THE SOURCE

Guide to Services for Adults with Developmental Disabilities in Dane County, Wisconsin
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: pdf.countyofdane.com/humanservices/dd/source_directory/the_source.pdf. It may be reproduced as needed. DD Unit site: www.daneCountyhumanservices.org/DevelopmentalDisabilities/adult_dd.aspx.
Introduction

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 follows a model called Self-Directed Services (SDS). SDS enables 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.

The Source was designed to provide accurate and comprehensive information, but, unfortunately, information changes over time and therefore we cannot guarantee complete accuracy. 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.

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 either vocational or residential services specifically for people with developmental disabilities. The information about each agency was provided by the agency itself.

The Support Broker Agencies section lists agencies providing support brokers.

In the back of The Source, there is a list of Useful Internet Sites and a Glossary of Common Terms.

The Source Committee: Bill Huisheere, Spring Larson, Kurt Svensson, Josh Davidson, Emily Jarman

Artwork provided by: Briana Richardson
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 developmental 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

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. One to Three percent of the general population have some degree of mental retardation. 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. Atypical 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. Atypical 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 (2011) at least 1.7 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.

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

In 1998, Dane County received a three-year pilot, self-determination grant from the Robert Wood Johnson Foundation. While the pilot has ended, the implementation of self-directed services continues in Dane County.

Self Directed Services (SDS) is the support model of the Dane County Human Services Developmental Disabilities system. The model was founded with the values of self-determination and its goal is to increase choice for people with developmental disabilities. Once an individual is approved to receive services, an individualized rate is calculated based upon the person’s assessed needs. The person or consumer then chooses and hires a Support Broker/Service Coordinator who functions as an advocate and partners with the consumer of services to assist them and their team in developing a person-centered support plan and outcomes that identify needed supports and personal goals. This support plan also shows how the individual plans to spend their SDS funds, as people have the freedom to choose their direct-support providers in the SDS system. Dane County Human Services accesses Medicaid Waiver funding to pay for these community supports. Dane County has a rich network of providers who provide support to people with disabilities. In addition, the county has an accounting and financial infrastructure that enables people to have individual budgets and to make individual payments to the service provider of their choice.

Key elements of Self-Directed Services:

- **Consumer control over an individual budget.**
  - Once an individual is approved to receive services, the county calculates an individualized rate based upon the person’s assessed needs.
  - Individuals, and those who know them well, plan services within the amount of the budget rate. 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 plan.
  - 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.
    - Monitoring the supports for quality on an ongoing basis.

- **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.
  - A fiscal management agency makes sure that the money is spent as written in the individualized plan.

- **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.
  - Additional evaluation tools will be used to measure consumer satisfaction, level of consumer control, and achievement of consumer goals.
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, Kurt Svensson, at 608-242-6473 or e-mail svensson.kurt@countyofdane.com. Refer to the Support Broker Agency section on page 76 of this directory for information about Support Broker agencies.

Guiding Principles of Self-Determination*

**Dignity and Respect:** All people have the right to be treated with dignity and to be respected as a whole person. All people have the right to “the dignity of risk.” Many of our greatest lessons are learned when we make choices that we later realize were mistakes. The network of support makes risk possible by providing safety and supporting growth.

**Choice and Control:** People have the right to choose what they will do with their lives. When people need help, friends and family can be most effective in assisting them to broaden their experiences and to exercise their right to make their own choices.

**Relationships:** It is essential that relationships are maintained and expanded. Paid services can isolate people. Relationships provide everyone with strength, support and security. The development of new relationships is crucial.

**Giving and Community:** Everyone has the ability to give to his or her community in a meaningful way. When we give of ourselves, we feel a sense of belonging. Community membership includes having your own home, a job, being involved in your community, and making a difference in the lives of others.

**Dreaming and Planning:** All people have hopes and dreams for the future as well as goals they want to achieve. A supportive team helps people identify these dreams, then creates a plan to prioritize and realize these dreams.

**Fiscal Responsibility:** When there is control over how funds get spent, there is also responsibility to live within a budget. There is a financial obligation to those waiting for services as well as others needing government funding. Making things happen does not always require money. To find the best quality for the most reasonable price, people are able to purchase supports in and out of the service system.

**The Role of Professionals:** Professionals become partners with the people who hire them. They assist people in understanding what their choices are and realizing their dreams.

**Choice Has Limits:** Public funds will not be used to support choices that are illegal or harmful to the person or others. The choices must be available to all.

**Self-Determination is Not Abandonment:** Self-determination is not an excuse for abandoning someone in an unsafe situation on the grounds that he or she “chose” it. There are limits to the level of risk society will allow people to take with their own lives and physical well being. It is not acceptable to offer a “choice” of either excessive restrictions or no support at all. Self-determination means becoming more creative in helping people find ways to learn about decision-making and managing their actions.

**Whatever It Takes:** An answer of “No, we can’t” is replaced by “How can we make this happen?” There is a commitment to help people determine their dreams, respect their dreams, and help their dreams come true.

*From The Yellow Book - Implementing Choice 2nd Edition, Dane County Department of Human Services-Adult Community Services Division-Developmental Disabilities Unit, 1202 Northport Drive, Madison WI 53704 608-242-6200 (12-18-03).

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.
- 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. Information about Support Broker Agencies may be found beginning on page 76.

**SELF-DIRECTED SERVICES COORDINATOR**

For more information on brokers or to obtain a support broker, please contact the Self-Directed Services Coordinator, Kurt Svensson, at 608-242-6473 or e-mail svensson.kurt@countyofdane.com.

**RELATED SPECIALISTS**

**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 as 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. For more information about Supported Self-Employment, please visit: [http://pcsdane.org/](http://pcsdane.org/)

**Systems Transition Coordinator:** The 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 job sites for high school students aged 18-20 who have developmental disabilities and are eligible for Dane County services. The Systems Transition Coordinator assists teams as needed on long term vocational planning and coordination with vocational provider agencies. The Systems Transition Coordinator also facilitates EmployAlliance which is a network of school and agencies who collaborate on job development and professional development. For more information about the work of the Systems Transition Coordinator, please visit: [http://pcsdane.org/](http://pcsdane.org/)

**Transition Coordinator:** The 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. For more information about the work of the Transition Coordinator, please visit: [http://pcsdane.org/](http://pcsdane.org/)
Abuse and Neglect............................................... 8
Adult Day Services.............................................. 9
Advocacy and Legal............................................ 9
Arts .................................................................. 11
Behavioral Support ............................................ 11
Dental ................................................................ 11
Disability Information ................................. 12
Employment/Education ............................... 13
Equipment............................................................. 14
Financial ............................................................. 14
Food and Nutrition.......................................... 15
General Resources.......................................... 15
Health Care Advocacy...................................... 16
Health Care Screening..................................... 16
Health Education............................................... 16
Housing Assistance......................................... 17
Neighborhood Community Centers............ 18
Recreation......................................................... 18
Respite Care....................................................... 20
Self-Determination & Self Directed Services.. 20
Senior Centers ............................................... 21
Transportation................................................... 21

ABUSE & NEGLECT

ABUSE & NEGLECT (DCDHS) Maya Fairchild at
608-242-6466. 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. Please call for additional information.

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.
http://www.danecountyhumanservices.org/ProtectiveServici
ces/adult_ps.aspx

Adults At Risk/Elder Abuse and Neglect Helpline Hotline:
608-261-9933, Office: 608-261-9930, 2322 S Park St, Madison
WI 53713. Receives reports of suspected abuse or neglect of older
adults and at risk adults age 18 and over. These situations may
involve including physical, emotional, financial or sexual abuse,
neglect or self-neglect. Provides referrals to outreach services.
Investigates and assesses reports of abuse and neglect. The
Helpline is operated by the Area Agency on Aging, DCDHS
www.danecountyhumanservices.org/Aging/AreaAgencyonAging

Domestic Abuse Intervention Service (DAIS) Office:
608-251-1237, Crisis & Shelter: 608-251-4445 or toll-
free: 800-747-4045 24-hour crisis line. PO Box 1761,
Madison WI 53701. Drop in support groups at various
times. Childcare provided. Must register with agency first.
Women and Children’s shelter. Information on the
Sheltering Animals of Abuse Victims (SAAV) program
available from Helpline 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. Provides
legal services and resources to citizens 60 years and older
with special emphasis on the frail and vulnerable elderly in
need of long-term care. Also provides education and services
at the local, state and national levels through training and
publications. Many services are free of charge.
http://cwagwisconsin.org/elder-law-center

Canopy Center: Healing & Family Support Services
Office: 608-241-4888, Hotline: 608-241-2221, Parent's
Place (education/support group): 608-241-5150.
2120 Fordem Ave Suite 110, Madison WI 53704. Offers 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.parentalstresscenter.org

Rape Crisis Center 24-hr Crisis: 608-251-7273, Office:
608-251-5126, 2801 Coho St Suite 301, Madison, WI
53713. 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. Services are provided free of
charge and include crisis intervention and support (24
hour Crisis Line and on-call Advocate/Counselors) short-
term counseling, support groups, therapy groups,
medical/legal advocacy and accompaniment, community
education, and Chimera Self- Defense Designed for
Women. RCC serves women, children, and men.
http://danecountyrcc.org

United Way 2-1-1 Service PO Box 7548, Madison, WI
53707-7548. Dial 2-1-1 to reach a community resource
specialist for help with any family, health, or social
service issue. Online Local Resource Directory:
www.referweb.net/uwdc

Wisconsin Coalition Against Domestic Violence
(WCADV) 608-255-0539, 307 S. Paterson Street, Suite
#1 Madison, Wisconsin 53703. 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. www.wcadv.org
Wisconsin Coalition Against Sexual Assault (WCASA)  
www.wcasa.org

Women Ending Abuse Via Empowerment (WEAVE)  
608-258-0077, PO Box 8779, Madison, WI 53708.  Provides telephone support, education, information and referrals. Messages are taken by an answering service and returned within 48 hours. WEAVE members facilitate a self-help support group for older battered women 50 years and older. The support group is held in the city of Madison.

