.ci.verona.wi.us (choose "city departments", then click on "Senior Center Home Page")

Waunakee Area Senior Center and Nutrition Site 849-8385, 333 S Madison St., Waunakee WI 53597

West Madison Senior Center and Nutrition Site 238-7368, 517 N. Segoe Road #309 Madison WI 53705

TRANSPORTATION

Public Transportation is the city bus system. The city bus provides paratransit services to qualified individuals. Paratransit rides pick people up at their homes and drop them off at their destinations. Specialized Transportation can be paid for by Medicaid if the ride is related to an approved medical need. Some group rides are paid for by Dane County if the rides are to facility-based programs. See “Transportation Service for Disabled” in yellow pages and the booklet "Getting There: Transportation Services for Adults with Developmental Disabilities" published by Dane County Human Services.

Capital Express (608) 661-7433, PO Box 9031, Madison WI 53725

Care Van 103 S 4th St, PO Box 52, Mt Horeb WI 53572 (608) 437-8989

First Transit, Inc. (formerly Laidlaw Transit Services) 4605 Pflaum Rd, Madison WI 53718 608 223-0610 Paratransit Medical Rides (608) 223-0610, FAX: 223-0670

Focus Corp 3201 Latham Dr, Madison WI 53713 608-277-9140

Madison Metro Bus (608) 266-4466 TDD 267-1143 City of Madison bus system. www.mymetrobus.com

Meister's Special Care 2330 Vondron Rd Madison WI 53718 (608) 240-0353, FAX: 2404-0848

Rideshare (608) 266-7433 (266-RIDE) Offers riders traveling in the same area on a daily basis the names of others wanting to share transportation. Information can be found on the WI Department of Transportation website, www.dot.wisconsin.gov.

Transit Solutions Inc (608) 294-8747, 173 East Badger Road, Madison WI 53713 Offers school bus/charter services, paratransit services, courier/delivery service, shuttle service and private pay rides.

We Care Transportation (608) 838-8589, 4601 Triangle Street, McFarland WI 53704 Offers transportation on a fee for service basis. Many vans are lift-equipped and all are air conditioned.

Taxis – See the phone book yellow page listings
Catholic Charities Supportive Living Program

Kris Dambach
426 S Yellowstone Dr STE 100
Madison WI 53719
Phone: 833-4800, Fax: 833-7897
E-Mail: kdambach@tds.net

Mission Statement: The Supportive Living Program strives to provide support that enables people with disabilities to live as independently as possible in their own homes in the community and have maximum choice and control over their lives.

Services Provided: Residential support for people with traumatic brain injury and people with developmental disabilities.

Number of People Currently Served: 20

Areas of Expertise: Traumatic Brain Injury

Involving the Client and Guardian in Developing Supports and Services: Team meetings are held monthly to get input from the person receiving support and all other people involved in the person’s life. People being supported and/or their guardians can choose to be involved in interviewing potential staff.

Creating Community Involvement: We help individuals schedule activities and transportation to get to those activities. We respect individual preferences. Some individuals choose to be very active in the community; others prefer to be less involved. We try to help people link up with other groups or individuals who have similar interests. We try to minimize an individual’s reliance on paid support staff and help them develop more natural supports in the community.

Ensuring Safety: Many people we support have close supervision and support 24 hours per day. Each person we support has an individualized plan for ways to keep the person safe. All staff receive training in CPR and First Aid as well as in Universal Precautions/Blood Borne Pathogens. All staff receive training in preventing and reporting abuse and neglect.

Evaluating and Improving the Quality of Services: A detailed program evaluation is conducted at the end of each year. The evaluation looks at cost of services, support plan results (number of goals achieved), program goal results, staff turnover rate and satisfaction survey results. The satisfaction survey is mailed quarterly throughout the year to different people in the program or their guardians. Changes are made to the program based on the results of the Program Evaluation.

Training and Evaluating Staff: All staff are initially trained by a Program Manager or the Program Director. Staff then train by “shadowing” other direct care staff until the new staff person feels comfortable working alone. Staff receive additional training throughout the year as needed. The Program Manager sets up work goals with each new staff person. Progress toward goals is evaluated on a quarterly basis for full-time staff. Staff are also continually evaluated on an informal basis through frequent contact with the Program Manager.

Cost Calculation: Each person being supported has an individual budget based on his/her needs and on the level of supervision required.

Other Information: We try to help expose people to as many situations as possible that will give them an opportunity to meet people and develop lasting relationships. For people who have had a brain injury, we try to help them stay connected to people who were part of their life before the brain injury. That often means helping family or friends understand the impact of the brain injury and the effect it will have on the person’s life. We encourage people to attend support groups to meet people who have had similar life experiences. The person being supported is usually involved in the search for a home. That means working out a housing budget, looking in the newspaper for available apartments/houses and going to look at each potential place. We usually find a few options and the person being supported and his or her family choose which option suits the person best. The person or their guardian usually signs a year lease. At the end of each year, the support team helps the person assess whether to stay in that location or move. We network with other agencies as well as with the staff at the County regarding roommate openings. We have a staff person on-call 24 hours a day. The on-call staff is not one of the Program Managers. To promote growth and independence, staff are trained to teach people new skills. Staff are specifically instructed not to do for a person what a person can do for him or herself. The support team meets at least quarterly to assess the person’s support plan and decide if there are ways to make it less restrictive and still safe. We understand that people sometimes need to take risks in order to grow.

References: Available upon request.
Community Living Connections Inc.

Carrie Bublitz-Cardarella, Director, (608) 661-7946
cbublitz-cardarella@clconnections.org,
Shelley DeNure, Director, (608) 661-7937
sdenure@clconnections.org,
Jen Squire, Director, (608) 661-7952
jsquire@clconnections.org

Office Locations
Madison: 6515 Watts Rd., Madison, WI 53719
Phone: (608) 661-7999, FAX: (608) 661-7998
Stoughton (no longer open full time)
627 W. Main St, Stoughton WI 53589
Phone: (608) 877-1000, Fax: (608) 877-1001

Mission Statement. Our mission is to provide the highest quality residential services to individuals with developmental disabilities. We ensure person-centered supports that emphasize dignity, respect, and independence. Our services aim to connect individuals with their community and help them reach their fullest potential.

Services Provided: CLC provides quality residential services that are individually developed to meet the needs and desires of each person we work with. Community Living Connections provides a wide spectrum of support services. Our supports range from “as requested” of the participant to “around the clock” support within the home. The level of support provided is based on each individual’s abilities, desires, and personal goals. CLC believes that individuals have the right to direct their own lives. We promote independence and respect of each individual’s cultural, spiritual, and developmental needs.

Number of People Currently Served: 150

Areas of Expertise: For over thirty years, our mission has been to provide high-quality care to individuals with developmental disabilities in a way that allows them to live with dignity, respect and independence. We provide a stabilizing, accepting and trusting living arrangement designed to meet individual needs. Our experience has taught us that every situation is unique, and we pride ourselves on having a team that is both knowledgeable and flexible, allowing us to be proactive in our response to changing needs. We provide services throughout Madison, as well as surrounding rural communities such as Mount Horeb, Stoughton, Middleton, Verona and Oregon. Making choices in all areas of life is a core value of all that we do. Employees of Community Living Connections are well informed and committed to the idea of individual choices. Attention to the desires of the people we support is crucial to the success of our relationships.

Involving the Client and Guardian in Developing Supports and Services: Participants of Community Living Connections are encouraged to make their own choices in their relationships, the staff that provide support to them, how they spend their personal time and the kind of support they receive in their daily lives. CLC encourages frequent communication with an individual’s circle of support. This is achieved through regular team meetings, as well as through telephone and mail correspondence. It is vital to us that we include the input of those who are close the individuals we support. We do this by encouraging families and an individual’s entire support structure to participate in evaluating our ongoing support. We encourage and welcome family and guardian participation.

Creating Community Involvement: Creating relationships with others in the community, both on a personal and professional basis are an important part of well-being. Community Living Connections supports and fosters these relationships. We aim to support individual’s established relationships as well as assist in making new connections with others. CLC works to create opportunities for individuals to participate in or experience community events that may be new or of interest to them. We also work to create opportunities for individuals to participate in some smaller well-supported events if they prefer a more structured and supported social environment.

Ensuring Safety: Protecting the personal safety of the individuals we support is paramount in providing high quality services. Community Living Connections works to promote individual safety in a variety of ways, dependent on the needs of each participant. We have numerous safety features in line to assure individuals are supported and safe in their home and in the community. We assist individuals in protecting themselves through the use of community resources, staff support and technology in homes. We also work in collaboration with local law enforcement and public safety departments to assure the same.

Evaluating and Improving the Quality of Services: Community Living Connections has various systems in place to ensure quality in the lives of the people we support. We believe that when our agency, the participants of CLC, families, support brokers, service providers, Dane County and the community work together, we weave a safety net that ensures quality is monitored in a comprehensive way. We work to assure that participants know their rights and feel empowered to make decisions. Participants concerns are listened to, taken seriously and addressed to the best of our ability. We work in partnership with our Board of Directors, Dane County, other service providers and the community to assess the quality of the services we provide. We adapt our practices to meet the ever-changing needs of our participants, our staff and our organization. We formally measure the satisfaction of our participants and their families through Satisfaction Surveys.

Training and Evaluating Staff: Community Living Connections believes in a supportive work atmosphere that provides comprehensive training to enhance the ability of our staff to work cooperatively, with our participants, for the enrichment of both their lives. Community Living Connections provides training, to all employees, utilizing a variety of teaching methods. In addition to comprehensive in-home training, all employees are required to complete our Orientation that outlines our agency’s mission, core values, and residential standards. In addition, Universal Precautions and Safe Medication Administration training is required within the first 90 days of employment. There are also opportunities for training outside the classroom which may include, hands on supervised training in the program, team meetings, written communications and one on one individualized training as appropriate or desired. CLC encourages each employee to develop their skills and knowledge based on the needs of the people we support and their personal interests. Employee evaluations are done at the end of the first 90 days of employment as well as on annual intervals thereafter. These encompass both self-evaluation and input of members of the management team of CLC.
Creating Community Involvement: Paid support staff assists individuals to participate in community activities of their choice. Agency staff promotes regular contact with family and friends throughout the year and with others in the individual’s neighborhood and community including neighbors and business persons.

Ensuring Safety: Assist the individual to identify safe and unsafe situations and ways that they can promote their own personal safety. With input from the individual and guardian/family, assess the individual’s support needs in the home and community and incorporate information about essential support needs in the written Individual Support Plan. Train support staff about the individual’s essential support needs and about ways to support the individual which assure safety.

Evaluating and Improving the Quality of Services: Regular feedback from the individual, their guardian/family and other support team members about their satisfaction with agency services and staff is encouraged. Focus on a team planning/problem solving process and collaboration between team members to develop effective ways of meeting the individual’s needs and preferences. Regular involvement of agency supervisory and management staff in team meetings and support planning to monitor agency services and supports.

Training and Evaluating Staff: The major component of initial orientation for the new staff person is to spend time with the individual in their home and community along with another agency staff person who knows the individual. Initial training also includes review of agency policy and procedures including agency medication policy. Blood borne pathogens training is required. Ongoing training includes participation in regular household or agency-wide training on general and specific topics. Evaluation includes regular meetings/discussions between supervisory staff and individual support staff persons to give feedback on job performance.

Cost Calculation: Costs are based on the level of support that the individual requires. Components of this calculation include: personnel wages/salary, taxes and fringe benefits, operating costs and other special costs for the individual.

Other Information: We help the individual identify their preferences about: 1) how they enjoy spending their time and 2) other people with whom they like or would like to spend time. We ensure safety factors are considered in identifying these preferences. We assist the individual to make the necessary contacts, structure their time/schedule, and provide the necessary support so that the individual’s goals/preferences about how and with whom they spend their time may be maximized. Create-Ability staff helps individuals identify options for living arrangements that meet their criteria and allows individuals to “shop around” between available options. Staff will provide appropriate support to the individual to maintain their living arrangement, assist with necessary repairs/structural modifications to the home and assist the individual to plan their finances so that they can afford to replace furnishings or pay relocation expenses as they desire. We provide assistance to the individual and family/guardian in identifying what is important to them in a roommate. We identify other individuals who receive support from our agency or from the county waiting list who are looking for a roommate and who share similar priorities/preferences for a roommate and living arrangement and arrange for these individuals to spend time together and help them decide whether or not they would like to try living together. Our agency provides emergency assistance to the individual and support staff through an agency-staffed, 24-hour pager system as needed. In conjunction with the guardian/family, we encourage the individual to express their own ideas and preferences about their life and the support that they receive. We encourage active participation in team meetings and the Individual Support Planning Process. We focus on supporting the individual to be as independent as possible in all areas. The Individual Support Plan will reflect the individual’s specific objectives to become more independent. We challenge, in a respectful manner, the individual to participate in new activities and/or to meet new people.

References: Available upon request.
Creative Community Living Services, Inc. (new location 1/14/09)

1955 W. Broadway Suite 105
Madison WI 53713
Phone: 608-222-2701   Fax: 608-222-2438

Mission Statement: The Mission of Creative Community Living Services, Inc. is to establish and provide individualized community supports. These supports will preserve and enhance the dignity and rights of those who must rely on others as they seek their own level of independence.

Philosophy: We believe that every person is a valuable human being, and therefore must be treated with respect and dignity. There is dignity in risk, and that risks must be taken to grow beyond the safety of preconceived limitations. All people deserve to live in and be a part of the community. The physical environment of a community program reflects the dignity and worth of the individuals who live and work there and therefore must be well maintained. We believe that all people deserve the right to choose, guide, and/or direct the way they live. All services must operate from a solid financial base, and we will negotiate contracts that will provide adequate funding.

Areas of Expertise: CCLS provides residential support services to adults with developmental disabilities in 19 counties throughout Wisconsin. Residential services include highly individualized programs providing anything from one-to-one assistance in individual homes and apartments to the 8-bed group home model. In addition, day services, recreational programs, and community vocational have also been added. We believe support and positive experiences encourage individuals to become more aware and in touch with their self worth thereby gaining more control over events and situations in their life.

Involving the Client and Guardian in Developing Supports and Services: CCLS believes planning should be completed with the people we support with those who know and care about them. The individual and the family/teams preference determine frequency of contact between CCLS staff with family/guardians.

Services Provided: Community building, supported living, recreation/leisure, financial, behavioral and health support.

Number of People Currently Served: 80

Creating Community Involvement: CCLS works with individuals and their teams to identify, plan and pursue areas of interest at home and within their community. This can be as simple as taking a walk in the park, having a cup of coffee with a friend to having one’s photographs put on display at a local gallery. Our goal is to develop a system, which helps people maintain and develop positive relationships. People who are connected to a social network are happier and healthier.

Ensuring Safety: CCLS’ policies and procedures assure that appropriate safety practices are in place. Regular training ensures the practice is carried out. All CCLS employees are subjected to an extensive background check and drug screening before hired. Staffing support is designed to meet the supervision level required.

Evaluating and Improving the Quality of Services: CCLS believes the best way to evaluate and improve our services is to listen to the individuals and their teams. Open communication with all team members is crucial if we are to deliver the services requested. CCLS makes use of regional and state quality assurance team to review and challenge our staff to assure the services offered are of the highest quality. Satisfaction surveys are sent to the individuals and their family/guardians, our employees and the county. We have a “Find a Way” attitude.

Training and Evaluating Staff: All staff are trained following the requirements as set forth in the Wisconsin Administrative Code for Community Based Residential Facilities (CBRF) HFS 83.14. In total, our staff receive 45 hours of formal classroom training. A minimum of 24 hours of in-house/program support training is provided until the new staff and individual are comfortable. Additional courses are available upon request from our training department as well. CCLS utilizes outside speakers and conferences to keep our staff current and updated on the latest information available. For those staff in management, we offer leadership enrichment opportunities to empower each supervisor to enrich their abilities and improve on their supervisory skills.

Cost Calculations: Costs are based upon the level of support needed as determined through an initial individualized rate.

Dreamweavers, Inc.

Heather Schaller
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Mission Statement: Dreamweavers Inc will provide support services that allow persons with disabilities who require some amount of direct assistance to lead typical lives in their own homes. We will work to learn how to support the hopes and dreams of people with disabilities, their families and their service workers while also assisting in the maintenance of safe, comfortable homes in typical neighborhoods.

Services Provided: Residential support.

Number of People Currently Served: 37

Areas of Expertise: Medical challenges

Involving the Client and Guardian in Developing Supports and Services: Dreamweavers uses a consumer directed team approach to deliver services. The team includes both formal and informal supports as designated by the consumer and, if applicable, the guardian. Dreamweavers professionals provide information of all known available options to assist the consumer in delineating their specific support and services.

Creating Community Involvement: Dreamweavers connects the consumers with established community activities and events, Madison School Community Recreation, neighborhood associations and festivals, as well as informal community activities. Dreamweavers provides encouragement and support for new experiences by the consumers including active physical support by staff as needed. Dreamweavers embraces all opportunities for each consumer to reach out to their community and/or invite the community into their home.

Ensuring Safety: Dreamweavers has rigorous screening of potential staff, hiring quality individuals; provides appropriate training, supervision and support for all staff through the development, implementation and routine review of necessary
safety procedures, fire evacuation, abuse and neglect training, etc. Team assessment and evaluation of consumer’s abilities and needs ensures emotional, physical and environmental safety.

**Evaluating and Improving the Quality of Services:** Consumer directed team approach ensures ongoing evaluation. Team conclusions are actively supported and implemented guaranteeing continued growth and improvement in the quality of agency provided services.

**Training and Evaluating Staff:** Dreamweavers evaluates staff by six-month reviews as well as ongoing observations and follow up of direct care staff performance by supervisory staff. Dreamweavers uses a variety of methods including CPR, Blood Borne Pathogens, Medication In-service, Dreamweavers Orientation, Managing Threatening Confrontations, one-on-one hands on training, continuing education, intra-agency trainings and liaisons with community professionals.

**Cost Calculation:** Living costs including but not limited to rent, utilities, food and household supplies; staffing costs which varies depending upon the level of support for each consumer.

**Other Information:** To be sure consumers have a full social life and develop friendships, Dreamweavers helps them maintain connections with current friends, connects them to activities of interest and cultivates connections within those arenas, encourages and supports each consumer to invite friends and coworkers into their homes, and supports the consumer in defining for themselves what a full social life is for them. Helping consumers find/maintain their homes: Within a consumer directed team approach, Dreamweavers will present all available options and support the consumer in deciding what works best for him/her, taking into account locations, cost, transportation, recreation and vocational pursuits. Dreamweavers will access established social services to assist the consumer in obtaining any necessary assistance/funding to promote the maintenance and enhancement of their home and how they interact with it. If the consumer desires a roommate, it is important to have the consumer actively participate in the formulation of criteria for an ideal roommate and to prioritize each desired quality. Dreamweavers will work together with formal and informal connections to stay apprised of individuals seeking new roommates. Dreamweavers hires quality full and part-time staff as well as emergency relief staff. If an emergency unfolds, Dreamweavers maintains a year-round emergency beeper system to access a management staff member for consultation. There is a realistic evaluation and plan specific to each person developed to address potential areas where a back-up plan would be instituted. Dreamweavers is distinctively consumer directed and ensures that the particular interest, goals and capabilities of each person are respected as individual plans are developed. Program flexibility, adaptability and long-term commitment are hallmarks of Dreamweavers. Dreamweavers embraces the idea of respecting and encouraging individuality. Concurrently consumers are encourage to gain further information/education/training in personal care, domestic skills, transportation, money management, communication, social skills, sexuality and medical self supervision skill building, community participation, positive self-esteem. Dreamweavers emphasizes consumer choice, normalization, community integration, life satisfaction and the assurance of overall emotional security and physical safety of consumers.

**References:** Available upon request.
employment is terminated.

Cost Calculation: Costs are based on actual expenditures. If there is not a history for a particular individual Dungarvin is going to serve, then anticipated costs are developed utilizing data from a similar situation.

Other Information: Dungarvin helps people have a full social life and develop friendships by looking at the choices of the individual being served and developing an activity plan based on those choices. This is a team process. Community involvement through volunteering, participating in community activities and getting to know the neighbors is all part of the process. We also take advantage of the many opportunities there are in Madison for reduced cost tickets to a large variety of events. Dungarvin prefers to work with one or two local developers who have proven themselves to be accommodating when helping people find accessible housing. We assist the individual in locating a home or apartment when accessibility is not a concern. We then work as a team to ensure that the home is tailored to meet the consumer’s needs. The next step is to assist the people we support in leasing the home or apartment. The selection process oftentimes is done by the individual/guardian and friends. It is a process that is dictated by the choices of the individual to be served. At times we have existing homes with someone in need of a roommate. These homes will also be presented as an option. Finding a roommate begins with an initial visit which is typically brief to allow the individuals involved to begin to get to know one another. After the initial visit there is usually additional visits until both people are comfortable that this will be a good match. In some cases we have had people stay overnight a couple of times before deciding. The number of available roommates may differ at any given time. Dungarvin utilizes a 24-hour on-call system which allows for an employee to call a supervisor about any problem and get assistance. We also have an on-call system for our nurses making them available to our program directors as needed. We look at the choices of the person we support, and based on those, develop a person-centered plan with the people in their lives to ensure that they have an opportunity through daily activities to achieve their goals.

References: Available upon request.

The Good Life, Inc.
Executive Director: Billie Susdorf
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Mission Statement: The Good Life, Inc. mission is to provide in-home residential support to disabled adults. We work very hard to honor individual consumer needs, choices and preferences. In addition to the residential support, we provide and maintain individualized social and recreational opportunities. We create a minimum of four agency social events per year. We seek to create events that are open to all consumers regardless of their support source.

Services Provided: Our support includes but is not limited to in-home staffing, shopping, meal preparation, transportation, personal care, cleaning/laundry, finances, medical/dental, medication administration and companionship. We make every effort to honor each consumer’s interests, needs, and dreams.

Number of People Currently Served: 4
Number of Employees: 8
Areas of Expertise: We are a small agency which focuses on giving personal attention to each consumer according to his/her wishes. We create and help maintain social events/opportunities for individuals and groups. The administrative staff has 17 years of experience working in this field.

Involving the Client and Guardian in Developing Supports and Services: The Good Life Inc. does not have the best and only plan for each consumer. We work very closely with consumers, their families, support brokers and guardians. We are on a first name high respect basis with not only our consumers, but their families/guardians as well. We believe that the best support plan comes from involving everyone in the process. We value all team members and communicate regularly with them.

Creating Community Involvement: We assist our consumers by identifying community activities and events of interest to them and facilitating their attendance/participation. Depending on their wishes, we provide not only planning and transportation, but also companionship. We create two to four recreational events per year and encourage consumers to join the planning committee for these events.

Ensuring Safety: Our administrator carries a cell phone and is on call at all times. Safety and emergency training is provided for staff. Consumers, families and friends are also encouraged to be aware of safety issues and concerns. We welcome their observations/input and use this information to improve consumers’ safety.

Evaluating and Improving the Quality of Services: We work with consumers, families/guardians and brokers on a regular basis to improve the quality of our services. We do an internal-agency evaluation yearly.

Training and Evaluating Staff: Our staff training is highly individualized. An orientation is giving to each new staff member. Consumer specific training is done with each new staff. Worker expectations and duties are not only verbally transmitted but are also provided in writing. Additional training is offered. Staff is evaluated on a daily basis. Administrators make announced as well as unannounced staff visits/evaluations.

Cost Calculation: Costs are based on the type of support needed, the number of hours support is requested and the administrative costs involved in providing that support.

Other Information: The Good Life, Inc. is a highly social and interactive agency. We value and utilize the input of everyone concerned. We are constantly working to provide the very best individualized support possible.

Integrity Residential Services Inc.
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Lutheran Social Services of Wisconsin/Upper Michigan, Inc.

Vanessa Fixel
Jan Bradley
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Mission Statement: Motivated by the compassion of Christ, we help people improve the quality of their lives.

Services Provided: LSS provides support to people in their homes and in the community from a few hours a week to 24-hour coverage. We are willing to develop work opportunities which would provide secure employment and to respond to any individual requests for variations on traditional supports.

Number of People Currently Served: 31 adults with Developmental Disabilities in Dane County; 252 total in Dane County and surrounding counties; 2,311 people with special needs agency-wide.

Areas of Expertise: Dual diagnosis of mental illness, brain trauma, Prader-Willi Syndrome, Autism, behavioral challenges.

Involving the Client and Guardian in Developing Supports and Services: LSS works to thoroughly understand their dreams for the immediate future and for their whole lives; listens on an on-going basis to incorporate what they want into the structure that is supporting them, and advocates for the person.

Creating Community Involvement: LSS assists people in using their skills and creativity to challenge themselves and to participate in a variety of community life, meet neighbors and local merchants to create a sense of community, and take vacations (both mini-trips and dream trips).

Ensuring Safety: LSS provides self-awareness training for customers and has them acquire photo id’s. First Aid, CPR, Fire Safety, Abuse and Neglect, and Crisis Prevention/Intervention are required training for all staff. Procedures are in place for severe weather, power outages and fire evacuations. Before hire all staff must pass a drug screen and criminal background check.

Evaluating and Improving the Quality of Services: We have a system called Total Quality Service which says that we will meet and then exceed the expectations of our customers. This is implemented through routine conversation with customers in which we identify opportunities for change and improvement. With the people we support, we then implement these opportunities. Feedback from the customers becomes the standard of whether we have met their expectations of us.

Training and Evaluating Staff: Feedback from customers; four-page checklist of all required training (includes customer’s preferences and needs, communications, medications, medical, emergencies, dietary, total quality service); one-to-one supervisory meetings, quarterly audits of supports being provided and annual evaluations.

Cost Calculation: Costs are hourly or daily rates depending on what type of service a person chooses to purchase.

Other Information: Opportunities to attend parties, dances, visits and recreational groups. In helping customers find and maintain a home, LSS assists people to find neighborhoods and homes that are preferable to them; helps them make choices that will make their home fit their needs and negotiates with landlords for modifications; and helps people to learn skills in maintaining their own home and provides other help as needed. If the customer desires a roommate, LSS will assist them in meeting people with similar interests. LSS will also set up a variety of meetings in the community and home to help them assess their compatibility. We have several managers and supervisors who carry pagers and are available any time of day or night to respond to the needs of the people whom we support. In addition, staff have phone numbers of another twelve management staff who are available to assist in emergencies. LSS is a multi-service agency. When issues arise involving counseling, alcohol/drug use, aging, physical health or children, we have internal expertise immediately available to us. LSS promotes growth and independence by assisting people to challenge themselves to try new and different experiences; teaching skills that a person wants to learn; encouraging people to take advantage of what is available to them in the community including education, recreation, hobbies, etc.; and creatively helping people design ways of doing things so that they do not need the support of staff.

References: Available upon request.
Neighborhood Connections
Kathy Lemke, Megan Lemke, Maureen Quinlan
312 N Lakeside, Madison WI 53715
Phone: 608/251-1221 Fax: N/A
E-Mail: neighbor@chorus.net

Mission Statement: To provide alternative living supports for persons with developmental disabilities based on the person’s desires.

Services Provided: Support/assistance in all areas a person requests.

Number of People Currently Served: 13

Areas of Expertise: Self-determination and community/relationship-centered.

Involving the Client and Guardian in Developing Supports and Services: Choosing where to live; whom to live with; how to live your life (we don’t tell you what to do); activities and relationships; staff support.

Creating Community Involvement: Living and participating in the community; using small community involvement to facilitate involvement in the larger community

Ensuring Safety: To ensure safety, we involve many supports. We include the person, family and friends in all decision making. We are open to changes, have the flexibility to address changing concerns, and the willingness to get outside input.

Evaluating and Improving the Quality of Services: We listen to the person served, their family, each member of the support team and outside sources.

Training and Evaluating Staff: Neighborhood Connections provides supervised on-the-job training, workshops, conferences, retreats and team meetings. The person supported, and their family, friends and co-workers all have the opportunity to provide evaluation input.

Cost Calculation: Based on actual costs of supports, and varies per person.

Other Information: To help people have a full social life, we support the person in meeting people and maintaining relationships, introduce the person to a variety of people and activities, and provide free tickets to community events. In assisting someone to find a home, we help them look for the type of housing they want and then help them to stay in their home over time to become established in their neighborhoods. To find a roommate, we advertise in the paper or look for friends. Digital and land-line phones are used for backup. Neighborhood Connections promotes people being in charge of their own lives. We teach people how to take care of themselves and empower consumers to make decisions.

References: Available upon request.

Options in Community Living, Inc.
Kim Turner
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Voice Mail: 276-9209
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Web Site: www.optionsmadison.com

Mission Statement: Options’ mission is to provide support and coordinate services to enable adults with developmental disabilities to live in their own homes. The agency assists people to make informed choices and to reach their own goals with support available to the extent and for as long as it is needed. The Board of Directors has a policy directing staff to assist people supported to be empowered in their living situation by assisting people to have a home which reflects the individual’s preferences and support needs and to assist people in ways which enable individuals to improve their happiness, safety and comfort at home. Staff are also directed through board policy to assist people supported to gain access and participation in organizations and activities that support and develop a person’s interests, knowledge, abilities, social relationships, and self-esteem.

Services Provided: Residential support and coordination; emphasis on community involvement and assisting people supported to identify and achieve personal dreams. Support includes assistance with finances, benefit management, home chores, meal assistance, shopping, personal care, transportation, medical care support, advocacy, housing and relationship building. Options makes a commitment to each individual supported to continue to offer services as long as they are needed and requested and accepts the responsibility to adapt services offered to find the best way of providing support to each individual.

Number of People Currently Served: 100

Areas of Expertise: Options supports people with all types of developmental disabilities to live full lives as members of their community. Flexible and individualized supports are developed for each person and range from limited assistance to 24-hour/day support.

Involving the Client and Guardian in Developing Supports and Services: Options values and uses a variety of planning processes on at least an annual basis to identify support needs and dreams for the future. We strive to listen to what people say and observe behavior as a form of communication. We involve family and friends of the person supported in the planning process and in evaluation of supports.

Creating Community Involvement: Options assists people to identify areas of interest. We assist people to try new activities and to gain new experiences on which to base future choices. We have a staff position focused on “community building” to help develop new opportunities and relationships for individuals. Options values community involvement for all people supported.

Ensuring Safety: Options has a 24-hour on-call system using an answering service and staff with a pager. Safety and emergency training is regularly provided for people supported and staff. Relationships and regular contact with unpaid family and friends assist in monitoring safety. We seek safe housing in safe neighborhoods. We assist people to get to know their neighbors. Support includes identification of safety concerns and plans to address the concerns.
Evaluating and Improving the Quality of Services: Regular consumer satisfaction surveys; regular program evaluations with outside experts; meetings with people supported, family members and guardians; staff work groups; Board of Directors policy development and oversight.

Training and Evaluating Staff: Initial orientation meetings, on-the-job training with other support workers, meetings with people supported and families to clarify expectations, regular meetings with supervisors, regular performance evaluations.

Cost Calculation: Costs are based on the type of support needed and the number of hours of support required. Costs for an individual include a portion of the larger costs of being in business such as office space, phones and the cost of basic employee benefits such as health insurance and vacation.

Other Information: Options strives to help people have a full and active social life and to develop and sustain friendships. We assist people to be involved in community life and to develop their capacity to participate and build reciprocal friendships. In assisting people to find and maintain their homes, Options assists the individual and their family to identify particular neighborhoods that reflect the individual’s personal values and interests, such as living near work, family or friends. Options provides whatever assistance an individual needs to live successfully in their home. We have assisted several people to become home owners. Options assists people to locate suitable roommates based on individual preferences and needs. We hire and train paid roommates if needed. We assist people in searching for roommates with and without disabilities based on individual preferences and support needs. Options values and works to create opportunities for personal growth for people supported. We encourage and assist people to develop personal capacities and skills while respecting the interdependence of community life.

References: Available upon request.

Partners in Community Living Inc.

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REM Dane, Inc

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Mission Statement: We commit to enhancing the quality of life for adults and children with disabilities by offering coordination and support for people in their homes and communities. Our philosophy is to provide the highest standards of support to assist each individual in reaching and maintaining his or her greatest potential for self-sufficiency, empowerment and quality of life.

Services Provided: We offer supportive living, financial, behavioral and health services for adults and children with developmental disabilities or acquired brain injuries. We also offer expertise and support for individuals with developmental disabilities who are involved with the criminal justice system. Other services can be arranged as needed.

Number of People Currently Served: 160+ in Dane County. As a member of The Mentor Network, we also provide a variety of services in 31 states.

Areas of Expertise: Since 1967, REM has provided high quality support services for people with a wide range of needs. Our particular area of expertise is supporting people who have challenged the system with complex behavioral or health/medical support needs. We have earned a reputation for skilled, compassionate and creative support.

Involving the Client and Guardian in Developing Supports and Services: Listening carefully to the client and his or her circle of support, we create a “Things About You” blueprint to explore the interests, skills, goals, capabilities, hopes and desires of each individual. Team-created support plans and nonnegotiable priorities are clearly defined, upheld and honored. Regular team meetings and open communication provide an atmosphere for creative individualization.

Creating Community Involvement: We believe human relationships are the basis for growth and change in a natural community setting. We invest time to understand the preferences and interests of each individual and establish trusting, respectful relationships. We seek out people within the community who may have an interest in teaching their hobby to people. A few examples are square dancing, board games, music, gardening, specialized cooking, hiking, shopping, African drumming and interpretive dance. We also help people access organized classes and activities through integrated and specialized organizations. We help people develop a presence within their neighborhoods by patronizing local parks, stores, banks, restaurants, movie theaters, etc. This builds informal connections which fosters a sense of belonging.