ADULT DAY SERVICES

Belleville Senior Citizens Center (Senior Citizens Program of Belleville, Exeter and Montrose)  
608-424-6007, 130 South Vine St, Belleville WI 53508. bseniors@frontier.net  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. www.colonialclub.org. 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. 608-240-0020, 2802 International Lane, Madison WI 53708. www.carewisc.org. Care Wisconsin operates two Adult Day Centers for older persons with medical, physical, or cognitive disabilities.

The Gathering Place is Dane County’s only day center exclusively dedicated to older adults with Alzheimer’s disease or other memory loss.

Connections is for older adults with medical conditions, physical disabilities, cognitive concerns, or difficulties functioning at home alone.

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.

Stoughton Area Senior Center 608-873-8585, 248 West Main St, Stoughton WI 53589. 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.

ADVOCACY & LEGAL

Access To Independence 608-242-8484, TTY 608-242-8485 3810 Milwaukee St. Madison, WI 53714. website: www.accesstoind.org 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: 608-833-1307 arcdane@chorus.net 6602 Grand Teton Plaza, Madison WI 53719. website: www.arcdane.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. www.caescw.org

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 E-Mail: bpdchelp@wi_bpdd.org

Disability Rights of WI 608-267-0214 131 W. Wilson St. Suite 700 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

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 608-947-3529. PO Box 25986, Madison WI 53725-9686 or 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

Legal Advocate for People With Developmental Disabilities 608-241-4272, Christine White, The Arc Wisconsin 2800 Royal Ave Suite 209, Madison WI 53713. 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  
Student Activity Center Office #1, 333 E. Campus Mall Madison, WI 537150  
http://legalinformationcenter.rso.wisc.edu. 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 608-255-8582 600 Williamson St. #P Madison, WI 53703. 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/

People First Dane County 608-263-5557, cell: 608-219-8178, Stefanie Primm, Waisman VOICES Program, primm@waisman.wisc.edu122 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 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

Wisconsin Coalition Against Domestic Violence 608-255-0539, 307 S Paterson St Ste 1, Madison WI 53703. www.wcadva.org
ARTS
ARTworking 608-221-2102 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 Wisconsin  608-241-2131,  1709 Aberg Avenue, Ste. 1, Madison, WI, 53704.  VSA Wisconsin uses dance, drama, creative writing, music, and visual art to celebrate the creative power and artistic accomplishments of children and adults with disabilities throughout Wisconsin. VSA Wisconsin’s choirs, artist residencies, and creative art classes and workshops provide an outlet for creative expression and unlimited possibilities for personal, exhibitions, performances, and special events showcase the talents of people with disabilities. Professional development for educators, artists and organizations provides adaptive arts training and inclusion strategies.

Wisconsin Chapter for Music Therapy, Referrals for and information about music therapy email:info@musictherapywisconsin.org

BEHAVIORAL SUPPORT
Waisman Center/Community Training & Consultation  608-265-9440, FAX: 608-263-4681, 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@waisman.wisc.edu  Community TIES Program: Sue Mathies, 608-262-6916,  Fax: 608-263-4681, e-mail smathies@wisc.edu

DENTAL
Access Community Health Centers Dental Services.  Dental appointments call 608-443-5482.  Several locations, Clinic Main Number: 608-443-5480.  www.accesscommunityhealthcenter.org.  Access Community Health Centers Since 1982, Access has addressed the financial, cultural, and language barriers that prevent access to health care.  As a not-for-profit charitable organization, we provide affordable and quality primary medical, dental, and behavioral health care and pharmacy services at four locations regardless of an individual's income or insurance status. Locations in Dane and Iowa counties.

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. Some Medical Assistance accepted. Fee: $30, cash or check only.

Max Pohle Dental Clinic - Meriter Hospital 608-417-6500, 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.

Public Health Madison and Dane County
Oral Health:  608-246-4516
website: publichealthmde.com/family/oralhealth
Dental health programs for children, refugees, information about low cost dental care.
Wisconsin Donated Dental Services (DDS)
1-800-812-9840  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.

DISABILITY INFORMATION

Access To Independence 608-242-8484, TDD 608-242-8485, 3810 Milwaukee St. Madison, WI 53714. 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 608-252-6559 600 Williamson St, Suite H, Madison, WI 53703. 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, South Central WI Chapter 800 272-3900 (24 hr helpline), 608-203-8500, Chapter Headquarters: 7818 Big Sky Drive STE 109, Madison, WI 53719 www.alz.org/scwisc

American Diabetes Association 608-222-7785, South Towne Office Park - Building 4, 6400 Gisholt Drive, Suite 213 Madison, Wisconsin 53713. Funds diabetes research, provides information, advocates for individuals with diabetes, and delivers community services. www.diabetes.org


Autism Society of Greater Madison 608-213-8519, 2935 S Fish Hatchery Rd #101, Madison, WI 53711 e-mail: autismmadison@gmail.com Our mission is to improve the lives of those affected by autism through social/networking activities and education. www.autismmadison.org

Braille Library & Transcribing Services, 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. http://bltsinc.org/

Brain Injury Association of Wisconsin Inc. Toll free:800- 882-9282, Local:262 790-9660 21100 W Capitol Dr. Ste 5, Pewaukee, WI 53072 www.biaw.org

Bureau of Mental Health & Substance Abuse Services 608-266-2717 or 608-276-7792, 434 State Office Building, 1 W Wilson St, P.O. Box 7851, Madison, WI 53707-7851. Administers state programs relating to substance use and abuse, gambling awareness, reducing tobacco sales to minors and recovery events. Given information, they can refer a person to the state program that is appropriate for the individual. www.dhs.wisconsin.gov/substabuse/

Cystic Fibrosis Foundation, WI Chapter, Madison Branch 608-298-9902, or toll-free: 1-800-344-4823 2990 Cahill Main Ste 202, Madison, WI 53711. Seeks to assure the development of the means to cure and control cystic fibrosis and to improve the quality of life for those with the disease. www.cff.org

Division of Vocational Rehabilitation (DVR) Central Office: 608-261-0050, TTY 877-5939. 201 E. Washington Ave, PO Box 7852, Madison, WI 53707. Provide employment services and counseling to people with disabilities, provide and arrange for services to enable an individual to go to work, and provide training to employers. www.dwd.state.wi.us/dvr

Down Syndrome Association of Wisconsin 414 327-3729 or 800 327-3729 Fax 414 327-1329, 3211 South Lake Drive, Suite 113, St. Francis, WI 53235. Provides support to families and individuals with Down syndrome through education, information, and the exchange of ideas and experiences. www.dsaw.org


Epilepsy Foundation of Southern Wisconsin 608-442-5555, 1302 Mendota St STE 100, Madison, WI 53714 www.epilepsywisconsin.org

Fragile X National Foundation (NFXF) 1-800-688-8765, PO Box 37, Walnut Creek, CA 94597 www.fragilex.org

In Control – Wisconsin 608-712-2212, PO Box 1723, Madison, WI 53701. A group of individuals and organizations who aim to bring about systemic policy change in Wisconsin so that people of any age or need for support get more control over their support and their lives. www.incontrolwisconsin.org

Independent Living, Inc. 608-274-7900, 815 Forward Dr., Madison, WI 53711. 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 setup, financial management, and much more. www.indepenliving.com
Mobility Training and Independent Living Program  
608-237-7525, 101 Nob Hill Road Suite 202, 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. joan@mtilp.net

Muscular Dystrophy Association Inc  
District Director: 608-222-3269, 2744 Agriculture Dr, Madison WI 53718  


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

National Spinal Cord Injury Association (NSCIA)  

Prader-Willi Syndrome Association of WI  
1-800-797-2947, 2701 N. Alexander, Appleton, WI 54911-2312 http://www.pwsaofwi.org

Recovery Dane  
A Dane County Human Services mental health information and referral program. That will serve as the centralized portal for mental health information and referral, for professionals, peers and the community. Serve as the networking hub of mutual support for consumers, their families and their allies.