Ensuring Safety: Years of experience: REM has been providing high quality service for over thirty years. This means we have had the experience and opportunity to develop systems that ensure safety. We believe education and prevention are key. Staff are specifically trained with “safety first” as the primary guiding principle and are given emergency training and contact information. Monthly fire drills and seasonal tornado drills help clients and staff practice safety skills together. We have a comprehensive on-call system and float pool to offer back-up support and minimize risk from unexpected situations. We are very clear in our zero tolerance policy for abuse and neglect and require initial and on-going staff training specific to these issues. Knowing the individual: We spend extensive time prior to beginning supports to ensure comprehensive knowledge of the person’s needs. Interviews are conducted with family, guardians, other service providers, Support Brokers and other people significant to the individual. Most importantly, we spend time with the person to be supported, learning about his/her ways of communicating, preferences, behavioral support needs, and health needs. A Transition Plan is set up to ensure the person is comfortable and secure during this time of change. We continuously revise our support to ensure safety as we learn more about the person or as his/her needs change over time.
Evaluating and Improving the Quality of Services: REM Wisconsin uses both formal and informal means to improve the quality of our supports. Formally, we conduct satisfaction surveys with the individuals we support and with their family members, guardians, support brokers and our personnel. Semiannual reviews of progress made toward the person’s goals are an indicator of how well we are supporting individuals. Informally, Program Coordinators communicate with family members/guardians frequently. Program Directors have open door/phone policies and often seek out feedback from family. Finally, we are flexible and have a “do what it takes” attitude so are open to modifying services when someone is not satisfied with how things are going. It is our genuine desire to ensure that people are satisfied customers.

Training and Evaluating Staff: We treat all our staff as professionals in the field. We coordinate comprehensive orientation and ongoing training to all direct support and supervisory staff, combining video, classroom, tutorial and on-the-job training. Mandatory staff meetings provide additional opportunities to share knowledge, refresh skills and learn new approaches, and retraining is offered as needed to improve job performance. All staff are formally evaluated upon completion of their first 30, 60 and 90 days and annually thereafter. Informal evaluations and observations are accomplished through supervisor presence at the home. Our aim is to provide each employee with a successful professional work experience and increase staff retention to optimize stability.

Cost Calculation: We have extensive background in developing individualized service budgets to meet a wide range of support needs. A combination of historical expenses, staffing patterns and estimated individual-specific costs is used. The vast majority of expense for support is related to staffing needs.

Other Information: Friendships. In addition to encouraging supportive and long-term relationships with staff, we help clients meet others with similar interests and provide opportunities to host holiday and other parties at their home. We look for potential friends at work, church and other settings. Finding a Home. We have a community reputation for high standards in housing, whether a rented apartment, duplex, house, or an owned home or condominium. As our reputation for quality upkeep and positive relationships has grown many landlords call us when they have a property available. Our house hunting manual outlines a systematic process for locating suitable homes to meet all accessibility, geographic, financial, and safety needs. While individuals are encouraged to take part in maintaining their home, support staff are responsible for general cleaning and maintenance using cleaning schedules and in-depth semi-annual cleaning checks. Housemates. If a housemate is desired, we consider compatibility, interests, and needs to ensure the best possible match. After an introduction the potential housemates may plan to get together on several occasions before making a decision with their teams. Growth. Each client has an Individual Service Plan (ISP) developed through a team process that becomes the framework for formal individual goals. Progress towards these goals is recorded and evaluated. We also capitalize on unexpected learning opportunities to help individuals take small steps towards independence. We support people at whatever level of independence they have acquired while recognizing that we are all learning together. References: Peggy R. & Jack K. - individuals who receive support; Debbie Webb, guardian/professional/business reference; Fr. Dan Ganshet - brother/guardian of individual who receives support; Paul White - Waisman Center Family Ties Program. REM Wisconsin has a solid reputation for providing high quality support for people. There are many individuals who would be able to tell you about their experiences. The vast majority of individuals we support and their families/guardians are very satisfied with the services we provide. Please feel free to contact us with any questions or if you want more comprehensive information about REM Wisconsin. Please also refer to www.thementornetwork.com and www.reminc.com.

Rise Up!
(Residential Independence Supporting Elders with Unlimited Potential)
Amy Melton-White, Executive Director
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E-Mail: amelton@iriseup.org Web Site: www.riseup.org

Mission Statement: Rise Up is committed to helping adults with developmental disabilities in achieving their desired quality of life throughout all phases of the aging process. It is our vision to assist adults with developmental disabilities to achieve their potential at home, and in the community, by providing them with opportunities for maximum choice, independence and personal growth. Rise Up will assist adults with disabilities in maintaining the highest potential of health status by setting up a strong community-based health support network promoting training, education, advocacy and on-going assistance as health needs change. We are committed to helping adults with developmental disabilities to remain in their home, while keeping their community connections, throughout all phases of the aging process.

Services Provided: Rise Up provides support for adults with developmental disabilities in their homes in a holistic way. The ages of the people we support presently range from 32-86, but most of the people we support are older/elderly.

Number of People Currently Served: 14 (we have the capacity to serve up to 4 more people)
Number of Employees: 46 (42 support staff, 2 case managers, office manager, executive director)
Areas of Expertise: Our expertise and passion is broad knowledge of aging and developmental disabilities. Rise Up will help people in maintaining the highest potential of health status available by setting up a strong community-based health network, and our staff are committed to helping people through any health challenge. We bring a “community” focus into aging and developmental disabilities by connecting people to their communities, families, churches and friends and strive to help people keep their community connections through the aging and end-of-life process, to foster inclusion and to break down isolation.

Involving the Client and Guardian in Developing Supports and Services: Rise Up gets to know the person and their guardian by spending time with them; asking the person, their guardian and their support broker to be part of all aspects of the
person’s life (Annual Plans, Person Centered Plans, Support Plans) including retirement; involving the person and their support team in the second interview process for potential new staff; involving the person, their guardian and their support broker in team meetings; involving the guardian in every aspect of their ward’s life through phone calls, letters and through social invitations.

Creating Community Involvement: Rise Up gets to know the person, their communities, their friends and their families; looks at valued roles for the person through family connections, churches, health clubs, senior centers, organizations, classes, volunteer & employment opportunities, bowling teams, restaurants; encourages every person to be a full, participating member of their neighborhood and the community; looks for committed and faithful long-term relationships for each person we support; invites friends, family, churches and community into someone’s home through all phases of the aging process.

Ensuring Safety: Rise Up assures that the people we support receive supervision based on what each individual needs. We make every effort to provide services in the most cost effective way by involving guardians, families, support brokers and other people involved in the person’s life in the planning of support. We actively seek out the expertise of other agencies and organizations around medical, social and health issues, mobility problems, nutrition, and aging/end-of-life issues. We are committed to hiring and training high quality staff. Rise Up has a 24 hour after hours on-call system which is available to employees after office hours and on weekends.

Evaluating and Improving the Quality of Services: Rise Up gathers feedback annually from guardians/family members through satisfaction surveys. We encourage the sharing of positive stories amongst staff, and our employees are encouraged to share their ideas and suggestions for improvement. Everyone employed by the agency goes through an annual performance appraisal process (using a peer and self-appraisal format) which allows employees to identify strengths, areas for improvement and goals. Rise Up is committed to continuous quality assurance/quality improvement efforts, and employees are rated in this area through the evaluation process. The Rise Up managers work as a team and each manager is involved in at least one system-wide work group. Likewise, the management team creates an annual strategic plan to identify goals of the organization.

Training and Evaluating Staff: Rise Up looks for job applicants who have a good work-history and prior experience providing care to an adult. Initial orientation includes: training around philosophy, policies/procedures, nutrition, abuse/neglect, aging issues, community building, safety (3 hours) and medication administration (3 hours). New employees spend between 20-40 hours of time training directly in the home of the people they will be supporting, training/shadowing with the case manager and the primary staff before they are allowed to work on their own. Rise Up is an at-will employer. Regular feedback is given to employees, both verbally and in writing, on a formal and an informal basis.

Cost Calculation: Costs are individually calculated based on the type of support needed and the number of hours of support required. Support costs (rates) for an individual include a portion of larger costs such as; program expenses, benefits, operating costs and administration.

Other Information: Formerly part of Elder Care of WI, Rise Up is a non-profit organization that opened for business on 4/1/02. We maintain a good relationship with Elder Care (now Care, WI), and we contract with Care WI to provide nurse consultation services above and beyond those services provided by the Medical Assistance Personal Care Program. To ensure our participants have a full social life and develop friendships, we make sure their phone number is in the phone book and make sure that each person “owns” their own schedule. Individuals have a calendar or date book in which they keep track of appointments individually or with assistance. We strive to help people participate in things they want to do, and we challenge the people we support to “grow” by volunteering, taking a class, inviting a friend over for supper, being a host or hostess, getting to know their neighbors by joining their neighborhood association, taking a vacation, etc. Rise Up helps the people we support search for affordable homes/apartments in established neighborhoods that have the potential for longevity (taking into account mobility and transportation) and fits with the person’s dreams, needs and desires. People are encouraged to participate in every aspect of the upkeep and running of their home based on their abilities to the greatest extent possible. In developing plans to find a roommate, we identify the personality type that would best fit the person. We regularly review the roommate vacancy list and ask the County (and support brokers) for possibilities. Rise Up encourages the person and potential roommate spend time together in different ways, and the input of the people being supported is valued. Likewise, we also gather input from guardians, the support team and any others involved. To assure seamless scheduling, the Rise Up Office Manager completes the monthly staffing schedule for each home being supported. After hours, Rise Up has a 24 hour on-call system that serves to help employees with scheduling emergencies and support. Each participant has a flow chart for staff to follow that addresses emergency medical situations, non-emergency medical situations, behavioral/psychiatric situations and end-of-life. The flow charts are kept in the person’s home, and all employees have been trained on how to use them. Employees are trained in to work in a number of homes to help fill openings. In summary, Rise Up gives people informed choices in every aspect of their life, challenges people to grow by helping build strong relationships of all kinds, helps people maintain their health and gives people the dignity to take some risks. We value respect, kindness, honesty, good judgement, commitment, quality and compassion between all employees, families/guardians, health care professionals and other support providers.

References: Available upon request.
Evaluating and Improving the Quality of Services:  Phone during regular business hours. An on-call procedure is in event of an emergency, all individuals can reach someone via cell inspections. Corrective measures are taken if necessary. In the home and all individuals are encouraged to participate in their checklists, system checks and fire drills are conducted within each community resources. Routine inspections such as home safety corporate office of St. Coletta of Wisconsin and through various supported as well as staff. Training is provided through the Handbook that outlines procedures to follow in the event of an individualized St. Coletta Emergency Preparedness/Disaster Ensuring Safety: Social connections. Transportation is either provided or coordinated to these activities when needed. We encourage volunteering at community events as a means of strengthening the individual’s life, such as choice of residence, budgeting, employment, and social and faith-affiliations.

Number of People Currently Served: 20

Areas of Expertise: With a 100 year history of providing quality programs and services for persons with developmental disabilities and advocating for choice and full inclusion, St. Coletta supports individuals with various disabilities and mental health issues. The Madison program uses person-centered planning to create individualized supports in accordance with each person’s core values and vision of their future. Outcome based standards (assuring that goals and quality of services are met) are used to assure that the delivery of services meets the needs of each individual.

Involve the Client and Guardian in Developing Supports and Services: Recognizing that interdependence is necessary to success, planning is done in partnership with the people we support and those who know and care about them. Families and friends play an important role in each individual’s life and, taking direction from the individual being supported, are encouraged to take an active role in planning.

Creating Community Involvement: The people supported through St. Coletta are provided with information about social, cultural, recreational, spiritual and political activities throughout Madison. Individual choice is supported as well as assisting in the development of new opportunities and community connections. Transportation is either provided or coordinated to these activities when needed. We encourage volunteering at community events as a means of strengthening the individual’s social connections.

Ensuring Safety: Each person is provided with an individualized St. Coletta Emergency Preparedness/Disaster Handbook that outlines procedures to follow in the event of an emergency. Ongoing training is provided for individuals supported as well as staff. Training is provided through the corporate office of St. Coletta of Wisconsin and through various community resources. Routine inspections such as home safety checklists, system checks and fire drills are conducted within each home and all individuals are encouraged to participate in their inspections. Corrective measures are taken if necessary. In the event of an emergency, all individuals can reach someone via cell phone during regular business hours. An on-call procedure is in place for accessibility after hours, on weekends and holidays.

Evaluating and Improving the Quality of Services: St Coletta strives to create an environment that facilitates open communication. In addition, we review and respond to satisfaction surveys completed by the individuals we support, their families, funding resources, staff and other stakeholders.

Training and Evaluating Staff: All employees, regardless of their position, are required to successfully complete core training requirements and on the job training within the first 90 days of employment. In-home training specific to the individual supported is also provided. Employees are encouraged to request additional training if necessary or to attend trainings offered through St Codetta’s corporate office in Jefferson. Employee performance evaluations are conducted on an annual basis. As warranted, the appropriate supervisor to address areas of concern or deficiency conducts coaching and disciplinary actions.

Cost Calculation: A fee-for-service is determined by each individual’s needs. Other Information: the program’s goal is for each individual to participate fully in the development of his or her support plan. To achieve this goal, St. Coletta of Wisconsin-Madison uses various person-centered planning tools and resources to develop circles of support within the individual’s community, workplace, and home. Utilizing a service model called Self-Directed Support (SDS), Dane County operates its services for individuals with disabilities based on the concept of self-determination: the empowerment of individuals with developmental disabilities to determine the services that are most appropriate for them. In the SDS model, the person receiving the services – the consumer or client – in conjunction with their support team made up of St. Coletta staff, decides what services would best support them to achieve their life goals. The client is involved in making decisions about key elements that affect their life, such as choice of residence, budgeting, employment, and social and faith-affiliations.

References: Available upon request.
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Advanced Employment, Inc.

Chris Sarbacker
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website: www.advemp.org

Mission Statement: We believe that every individual should have the opportunity to work in the community. Our mission is to place individuals in community based jobs that take into account personal strengths and preferences.

Services Provided: Job Development, Job Placement, Job Training and Supported Employment Job Coaching

Number of People Currently Supported: 80

Area of Expertise: Developing businesses and supports and employment ideas tailored to an individual and or a group of individuals working together.

Involving the Consumer and Guardian in Developing Supports and Services: Of Course the consumer and their support team are involved in the development of Voc supports and direct those supports! Teams meet as often as they believe necessary. AE staff can attend team meetings scheduled after 3:00 M,T, Th and F.

Creating Community Involvement: AE staff work at developing relationships with co-workers and the individual’s supported to develop natural supports and friendships beyond work. AE staff also look for volunteer opportunities for individuals who are employed as much as they want/can be and have additional support needs.

Ensuring Safety: All staff are screened for Background checks and references prior to employment. AE looks for individuals with good judgment and common sense, as well as vocational rehabilitation experience and experience working with individuals with developmental, physical and other disabilities.

Evaluating and Improving the Quality of Service: AE uses an Agency Reliability Survey developed by the Department of Supported Living and WCDD. We conduct this survey on an annual basis and pull out 2-3 goals for improvement and upgrading services.

Training and Evaluation of Staff: AE Staff attend standard training of First Aid and CPR and OSHA. Through out the year individual staff are sent to trainings that pertain to the specific needs of the individuals they are working with on a regular basis.

Cost Calculation: Advanced Employment’s rate is $27.00 per hour for one on one supports. Private Job Development, Placement and training is charged at the standard DVR rates.

References: May be obtained by contacting Chris Sarbacker at the AE office.

Channels to Employment

Lori Mettel/Joan Callan
122 E Olin Ave Suite 255 Madison WI 53713
Phone: 608/280-0206  Fax: 608/280-0213 E-Mail: joanc@create-ability.org

Mission Statement: The mission/philosophy of Channels to Employment is to explore options with adults with developmental disabilities that afford them the opportunities to pursue a safe, healthy and happy life in the community. In our mission, we support adults as they exercise their right to make choices for themselves. In our interactions, we take into consideration the unique qualities of each person. By focusing on the positive attributes of each individual, we explore ways of promoting self-esteem, integration and inclusion in the community and the development of naturally forming relationships. In addition, our role is one of educating people about the value and contributions that adults with developmental disabilities bring to the community. Our mission is founded in the belief that as individuals grow and age, there is a need to support changes that are essential to help people maintain community presence and participation. To carry out this mission, Channels to Employment uses a team approach whereby we provide support based upon the desires of the individual, with involvement from family, community service providers and other people in that person’s life.

Services Provided: Supported employment; community recreation; training in skills of daily living; transportation coordination; service system advocacy and service coordination.

Number of People Currently Served: 35

Areas of Expertise: We have been successful working with people who have behavioral issues that make it a challenge for them to live and work in the community.

Involving the Client and Guardian in Developing Supports and Services: We ask and listen to what the client and guardian say about what they want and what they do not want from us. We exchange ideas about successful support methods with the family, the individual and advocates. We have frequent contact (e.g., telephone, meetings, notes) to be certain that concerns are expressed and addressed.

Creating Community Involvement: We encourage friendships with co-workers and other members of the community. We
educate the public about the contributions of people with disabilities in our community. We advocate for the right of people with disabilities to participate in the community in every way. We help people learn the skills they need to do the things they choose to do in the community.

**Ensuring Safety:** We do thorough staff training. The training is both general and specific to the needs of a particular program participant. We work with families and other agency staff to develop a mutually agreeable support plan. We provide orientation, training and supervision of our staff to ensure that the support plan is being followed and modified as needed. We teach safety skills (e.g., street crossing, bus riding, personal safety) to program participants as appropriate.

**Evaluating and Improving the Quality of Services:** We solicit feedback on our successes and areas in need of improvement during meetings with families, employers, other service providers and our county contract manager. We have weekly staff meetings to discuss and address situations surrounding specific program participants.

**Training and Evaluating Staff:** Agency policies, practices and expectations are defined for new staff members during an initial orientation discussion with the program coordinator. New staff members first observe and later are observed working by an experienced staff member before they work alone with each program participant. We have both formal and informal staff evaluations on a regular basis.

**Cost Calculation:** The number of hours spent directly with the program participant and the number of staff hours spent on behalf of that individual are calculated monthly.

**References:** Available upon request.

**Community Support Network, Inc.**

Deb Raettig, Director (x 13)
2122 Luann Ln Madison WI 53713
Phone: 608/270-2242 Fax: 608/270-2238
e-mail: debr.csn@tds.net

**Mission Statement:** Community Support Network is a non-profit organization committed to providing comprehensive daytime services to individuals with developmental disabilities. These daytime services include supported employment, recreation and leisure services, community integration, training and case management. Community Support Network believes that all individuals regardless of their level of functioning should be integrated and supported in all aspects of community life. Community Support Network strives to promote natural supports and to develop a network of relationships for all. As a team, we work here because we value the people we support and their fundamental rights to live dignified and fulfilling lives. We are committed to helping them participate in daytime community based activities and vocational endeavors.

**Services Provided:** Comprehensive daytime services: supported employment, recreation and leisure services and community integration.

**Number of People Currently Supported:** 49 clients

**Area of Expertise:** Community Support Network specializes in paired and group services which meet individual needs while providing cost efficient services. We are very creative and use a large number of support models.

**Involving the Consumer and Guardian in Developing Supports and Services:** Same

**Creating Community Involvement:** Community Support Network believes all individuals regardless of their level of functioning should be integrated and supported in all aspects of community life. All services provided by Community Support Network occur in the most integrated community environments possible.

**Ensuring Safety:** All full-time staff are supplied with a cell-phone in order to ensure a timely response in the event of an emergency. When assessing environments for community integration, Community Support Network personnel determine the appropriateness of the environment for each consumer, which includes meeting criteria to address personal and physical safety.

**Evaluating and Improving the Quality of Service:** Community Support Network is governed by a volunteer Board of Directors. The Board of Directors develops agency policies that ensure high quality care. Consumer satisfaction is evaluated on an ongoing basis through regular communication between the consumer, agency assigned Case Manager and the rest of each consumers’ team. Community Support Network builds individualized services around each consumer, ensuring each consumers’ needs are met.

**Training and Evaluation of Staff:** Community Support Network staff are trained extensively by agency Directors, Managers and veteran staff. Training starts immediately and continues throughout the employment relationship. Our evaluation process is stringent and includes both observed interactions, as well as knowledge of consumers, policies and procedures.

**Cost Calculation:**

**Other Information:**

**References:** Available upon request.

**Community Work Services**

Elizabeth Shiraga, Executive Director
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**Mission Statement:** Community Work Services believes that all persons should be afforded the option of working in individually arranged and individually meaningful jobs in the community. The mission of the agency is to work in partnership with employers in Dane County to provide and/or facilitate whatever level of training, assistance and support an individual requires in order to be successful in a job in the community.

**Services Provided:** Supported Employment Services that include assessment, job development, on-the-job training and long-term on-site support, job modification, facilitation of natural supports, community skill training and coordination of resources.

**Number of People Currently Served:** 70

**Areas of Expertise:** Assisting adults with developmental disabilities who have long-term support needs in achieving their vocational goals and potential.

**Involving the Client and Guardian in Developing Supports and Services:** Agency staff actively seek input from the person, parent/guardian and significant others to develop an individualized support plan. Ongoing communication is
maintained through face-to-face contact, telephone contact and communication notebooks. The type and frequency of contact is determined by the needs and preferences of the individual and parent/guardian. Providing opportunities for growth, development and career advancement is a high priority when reviewing each individual’s support plan. The following indicators are measured on an annual basis: increased wages, increased hours worked, additional job responsibilities and the development of new and more challenging jobs.

Creating Community Involvement: Agency staff are trained to actively encourage and facilitate social interactions and support from members of the general community and from co-workers/supervisors on the job. Strategies to increase community integration and involvement are included on each individual’s support plan. Agency staff serve as a liaison between the individual with a disability and co-workers/supervisors on the job. The role of this “liaison” is to help facilitate both social relationships and supervision/support on the job. Developing and maintaining a natural support system is an ongoing and evolving process that often takes many years to fully develop.

Ensuring Safety: Potential safety concerns are thoroughly explored and addressed prior to placing an individual in a job. Agency staff, co-workers/supervisors on the job and the individual are trained to respond appropriately to any issues involving safety that may arise.

Evaluating and Improving the Quality of Services: Agency staff and the board of directors look at both qualitative and quantitative data on an annual basis to measure the effectiveness of services provided. In addition to internal evaluative measures, input is obtained from consumer, parent, guardian, residential provider, case manager and employer satisfaction surveys. Additionally, a high priority is placed on encouraging ongoing input from all involved so that quality improvement is a continuous process.

Training and Evaluating Staff: All new staff receive initial training that consists of several meetings with the agency directors to review general philosophical, safety, technical and consumer specific information. In addition, new staff are paired with senior staff members (usually 1-2 months) until they are comfortable assuming direct service responsibilities on their own. A high priority is placed on the ongoing support and training of staff. Historically, the agency’s turnover rate has been less than 15% per year.

Cost Calculation: Costs are based on the amount of direct hours of support (i.e., face-to-face contact with the individual) and indirect hours of support (i.e., contact with employers, phone calls to residential providers/parents, job development time, etc.) that it is anticipated an individual will require in order to be successful in his/her job.

Other Information: In general, most jobs are developed within 1-3 months of referral. However, in some instances, due to the complexities of the job match, this may take longer. In these cases, the individual and his/her significant others are kept informed of the reasons for delay and efforts made to date. In situations where the individual, agency staff and significant others determine that the person’s job is not going well and is in jeopardy, agency staff are usually able to find another job prior to the individual actually losing his/her job. In the rare instance that an individual does lose his/her employment prior to the development of another job, agency staff, residential providers and/or the family work together to try to determine how to best handle the situation so that it can be a learning experience for the future while at the same time provide adequate support until a new job can be developed. Since its inception in 1984, the agency’s annual job retention rate has averaged 95.7%.

References: Available upon request.

Encore Studio
for the Performing Arts, Inc.

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e-mail: kelsy@encorestudio.org,
Wendy Prossie, Program Director
608-255-0329  Fax: 608-255-0401
e-mail: wendy@encorestudio.org
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www.encorestudio.org

Mission Statement: Working in the community of professional theatre, Encore actors develop their creative skills and talents to communicate, through the performing arts, a challenging and authentic message about disability and culture. Encore actively promotes an environment where each individual’s talents, skills and abilities can be fostered and developed to reach their goal of having a career as a performing artist.

Services Provided: Encore provides an innovative, inclusive alternative to traditional employment where all people work together in the pursuit of artistic and theatrical excellence. The Encore theatre company participate in an environment that develops artistic discipline in a collaborative learning environment. Encore staff schedule the commissioned productions, write the scripts, and cast actors with and without disabilities in theatrical performances. Actors rehearse all or part of the studio hours Monday-Friday, 9 am to 3 pm. The actors earn payment for performances they participate in. Most performances occur outside of studio hours and Encore actors may tour through the state of Wisconsin and the United States. Encore performs an average of 25-40 performances a year. Just as job coaches are to traditional supported employment settings, drama coaches are to Encore. The level of support/coaching is specific to each individual’s needs.

Number of People Currently Served: Encore opened its studio doors in September of 2000. 16 people are pursuing careers in the performing arts with Encore Studio for the Performing Arts.

Areas of Expertise: Areas of technical concentration include: relaxation and breathing; voice and diction; stage presence; improvisation; stage movement and choreography. The performing artists of Encore are dedicated to their profession as actors, musicians, writers, composers and poets. The work in the studio is always in preparation for professional performances. All productions are original with varying subject matter; the subject matter often chosen by a commissioning entity.

Involving the Client and Guardian in Developing Supports and Services: Referrals come through potential actors/artists themselves as well as guardians and advocates. Previous artistic or theatrical experience is preferred but not required. Developing services is generally a three-step process. Step one is contacting...
the studio to arrange an audition/interview. The person auditioning is encouraged to invite their guardian, case manager/support broker or other people who they look to when making decisions. The audition/ interview provides the person an opportunity to learn more about Encore and also enable the Encore staff to assess their interest, understanding and aptitude for the performing arts. Each audition is individualized depending on a person’s area of interest. In past auditions, individuals have prepared scenes and songs, prepared audition tapes, recited poems or provided writing samples. The Encore staff will provide opportunities to demonstrate artistic aptitude with the use of improvisation exercise and existing Encore scripts. If both parties agree, step two entails the person visiting the studio for a day or more of rehearsal. Step three, the Encore staff spend time getting to know the person to determine how much support will be needed to ensure they are striving to reach their potential.

Goodwill Industries of South Central WI, Inc.

Barbara Leslie/Barbara Caswell (x 125)
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E-Mail: barb3@tds.net

Mission Statement: Goodwill Industries of South Central Wisconsin Inc assists people with disabilities and other special needs to live in, work in and be part of our community.

Services Provided: Community and vocational support.

Number of People Currently Served: 140

Areas of Expertise: Services to individuals with multiple disabilities/brain injuries.

Involving the Client and Guardian in Developing Supports and Services: Regular communication; joint planning - person served and guardian in lead role; supporting person served/guardian in their role by assisting them in obtaining information to make informed choices and access resources.

Creating Community Involvement: Assist individual in identifying opportunities based on their interests and choices - volunteer work, churches, clubs, sports, classes, informal gatherings with neighbors, etc.; facilitate natural supports and relationships that will enhance participation in the community - social activities with coworkers, families and friends; assist in development and achievement of “real life” vocational goals and careers.

Ensuring Safety: Initial and ongoing assessment to identify needs and potential areas of concern. Develop educational and consultative contacts which will aid individual served and staff in planning for special needs. Analysis of jobs and work areas prior to hire. After hire, insure thorough orientation and instruction on safety procedures. Develop back up plans for known concerns and/or emergencies.

Evaluating and Improving the Quality of Services: Ongoing communication with person served, family members, employers, other providers and significant others. Annual satisfaction surveys of persons served, guardians, employers and system-wide case managers. Goodwill Quality Assurance Committee reviews. Outcome Measurement System - updated and reported on quarterly.

Cost Calculation: Based on hours and type of services needed to support individual in achieving their goals.

Other Information: To ensure people are spending their time productively we request feedback from the person served and significant others, plan for alternate activities when the regular schedule is interrupted and provide regular review and assistance in the development of goal oriented activities. The amount of time it takes to develop a job varies from days to months depending on the individual needs and preferences of the person served. We assist individuals in identifying and accessing experiences and skills that will enhance employment growth. We do a regular review and adjustment of short and long term goals in order to build on accomplishments and recognize developing interests and changing needs. Goodwill Industries conveys the concept of natural supports from the very beginning during job development and placement. We provide education to employer/ coworkers and other supporting individuals in the community. There is ongoing communication to support and build the natural support role. If down time or job loss occurs, we actively involve the person served in the job seeking process. We also develop and support alternate activities related to goals.

References: Available upon request.

Integrated Community Work Inc.

Leonard Rogan, Director
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Fax: 276-1926
E-mail: lrogan@inxpress.net

Mission Statement: It is the mission of ICW to provide an array of supported employment services to adult residents of Dane County with developmental disabilities.

Services Provided: Assessment, job development, on the job training, and all necessary continuing supports. On the job training includes both work and work related skills. Work related skills include relations with coworkers and supervisors, appropriate use of break times, budgeting money, and use of such community resources as banks, libraries, and shopping areas.

Number of People Served: 50

Areas of Expertise: Mental retardation, autism, epilepsy, cerebral palsy, traumatic brain injury.

Involving the Client and Guardian in Developing Supports and Services: All services are developed on an individual basis. This approach requires the involvement of the client and, if applicable, the person’s guardian. This involvement continues on an on-going basis.

Creating Community Involvement: We encourage friendships with coworkers and other members of the community. We educate the public of the contributions of people with disabilities in our community. We advocate for the rights of the people we serve. Ensuring Safety: All staff are trained in CPR, First Aid, Crisis Prevention, and Blood Borne Pathogens. All jobs and
community activities are viewed with safety in mind. All staff carry cell phones. 

**Evaluating and Improving the Quality of Services:** This is done continually through regular communications with the individuals we serve, residential providers, guardians, and employers. Surveys regularly show a high degree of satisfaction with our services.  

**References:** Individuals have been referred to ICW by Dane County staff, DVR counselors, and brokers.

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**Madison Area Rehabilitation Centers (MARC)**

Richard C. Berling, Executive Director  
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Website: www.marc-inc.org

**Mission Statement:** Enhance the quality of life by advocating for the full inclusion of adults with developmental disabilities in the community; fostering opportunities for self-worth and dignity; and providing a broad array of support services tailored to individual strengths and needs.  

**Services Provided:** Supported employment (individual and group), community skills education, personal life skills, center-based employment and day services, personal care, person center planning, adult education and contracted therapy services.  

**Number of People Served:** 305 at five locations throughout Dane County (to include MARC-Responsive Employment Services and MARC Retirement and Activity Center also described below in this Source) and at 100+ community based job sites.  

**Areas of Expertise** Client choice is honored in all matters. MARC encourages each individual to exercise full freedom of choice in service plans, including the choice of community and center-based services. MARC supports adults with a wide range of needs due to all types of developmental disabilities and traumatic brain injuries. MARC is one of the largest provider of supported employment services and the largest provider of center-based programs available in Dane County. MARC is the only Federal Ability One contractor in Dane County. Unique MARC programs include retirement services, recreation, music and art, physical education, and extensive personal care.  

**Involving the Client and Guardian in Developing Supports and Services:** All individual plans are written by clients and guardians. Clients and guardians participate in annual program reviews; individual support plan revisions; regular scheduled communication between MARC staff, parents, guardians, brokers, and other care providers. There is an individual plan available for every need and funding level.  

**Creating Community Involvement** Everyone at MARC accesses the community. MARC offers supported employment and recreation in the community; volunteer opportunities, and annual social, award and fund raising events.  

**Ensuring Safety:** MARC emphasizes safety training at the five annual staff training days. MARC practices universal blood precautions, each location has a safety committee, staff receive annual first aid training, defensive driving training, emergency evacuation plans are written, quarterly fire and tornado evacuation drills are conducted, safety assessments are completed, and individual emergency information is confidentially maintained and retrievable in an emergency. MARC emphasizes safety in its public testimony.  

**Evaluating and Improving the Quality of Services:** MARC conducts monthly reviews of progress toward individual goals and objectives, and conducts annual reviews involving the family in the development and application of an Individual Service Plan. We seek feedback from guardian, advocates, and residential providers on how individual programs are being implemented, and goal and objectives achieved. Everyone is welcome to comment on plan progress.  

**Training and Evaluating Staff:** MARC schedules five staff training days per year on topics related to individual planning, safety, job development, communication skills, first aid, and other work related topics. Staff evaluations are conducted on an annual basis, and staff can attend seminars and workshops to acquire new skills or enhance existing ones. A MARC and AFSCME Local 412 Collective Bargaining Agreement describes the staff training and evaluation procedures. MARC has one of the most tenured staff among all providers, including several multi-decade staff. We have found there is no substitute for experience.  

**Cost Calculation:** MARC accepts public and private funding. MARC costs are based upon the scheduled number and cost of staff hours necessary to pursue individual choices written into the Individual Service Plan. Hence, annual cost is directly related to the amount of direct staff time consumed by an individual. Each individual’s cost is different due to differences in the amount of staff hours consumed. There is an annual rate direct staff hour cost determination. Individual one-on-one attention is at the full hourly rate, but small classes or groups are at partial rates per hour. MARC does need to be paid monthly for services rendered. Adequate funding is necessary to assure that needed staff hours can be achieved and sustained.  

**Other Information:** MARC ensures success by following the Individual Service Plan. Although supported employment or center-based work or day services often dominate the Plan, there usually is some time available for recreation, mobility training, leisure, banking, shopping skills, computer applications, money management, basic literacy classes, socialization, and career planning. MARC endeavors to develop career paths. Functional assessments of individual consumers are completed. MARC honors individual choice in terms of likes and dislikes of particular occupations, jobs, rates of pay, work conditions and work hours. MARC works toward natural supports in supported employment. MARC enjoys broad public support reflected in volunteer recruitment and fund raising projects. MARC employs about 100 staff. All direct service staff are represented by AFSCME Local 412. MARC has some of the most experienced staff available. The majority of MARC Board members are parents of adults with developmental disabilities. MARC is a non-profit 501(c)(3) organization, and fund raising plays a key role in service delivery. MARC fund raising has allowed economical ownership of all five locations, and purchase of equipment and vans. The MARC Foundation of Dane County, Inc. is the fund raising arm of MARC. The MARC Foundation makes an annual grant to MARC. It also maintains a designated endowment fund at the Madison Community Foundation.
MARC - Responsive Employment Services (RES)

Suzanne Hanson
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Mission Statement: The mission of RES is to provide and advocate for individually designed community-based employment opportunities for persons with developmental disabilities. Services Provided: MARC−RES provides supported employment services, which include assessment, job development, on the job training, long term support, and advocacy. Additionally, RES supports individuals in volunteer work and community integrated activities. RES is also helps individuals to develop their own micro-enterprises. This allows individuals the flexibility of self-employment within the context of agency support.