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.familyvillage.wisc.edu/lib_cerp.htm

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

Wisconsin Council on Developmental Disabilities  
608-266-7826, 201 W Washington Avenue STE 110, Madison WI 53703, website: www.wcdd.org

Wisconsin Council of the Blind  
608-255-1166, 754 Williamson St, Madison WI 53703 website: www.wcblind.org

Wisconsin Relay Dial  
7-1-1 From any phone in Wisconsin or the appropriate 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. Customer Service (TTY/Voice) English: 1-800-676-3777, Spanish: 1-800-676-4290. Speech to Speech access number: 7-1-1 or 1-800833-7637. Using TTY or HCO: 7-1-1 or 1-800947-3529. VCO: 7-1-1 or 1-800490-3724. Spanish to English: 7-1-1 or 1-800490-3723. www.wisconsinrelay.com

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 608-266-6520 City of Madison residents only. Provides assistance to parents for child care for infants, toddlers, pre-schools, or school age children.

Common Threads Family Resource Center  
608-838-8999 5979 Siggelkow Road McFarland, WI 53558. Our mission is to enhance the development of children with emotional, behavioral, cognitive and sensory challenges and to provide their families with support and direction. Employing some of the area’s top therapists, and using a trans-disciplinary approach, we provide therapeutic services for the entire family. Website: www.commonthreadsmadison.org

Community Action Coalition of South Central WI  
608-246-4730, TTY: 246-4768, 1717 N Stoughton Rd, Madison WI 53704, website: www.cacscw.org

Dane County Job Center  
608-245-5390, 1819 Aberg Ave, Madison WI 53704. JobNet, self-service system to view job openings, workshops on resumes, Dane County job market and interviews; individual career services. website: www.danejobs.com

Employment Resources Inc  

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 College 608-246-6100, 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/matc

McBurney Resource Center 608-263-2741, 702 W. Johnson St Suite 2104, Madison WI 53715. 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 608-246-4357, TTY: 608-246-4360. 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) 608-242-8484 3810 Milwaukee St, Madison, WI 53714 website: www.accesstoind.org 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.

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 608-417-6000, 202 South Park Street Madison WI 53715

Meriter Home Health 608-417-3700, 2180 W Beltline Highway, Madison 53713 website: www.meriter.com

National Seating & Mobility 800-213-8994 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.oregonseniорcenter.org

TRACE Research and Development Center 608-262-6966, TTY 608-263-5408, Fax 608-262-8848 W 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 800-614-0947 3060 Progress Road, Madison WI 53716. 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.

Wisconsin Assistive Technology Program (WisTech) Provides information on selecting, funding, installing, and using assistive technology. http://dhs.wisconsin.gov/disabilities/wistech/whatiswistech.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.wecblind.org

FINANCIAL RESOURCES


ARC-Dane Co The ARC Board maintains a list of attorneys that are skilled in guardianship and estate planning for people with developmental disabilities. http://www.arcdanecounty.org/guardianship.html

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: 608-242-7410, TTY 608-242-7556, 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.

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, 877 826-4126 Lien Rd Suite 104, Madison WI 53704. Benefits counseling for any individuals with a disability who receive SSI and SSA benefits

Energy Services Inc 608-267-8601, 1225 South Park St Madison WI 53715. Provides energy assistance to low income homes, negotiates settlements with fuel companies and can arrange furnace repairs.

Madison Gas & Electric Home Energy Advice 608-252-7117, TTY: 608-252-4777, 133 South Blair St Madison WI 53703, Resource for energy services and home energy advice.www.mge.com

Social Security Administration Phone: 800-807-5995 Fax 608-270-1021, 6011 Odana Rd Madison WI 53719 Applications for Social Security, Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) can be made in person, by appointment or by telephone.

WisPACT 608-268-6006 x 201 theine@wispact.org 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

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/

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.csacoalition.org

Food Bank (Second Harvest) 608-223-9121, 608-271-7709 2802 Dairy Dr, Madison WI 53718 www.secondharvestmadison.org

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 608-261-9930, Elder Abuse/Adults at Risk Hotline: 608-261-9933 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, 810 W Badger Road, Madison WI 53713 Translation services, housing and job assistance, advocacy, educational programs and community events to raise awareness of Hispanic issues. http://micentro.org

Jewish Social Services of Madison 608-278-1808, 6434 Enterprise Lane, Madison, WI 53719. Services to Individuals and Families under Stress, especially individuals with disabilities and their family caregivers; Elder and Family Support Services; Immigration Services; Protective and Financial Management Services, including Corporate Guardianship. www.jssmadison.org
Lutheran Social Services 608-277-0610, 6314 Odana Rd, Madison WI 53719 Out-patient mental health services, family services, adoption services, counseling and residential services. www.lsswis.org

Journey Mental Health Center 608-280-2700 24-hour Crisis Line: 280-2600 625 W. Washington Ave, Madison WI 53703. Journey Mental Health Center (formerly The Mental Health Center of Dane County) provides community based, culturally relevant treatment services to adults, youth and families who have significant problems with mental illness and/or substance abuse. https://www.journeymhc.org/

United Refugee Services of Wisconsin 608-256-6400, Fax:608-256-6501, 2132 Fordem Avenue, Madison, WI 53704. Assists refugees in becoming self-sufficient by providing translation services, employment services, case management, outreach and information and referral. UASW.us

United Way 211 Dial 2-1-1, for help with any family, health, or social service issue.www.unitedwaydane county.org

Urban League of Greater Madison Inc 608-729-1200, 2222 S. Park Street Suite 200, Madison WI 53713. Offers tutoring to middle school children, training in job-finding skills, and a single family rent-to-own program. www.ulgm.org

Waisman Resource Center-Children with Special Health Care Needs, Southern Region. Phone Monday-Friday, 8 am to 5 pm. 608-263-5890, 800-532-3321, Waisman Center, 1500 High-land Ave, Madison WI 53705. Free confidential help to parents of children with special health care needs including information, parent supports. www.waisman.wisc.edu/cshcn

WISPIC 608-263-6100 6001 Research Park Blvd. Madison, WI 53719 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.

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.dhs.wisconsin.gov/medicaid

HEALTH CARE SCREENING

Access Community Health Centers Medical appts: 608-443-5480. Dental appts call Sun Prairie 608-825-7100 or Madison 608-443-5482 or Dodgeville 608-935-5550 Access Community Health Centers Since 1982, Access has addressed the financial, cultural, and language barriers that prevent access to health care. As a not-for-profit charitable organization, we provide affordable and quality primary medical, dental, and behavioral health care and pharmacy services at four locations regardless of an individual's income or insurance status. Locations in Dane and Iowa counties. www.accesscommunityhealthcenter.org

Blue Bus Clinic 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

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

Planned Parenthood Association and Clinic 608-256-7257 TTY: 608-256-7257 2222 S. Park St., Madison WI 53713 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., please call: 608-266-4821 or e-mail: health@cityofmadison.com or www.publichealthmdc.com

HEALTH EDUCATION

AIDS Network, Inc. 608-252-6540, 600 Williamson St. Ste H, 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 or rbrooks@dcs.wisc.edu to contact Rick Brooks. 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. http://www.dcs.wisc.edu/pda/bios/brooks-consulting.htm

Madison Senior Center – Health and Wellness Program 608-266-6581, 330 W. Mifflin St., Madison, WI 53703. Provides a variety of health screenings and clinics along with support groups and a senior meal program. http://www.cityofmadison.com/seniorCenter/

Meriter Community Health Education Center 608-267-5900, 202 S. Park St., Madison, WI 53715. Listing for classes, support groups, available screenings and a health resource library. www.meriter.com Then choose “Classes & Events”

Waissman Center/Training and Consultation 608-265-9438, 122 E. Olin Ave. Ste 100, Madison, WI 53713.