Number of People Currently Served: 78
Areas of Expertise: RES staff develop individualized supported employment positions that meet each individual’s career goals. RES specializes in positions that are not in the typical fields of janitorial and food services. RES averages only 28% of jobs in these areas compared to the state average of 59%. Therefore it is more likely that Individuals can choose to work in a variety of employment settings: warehouse; industrial; retail; and clerical. RES staff support is also customized to each individual.

Involving the Client and Guardian in Developing Supports and Services: The RES employees are committed to a team concept centered around the individual with a disability. We respect that each member of the team has a different, and valuable contribution in the life of the individual we support. During the Assessment process, a lot of time is spent getting to know each individual and their team members. Information about the individual, their interests, preferences, medical needs, etc. is gathered. Services are explained, questions answered, and the wishes and expectations of the entire team are discussed. During the assessment process, interviews, observations and situational assessments are completed. Planning, which includes looking at future dreams, career goals and desires, is discussed.

Creating Community Involvement: RES finds ways for individuals to participate in work related social activities during and after work hours. Participation in volunteer activities of interest enhances an individual’s community involvement. Community building activities establish a link between volunteer/recreation/leisure activities and the development of a community support network.

Ensuring Safety: There is accessibility to all RES staff by pager and/or cell phones. At all times staff have access to emergency information packets: including pictures; and emergency procedures. RES staff also provide mobility training, in addition to assessment and skill training for individuals in areas of safety.

Evaluating and Improving the Quality of Services: Feedback from participants, employers, families, and agencies is used to determine satisfaction with the services and outcomes. Staff receive performance evaluations that include feedback from individuals, employers, parents, and other agencies.

Training and Evaluating Staff: An extensive 4-week initial training includes individualized sessions with the director and assistant director utilizing a manual, videos and discussions. RES uses a mentoring system of on the job training. New employees are trained at job sites by team members.

Cost Calculation: RES accepts public and private funding, and is an approved DVR vendor. An individual rate is calculated based on the number of direct staff hours of support required per week to pursue the individual choices in the Individual Support Plan, regardless of the funding source. Also included in the rate is indirect support required for travel time to the job site, advocacy, case management, benefit support and job development. Cost information is available upon request.

Other Information: RES matches employment, volunteer, recreation and leisure activities to interests whenever possible. RES involves individuals in all steps of employment, job development, work experiences and job training. The amount of time it takes to develop a job varies depending on the individual’s interests, skills, career goals, and the availability of staff to perform job development. To develop/retain natural supports, RES uses sensitivity training with employers and relevant coworkers, establishes jobs that foster independence and/or interdependence with co-workers, and educates the community about natural supports expressing our expectations that others become a significant part of the person’s support in the future. All MARC programs enjoy broad public support reflected in volunteer recruitment and fund raising projects. The majority of MARC Board members are parents of adults with developmental disabilities. MARC is a non-profit 501(c)(3) organization, and fund raising plays a key role in service delivery. MARC fund raising has allowed economical ownership of all five locations, and purchase of equipment and vans. The MARC Foundation of Dane County, Inc. is the fund raising arm of MARC. It maintains an endowment fund at the Madison Community Foundation.

Methods of handling downtime or loss of a job: Individuals are encouraged to participate in the job development process; volunteer work; work experience opportunities; community building & recreation; On occasion it is requested that the individual remain at home if it is necessary in order to free up staff for concentrated job development activities.

References: Available upon request.
MARC – Retirement & Arts Center (RAC)

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Mission Statement: The mission of the Retirement & Arts Center, RAC, is to assist individuals with disabilities in creating services that meet their post employment life goals. This is accomplished through relationship building, advocacy, community inclusion, and enrichment activities, just to name a few.

Services Provided: Retirement services are available regardless of age, and better reflect an individual’s interest in post employment life goals. The goal is to meet each aging individual’s need for flexible and customized services. Arts and enrichment services are designed to value each individual’s abilities and maximize their participation. Activities include, but are not limited to: arts and crafts, music and karaoke, cooking and baking, gardening, grooming, fishing, games and puzzles, movies, coffee and social time, community outings, music and time with animals.

Number of People Currently Served: 28 effective 2007 with a few slots available. Some individuals attend full time up to 30 hours per week, and others participate on a part time schedule that meets their needs.

Areas of Expertise: Memory loss, Alzheimer’s and Dementia services for individuals with disabilities. Services are designed to meet the progressing needs of individuals as they move through the different stages. Participation in art classes is designed to offer a wide variety of expressive opportunities, through a variety of media. Each individual’s participation is celebrated.

Involving Client and Guardian in Developing Supports and Services: Client and guardian input direct the individual plan. RAC staff are committed to a team concept. The client and guardian are member of the team. Each team is centered on the individual with a disability. We respect that each member of the team has a different and valuable contribution in the life of the individual we support. During the initial Assessment process, much time is spent getting to know each individual and their team members. Information about the individual, their interests, preferences, medical needs, etc. is gathered. Services are explained, questions answered, and the wishes and expectations of the entire team are discussed. During the assessment process, visits to the RAC are scheduled and observations are completed. Planning, which includes looking at future dreams, goals and desires, is discussed.

Creating Community Involvement: The RAC helps individuals to participate in social activities. Participation in community building activities establish a link between recreational, and leisure activities and the development of a community support network.

Ensuring Safety: There is accessibility to all RAC staff by pager and/or cell phones. At all times staff have access to emergency information packets: including pictures; and emergency procedures. Staff assess individuals for skill training in areas of safety.

Evaluating and Improving the Quality of Services: Feedback from participants, employers, families, and agencies is used to determine satisfaction with the services and outcomes. Staff performance evaluations include feedback from individuals, employers, parents, and other agencies.

Training and Evaluating Staff: An extensive 4-week initial training includes individualized sessions with the Director and Assistant Director utilizing a manual, videos and discussions. The RAC uses a mentoring system of on-the-job training. New employees are trained by team members until they are experienced enough to be independent. RAC staff access the planned training activities on MARC’s five inservice training days.

Cost Calculation: The RAC accepts public and private funding. The primary factor in calculating cost of service is the number of direct staff hours consumed by the individual plan. The individual rate is based on the number of direct hours of support required per week to pursue the individual choices in the Individual Support Plan, regardless of the funding source. Also included in the rate is indirect support required for travel time to meetings, advocacy and case management.

Other Information: The RAC staff are assigned adequate time to get to know each individual and develop a trusting relationship. Each individual’s feelings and preferences are validated while exploration and new experiences are encouraged. Friendship is one of the greatest outcomes of the Retirement and Arts Center. All MARC programs enjoy broad public support reflected in volunteer recruitment and fund raising projects. The majority of MARC Board members are parents of adults with developmental disabilities. MARC is a non-profit 501(c)(3) organization, and fund raising plays a key role in service delivery. MARC fund raising has allowed economical ownership of all five locations, and purchase of equipment and vans. The MARC Foundation of Dane County, Inc. is the fund raising arm of MARC. It maintains an endowment fund at the Madison Community Foundation.

Mobility Training and Independent Living Program, Inc., Successful Work Options

Brenda Oakes, Program Manager
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e-mail: brenda@mtilp.net

Mission Statement: The mission of MTILP Inc is to enhance the quality of life for individuals with disabilities through offering personal and professional choices.

Services Provided: Supported Employment; vocational counseling; vocational assessments; job-seeking skills; recreation and daily living skills.

Number of People Currently Served: 41 in Supported Employment

Areas of Expertise: Job development, placement, vocational counseling and support for adults with developmental disabilities, dual diagnoses, sensory and physical disabilities.

Involving the Client and Guardian in Developing Supports and Services: SWO employs the team approach in developing and implementing services. Sensitivity toward individual needs and
incorporating all team members’ opinions is standard practice. Vocational case managers serve as linkages between consumers, family, employers and team members. A team process is used in the development and measurement of goals.

**Creating Community Involvement:** SWO recognizes employment as a significant bridge to the community at large. Employers are encouraged to participate in the team process. Efforts are made to provide consumers with a variety of meaningful community activities and contacts when not working.

**Ensuring Safety:** We recognize that, within reason, people have the right to make mistakes. Efforts to ensure consumer and community safety are incorporated into the individual support plan, are developed through the team voice and change according to individual need and the team process.

**Evaluating and Improving the Quality of Services:** SWO conducts annual program evaluations for consumers and employers. The responses to these surveys have been highly favorable and are available for review. Program evaluations are used to both measure program effectiveness and identify areas of improvement.

**Training and Evaluating Staff:** Staff are trained on the job and during internal and external trainings/seminars. SWO staff are also part of a self-monitoring team process. Individual performance evaluations are conducted regularly.

**Cost Calculation:** Costs are determined on an individual basis. Factors considered in cost analysis include: hours of support, level or intensity of support, travel costs, system coordination needs and overhead costs (e.g., staff salaries, operating/program costs).

**Other Information:** To ensure people are spending their time productively during the day, SWO conducts a thorough assessment of individual vocational and community integration needs/goals and develops a meaningful paid work experience for that person (100% consumer employment in 1997). We are sensitive to changing consumer/employer needs and facilitate ongoing communication between parties. Team identification of non-work activities are incorporated into individualized plans. It takes approximately one to six months to develop a suitable job placement. The average length of time is two months.

Assessment of consumer interests, labor market needs, ongoing job development and employer dialogue/consultation are included in developing career paths. SWO promotes the consumer as the employee, encouraging employers to participate in the team process. We emphasize abilities and provide necessary work adaptations to meet employer expectations. SWO facilitates natural communications/interactions in the workplace. In order to be invested in the job and develop job-seeking skills, the consumer is encouraged to be part of the job-seeking process. The team develops non-work goals, which are incorporated into the support plan and followed during non-work time.

**References:** Available upon request.

**Pathways of Wisconsin**

Deborah Rogan  
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**Mission Statement:** Pathways is dedicated to supporting adults who have developmental disabilities. The goals are to enable each person to develop his or her interests and abilities in vocational, social, and community activities and to foster independence.

**Services Provided:** Pathways provides vocational/functional assessments, job development, supported employment, day services and sheltered work.

**Number of People Currently Served:** 32

**Areas of Expertise:** Pathways has provided services to people with severe disabilities since 1978. Our services have changed to meet the changing needs of our clientele.

**Involving the Client and Guardian in Developing Supports and Services:** Clients and guardians are encouraged to participate in program plans and reviews. A service needs questionnaire is sent to them upon admission and bi-annually thereafter. New referrals are asked to complete a comprehensive assessment to determine the types and level of supports needed.

**Creating Community Involvement:** Through employment; regular provision of a variety of community activities; active encouragement of natural supports.

**Ensuring Safety:** Programming is individualized to meet each person’s needs. Staff are professionally trained in CPR, First Aid, Blood Borne Pathogens and Managing Threatening Confrontations. Evacuation drills are practiced regularly.

**Evaluating and Improving the Quality of Services:** Bi-annual consumer satisfaction survey; bi-annual employer satisfaction survey; semi-annual review of progress toward meeting goals for each client.

**Training and Evaluating Staff:** Intensive initial training including training in abuse and neglect issues; ongoing professional training in relevant areas; semi-annual staff performance reviews.

**Cost Calculation:** Costs are based on an hourly rate for service.

**Other Information:** Pathways provides training and support to people in our facilities, in the work places where people have jobs, and in a variety of commercial and recreational establishments in the community. Training is designed to meet each person’s need for fuller participation in activities of choice. This may involve enhancing communication, motor, self-care, mobility, and social interaction skills, as well as helping people develop strategies for coping with challenging situations.

Pathways currently serves 32 people who range in age from 25 to 65 years. Most of these people have some supported employment varying from 2 to 30 hours/week depending on their preference and tolerance for work. All of the clients served by Pathways also receive day services and sheltered work for some portion of their day if they choose. Pathways operates from two buildings. The larger facility has been at 22 North Hancock Street since 1979. In 1993 additional space was acquired two blocks away at 101 South Hancock. This consists of an apartment-like setting in a large, newly renovated older home. Pathways clients have a choice of

**Opportunities Inc (formerly Valley Packaging)**

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Service Provider Agencies

40
REM Wisconsin, Inc - CORE
Services (Community Opportunities, Retirement & Employment)

Amy Chartier, Regional Director
Lia Carman, Program Director (x 274)
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Madison WI 53713
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Fax: 608/276-0110
e-mail: lia.carman@thementornetwork.com

Mission Statement: To enhance the quality of life for adults and children with disabilities by offering services for people in their community building, retirement or career endeavors. Our philosophy is to provide the highest standards of support to assist each individual in reaching and maintaining his or her greatest potential for happiness, self-sufficiency, empowerment and quality of life. Services Provided: Specialty areas are Community Building, Retirement, and Traditional Supported Employment or Micro-Enterprising. Services are flexible and customized for each individual. They may include any combination of the specialty areas or focus on a particular area.

Number of People Currently Served: Over 30 people receive REM Wisconsin, Inc. - CORE Services.

Areas of Expertise: Community Building and Retirement includes opportunities and awareness of leisure/recreation pursuits, supported volunteering, supported education and community activities. Traditional Supported Employment includes a vocational assessment, job placement, and job coaching. Our outcome based supported employment remains a promising aspect of REM Wisconsin Inc. - Core Services.

Involving Client and Guardian in Developing Supports and Services: We pride ourselves in client directed services involving each person and their chosen circle of support. We meet with each individual, their guardian and their circle of support prior to implementing supports to find out what is desired for services. A great deal of time is spent getting to know each individual and their values, experiences, interests, and abilities. Developing services is an interactive and ongoing process that results in assuring the hopes, dreams, safety and well-being of the person.

Creating Community Involvement: REM Wisconsin Inc CORE staff familiarize themselves with the person’s likes and dislikes providing a myriad of opportunity with regard to community integration in a work, retirement or recreational setting. Our Community Building Team offers sponsored events, activity coordination, and individual support. The REM Resource Guide and REM monthly activity calendar ensure a wide range of opportunities to meet a variety of interests. People access organized classes and activities through integrated and specialized organizations. We also assist individuals in developing a presence within neighborhoods by patronizing local businesses. Building an informal connection fosters a sense of belonging.

Ensuring Safety: Safety is first and foremost for our clients. We have been providing high quality services for many years. This experience has enabled REM Wisconsin, Inc. - CORE Services to develop an expertise in systems and protocols that respect the clients’ dignity of risk and ensure safety while in the community. We carefully screen staff by consistently checking professional references and criminal backgrounds. Environmental modifications are assessed to ensure physical and behavioral safety. Staffing support is designed to meet the supervision level required for each person. Pagers, employee float pools, and management teams provide back up support to minimize risks from unexpected situations.

Evaluating and Improving the Quality of Services: REM CORE uses both formal and informal means to improve the quality of our supports. Formally, we conduct satisfaction surveys with the individuals, family members, guardians, case managers and our personnel. Informally, REM CORE staff communicate frequently with each individual and their family members, guardians and circle of support. We meet, at minimum, quarterly with the Dane County Vocational and Day Program Specialist. We have a “do what it takes” attitude and will modify services to keep people satisfied.

Training and Evaluating Staff: We are committed to providing comprehensive orientation and ongoing training to all direct support and supervisory staff. This is a combination of video, classroom, tutorial and on-the-job training. Ongoing training is offered to all staff through classes and staff meetings. All staff have performance evaluations based on their job description and professional indicators. Formal performance reviews are conducted at 30, 60, and 90 days and annually thereafter. Frequently, supervisors visit job sites and accompany clients on
backbone of our service. Employment services are self-directed and we continue to rise to the challenge of successfully community activities. Through observation, supervisors provide feedback to enhance the quality of support. We use a positive support and discipline approach with staff to help each employee be successful in meeting our high standard of quality services. **Cost Calculation:** We have extensive background in developing individualized service budgets to meet a wide range of supports. Many aspects of our expertise can be purchased as stand-alone services, rather than a package. Cost is calculated based on a formal assessment which projects the requested services. Estimated individual specific costs and staffing patterns are accounted for. The majority of the expense for support is personnel related. We assist clients with accessing the Division of Vocational Rehabilitation funding and MA Personal Care funding when they meet the criteria. **Other Information:** **Meaningful employment:** We assist our clients in developing careers. We strive to find a job that fits the person, not a person that fits the job. We also strongly believe in networking with various businesses. **Friendships:** We spend a lot of time getting to know the preferences and interests of each person. Once a trusting relationship is established with someone, we can begin to explore new experiences. Trust is crucial because new experiences can cause anxiety, and we want people to feel secure and supported when trying new things. We believe that people desire familiar activities but appreciate being introduced to new things. We help people meet others who may have a mutual compatibility. We assist people with inviting guests to their homes or for community outings. We also look for potential friends at work or other settings. **References:** Becky K. - an individual who receives REM CORE Services; Rochelle Proffitt - guardian/professional reference; Paul White, Waismann Center Ties Program. We have a solid reputation for providing high quality support for people. There are many individuals who would be willing to discuss their experiences. The vast majority of individuals we support and their families/guardians are very satisfied with the services we provide. Please feel free to contact us if you would like more comprehensive information about REM Wisconsin’s CORE Services.

**Work Opportunity in Rural Communities, Inc. (WORC)**

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**Mission Statement:** Work Opportunity in Rural Communities, Inc. (WORC) is an employment agency serving individuals with developmental disabilities in communities surrounding Madison. We provide the support necessary for an individual to work in the community as independently as their skills and abilities allow. Our focus is on individualized placements promoting full integration, financial gain and improved quality of life. WORC is committed to educating the community about persons with disabilities, promoting positive rapport with employers and coworkers, being a role model for others at the work place, cooperating with other community services, transitioning students from school to work, networking with the business community to promote employment opportunities for individuals with disabilities, educating persons at the work place to develop employer/ coworker supervision, support friendships, communicating and partnering with families and significant others, and matching each individual’s interests and choices with employment in the person’s home community.

**Services Provided:** WORC provides Supported Employment services for individuals with developmental disabilities living in Dane County communities outside of Madison. Our focus is to support individuals who live in the following communities: Belleville, Brooklyn, Cambridge, Cottage Grove, Deerfield, DeForest, Fitchburg, Marshall, McFarland, Oregon, Stoughton, Sun Prairie, Verona, Waunakee and Windsor.

**Number of People Currently Served:** 90

**Areas of Expertise:** Our agency provides requested services and supports so that each individual will be a part of their community through employment, recreational and educational opportunities. We also organize transportation options, which include carpooling with coworkers, hiring a driver, using specialized transportation or riding with WORC staff.

**Involving the Client and Guardian in Developing Supports and Services:** WORC involves the individual and their guardian in planning and establishing employment goals, community involvement, educational goals and proactive strategies for each individual’s successful employment in the community. We often have daily contact with families to share information. Informal networking includes families in the job development process. We have a quarterly newsletter, we include family and consumer representatives on our Board of Directors and we host picnics and dances for families, friends and consumers.

**Creating Community Involvement:** WORC reaches out to the community by speaking to local school district’s parent forums, Chamber of Commerce meetings, local churches and organization’s monthly meetings with presentations about supported employment and the impact it has for individuals with developmental disabilities, the businesses and their coworkers. When possible, we will connect with an individual from the community when seeking transportation for our consumer to get to and from work. We encourage and assist individuals with disabilities to be a part of their community through joining health clubs, volunteering for local organizations and taking part in classes or events in the community.

**Ensuring Safety:** When hiring we check each employee’s criminal and driving records. At each place of business, we establish a plan for assistance from coworkers should there be a fire, tornado warning or loss of electricity. With every staff person and at every work setting there are emergency cards detailing emergency numbers, doctor’s names, hospital preference, etc. Staff receives Blood Borne Pathogen, CPR and Abuse and Neglect Training. Each staff has an emergency kit in their cars. WORC also has a snow policy to ensure the safety of our consumers when driving them to and from work.

**Evaluating and Improving the Quality of Services:** Periodically we ask families, individuals we support, employers and other providers to give us feedback regarding the quality of our services through a Satisfaction Survey. Input from our Board
of Directors and staff develop policies and improve our services. We participate in panel discussions with Brokers, other providers, County Supervisors and county staff to improve our outcomes and establish quality indicators from those who fund us and from those who receive our services.

**Training and Evaluating Staff:** The Director meets with each staff person to review goals and evaluate performance with feedback from multiple sources, including staff, consumers, families, other providers, and employers. WORC staff also meet with the Team Leader and/or Program Coordinator to review goals and work performance. Training involves a shadowing process for new staff to meet the consumers and coworkers at each worksite, family members and others and learn the job duties and support needs for each individual. During probation (three months) they meet with the Program Coordinator monthly to review progress, additional training needs and feedback. WORC provides team-building opportunities, professional and personal development.

**Cost Calculation:** Costs are based on support hours each individual receives throughout a year and their individual transportation costs to get to and from work. A budget will be provided for each individual involved in Self-Directed Services.

**Other Information:** Finding employment for each individual is dependent on many factors including job choice, location, hours, work responsibilities, abilities and skills of the individual, and availability of employment. Each of these factors can impact the length of time it takes to find a job. We collaborate with families, the Coalition of Supported Employment providers, the school system of each community along with our own job development efforts and contacts to find a job that matches the person’s skills and interests. Long term planning is a team process to determine job interests, goals at the worksite, learning new tasks at their current job and ideas if the individual is interested in a new job. We assist individuals in attending classes at MATC or other private training centers to further their skills in the career of their choice. When individuals lose their job or are laid off, we begin job development and look for additional funding options from DVR. We also have individuals interested in volunteer opportunities, health support, providing services for senior citizens (shopping, cleaning), housekeeping, and recreation. We talk with families or residential providers to determine what support hours are needed during the day when not employed. Decisions about how WORC can provide those supports are based on their SDS budget.

**Other Services:** WORC has branched into several additional areas and is offering new, more highly focused support options. The first is **WORC Home Services**, which provides seniors with home care. The next two are both based out of WORC’s new Fountain Resource Center. **ARTworking** program provides vocationally oriented support for Artists with disabilities (see “arts” for a more detailed description).

Lastly, the **Fountain Micro-Enterprise Incubator**, which is based out of WORC’s Fountain Resource Center. Incubator provides resources, support options and shared workspace for businesses owned by persons with cognitive disabilities.

**Websites:**
- www.worcinc.com
- www.thefountainresourcecenter.com
- www.artworking.org; www.fountainincubator.com

**References:** Available upon request.

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**Work Plus, Inc**

**Kathy Schoepp**  
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Phone: 608-238-6018 Fax 608-238-7295  
E-Mail: kschoepp@workplus.org  
Website: www.workplus.org

**Mission Statement:** Work Plus, Inc. is a 501 (c) (3) organization dedicated to providing employment and support services to adults with disabilities in the community.

**Philosophy:** Work Plus, Inc. recognizes and respects an individual’s right to make choices. We are committed to the development and provision of services that meet the physical, social, emotional and spiritual needs of the individuals we serve. Our agency strives to provide an accurate assessment of the needs of each individual and will work with the individual, their families and other support members to develop a program that will best meet their needs in the least restrictive environment in the community. We will partner with all appropriate community supports and services in an effort to meet the goals and objectives of the individuals served. It is the continued goal of our organization to maintain flexibility in staff involvement so that as individual needs change, staff can help individuals revise their services to be of continued benefit and to maintain community involvement.

**Services Provided:** Full range of support services including supported employment, job coaching, case management, job development and placement, DVR support, benefits assistance, assessment, transportation assistance, daily living skills support, limited residential support and educational support.

**Number of people currently served:** 50

**Areas of Expertise:** Providing all necessary vocational and community support needs to individuals with traumatic brain injuries, mental health concerns and developmental disabilities.

**Involving the Client and Guardian in Developing Supports:** Work Plus, Inc. works closely with the individual, guardians, families and additional support members in the development of employment, community and educational plans. On going communication with the individual and their support members are important to the success of each individual.

**Creating Community Involvement:** All programs are developed and carried out in the community with emphasis on areas particular to the individual participant. Active employer networking, involvement with outside resources and agencies.

**Ensuring Safety:** Pre-employment drug screening and criminal background checks are completed on all employees. On going staff training related to First Aid, CPR, Blood Borne Pathogens, and Abuse and Neglect. Policies with respect to weather related emergencies. Emergency medical sheets are maintained on each individual served.

**Evaluating and Improving Quality of Services:** Monitoring employment satisfaction of our consumers. Feedback from consumers, guardians, families, employers and other professionals we work with.

**Training and Evaluating Staff:** Initial 90 day training and orientation for all new staff. On going communication and evaluation with the Vocational and Executive Director. Annual staff reviews. On going trainings with written materials. Staff meetings and daily access to the Executive Director and all
support team members.

Cost Calculations: Costs are determined by service hours and support needs.

Other Information: Work Plus is a community based program. All consumer participants work with the agency on a voluntary basis. Job development is individualized and community based. Work Plus staff work closely with the consumer and the employers to develop natural supports that encourage independence and success.

References: Upon Request

Working Partnerships
Wayne Engelbrecht
6333 Odana Rd Madison WI 53719
Phone: 608/278-8400, Fax: 608/276-8418
E-Mail: waynewp@hotmail.com

Mission Statement: Working Partnerships facilitates employment relationships of adults with disabilities and community employers by providing whatever support is necessary for a person to work in the community as independently as their skills and abilities allow. We are committed to positive outcomes for both the employer and the employee.

Services Provided: Supported employment; vocational services for adults with developmental disabilities.

Number of People Currently Served: 43

Areas of Expertise: Vocational support and job development.

Involving the Client and Guardian in Developing Supports and Services: Ongoing contact with consumers and those in their support circles; involvement in meetings that include all people in our consumer’s life (family, residential supports, employers, friends, etc.); focusing on being a facilitator for relationships at work; keeping consumers and those who support them in other areas informed in regard to job performance and any social events that happen outside of the work environment.

Creating Community Involvement: Competitive employment focus; networking with employers as well as other agencies.

 Ensuring Safety: Ongoing training of Working Partnerships staff; appropriate job matches for our consumers.

Evaluating and Improving the Quality of Services: Monitoring employment level of our consumers; job satisfaction for consumers and their employers; feedback from consumers, their guardians and the employers we work with.

Training and Evaluating Staff: Evaluations each month for the first three months of employment, at six months and each year anniversary; written training materials and on-site training; regular team meetings.

Other Information: To ensure people are spending their time productively during the day, Working Partnerships focuses on support in competitive employment. The length of time it takes to develop a job varies depending on job preference, ability and the ability of Working Partnerships to find an appropriate job match. We plan with the consumer and the people in their circle of support to develop career paths. To develop/retain natural supports, Working Partnerships provides ongoing monitoring of a work environment to help facilitate relationships with co-workers and to teach our consumers the social “rules” and culture of that particular environment. Methods of handling downtime or loss of

a job: Volunteer work; working with residential providers to share support so Working Partnerships can focus on employment; planned activities in the community.

References: Available upon request.

Rehabilitation, Combined or Other Services

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ARTworking
Lance Owens, Program Director
1945 West Broadway Suite 100 Madison, WI 53713
(608) 442-9254 x 221
Based out of WORC’s Fountain Resource Center, ARTworking provides support, resources and studio space for artists with disabilities wishing to pursue Art as a vocational career. ARTworking also is available to provide art-oriented support in your own space or in a community environment. For more information visit www.artworking.org.

Communication Development Program (CDP)
Julie Gamradt, M.S., CCC-SLP
1500 Highland Avenue Room 315 Madison, WI 53705
Phone: (608) 263-2522 (office, TDD) Fax: (608) 265-9851
E-Mail: casc-cdp@waisman.wisc.edu

Mission Statement: To enhance community participation, health, safety, and self determination for individuals with disabilities through specialized augmentative and alternative communication (AAC) and assistive technology (AT) services.

Services Provided: People who are not able to meet all of their spoken or written communication needs without adaptations may benefit from AAC services. AAC can involve using simple communication systems, such as communication boards or books, or can involve using sophisticated voice output communication devices, depending on the needs of the consumer. CDP serves individuals in Dane County with a developmental disability or traumatic brain injury. Our staff work closely with the consumer, family members and other team members to identify appropriate AAC and AT options and to develop skills in using AAC and AT systems. Systems can include:

- Picture, symbol or word-based communication books and boards
Devices which can record one or more messages
Computer enhanced communication devices with speech output
Adaptations for computers such as modified keyboards, mouse adaptations, joysticks, switches, etc.
Adaptive software
Environmental controls
Some consumers who have a developmental disability or acquired brain injury can benefit from using sign language to assist them in communicating with others. CDP staff can assist the consumer and their team in learning basic signs to use within daily situations.

**Number of People Currently Served:** 80-100 per year

**Areas of Expertise:** The CDP’s highly trained Occupational Therapist and Speech Language clinicians provide evaluations to help consumers select the most appropriate AAC systems and provide therapy services to help teach consumers and other team members how to best use their systems. Consultations and training services are provided to family members and service providers on the team to assist with using communication systems within daily situations.

**Involving the Client and Guardian in Developing Supports and Services:** CDP’s clinicians work in a consultative and collaborative role to provide AAC and AT services within a consumer’s existing support team framework. Community-based services allow effective collaboration with the consumer, families, and other service providers. Clinicians provide needed AAC services to residents of Dane County in their homes, schools, places of employment, and elsewhere in the community.

**Creating Community Involvement:** The AAC services provided by the CDP strive to enhance the potential, community participation and self-determination of its consumers.

**Ensuring Safety:** Communication is the key to meaningful participation in medical, social, vocational, and recreational activities. Every individual has the right to communicate their ideas, thoughts, opinions, and needs, and to express their unique personality. The staff at CDP meet with consumers in the local community, collaborating with family or familiar staff members to ensure safety.

**Community TIES**
*Training, Intervention and Educational Services*

Paul White
1500 Highland Avenue Room 154 Madison WI 53705
Phone: 608/263-0271, Fax: 608/265-4101
E-Mail: pwhite@waisman.wisc.edu

**Mission Statement:** To support people with developmental disabilities and challenging behaviors in a manner that affords full community membership.

**Services Provided:** Community TIES offers behavioral support, training and crisis intervention for children and adults with developmental disabilities, their families and support staff.

**Number of People Currently Served:** 200

**Areas of Expertise:** Specific components include: 1) Direct intervention to the person with the developmental disability; 2) Training for family members and support staff in developing support networks, positive behavioral support and crisis prevention; 3) Consultation and assistance creating or modifying environments in order to maximize safety and enhance support; 4) Coordinating interdisciplinary crisis response.

**Involving the Client and Guardian in Developing Supports and Services:** 1. Counseling with TIES staff; 2. Participation in team meetings; 3. Participation in developing behavior support plans. **Creating Community Involvement:** 1. Create support plans that assure continued community participation; 2. Developed a crisis response system that is community based; 3. Instill caregivers and support coordinators with the attitude of “Full Community Membership.”

**Ensuring Safety:** 1. Crisis prevention training to caregivers; 2. Environmental modifications in home, work and school settings; 3. Behavior program that have a positive focus; 4. Providing additional staff or access to safer environments.

**Evaluating and Improving the Quality of Services:** Feedback from teams and consumers and feedback from staff who experience training services.

**Training and Evaluating Staff:** 1. Direct supervision; 2. Regular meetings; 3. Regular evaluations; 4. Seminars on positive behavioral support.

**References:** Available upon request.

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**Fiscal Assistance of Dane County, Inc.**

Carol A. Richards, Executive Director
124 W Holum St, Deforest WI 53532
Phone: 608/846-7058, Fax: 846-3412
E-Mail: CarolR@FiscalAssistance.org
website: www.fiscalassistance.org

**Mission Statement:** The Mission of Fiscal Assistance of Dane County, Inc is to administer funds to the individuals involved in Dane County, Wisconsin’s Self-Directed Supports program and to provide Dane County with the necessary information regarding those individuals and the supports they have acquired.

**Services Provided:** Administer funds received from the County on behalf of a participant in SDS and prepare and distribute payments to the participant selected service providers as authorized by the participant and his/her broker. Prepare and distribute monthly reports to the participant and support broker, indicating all disbursements and receipts for the participant and the balance remaining in the participants account.

**Number of People Currently Served:** 255

**Areas of Expertise:** Fiscal Management Services program policies and procedures

**References:** Available upon request.
Mobility Training and Independent Living Program, Inc. (MTILP)

Harry Fischer, Executive Director  (608/288-0603)
Joan Fischer, Program Director, MTIL  (608/288-1238)
Brenda Oakes, Program Manager, SE (SWO)
2001 W Broadway, Madison WI  53713
Phone:  608/288-1238, Fax: 608/288-9664
E-Mail: harry@terracom.net;  joan@mtilp.net

Mission Statement:  The mission of MTILP, Inc. is to enhance the quality of life for individuals with disabilities through offering personal and professional choices.

Services Provided:  Occupational therapy evaluations and short-term skills training for mobility and independent living skills.

Number of People Currently Served: 35

Areas of Expertise:  Occupational therapy (OT) evaluations, mobility training, daily living skills training, adaptive equipment.

Involving the Client and Guardian in Developing Supports and Services: MTILP staff meet with consumer and guardian to discuss services and develop training objectives/support needs. We provide ongoing communication to discuss progress toward training objectives and work with consumer support staff to facilitate follow through.

Creating Community Involvement: Mobility training allows consumers to access the community independently on a daily basis. The program plan may identify specific ways to develop community involvement through leisure skills activities and daily living objectives.

Ensuring Safety: The OT evaluation identifies in-home and community safety issues and provides written recommendations to insure safety. Mobility training always includes community safety awareness and training.

Evaluating and Improving the Quality of Services: MTILP utilizes consumer surveys as a means of evaluating services. Follow up contacts are made after discharge and consumers or support staff are encouraged to contact MTILP for additional services if needed.

Training and Evaluating Staff: Our occupational therapists are licensed in the state of Wisconsin and required to have ongoing continuing education to maintain licensure. New staff are initially teamed up with existing staff for training. Annual performance reviews identify ways to develop professional skills.

Cost Calculation: Costs are determined on an individual basis. Factors considered include level and duration of skilled OT service required, travel costs, system coordination needs and miscellaneous program costs.

Other Information: Our services are based on specific independent living or mobility objectives.

References: Available upon request.

Sound Response

Duane Tempel, Chris Patterson, Dani Lockwood
Phone: (608) 265-3470    Fax: (608) 263-4681
122 E. Olin Avenue, Suite 100, Madison, WI 53713
Website: http://cow.waisman.wisc.edu/soundresponse

Mission Statement: Sound Response is an effort to promote independence through the innovative use of technology and professional support, for overnight residential services.