- 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 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


Energy Services Inc 1-800-432-8947 or 608-283-7650, 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. www.mge.com


FINANCIAL ASSISTANCE


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. 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 608-266-4675, Municipal Building, Rm 120, 215 Martin Luther King Jr Blvd, Madison, WI 53703. 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 site in the Madison area. www.cityofmadison.com/formshousing/

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

Tenant Resource Center Rental Rights Questions: 608-257-0006 Housing Mediation Service: 608-257-2799 1202 Williamson St Suite A, Madison WI 53703. Help with Section 8 applications and other housing needs. www.tenantresourcecenter.org
NEIGHBORHOOD COMMUNITY CENTERS

Bayview International Center for Education & Arts
608-256-7808, 601 Bay View, Madison WI 53715. www.bayviewfoundation.org

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

Allied Family Center 608-204-9722 4619 Jenewein Rd, Fitchburg WI 53711

Taft Street Center 608-257-2606 2001 Taft St, Madison WI 53713

Bridge Lake Point Waunona Neighborhood Center 608-441-6991, 1917 Lake Point Dr, Madison WI 53713 blwcenter.org

Cambridge Community Center www.cambridgecap.net 608-423-3712, 200 Spring St, Cambridge WI 53523

Deerfield Community Center www.decenter.org 608-764-5935, 3 W Deerfield St, Deerfield WI 53531

East Madison Community Center 608-249-0861, 8 Straubel Court, Madison WI 53704. Info@eastmadisoncc.org

Goodman Community Center 608-241-1574, 149 Waubesa St, Madison WI 53704. www.goodmancommunitycenter.org

Kennedy Heights Community Center 608-244-0767, 199 Kennedy Heights, Madison WI 53704. www.khcommunitycenter.org

Lussier Community Center 608-833-4979, 55 S. Gammon Road, Madison WI 53717

Lussier Community Education Center 608-833-4979, 7011 Flower La A/C, Madison WI 53717

Madison Senior Center 608-266-6581, 330 West Mifflin Street, Madison WI 53703. www.cityofmadison.com/seniorcenter

Meadowood Neighborhood Center 608-467-8360, 5734 Raymond Road, Madison WI 53711. www.mscr.org/MSCR-MeadowoodCenter.cfm

Monona Community Center www.monona.wi.us 608-222-4167, 1011 Nichols Rd, Monona WI 53716

Neighborhood House 608-255-5337, 29 South Mills St, Madison WI 53715. odwww@neighborhood

North/Eastside Senior Coalition 608-243-5252, 1625 Northport Drive 1625 #125 www.nescoinc.org

Warner Park Community Recreation Center 608-245-3690, 1625 Northport Dr, Madison WI 53704. www.cityofmadison.com/parks/wperc

Waunakee Village Center 608-849-8385, 333 S. Madison St, Waunakee WI 53597

West Madison Senior Center 608-238-7368, 517 Segoe Road Suite 309, Madison WI 53705. www.WestMadisonSeniorCoalition.org

WilMar Neighborhood Center 608-257-4576, 953 Jenifer St, Madison WI 53703. www.wil-mar.org

RECREATION

Badger Gymnastics Academy 608-271-1885, 6901 Schroeder Rd, Madison WI 53711. Facilities are used for Special Olympics over the summer months. Private lessons with children with very special needs. 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. e-mail wiscbadgercamp@centurytel.net

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, TTY 715-677-6999, 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, 15453 W, County Rd B, Hayward WI 54843. All volunteer, non-profit org dedicated to opening up the great outdoors for people with disabilities through the world of fishing.

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 608-222-1324 or 1-800-552-1324  2319 Crossroads Dr. Suite 1000 Madison, WI 53718. 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
- Sun Prairie Family Aquatic Center 608-837-7433, 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 608-845-4635
- 400 N Main St #B, Verona WI 53593
- Walter Bauman Outdoor Aquatic Center 608-836-3450
- 2400 Park Lawn Place, Middleton 53562

Three Gaits, Inc 608-877-9086 (Office-Program Director) PO Box 153, Oregon WI 53575,

Barn: 608-873-1929, 3741 Hwy 138, Stoughton WI 53589 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 (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

Another Choice, Inc 608-273-3309, 2766 Jacquelyn 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

Progressive Travel 800-231-4391, B3872 Highway 13, Spencer WI 54479. Motor tours for all people including individuals with disabilities. www.progressivetravel.org

Search Beyond Adventures Inc 612-721-2800, 4603 Bloomington Ave Minneapolis MN 55407-3662. 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

Wilderness Inquiry 800-728-0719, 808 14th Street 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

VSA 608-241-2131  1709 Aberg Ave Suite 1, Madison WI 53704. For children and adults statewide – offers music, dance, drama, creative writing and visual arts. website: www.vsawis.org

Wisconsin Chapter for Music Therapy  Membership organization for accredited music therapists in the State of Wisconsin. Can help people with referrals for an information about music therapy. website: www.musictherapywisconsin.stevevorass.com

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.

Northeast YMCA: 608-837-8221  1470 Don Simon Dr Sun Prairie, WI 53590
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

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 or www.respitecenter.org

SELF-DETERMINATION & SELF DIRECTED SERVICES (SDS) RESOURCES

Center for Self-Determination
The Center for Self-Determination is a non-profit organization, established in 2000, operating as the primary clearinghouse, training and technical assistance source on Self-Determination in the United States and other countries. The Center is devoted to working within the public and private sector to move power and authority over resources directly to individuals with disabilities, families and allies.
http://www.centerforself-determination.com/

Community Outreach WI – Waisman Center
Community Outreach Wisconsin (COW) is a group of unique cutting-edge programs within the University Center for Excellence in Developmental Disabilities at the Waisman Center, UW-Madison. COW’s website offers a variety of links to SDS resources.
http://cow.waisman.wisc.edu/sds.html

Disabilities Advocates: Wisconsin Network (DAWN)
Dawn is a statewide grassroots cross-disability network of people who care about disability issues. DAWN supports legislative change in the programs and systems affecting people with all disabilities. DAWN 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.
http://www.dawninfo.org/

In Control Wisconsin In Control Wisconsin is working for changes in our state so that citizens with disabilities, of any age or need for support, can self-direct their support. They aim to accomplish this by providing leadership and support to develop new systems and innovative services that keep pace with the personal needs and lifestyles of people who rely on long-term support. They promote self-determination and self-directed support through training, technical assistance, sharing information, developing new resources and connecting people. http://www.incontrolwisconsin.org/

In Control UK In Control is committed to creating a fairer society where everyone needing additional support has the right, responsibility and freedom to control that support. http://www.in-control.org.uk/

IRIS (Include, Respect, I Self-Direct)
IRIS is a Wisconsin program where you self-direct your publicly funded, community-based, long-term care supports and services. IRIS can help you get the life you want with the support you need. In IRIS you use your own natural supports and creativity with your budget to achieve your hopes and dreams.
http://www.dhs.wisconsin.gov/bdds/IRIS/

Wisconsin Board for People with Developmental Disabilities
The Wisconsin Board for People with Developmental Disabilities (WBPDD) was established to advocate on behalf of individuals with developmental disabilities, foster welcoming and inclusive communities, and improve the disability service system. The Board's mission is to help people with developmental disabilities become independent, productive, and included in all facets of community life.
http://www.wi-bpdd.org/

The Wisconsin SDS Network People are working across Wisconsin to understand, implement and create rewarding lives for elders and citizens with disabilities using SDS through programs such as CIP, Family Care, and IRIS. The Wisconsin SDS Network is designed to connect people by: offering opportunities to share and learn from everyone’s expertise and experience with SDS; supporting the implementation of SDS with one another as individuals, families, friends, advocates and service providers; informing and assisting others who will receive support and provide support through SDS. http://sdsnetworkwi.org/
SENIOR CENTERS

Belleville Senior Citizens Center, (includes congregate and home-delivered meals) **608-424-6007**, 130 S Vine St., Box 267, Belleville WI 53508

Colonial Club Senior Center and Nutrition Site 608-837-4611, 301 Blankenheim Lane, Sun Prairie WI 53590

DeForest Area Senior Center and Nutrition Site 608-846-9469, 505 N Main St., DeForest WI 53532

Fitchburg Senior Center and Nutrition Site 608-270-4290, 5510 Lacy Rd, Fitchburg WI 53711

Madison Senior Center and Nutrition Site 608-266-6581, (Nutrition Site 608-266-6416), 330 W Mifflin St, Madison WI 53703

McFarland Senior Outreach and Nutrition Site 608-838-7117, 5915 Milwaukee St., McFarland WI 53558

Middleton Senior Center and Nutrition Site 608-831-2373, 7445 Hubbard Ave., Middleton WI 53562

Monona Senior Center 608-222-3415, 1011 Nichols Rd, Monona WI 53716

Mt Horeb Senior Center and Nutrition Site 608-437-6902, 107 N Grove St., Mt Horeb WI 53572

North/Eastside Senior Coalition and Nutrition Site 608-243-5252, 1625 Northport Dr #125 (in Warner Park Community Recreation Center) http://www.nescoinc.org/

Northwest Dane Senior Services and Nutrition Site 608-767-3757, 1940 Blue Mounds St #2, Black Earth WI 53515

Oregon Area Senior Center and Nutrition Site 608-835-5801, 219 S Park St., Oregon WI 53575

Stoughton Area Senior Center and Nutrition Site 608-873-8585, 248 W Main St., Stoughton WI 53589

Verona Senior Center and Nutrition Site 608-845-7471, 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 608-849-8385, 333 S Madison St., Waunakee WI 53597

West Madison Senior Center and Nutrition Site 608-238-7368, 517 N. Segoe Road #309 Madison WI 53705

TRANSPORTATION

Public Transportation in Madison is the city bus system. The city bus service also provides ADA complementary para-transit services to qualified individuals. Para-transit rides pick people up at their homes and drop them off at their destinations. For more information:


Specialized Transportation can be paid for by Medicaid if the ride is related to an approved medical need or covered Waiver service such as vocational or day support. Some group rides are paid for by Dane County if the rides are to/from facility-based programs or if the rider cannot safely use Metro Para-Transit.

See “Transportation Service for Disabled” in yellow pages and the “Transportation Tips” Sheet 1: Transportation Services for Adults with Developmental Disabilities” published by Dane County Human Services.

Companies that offer specialized transportation services:

- Abby Vans 1-800 236-8438
  W5621 Todd Road, Neillsville, WI 54456

- Capitol Express 608-661-7433
  918 Watson Avenue, Suite 201, Madison, WI 53713

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

- Meister’s Special Care 608-240-0353
  2330 Vondron Road, Madison, WI 53718

- Running Inc. 608-251-8000
  318 West Decker Street, Viroqua, WI 54665

- Transit Solutions Inc 608-294-8747
  173 East Badger Road, Madison, WI 53713

- We Care Transportation 608-838-8589
  2889 Hwy MN-Unit 1, Stoughton, WI 53589

Other transportation options outside the Metro para-transit service area:

- Monona Lift 608-845-8516,
  Offers limited para-transit service within Monona

- 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. Public Health Madison and Dane County Public Health Madison and Dane County serves all of Dane County. For clinic schedules or questions

- Stoughton Cab 608-873-7233, Offers taxi service within Stoughton at low cost for persons with disabilities.

- Sun Prairie Taxi 608-837-5550, Offers taxi services within Sun Prairie at low cost for persons with disabilities.

- Van Go Taxi 608-849-7070, 107 Canterbury Court, Waunakee, WI 53597. Offers taxi service within Waunakee and surrounding areas.

- YWCA Job Ride 608-316-6888, Provides transportation to low-income people going to/from work and Employment related activities for a nominal fee.
Service Provider Agencies

Supported Living Agencies
Supported Living Agencies provide a variety of supports to people with developmental disabilities at home and in the community. Supportive living services are developed in conjunction with the individual and their support team, e.g., support broker, guardian, parent, etc. Supported living describes a means by which people live successfully in their own apartments and homes. Supports can be purchased on an individualized basis, and can include staff living in the home with the person(s) needing support, living nearby, or coming into the home on an as-needed basis. Consumers typically live with one or two other adults with similar support needs. Dane County contracts with agencies that provide these services and the provider of service is responsible for hiring, training and monitoring staff.

Catholic Charities Supportive Living Program ........... 23
Community Living Connections .............................. 24
Create-Ability Inc. (CAI) ....................................... 26
Creative & Caring Healthcare Solutions .................. 28
Creative Community Living Services Inc. (CCLS) .... 29
Dreamweavers, Inc .............................................. 30
Dungarvin Wisconsin, LLC .................................... 31
The Good Life, Inc ................................................. 32
Integrity Residential Services, Inc ......................... 33
Lutheran Social Services of WI and MI, Inc ............ 34
Neighborhood Connections ................................. 35
Options in Community Living, Inc ....................... 36
Partners in Community Living .............................. 37
REM Dane, Inc ..................................................... 38
RISE UP! .......................................................... 40
St. Coletta of Wisconsin ....................................... 42
Catholic Charities Supportive Living Program
Kris Dambach
426 S Yellowstone Dr STE 100
Madison WI 53719
Phone: 608-833-4800, Fax: 608-833-7897
E-Mail: kdambach@ccmadison.org

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 and 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: 29
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.

Creating Community Involvement: We help individuals schedule activities and transportation for 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. A satisfaction survey is mailed annually to clients and 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 performance 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 always involved in the search for a home. 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. 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: 567 E. Main St., Stoughton WI 53589  Phone: 608-877-1000, Fax: 608-877-1001

Mission Statement: Community Living Connections, Inc. (CLC) is a local, non-profit, service oriented organization whose mission is to provide high quality services to individuals with developmental disabilities. We ensure person-centered supports that emphasize dignity, respect, and self-determination. We aim to promote involvement both at home and in the community. In 2009 CLC introduced an extension of services through the introduction of “Creative Community Access” (CCA). CCA is an innovative, community based method of support that helps develop intentional connections between people with common interests and their community. CCA’s mission is to create life enriching opportunities. Supports offered can be flexible and are meant to meet a person’s desires and changing needs for community connection and involvement. CCA can provide full days options as well as easily compliment community or shelter based employment. Hours of available support are Monday through Friday ranging from 9 a.m. to 3 p.m.

Services Provided: CLC provides quality residential and community based day support services. We assure a focus on self-direction, community involvement and open team communication while aiming to promote independence and respect of each individual’s cultural, spiritual, and developmental needs.

Number of People Currently Served: 174

Areas of Expertise: For over thirty years, our mission has been to provide high-quality care and support to individuals with developmental disabilities. Our supports aim to ensure that people live with dignity, respect and a plan that is person centered. We provide stabilizing, accepting and trusting relationships to people in their homes and community, which are designed to meet individual needs and promote self-direction. We pride ourselves on the knowledge and flexibility we bring to teams which allow for proactive responses to changing needs and desires.

Involving the Client and Guardian in Developing Supports and Services: Participants are the center of all planning that occurs at Community Living Connections. Participants, their families, guardians and teams are encouraged to be full participants in the decisions made around the support provided from CLC. CLC encourages and promotes frequent communication between individual’s through regular meetings, home visitation, and conversation via phone, mail and email. Community Living Connections places high value on obtaining input of those who are close to the individuals we 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 and intentional 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 have opportunities for individuals to participate in 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 systems in place to ensure and continually evaluate 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 participants, 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 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 Orientation which 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 numerous trainings offered to employees to enhance their skill set and provide education surrounding relevant issues. 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.

**Cost Calculation:** Each individual provided support by Community Living Connections, Inc. has a different cost for support, which is based on the individual support needs of that person.
Create-Ability, Inc.
Lori Mettel, Executive Dir; Joan Callan, Program Dir
122 E Olin Ave Ste 255 Madison WI 53713
Phone: 608-280-0206, Fax: 608-280-0213
E-Mail: lorim@create-ability.org

Mission Statement: Create-Ability, Inc. actively supports people with disabilities at home, at work, and in the community. We value and encourage genuine relationships between individuals and significant people in their lives. We advocate for individual choice to foster independence and to fulfill personal dreams.

Services Provided: A range of residential support services are provided to adults with developmental disabilities who live in their own homes, adult family homes, or the home of a family member. In addition to residential services, the agency also provides assistance with daily living skills training, recreation and leisure, support provider recruitment and training, money management and budgeting, health care services, support and monitoring, counseling and transportation.

Number of People Currently Served: 50 in Supported Living and 50 in Adult Family Homes

Areas of Expertise: Our agency supports individuals who have any developmental disability or support needs. A specialty area of our agency is support to individuals who live in Adult Family Home arrangements and their service providers.

Involving the Client and Guardian in Developing Supports and Services: Participation by the individual, guardian/family and advocate(s) in the individual support planning process, regular team meetings, and by regular in-person and telephone contact to discuss their preferences, needs and concerns. 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 & Caring Healthcare Solutions (CCHS)
Jim Troha, President
13 Wanebo Lane Madison, WI 53719
Phone: 608-442-0232 Fax: 608-442-0194
E-Mail: j.troha@charter.net

**Mission Statement:** Creative and Caring Healthcare Solutions' (CCHS) mission is to offer value added products and services that are quality, creative, proactive, caring and understandable and produce positive results in the very complex area of health care. Our team is committed to excel beyond the current acceptable standards in the health care industry.

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 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/team's 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.
Mission Statement: Dreamweavers 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: 45

Areas of Expertise: Medical challenges

Involving the Client and Guardian in Developing Supports and Services: Dreamweavers uses a consumer/client directed team approach to deliver individualized services. The team includes 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: We help connect consumers with established community activities and events as well as informal community opportunities. We provide resource information, logistical help, encouragement and direct assistance as needed. We embrace diverse and new experiences for each consumer to reach out to their community and/or invite the community into their home. We are dedicated to helping consumers overcome any barriers to full participation.

Ensuring Safety: Dreamweavers works with each team to assess consumer abilities and needs in order to maximize health, physical safety and emotional stability. We are proactive in abuse/neglect prevention and responsive to any potentially harmful situation. Our policies/procedures and on-call system are effective components toward ensuring safety.

Evaluating and Improving the Quality of Services: Our consumer driven team approach facilitates ongoing evaluation and improvement. A solid organizational foundation helps with quality assurance and applying what we learn through our work fosters continued growth. We value communication and respect team input.

Training and Evaluating Staff: Dreamweavers prioritizes comprehensive training and ongoing supervisory oversight. Training is individualized and includes basic standards along with consumer specifics. We utilize community resources as needed to enhance initial training and address new educational needs. Management has an active presence in observing and coordinating daily direct support. We thoughtfully assess staff/consumer matches and make adjustments if needed.