Services Provided: Sound Response offers an innovative approach to overnight residential services. The time has arrived when advancing technologies combined with creative supports can provide an alternative to traditional overnight residential supports. Sound Response uses these advancing technologies to provide a monitoring/response system that enables participants with disabilities the freedom to move more freely in their homes (by not having staff present) and offers professional support (by trained, awake and alert staff) when needed. Sound Response is not a typical residential provider service but a support system that involves a central monitoring station that electronically monitors he sensors strategically located in people’s homes, during their sleep time. When an individual indicates that they need assistance, Sound Response staff can arrive at the participant’s home in less than 5 minutes. Sound Response offers short-term interventions (usually 30 minutes or less) when occasional staff supports are needed. A participant must not have significant behavioral or medical conditions that would require a more staff intensive environment. Participants need to be willful in their efforts, as the system is an elective system, meaning that Sound Response does not actually monitor activity but responds to activated sensors that are strategically placed within a participant’s home, to offer support and safety. Sound Response offers support specifically between the hours of 9:00pm and 7:00am. These are hours that participants are typically asleep.

Number of People Currently Served: Sound Response currently supports 135 people with disabilities in Dane County.

Areas of Expertise: Sound Response is a non-traditional support system for people with disabilities and specializes in customizing each residence, with state-of-the-art technology, to offer the greatest amount of independence for each respective participant. Each participant in the program has been carefully evaluated by a team of professionals to determine the strategic location of a variety of sensors (motion, sound, security, and personal paging sensors). Sound Response staff also concentrates on finding creative solutions to provide support in circumstances that have proven unsuccessful in the past. In addition, Sound Response staff have been trained on all aspects of the equipment used by the program and can be resourceful for typical situations and special circumstances.

Involving the Client and Guardian in Developing Supports and Services: Once a referral is received, Sound Response meets with the potential participant and their respective team to evaluate the referral and to assess the types of supports essential to the participant’s level of independent functioning. The participant and guardian are involved with the evaluation, environmental assessment and the development of the protocol that will be used to support the participant during Sound Response activities.
Sound Response’s philosophy is that every member of the participant’s team has a valued interest in the support the participant receives. Once a participant begins Sound Response supports, Sound Response becomes a member of the participant’s team and attends the team meetings regularly and participates in ongoing evaluation of the participant in the program.

**Ensuring Safety:** A great deal of time has been spent by the Sound Response Program to ensure safety. Sound Response has carefully taken into consideration all of the potential short comings of power outages, tornado drills, and other inclement weather scenarios. In addition, protocols are developed regarding the personal and individual needs of each participant and are used by the monitoring staff at the Sound Response monitoring site. Sound Response staff have been trained to err on the side of caution whenever a critical decision is required and employs an extensive on-call back-up system to promote safety and provide the necessary support to maintain each participant’s current level of independent functioning. Sound Response works closely with families, support brokers and residential providers to assure that safety and security are paramount in the development of supports for each of the Sound Response participants.

**Evaluating and Improving the Quality of Services:** Sound Response staff continue to research and implement advancing technologies that will enable each participant to maintain their current level of independence and offer new opportunities. Likewise, Sound Response attends regular team meetings and planning meetings for each participant to continually evaluate current supports and avenues to establish less restrictive environments. In the fall of 2004, Sound Response began collaborating with the University of Wisconsin-Madison’s Rehabilitation Psychology Department to develop a program evaluation of the Sound Response program. The Rehabilitation Psychology Department will use a multi-attribute utility to investigate the efficacy of the Sound Response program regarding perceived consumer satisfaction, perceived agency satisfaction, independence and fiscal advantages of participating in the Sound Response program.

**Training and Evaluating Staff:** Sound Response staff typically hold bachelor’s degrees in the human services field and are required to be certified in CPR and First Aid. Additionally, all staff have completed: Managing Threatening Confrontations, Medication Administration, and Blood Bourne Pathogens/Universal Precautions. Professional Responders are required to conduct monthly visits with participants in the Sound Response program. All responders can proficiently trouble shoot and maintain the technical equipment in the event of failure or for maintenance purposes. Each night, Sound Response staff engage in socialization with one or more of the Sound Response participants, to establish long-term relationships, continually.

**Cost Calculation:** The cost of participating in the Sound Response program is typically $7000. The actual cost is determined by the participant’s support broker and the Dane County Human Services supervisor. The cost of equipment is determined by the Sound Response program and supporting members of the participant’s team. The person referring the potential participant to the Sound Response program can apply for CIP funds to assist with the cost of the equipment.

**Other Information:**
**References:** Available Upon Request.

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**Support Broker Agencies**

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**THE ARC-WISCONSIN SUPPORT BROKER PROGRAM**

Duncan McNelly-Director of Community Support Services  
2800 Royal Avenue, Suite 209, Madison WI 53713  
Phone: (608) 222-8907     Fax: (608) 222-8908  
E-mail: dtmcnelly@wisc.edu

**Mission Statement:** To advocate for adults with developmental and other disabilities to lead a self-directed life. We believe people with disabilities deserve the opportunity to direct their own supports while maintaining or improving their quality of life in their home and in their community.

**Services Provided:** Support Brokers who advocate and provide case management services for adults with developmental and other disabilities funded through Dane County Human Services.

**Areas of Expertise:** The Arc-WI supports people with a variety of disabilities and support needs. The Arc-WI Support Brokers have flexible schedules so they are able to meet the person and their families when it is convenient for them. Our expertise is in developing creative plans to meet each person’s needs.

**Involving the Client and Guardian in Developing Supports and Services:** The person and guardian are involved from the beginning since an Arc-WI Support Broker is hired directly by them. Once the Arc-WI Support Broker is hired and meets with all the people on the team, a Support Plan is developed. The person and guardian then approve the plan. A variety of templates, i.e. PATH, Comprehensive Service Plan, Person Centered Plan, etc. can be used as the Support Plan to cover all aspects of a client’s life. We consider the person and the guardian as the director of the support team.

**Creating Community Involvement:** Arc-WI Support Brokers work with a person’s team to assure that his/her goal of involvement in the community is attempted to be reached. The Support Broker will work on developing a Circle of Support while also discussing other community resources. This ensures the person and the team are aware of all available community opportunities while keeping the person as independent as desired.

**Ensuring Safety:** The Arc-WI ensures through background checks, there is no criminal history and that there are positive references for all employees. All Arc-WI employees are aware of the Arc-WI Abuse and Neglect Policy and how to respond when there is a concern about a person’s safety. Regular meetings with the person and his/her team along with informal visits in a variety
of settings assure support needs are adequate along with the knowledge that general safety guidelines are being followed.

**Evaluating and Improving the Quality of Services:** The Arc-WI uses both formal and informal means to improve the quality of our supports. Annually we conduct a Quality Assurance Survey with feedback for each Support Broker from the person, the guardian, other provider agencies and any other interested party. Informally, ongoing communication with the person, guardian and the support team generally allows people an opportunity to give feedback and suggestions. It is our goal that all people supported by the Arc-WI be satisfied with our services.

**Training and Evaluating Staff:** Arc-WI Support Brokers complete all Dane County Human Service and State of Wisconsin training. Additional training is offered when available. Regular meetings with other Arc-WI Support are scheduled to share resources, brainstorm ideas and share feedback.

**References:** Available upon request.

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**AVENUES TO COMMUNITY, INC.**

**Kevin Keisling- Director**

2802 Coho St, Ste 201, Madison WI 53713-4521  
Phone: (608) 663-8390  Fax: (608) 663-8393  
E-Mail: kevink@avenuestocommunity.org

**Mission Statement:** The mission of Avenues to Community, Inc. is to support adults with developmental disabilities and traumatic brain injuries in realizing their dreams and desires by helping them find the supports and services they need.

**Services Provided:** Avenues staff, referred to as Support Brokers, provides service coordination to adults in Dane County who live in a variety of residential settings including supported living arrangements, family’s homes and Adult Family Homes. Service coordination involves developing, monitoring and implementing an individual’s support plan so that they can receive the services they need to live and work in the community. Service coordination also involves maintaining a person’s eligibility for available funding sources and exploring community resources and natural supports.

**Areas of Expertise:** Avenues Support Broker staff focus on individual choice, building relationships and community involvement for each person. All Avenues staff value family participation and natural relationships. Particular Support Brokers have experience in the areas of person centered planning, behavioral and communication issues, dealing with law enforcement and the judicial system, issues of aging and mental health, as well as supporting individuals from multicultural backgrounds.

**Involving the Client and Guardian in Developing Supports and Services:** Avenues Support Brokers conduct annual planning meetings with the person, their guardian and support team to discuss the person’s preferences and service needs. Support teams often include family members, friends and support staff. Additional meetings for continued dialogue are encouraged and occur as needed. Support Brokers meet regularly with the person in her/his home and in the community to discuss her/his satisfaction with their supports and services. In addition, Support Broker staff maintains regular communication with the person’s guardian, service provider staff and other members of the support team.

**Creating Community Involvement:** Avenues Support Brokers focus on the person’s wishes for relationships and community involvement as central points in the planning process. In addition, Support Broker staff identify specific ways the support team can help the person realize these wishes. Support Brokers also provide information about community activities and other resources.

**Ensuring Safety:** Avenues Support Broker staff help identify supports that are built around the person’s unique needs with ongoing dialogue with the person about her/his life. People are encouraged to have life experiences where they can safely learn and grow. Avenues staff provides access to education about safety issues, self protection and advocacy.

**Evaluating and Improving the Quality of Services:** The quality of our work is evaluated through dialogue with the person and his/her guardian on a regular basis. Changes are made to support plans/approaches as needed. Periodic consumer satisfaction surveys are also conducted. We seek feedback from consumers and guardians about the services they want in conjunction with agency planning.

**Training and Evaluating Staff:** All new Support Brokers have an orientation to agency philosophy, policy, and procedures with the Executive Director. Additionally, all Support Brokers complete Dane County Human Service and State of Wisconsin training, as well as any ongoing training required by Dane County. Additional professional development through conference and workshop attendance is encouraged. One-on-one formal consultations with the Program Director and Executive Director occur on a regular basis and staff consults with each other in regularly scheduled meetings. Performance evaluations for each Avenues Support Broker are conducted annually. As a part of the evaluation process, the person and their guardian, when applicable, are contacted and given an opportunity to provide feedback regarding the Support Broker’s performance.

**References:** Available upon request.

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**CATHOLIC CHARITIES, INC. - SUPPORT BROKERS**

**Theresa Wonders-Tamez-Support Broker Manager**  
702 S High Point Rd, PO Box 46550 Madison WI 53744-6550  
Phone: (608) 821-3120  Fax: (608) 821-3125  
E-Mail: theresa.wonders-tamez@straphael.org

**Mission Statement:** The mission of Catholic Charities is to provide community services that address the physical, emotional, and spiritual needs of individuals and families. Catholic Charities provides responsive community leadership in order to build better and more humane communities.

**Philosophy:** The philosophy of Catholic Charities is to provide services that assist in developing the self-sufficiency of individuals and families, and to protect, preserve, and promote dignity of all persons. Catholic Charities provides services to all persons regardless of religious affiliation.

**History:** Catholic Charities has been in existence for over 50
years, and serves the 11 counties of the Diocese of Madison, which include: Rock, Dane, Sauk, Green, Green Lake, Grant, Iowa, Marquette, Jefferson, Columbia, and Lafayette. Catholic Charities has been accredited since 1993 by the Council on Accreditation of Services for Children and Families (COA). This national accreditation is one of the highest standards of quality in the United States. Currently fewer than 20 agencies in Wisconsin have achieved this accreditation. In addition to a strong presence and long history of leadership in the community, Catholic Charities also has demonstrated a record of administrative excellence and is recognized for providing cost-effective programs where outcomes are an important measure of quality.

Involving the Client and Guardian in Developing Supports and Services: Through a contract with Dane County, Catholic Charities has developed a support broker program for persons with developmental disabilities and traumatic brain injury. Our program is consumer directed and focuses on the individual’s needs and preferences. Our support brokers work with the individual, their families and/or guardians and offer coordination of support and services, and assist each individual in making desired changes in services whenever needed. A person-centered approach is used in service planning so the plan is consumer directed. The support plan focuses on choice, preferences, abilities, strengths and needs, and whenever possible assists in the person becoming more independent. Planning meetings occur regularly with the person, their family and/or guardian, and other team members, with special emphasis on making the meetings meaningful, positive and productive.

Creating Community Involvement: Self-determination is a critical component of this program, therefore close working relationships with families and guardians are of the utmost importance. Our belief is that the participants of this program and their families have both the ability and the right to make the decisions that influence their lives. Our brokers strive to form a relationship with each family and/or guardian and encourage input and assistance in designing each person’s individualized plan. A partnership is established with other affiliated agencies such as state CIP staff, residential providers and vocational programs. Frequent contact with these agencies will occur on an ongoing basis to ensure team cohesiveness, which leads to a high quality of support for the individual. Our Support brokers have skills, qualifications, and personal characteristics relating to the broker position. Some of the skills and qualifications include higher education, developmental disabilities work experience, a personal commitment to a philosophy of consumer self-direction, and the ability to actualize this type of support philosophy.

References: Available upon request.
followed. Safety plans are established on each team which covers emergency situations the person may encounter.

**Evaluating and Improving the Quality of Services:** PCS uses both formal and informal means to improve the quality of our supports. Annually we conduct a Quality Assurance Survey with feedback for each employee from the person with a disability, the guardian, other provider agencies and any other interested party. Informally, ongoing communication with the person, guardian and the support team generally allows people an opportunity to give feedback and suggestions. It is our goal that all people who are supported directly or indirectly by PCS are satisfied with our services.

**Training and Evaluating Staff:** PCS employees complete all required DCHS and State of Wisconsin trainings. A variety of additional trainings are offered within the county and state throughout the year when available. Annual staff evaluations occur formally while informal evaluations are done as needed throughout the year.

**Cost Calculation:** There is no cost directly to the person’s SDS rate; all services are contracted directly between PCS and DCHS.

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**TEAMWORK ASSOCIATES, INC.**

**SUPPORT BROKERS**

Wendy Hecht-Executive Director  
822 Gannon Ave, Madison WI 53714  
Phone: (608) 442-8785  Fax: (608) 442-8786  
E-Mail: teamwork@tds.net

*What do you believe in?* Teamwork Associates, Inc. believes that every resident of Dane County has the right to live a life full of meaning and purpose. Our community has the capacity to welcome every member and every person has contributions that would benefit the community. We facilitate and coordinate the development of personal goals and action plans defined by the individuals with disabilities that we serve. We offer skilled listening, extensive resource knowledge, and the spirit of collaboration to provide the most effective and positive services to a person and their team so that the person lives the life they choose with the supports they need.

*What do your brokers do?* First and foremost, we get to know the person that hires us very well. We visit the person often and learn as much as we can about that person’s life and the goals they have. Teamwork brokers use person-centered planning tools yearly with the individual and their team to discuss and outline what is going well and what needs improvement. The plan is reviewed regularly. Brokers help the person and those that care about them to assess the quality of support they receive and how their goals are being met. They help make action plans for improvement and work to get issues of concern resolved. In addition, each Broker will ask the person that hires them what other things they would like them to do, and this will be added to the agreement.

*How Do I Know Teamwork Brokers are Qualified to Do Their Job?* Teamwork Brokers are required to have: a Bachelor’s Degree in a Human Service Field; at least 2 years of direct experience with persons with disabilities; knowledge of local resources; enthusiasm, curiosity, creativity, flexibility, a positive problem-solving attitude, proven ability to work independently and meet deadlines; interest and experience working in a team environment; and the ability to facilitate team and planning meetings. We value training and staff attend required and optional trainings to stay current on information that will help us improve our skills.

**How Do You Assess the Quality of Your Services?** Each year, we ask individuals that hire us to grade the services they have received either through a consumer satisfaction survey or through interviews with our Board of Directors members. From this information, we set an action plan for improvement. Teamwork Brokers meet weekly for an internal team meeting and each Broker meets monthly with the director and makes a written work plan that includes the things they have promised the people that have hired them. We value all feedback from those that hire us and their teams and do yearly employment evaluations on each staff. We have a back-up Broker assigned for each person to cover for our time-off and a centralized record-keeping system so that we can do so effectively and efficiently. Teamwork intends to stay a small agency as we believe this has a positive impact on our quality.

**Do You Provide References?** We are happy to provide references upon request.

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**TJ’S SUPPORT BROKERAGE FIRM, INC.**

Diana Shinall-Executive Director  
1329 Glacier Hill Dr, Apt 3, Madison WI 53704  
Telephone and fax: (608) 241-0915  
E-Mail: DianaTJinc@charter.net  
Website: www.tjbrokerage.org

*Mission Statement:* Our mission is to assist those in the community who are developmentally disabled, advocating and assisting them in securing adequate services to ensure their needs are met. We assist our Support Brokers through mentoring and monitoring, assuring the consumer’s needs are met at all times and their rights are not violated. Quality of life is the main purpose for the way we conduct business on behalf of the consumer.

**History:** Originated in May 1999 by the founder Diana Shinall in the State of Wisconsin. A home-based business, TJ’s Inc provides its clientele with more than just service. We provide the additional ingredient of flexibility that goes to the heart of the matter of what clients look for in an agency.

**Services Provided:** In our effort to provide quality assistance to a growing system, as the scope broadens, our service expands to assisting other Brokers. This service will facilitate in increasing their skills, to help them meet the challenges and growing demands they will face as this segment of the population increases.