Cost Calculation: Individually based on specific support needs and actual related expenses. Our average hourly rate is very competitive.

Other Information: Dreamweavers offers a comprehensive coordination model that addresses any and all aspects associated with daily living. Effective communication, adaptability, attention to detail and a long-term commitment are all hallmarks of Dreamweavers. Philosophically and in practice, we are passionate about supports that highlight consumer choice, cultivating relationships and genuine integration.

References: Available upon request
Evaluating and Improving the Quality of Services: Dungarvin has a systematic process of ongoing assessment to ensure quality. Each program director responsible for the home is required to ensure that the staff has appropriate training which includes a variety of pre-service and orientation training as well as training specific to the individual. Dungarvin has also set up a quality assurance program both on the state and national level where program assessment teams come into the homes and evaluate quality. A large part of that assessment is input from guardians or significant others.

Training and Evaluating Staff: All new staff receive a core training which teaches them Dungarvin policies and procedures as well as other essential skills (CPR, fire safety, preventing abuse/neglect, communication, etc.). Each person also receives training within the home specific to the individuals being served. This training may be one complete shift or many shifts depending on the needs presented. All new employees are subjected to a competency evaluation during their first 90 days. There are several specific areas that are rated by the employee’s supervisor and that employee has to perform acceptably in all areas or their 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 are 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
N654 Hwy. 73 Columbus, WI 53925
Phone: 608-212-3413
E-Mail: goodlife0001@yahoo.com

Mission Statement: The Good Life, Inc. mission is to provide in-home residential support to disabled and/or elderly adults. We work very hard to honor individual consumer needs, choices and preferences. In addition to the residential support, we provide and maintain vocational training and employment opportunities as part of a holistic life philosophy. We seek to create a social and vocational community that includes all committed members.

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, job creation, vocational training, job coaching, supported employment and companionship. We make every effort to honor each consumer’s interests, needs, and dreams.

Number of People Currently Served: 6
Number of Employees: 6

Areas of Expertise: We are a small agency, which focuses on giving personal attention to each consumer according to his/her wishes and needs. We create and help maintain residential and vocational opportunities for individuals and groups. We partner with Mrs. Beaster’s Biskits and Beatrix Farms to create vocational employment opportunities. The administrative staff has 20 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 several 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. Staff turnover is extremely low. Consumer, staff, family/guardian and broker participation is welcomed.

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.
Agency History and Philosophy: Integrity Residential Services, Inc. began providing services in June of 2000 in order to provide consumers a new choice of support under self-directed services. It is the philosophy of Integrity to emphasize smaller supported living and employment settings despite budget cuts. Integrity provides services that are tailored to each individual consumer. Services offered are based on person centered planning which creates a supportive environment which participants can grow as individuals and be connected to the community in which they live. At Integrity, we welcome and value families, guardians, friends and other human service agencies to be an active part of a consumer’s life. This team approach offers a system of checks and balances that helps insure an individual’s quality of life. We support people in Madison and surrounding Dane County communities. Integrity offers a variety of support models as well as day support and vocational support.

Number of People Currently Served: 38 people in Supported Living.

Areas of Expertise: Traumatic Brain Injury, Autism, Dual diagnosis of mental illness, behavioral challenges and physical disabilities

Creating Community Involvement: Integrity support staff assists participants with scheduling activities and provide the transportation to get to their chosen activities. The majority of people supported by Integrity live in homes located in stable residential neighborhoods which increase the opportunity to develop long term friendships with neighbors. We routinely help consumers get connected with other people who have similar interests this also helps to create friendships and develop more natural community life.

Ensuring Safety: All staff receives training in Medication administration, Universal Precautions/Blood Borne Pathogens, Abuse/Neglect and Human Rights. We also provide CPR and First Aid. Both staff and consumers are trained in fire and tornado safety and how to handle severe weather. Integrity also has a disaster readiness plan. Integrity has a 24-hour on-call system. We also complete a criminal background check on all employees.

Evaluating and improving the Quality of Services: Everyone employed by Integrity goes through an annual performance appraisal process. New hires go through a 3 and 6 month review. Support teams complete semiannual reviews of an individual’s support plan and progress made toward the person’s goals. Residential Coordinators communicate with family members, guardians, support brokers and vocational providers on a weekly basis to discuss successes and any challenges or concerns that occurred. Every month Integrity completes unannounced after hour home inspections to provide additional supervision of direct care staff and to address any concerns that staff or participants may have.

Cost Calculation: Costs are based on the level of support that the individual requires.

References: Available Upon Request
Lutheran Social Services of Wisconsin/Upper Michigan, Inc.
Mary Kaye Engel, Program Manager
Terri Zimmer, Director
6314 Odana Rd, Madison WI 53719
Phone: 608-270-6606
Fax: 608-277-0448
E-Mail: mengel@lsswis.org

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.
Number of People Currently Served: 31 adults with Developmental Disabilities in Dane County; 4,000 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: LSS seeks input from clients via personal experience outcomes interviews as well as annual satisfaction surveys.
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: To help the customer develop friendships and have a full social life, LSS learns the customer’s likes and dislikes; helps them locate resources; assists with pursuing interests in work, community and church activities; and offers 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.
References: Available upon request.
Neighborhood Connections
Kathy Lemke, Megan Lemke, John Minnich
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
22 N 2nd St Madison WI  53704
Phone:  608-249-1585   Fax:  608-249-3372
Voice Mail:  276-9209
E-Mail: kturner@optionsmadison.com
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.
REM Dane, Inc
Amy Chartier, Regional Director (x 270)
2005 W Beltline Hwy Suite 100
Madison WI 53713
Phone: 608-276-0102, Fax: 608-276-0110
Voice Mail: 608-276-9209
E-Mail: amy.chartier@thementornetwork.com

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 Ganshert - 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 http://www.thementornetwork.com/ and http://www.remwisconsin.com.
RISE UP! (Residential Independence Supporting Elders with Unlimited Potential)

Amy Melton-White, Executive Director
101 Nob Hill Road Suite 200, Madison WI 53713
Phone: 608-237-7710 or 608-442-5157 Fax: 608-442-5160
E-Mail: amelton@iriseup.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 is a non-profit agency that provides support for adults with developmental disabilities in their homes in a holistic way. The ages of the people we support presently range from 30-89 but most of the people we support are older/elderly.

Number of People Currently Served: 18 (we currently have two housemate vacancies we are looking to fill)

Number of Employees: 48 (44 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 avoid isolation. Involving the Client and Guardian in Developing Supports and Services: Rise Up gets to know the person and their guardian by talking to them and spending time with them. We encourage guardians, family members and support brokers to be part of all aspects of the person’s life (Annual Plans, Person Centered Plans, Support or Care Plans, Holidays, Birthdays or Special Events), including retirement planning. We involve the individual and their support team in the second interview of potential new staff. Second job interviews are completed at the individuals home and include the Residential Case Manager, the people living in the home and at least one Support Worker because we want the people supported to have input into who works in their home, to ensure that job applicants are a good fit with the team and have prior knowledge about the care needs and job requirements. We keep guardians, family members and brokers up-to-date through phone calls, social invitations, emails or written correspondence.

Creating Community Involvement: Rise Up gets to know the person, their communities, their friends and their families. We strive to create valued roles for the individuals served through family connections, churches, health clubs, senior centers, organizations, classes, volunteer & employment opportunities, bowling teams, restaurants or by hosting events in their own home. Rise Up encourages every person to be a full, participating member of their neighborhood and their community, and we work to find committed and faithful long-term unpaid relationships that can be sustained over time. We recognize that is of the utmost importance to invite friends, family members, church/community members into the individual's home through all phases of the aging process to keep community connections.

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 encouraged to be 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, OSHA/Blood Borne Pathogens and medication administration. New employees spend between 20-40 hours of time training directly in the home of the people they will be supporting with existing staff before they allowed to work on their own. This includes training/shadowing with the Residential Case Manager and the Key Staff Person. Regular feedback is given to employees both verbally and in writing on a formal and an informal basis. Rise Up is an at-will employer.

**Cost Calculation:** Support Costs are individually calculated based on the type of support needed and the number of hours of staff support required. Support costs (rates) for an individual include a portion of the larger costs such as; program expenses, benefits, operating costs and administration.
St. Coletta of Wisconsin
Karen Foelker, Director of Admissions
kfoelker@stcolettawi.org – 920-674-8304
6323 Odana Road, Suite B
Madison, WI 53719
Phone: 608-270-0800 - Attn: Jennifer Riedasch
Fax: 608-270-0801
Website: http://www.stcolettawi.org

Mission Statement: Inspired by the Franciscan Values of compassion, dignity, and respect, we support persons with developmental and other challenges to achieve their highest quality of life, personal growth and spiritual awareness.

Services Provided: The St. Coletta of Wisconsin-Madison program is committed to each individual in providing supports that are necessary to assist him/her in reaching their full level of independence and integration into their community. Services provided are consistent with the SDS model providing small living arrangements of the person’s choice. A full range of residential supports are available including but not limited to assistance with finances, home maintenance, meal planning and preparation, shopping, transportation, recreation and leisure activities, medical coordination, advocacy and spiritual support to the level desired by the individual.

Number of People Currently Served: 19

Areas of Expertise: St. Coletta of Wisconsin has been innovatively meeting the needs of citizens with disabilities since 1904. Within this backdrop of stability, the Madison program supports people with various disabilities and mental health issues. The program uses person-centered planning to create individualized supports in accordance with each person’s core values and vision for their future. Outcome based standards are used to assure that the delivery of services meets the needs of each individual.

Involving 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 them best. Families and friends play an important role in each individual’s life and are encouraged to be involved as fully as they would like. In the spirit of choice, the individual supported participates fully in the development of his/her support plan. To achieve this goal, we used person-centered planning tools and resources to develop circles of support within the individual’s community, workplace and home.

Creating Community Involvement: Persons served are provided with information and social, cultural, recreational, political and spiritual activities throughout their community. Individual choice is supported as well as assisting in the development of new opportunities and natural supports. St. Coletta also believes strongly in supporting people to cultivate friendships among and within the community of St. Coletta. Transportation is either provided or coordinated when needed. Consistent with our organizational value of giving to others, volunteering is encouraged as another means of cultivating an individual’s social connections.

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

Evaluating and Improving Quality of Services: St. Coletta strives to create an environment that facilitates open communication. In addition, the concept of continuous improvement is put to action by reviewing and responding to satisfaction surveys completed by the individuals we support, families, funding sources and other stakeholders. St. Coletta adheres to rigorous standard of excellence as dictated by organizational operational standards.

Training and Evaluating Staff: All employees, regardless of 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 the corporate office in Jefferson or through local resources such as the Waisman Center. Employee performance evaluations are conducted on an annual basis.

Cost Calculation: A fee-for-service is determined by each individual’s needs.

Other information: In addition to the Madison program, St. Coletta of Wisconsin, under the sponsorship of the Sisters of St. Francis of Assisi- Milwaukee, operates a full range of programs and services for persons with developmental and other challenges in Jefferson, Fort Atkinson, Whitewater and Waukesha. Additional community-based homes are located in northern Illinois.
Vocational Agencies

Vocational agencies provide a variety of supports to people with developmental disabilities in work and community settings. Vocational services are developed in conjunction with the individual and their support team, e.g., support broker, guardian, parent, etc. Dane County's vocational service options include community-based supported employment, day services, and supported self-employment (also known as micro-enterprise). Dane County contracts with agencies that provide these services and the provider of service is responsible for hiring, training and monitoring staff.

Advanced Employment, Inc. .............................................. 44
Channels to Employment ................................................. 45
Community Support Network Inc. (CSN) ............................ 46
Community Work Services (CWS) ..................................... 47
Creative Community Healthcare Services ......................... 49
Encore Studio for the Performing Arts ............................ 50
Goodwill Industries of South Central WI, Inc .................. 51
Integrated Community Work (ICW) ................................... 52
Madison Area Rehabilitation Centers (MARC) ..................... 53
MARC-Responsive Employment Services (RES) ................. 55
MARC-Retirement and Arts Center (RAC) ............................ 56
MARC–South .................................................................. 57
MTILP–Successful Work Options ..................................... 58
Opportunities Inc .............................................................. 59
Pathways of Wisconsin .................................................... 61
REM-Wisconsin, CORE Services ...................................... 62
Work Opportunities in Rural Communities, Inc ................. 64
Work Plus ................................................................... 66
Working Partnerships ......................................................... 67
Advanced Employment, Inc.
Christine Witt, Executive Director
6515 Watts Road Suite 105 Madison, WI 53719
Phone: 608-833-7170 Fax: 608-833-7120
E-Mail: chris@advemp.org
Website: http://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, Supported Employment, Job Coaching and Micro Enterprise Development and Management

Number of People Currently Supported: 105

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 self direct those supports! Teams meet as often as they believe necessary. AE staff can attend team meetings scheduled after 3:00pm Monday, Tuesday, Thursday and Friday.

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. AE also conducts a QA survey with all employers each year in an effort to provide effective supports to the individual and their employer.

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 $28.00 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 Christine Witt 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, Executive Director
1137 N Sherman Ave Madison WI 53704
Phone: 608-620-5145 Fax: 608-270-2238
E-Mail: deb.raettig@visitcsn.org
Website: http://www.visitcsn.org

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, educational programs, recreation, leisure and retirement services and community integration.

Number of People Currently Supported: 75 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: Community Support Network strongly encourages and supports regular communication between the consumer, agency assigned Case Manager and the rest of each consumers’ team (family and/or guardian and/or residential team and/or other service providers). Community Support Network builds individualized services around each consumer, ensuring each consumers’ needs are met.

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. Community Support Network is innovative and creative in meeting our goal of helping all members of our community to engage in rich and meaningful relationships with one another.

Ensuring Safety: All staff are supplied with a cell phone and they have immediate access to a Director on Call throughout their work day 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.

Other Information: Please visit the Community Support Network website: http://www.visitcsn.org/ and/or call for a tour to learn more.

References: Available upon request
Community Work Services
Sarah Cutler and Sharon Schmid, Executive Directors
3240 University Ave Suite 5, Madison WI 53705
Phone: 608-233-0115, Fax: 608-233-6886
E-Mail: cworks@choiceonemail.com

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: 76

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 96%.

References: Available upon request.
Creative & Caring Healthcare Solutions (CCHS)
Jim Troha, President
13 Wanebo Lane Madison, WI 53719
Phone: 608-442-0232   Fax: 608-442-0194
E-Mail:j.troha@charter.net

Mission Statement: Creative and Caring Healthcare Solutions' (CCHS) mission is to offer value added products and services that are quality, creative, proactive, caring and understandable and produce positive results in the very complex area of health care. Our team is committed to excel beyond the current acceptable standards in the health care industry.

Encore Studio for the Performing Arts, Inc.
Kelsy Schoenhaar, Executive Director/Artistic Director
608-255-0310 Fax: 608-255-0401
E-Mail: kelsy@encorestudio.org
Jessica Jane Witham, Program Director
608-255-0329 Fax: 608-255-0401
E-Mail: jessica@encorestudio.org
1480 Martin St, Madison WI 53713
Website: http://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)
1302 Mendota St Madison WI 53714
Phone: 608-246-3140
Fax: 608-246-1984
E-Mail: bcaswell@goodwillscwi.org

Mission Statement: Goodwill Industries of South Central WI builds better communities by providing employment, housing, and support to people with disabilities and other challenges.

Services Provided: Community and vocational support.

Number of People Currently Served: 125

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

Involving the Participant 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: 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. Assist individual in identifying opportunities based on their interests and choices - volunteer work, clubs, sports, classes, etc.

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. Biannual 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 per week of direct support needed to assist individual in achieving their goals.

Other Information: Goodwill assists individuals in identifying and accessing experiences and skills that will enhance employment growth. Short and long term goals are regularly reviewed and adjusted in order to build on accomplishments and recognize developing interests and changing needs. To ensure participants feel they are spending their time productively, feedback is regularly requested from the person served and significant others; plans are developed for alternate activities when the regular schedule is interrupted; and assistance is provided in the development of goal oriented activities. The length of time needed to develop a job varies from widely depending on individual needs and preferences. The concept of natural supports is communicated from the very first contact with a potential employer. Education is provided as needed to employer/coworkers and other supporting individuals in the community. There is ongoing communication to support and build natural supports. If down time or job loss occurs, the person served is actively involved in the job seeking process. Goodwill also develops and supports alternate activities related to goals.

References: Available upon request.
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: 40

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.
Madison Area Rehabilitation Centers (MARC)
Richard C. Berling, Executive Director
901 Post Road, Madison WI 53713-3260
Phone: 608-223-9110, Fax: 608-223-9112
Email: rberling@marc-inc.org
Website: http://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 (Madison East, West, South and Stoughton and Mt. Horeb) throughout Dane County (to include MARC-Responsive Employment Services, MARC Retirement and Activity Center and MARC South [all located at South at 901 Post Rd.] 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/or 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 and health monitoring.

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

Creating Community Involvement: Everyone at MARC accesses the community compatible with their choices. MARC offers supported employment and recreation in the community; volunteer opportunities, and annual social, award and fund raising events. Ensuring Safety: MARC practices universal blood precautions, conducts safety committee meetings, provides annual first aid training, defensive driving training, reviews emergency evacuation plans, conducts quarterly fire and tornado evacuation drills, completes safety assessments, and private individual safety information is confidentially maintained and retrievable in an emergency. MARC emphasizes safety in its public policy recommendations.

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 guardians, advocates, brokers 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. MARC personnel policy and the 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 lesser 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.