**Area of Expertise:** TJ’s Inc. provides high quality support through a wide range of techniques. Services are provided to the consumer one-on-one in their own environment. The Broker support is also based on one-on-one through various methods...
such as face-to-face, telephone follow-through, and Internet connection to ensure continuity of service and care contact is ongoing between TJ’s and Dane County.

Creating Community Involvement: TJ’s Inc is involved in many community programs that are ensuring quality of life for the developmentally disabled. The Executive Director serves as the Chairperson of the Outreach Committee within the Developmental Disabilities Coalition, assisting in the planning of various conferences to assist the community at large with ongoing understanding of the system as a whole.

Our Motto: “There are no limitations”

References: Available upon request.

UNITED CEREBRAL PALSY OF GREATER DANE COUNTY - SUPPORT BROKER SERVICES

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Mission Statement: The mission of United Cerebral Palsy (UCP) of Greater Dane County is “to enrich the quality of life for the people we serve: in their homes, in their communities, and in their life choices.”

Support Broker Services are a component of the agency’s Adult Program, staffed by six Support Brokers, two Planning Coordinators, and a Community Builder. Support Brokers are chosen by the individual through an interview process. They are guided by the aspirations and needs of the individuals who request their support. High priority is given to helping people establish personal networks of support. Assistance is offered in planning for and developing supports in a manner that is most comfortable for the person. Assistance is also provided in advocating for funding and ensuring that all necessary payments to providers of service are made. Support Brokers participate in negotiations with providers and assist individuals in clarifying expectations when necessary. If an individual has an interest in alternatives to traditional services, Support Brokers will assist them in carefully exploring their options.

Areas of Expertise: All UCP Support Brokers have at some time had experience providing direct support to individuals with developmental disabilities as well as a minimum of two years of case management experience. This background is beneficial in understanding what it takes to arrange and maintain quality services. For fourteen years prior to becoming a Support Broker agency, the Adult Program helped people to design, maintain, and budget for their own individualized residential supports. This included assistance: finding housing, hiring and supervising personal care workers, maintaining employment, developing friendships and community connections, enjoying the outdoors, and participating in special projects. UCP has a lengthy history of offering support that is individualized and designed to enhance each person’s particular situation. In addition, people supported by UCP have access to the Elsie S. Bellows Charitable Fund. The annual income generated from this fund can be utilized to purchase assistive technology equipment for individuals with disabilities who cannot find funding through other means.

Involving the Client and Guardian in Developing Supports and Services: All services provided by UCP’s Adult Program are directed by the client and/or their guardian.

Creating Community Involvement: Support Brokers are committed to assisting individuals develop their own unique connection to the community. Fostering connections is one of the highest priorities of the Adult Program. People who choose a Support Broker at UCP also have access to a Community Builder who is funded through our Assessment and Planning Program. The Community Builder works with people both individually and in groups to develop independent living, social, and work related skills. Twice a year, our Community Builder also facilitates classes to help the people we support develop these skills. If people have more individualized needs, our Community Builder works one-on-one with them to develop skills in their homes. The Community Builder also devotes time to expanding social opportunities for consumers through planning events and activities, organizing support groups, connecting individuals to one another, and helping people explore special interests.

Ensuring Safety: One of the most effective ways Support Brokers can promote a person’s safety is to get to know the person well and form relationships of mutual trust and respect. Connecting to a person in this way fosters an awareness of things that might threaten health or safety. Support Brokers also strive to become well acquainted with all service providers working with the person. They assist the person in monitoring expectations and standards for service.

Evaluating and Improving the Quality of Services: Agency policy requires that all staff members are regularly evaluated. Staff members frequently attend training on various subjects related to their work and issues affecting the lives of people with disabilities. Outside consultants are called upon to assist with program development and evaluation. Participants, guardians, supporting agencies, and County personnel are encouraged to give ongoing input and feedback.
Useful Internet Sites

**DISABILITY**

Autism-PDD Resources Network:  
www.autism-pdd.net

Autism Society of Wisconsin:  
www.asw4autism.org

Brain Injury Association of Wisconsin:  
www.biaw.org

Epilepsy Foundation of South Central Wisconsin:  
www.epilepsyfoundation.org/socentralwisc/

Madison Area Down Syndrome Society:  
www.madss.org

Prader-Willi Syndrome Association of Wisconsin:  
www.pwssa.org/wi

Wisconsin Council of the Blind:  
www.wcblind.org

**GENERAL INFORMATION**

Community Outreach Wisconsin:  
cow.waisman.wisc.edu

Dane County Website:  
www.co.dane.wi.us

Family Village Project:  
www.familyvillage.wisc.edu

Social Security Administration:  
www.ssa.gov

Waisman Center:  
www.waisman.wisc.edu

Wisconsin Council on Developmental Disabilities:  
www.wcdd.org

Wisconsin Department of Health and Family Services:  
www.dhfs.state.wi.us

Wisconsin Department of Public Instruction:  
www.dpi.state.wi.us

Wisconsin Department of Vocational Rehabilitation:  
www.dwd.state.wi.us/dvr

Wisconsin Legislature:  
www.legis.state.wi.us

Wisconsin Medicaid:  
www.dhfs.state.wi.us/Medicaid

**HEALTH**

American Academy of Pediatrics:  
www.aap.org

American Heart Association:  
www.americanheart.org

American Medical Association:  
www.ama-assn.org

Centers for Disease Control and Prevention:  
www.cdc.gov

Medscape:  
www.medscape.com

National Cancer Institute:  
www.cancer.gov

**LEGAL/ADVOCACY**

Americans with Disabilities Act (ADA):  
www.usdoj.gov/crt/ada/adahom1.htm

ARC National Headquarters:  
www.thearc.org

Association for Persons in Supported Employment:  
www.apse.org

Bazelon Center-Disability Advocacy:  
www.bazelon.org

DAWN-Disability Advocates Wisconsin Network:  
www.dawninfo.org

Disability Rights Wisconsin:  
www.disabilityrightswi.org

**OTHER RESOURCE GUIDES**

Autism Society of Greater Madison Resource Guide:  
www.autismmadison.org/directory/index.htm

Community Resource Exchange Guide:  
www.danejobs.com/crs/index.htm

Over 60 Resource Guide:  

NAMI Wisconsin Resource Directory:  
http://www.namiwisconsin.org/directory.cfm

**CONSULTANTS**

Connie Lyle O’Brien and John O’Brien – Inclusion:  
http://thechp.syr.edu/rsa.htm

Dennis Harkins – Self-Determination:  
http://dwharks.googlepages.com/home

Doreen Rosimos and Darcy Wilson – Micro-enterprise:  
www.incomelinks.biz

Michael Callahan – Customized Job Development:  
www.myti.org

Mike Green – Asset Based Community Development:  
www.mike-green.org

Peter Leidy – Human Services Consultation:  
www.peterleidy.com
Glossary of Common Terms*

Accessibility: the availability, convenience, usefulness and suitability of home, work and public places to a person with a disability. Includes having the support needed for participation physically, emotionally and financially in desired activities.

ACS (Adult Community Services): a Division of Dane County Department of Human Services, responsible for providing support services to eligible adults. Adult Community Services is made up of the following units: Developmental Disabilities, Mental Illness, Physical Disabilities, and Elderly/Aging.

Activities of Daily Living (ADLs): everyday actions, such as brushing one’s teeth, cooking a meal, dressing, or shaving in which a person with a disability may need regular assistance.

Adult Family Home (AFH): a type of living arrangement where a person with a disability lives in a sponsor’s home. The sponsor is paid to provide room, board, companionship, community opportunities and assistance in daily living skills. Dane County conducts initial certification and annual recertification of these homes.

Advocate: an individual whose role with the person with a disability is to assist in presenting the person’s point of view and assisting them in making informed choices.

Annual plan: see ISP

AODA: Alcohol and Other Drug Abuse.

Broker: see Support Broker.

Budget: see Individualized Budget

Card service: treatment, therapy or other assistance paid by a Medical Assistance (Medicaid) card; does not include services paid through the Medicaid waiver programs. See Waiver.

Case management: See service coordination

CBRF (Community Based Residential Facility): a place where five or more unrelated adults reside; in which care, treatment, or services above the level of room and board, but not including nursing care, is provided.

Chapter 51/55: Wisconsin statutes relating to the care and treatment of people with disabilities. Includes protective services and rights under the law.

CIP (Community Integration Program): the primary Medicaid waiver program for people with developmental disabilities. See Waiver.

Circle of Support: a group of people who care about a person with a disability and assist the person with life decisions.

Cluster site: several supported apartments located close to each other by proximity

Co-employment: employment relationship through an employment agency that enables people to hire their own staff.

Come in: a type of residential support where staff does not live in the same apartment or house with the person but provides services to the person as needed in the home.

Community building: activity that creates bonds between the individual and his or her community.

Consumer: person who purchases support services.

Contract: the written understanding between the broker and the consumer stating how the broker will assist the person.

COP (Community Options Program): a state-funding source generally used to help older adults receive services in their homes. See Waiver.

Co-payment: money individuals must pay in addition to funds from Medicare and Medicaid. The amount to be paid depends on the program and the person’s income.

County Supportive Home Care Visit: a quality review by county personnel of a person’s services.

Day Services: programs that provide structured activity for people during the day.

Developmental Disability: a lifelong disability that requires considerable outside support in daily life and almost always involves a cognitive disability (the state definition of developmental disability is in the front of The Source).

Dual diagnosis: refers to the condition when a person has both a developmental disability and a serious and persistent mental illness.

Eligibility: meeting State and Federal definition of developmental disability to receive Dane County-funded services. The Dane County Adult Community Services DD Intake Unit makes this determination. To apply for services contact 242-6440.

Essential Lifestyle Planning (ELP): see Person-Centered Plan

Facilitate: assist in decision-making.

Facility based: a congregate setting that offers day programs designed for people with disabilities; including paid work or therapeutic activities.

Fade or Fading: the process of systematically providing less support by paid staff at a job by either increasing natural supports or improving job performance.

Fiscal management agency: manages money from the individualized budget; pays the bills to those providing support.

GAL: Guardian ad Litem; an attorney appointed by the court to represent the person with a disability and her/his interests.

Generic resource: any business or service not specifically designed to serve people with disabilities.

Grievance: a formal complaint process.

*Terms commonly used by the Dane County Division of Adult Community Services
Guardian: a person who legally represents a person who has been found by the courts to be unable to make legal decisions on his/her own behalf. The guardian has the responsibility to represent what the person with the disability wants and needs and to advocate for what the person represented wants in his/her life. Guardianships can be limited to guardianship of the person (personal decisions), estate (financial), medical, or be a full guardianship (covers all of the previous categories). Because guardianship takes rights away from a person, it should be considered carefully and be as limited as possible.

ICF-MR: Intermediate Care Facility, an institutional setting for people with mental retardation.

IFP: Individualized Financial Plan; the form used during the planning process that delineates how a person’s individualized budget will be spent.

Inclusion: a belief in every person’s inherent right to participate fully in society. It means welcoming a person who otherwise would be excluded. The goal of inclusion is for all people to lead productive lives as fully participating members of their community.

Income Related Work Expenses (IRWE): allows an individual to have necessary disability related work expenses deducted from gross earnings and excluded from earned income when determining SSI monthly payment amounts (e.g., transportation, work related attendant care, medical devices, prosthesis, and equipment).

Individualized budget: the amount of money needed to implement the person-centered plan; the budget encompasses the sum of the consumer’s individualized rates for residential, vocational, or daytime supports.

Individualized rate: the amount of funds determined by the Dane County Human Services DD Unit that will be sufficient for individuals to purchase their needed residential, vocational, or daytime supports.

ISP: individual support plan (annual plan).

Job coach: a person who assists another person at his/her job; and is typically employed by a vocational provider.

Live in: residential support model where staff reside in the home of the person who receives services and provides overnight support.

Live near: a residential staff person who lives in close proximity to a consumer. Support is shared by individuals who live in the same apartment complex or neighborhood.

LOC: Level of Care. Refers to the first three pages of a CIP plan, which a medical doctor and case manager typically complete. Upon reviewing this section of the CIP plan, the state assigns a “level of care rating.”

Medical Assistance (MA): also called Medicaid; health insurance for low-income people and individuals with disabilities.

Medicare: health insurance for elderly individuals or adults with developmental disabilities who receive social security benefits from their retired parents.

Micro-enterprise: a small scale business that produces or distributes goods or provides a service. Micro-enterprises operate with very little capital and primarily provide employment and income for the business owner.

MI: abbreviation for mental illness.

MR: abbreviation for mental retardation.

Natural supports: unpaid friends and family who offer assistance to individuals with developmental disabilities.

Non-negotiables: those items that the individual or team identifies as absolutely necessary to maintain a safe and healthy lifestyle.

OT: abbreviation for occupational therapy.

Paired job site: a term used to denote two consumers working at the same place of employment and sharing a job coach or natural supports.

PT: an abbreviation for physical therapy.

Overnight awake: residential support whereby staff remains awake throughout the night.

Paratransit: public transportation for those individuals unable to ride the city bus system because of accessibility or support needs.

Participant: person who receives support services.

PASS (Plan for Achieving Self Support): a social security work incentive program that allows people to set aside a portion of their wages to pay for work expenses related to their disability.

PATH: see Person Centered Plan.

Person Centered Plan: a planning process that helps individuals and their families identify hopes, dreams and goals and develop a blueprint for achieving them. This term refers to a broad range of processes such as Personal Futures Plan, Essential Lifestyle Plan, Path or Map.

Personal Futures Plan: see Person Centered Plan.

Personal Allowance: $75/month in social security benefits that must be set aside for non-room and board expenses such as clothing, transportation, personal care items and recreation.

POS: abbreviation for “Purchase of Service.” Refers to service agencies that Dane County contracts with.

PPOC: abbreviation for “Physicians Plan of Care”. It is a portion of a person’s CIP plan that must be completed and signed by a medical doctor. (Recently renamed “Part A” of the CIP plan.)

Provider agency: a company that provides support services to people with disabilities.

Quality Assurance Board: a Dane County sanctioned committee monitoring service quality and providing mediation for those involved in supporting people.

Quality Assurance: a set of activities intended to assure standards regarding support services.

Rate: see Individualized Rate.

Residential Provider: a person or agency that helps someone to
live in the community.

**Respite**: the provision of relief workers for caretakers, usually families, who provide the bulk of the support to a person with a disability.

**Self-advocate**: an individual or group of folks with a developmental disability who speak out or act on issues that affect them and their peers.

**Self-directed Support (SDS)**: also known as **self-determination**. A service model, which allows the consumer of services and those who know the person well, such as the family, guardian, and friends, to decide how best to use the money, allocated for the consumer.

**Service coordination**: coordination of support services by a support broker or case manager who has knowledge of the individual’s wishes, needs, plan, and supports.

**Shadowing**: a type of staff training in which a new staff person follows an experienced staff person to learn how to provide support.

**SHC**: supportive home care.

**Spot-check**: a type of job support consisting of short visits to the place of work by staff.

**SSDI (Social Security Disability Insurance)**: monthly income benefits distributed by the Social Security Administration and the State of Wisconsin. Adults eligible for SSDI must have worked and paid social security taxes long enough to be covered under the Social Security system, be considered medically disabled, and either not be working or earning less than the substantial gainful activity (SGA) level. Social Security Administration staff determines eligibility for SSDI.

**SSI (Supplemental Security Income)**: monthly income benefit distributed by the Social Security Administration and the State of Wisconsin. Adults eligible for SSI must have a long-term disability that prevents, or substantially hinders, the ability to work and earn an income. Children eligible for SSI must have significant, long-term disabilities and their families must meet income guidelines. Social Security Administration staff determines eligibility for SSI.

**SSI-E (Supplemental Security Income Exceptional Expense Supplement)**: monthly income benefits distributed by the Social Security Administration and the State of Wisconsin. To be eligible for this benefit, an individual must have substantial, long term support needs and already receive SSI payments. All application requests for people with developmental disabilities should be directed to the Developmental Disabilities Intake Unit at 242-6440.

**Stand-by Guardian**: individual(s) appointed by the court system who legally become guardian if the original guardian relinquishes the role by choice or by death.

**STEP Unit**: provides income maintenance, eligibility determination for medical assistance and food stamps for elderly persons and people with disabilities. Listed in the “Community Resources” section under “Financial.”

**Support broker**: a person who provides information, helps people develop personal plans and budgets, and gets needed supports within budget.

**Support plan**: see **ISP**

**Supported apartment**: a home where a person receives the needed assistance to live safely and successfully

**Supported employment**: the vocational assistance an individual receives to create and maintain community employment.

**Supported Employment Provider Coalition (SEPC)**: a network of vocational provider agencies that meet regularly to discuss issues of mutual concern.

**Supported Living Coalition (SLC)**: a network of residential provider agencies that meet regularly to discuss issues of mutual concern.

**Supports**: the help that enables a person with a developmental disability to live and work successfully in the community.

**TBI**: abbreviation for Traumatic Brain Injury

**Team**: the group of people providing supports to a person.

**Team approach**: when all team members provide supports to a person consistently and with input.

**Title XIX**: federal law defining Medicaid and Waiver services.

**Transition**: the process that prepares students for life after high school. It occurs most intensely in the three years before students exit school, but generally begins a number of years before.

**Voucher**: a payment method pre-authorizing a specific type and amount of services a person can buy.

**Waiver**: Medicaid funds authorized to pay for community support.
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