References: References are available upon request. The MARC Participant Handbook describing services is available upon request. Tours of MARC locations are welcome. Please visit http://www.marc-inc.org for more information.
MARC - Responsive Employment Services (RES)
Suzanne Hanson
901 Post Road Madison WI 53713
Phone: 608-223-9100, Fax: 608-223-9112
Email: sahanson2@marc-inc.org
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 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 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)
Suzanne Hanson
901 Post Road Madison WI 53713
Email: sahanson2@marc-inc.org
Phone: 608-223-9100, Fax: 608-223-9112

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.

References: Available upon request.
MARC – South

Wendy Reinhart, Program Director
901 Post Road Madison WI 53713
Email: wendyreinhart@marc-inc.org
Phone: 608-288-8088 ext 35, Fax: 608-288-8111

Mission Statement: The mission of MARC South is to enhance the quality of life for individuals with disabilities by providing an environment that safely satisfies social, physical, and medical needs, desires, and goals. This is accomplished through team collaboration, strong relationship building, advocacy, individual assessments and service plans, continuing education and training, community involvement, and a commitment to quality.

Services Provided: MARC South provides Day Services which include individualized service plans, social and community integrated activities, access to therapy services, and medication management services (speak to Program Director for details and limitations). Services provided at MARC South are designed to cater to the needs of persons with severe developmental disabilities who are medically fragile and/or require intense personal care.

Number of People Currently Served: 26-30

Areas of Expertise: MARC South staff and facilities are uniquely equipped to serve individuals who are medically fragile or require intense personal care. Staff providing medically based services receive direct training and oversight from a contracted nursing agency. Medically based services include skin integrity maintenance protocols, enteral (G-tube) nutrition administration, seizure monitoring/tracking, medication administration, and intense personal care. Our facility utilizes various types of adaptive and assistive equipment to ensure client and staff safety. Staff providing social and skill development services create unique individual and group activities that encourage active and passive participation. Individual participation goals are developed to create opportunities for success in maintaining and improving ADL’s, developing new skills, and making friends in a safe and fun environment.

Involving Client and Guardian in Developing Supports and Services: Services and goals for participants are developed with the assistance of a team. This team would include representation from all aspects of the participants’ life, including the participant, family/guardian, vocational, residential, community activities, broker, etc. This team approach allows for collaborative input and smooth service integration. Team members follow the lead of the participant or guardian to develop, maintain, and modify services and goals.

Creating Community Involvement: MARC South welcomes volunteers, community agencies and families to share their talents. Examples of community involvement that are provided to clients at MARC South during regular attendance: professional haircuts, massage therapy, music therapy, physical therapy, occupational therapy, volunteer-assisted outings, story time, pet therapy, etc. MARC South annually collaborates with volunteer and educational agencies to create new community involvement options.

Ensuring Safety: MARC South facilities and equipment are constantly monitored, reviewed, and adapted to maintain safety. Emergency plans are created, trained, and rehearsed as required and/or needed to maintain safety. Client service teams create, review, and adapt individual services plans to maintain safety. Staff training is maintained and adapted to fit the changing service needs.

Evaluating and Improving the Quality of Services: Feedback from participants, families, and agencies is used to determine satisfaction with the services and outcomes.

Training and Evaluating Staff: MARC South staff receive training specific to the needs of participants. Annual trainings include universal precautions, safe lifting, defensive driving, safe medication administration, safe equipment use, managing confrontational behaviors, and CPR & First Aid. Additional training topics include medication administration and management, mealtime issues (swallowing difficulty), dementia specialist, adaptive ambulation techniques, understanding seizure activity, community protection, skin integrity techniques, facility and equipment sanitation, etc. Staff receive training from the Program Director, contracted nursing agency, the UW Waisman Center, Physical Therapists, Massage Therapists, Prevention Specialist, the Red Cross, fellow staff, and various other agencies and professions. Staff training needs are constantly evaluated and modified to ensure a high standard for training and safety. Training efforts are met during regular business hours during participant attendance as well as five annual in-service days.

Cost Calculation: MARC South accepts public and private funding. Service costs are determined by calculating the number of staff hours required to provide services. Staff attention varies from one-on-one personal care to small groups.

Other Information: Tours of the facility are encouraged. MARC South is so unique that a tour is the best way to understand this niche program. Please contact the Program Director to schedule a time for a tour or to get more information.

Methods of handling downtime or loss of a job: MARC South clients are typically fully engaged in learning, communication and mobility classes rather than paid work. The intensive personal care and health maintenance needs usually dominate the program. Other MARC programs offer a broad choice of work options, but MARC South specializes in people with intensive personal care and health maintenance needs.

References: Available upon request.
Mobility Training and Independent Living Program, Inc., Successful Work Options

Brenda Oakes, Director
101 Nob Hill Rd. Suite 202 Madison, WI 53713
Phone: 608-288-0641, Fax: 608-237-2030 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: 60 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.

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. 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. 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.
Opportunities Inc.
Linda Branson, Director Vocational Training and Home Support Services
930 Stewart St, Madison WI  53713
Phone:  608-274-1894
Fax: 608-274-1931
E-Mail: lbranson@oppinc.com
Website: http://www.oppinc.com/

Mission Statement: Opportunities, Inc. provides services for individuals for the purpose of maximizing their success and enhancing their abilities to be independent, contributing members of the community.

Corporate Values:
- Community: coordinating efforts to strengthen services
- Choice: promoting self determination
- Commitment: expansion of public and private partnerships
- Collaboration: aligning funds and expertise to maximize services

Services Provided:
- Pre vocational Training: Onsite structured vocational training in an environment that offers individuals with disabilities and other life barriers the opportunity to attain manufacturing skills while developing important work related skills such as attendance and punctuality, time management, initiative, and positive team work. Customized plans with measurable goals and outcomes are developed with each consumer based on skills and abilities. Vocational Training Specialists directly guide participants in preparation for potential community integration and overall independence.
- Youth Apprenticeship Program: An alternative education program that provides at-risk students and students with disabilities the opportunity to complete their education while developing positive work behaviors and manufacturing skills. The individualized learning environment offers academic instruction coupled with hands-on applications in an industrial setting. This extension of the classroom fosters a unique atmosphere where educational concepts are transformed into real life examples. Upon graduation, students earn a high school diploma and a manufacturing certificate from the State of Wisconsin.
- Vocational Evaluation: A customized process wherein an individual’s achievements, skills, interests and career potential are addressed and analyzed. A variety of assessment tools and techniques are applied onsite or in the community based on individual needs. Upon completion, a written report is prepared that includes testing results and recommendations to enhance further career planning for the individual.
- Additional services offered (at other locations) include: Community Employment, Benefit Analysis; Work Adjustment Training (WAT); School to Work Transition; Restorative Justice Program; Supportive Home Care; Adult Day Services; and Guardianship. Descriptions of these services are available at the agency website, http://www.oppinc.com/

Number or consumers served: 95 (Madison facility) Over 1500 throughout all other programs.

Areas of Expertise: Opportunities, Inc. has been a leader in the provision of vocational training, rehabilitation and community based services for nearly 50 years for individuals with cognitive and physical challenges and other barriers to employment.

Involving the Client and Guardian in Development Support and Services: Successful achievement of program outcomes is guided by the consumer and for the consumer. Opportunities, Inc. promotes consumer choice in all aspects of program development, implementation and recognition. Participants, in collaboration with key members of their support team, actively engage in identifying realistic and achievable objectives that will ensure vocational aspirations are reached. This approach in service delivery establishes a positive foundation from which satisfaction of one’s employment advancement will be realized. Ongoing communication and training development with each consumer and team member, provided by the Vocational Training Specialists and Production Supervisors, plays an important role in the success of each consumer plan.

Creating Community Involvement: Consumers are provided information and resources on an ongoing basis, which promote community based employment. Further exploration of their interests and career options are offered to expand community involvement opportunities. The agency has been an active partner with DVR and other referral services for over forty years to promote community employment.
Ensuring Safety: Opportunities, Inc. has a comprehensive safety program that follows a strategic plan to ensure safe and secure facilities for all those who visit, work and receive services from the agency. It receives high marks from its insurance partners on providing training, inspections and other safe workplace initiatives. Employees and consumers participate in daily exercises and regular trainings to ensure an environment where health and safety are promoted. Trainings include: Good Manufacturing Practices, First Aid/CPR/AED, Wheel Chair Lock down, Tornado and Severe Weather Awareness and Fire Safety. All locations receive regular safety inspections from Safety Team Officers and facility maintenance and security remain a significant part of the agency’s strategic plan.

Training and Evaluating Staff: Opportunities, Inc. has created a comprehensive performance management system called OI CARES Agency Performance Management System defined as, the ongoing process to establish and implement performance expectations, recognize results and realize continuous advancements to ensure exceptional services for internal and external stakeholders through the fulfillment of the agency mission. Through this expansive system, both staff and service advances are realized continuously. It was recently recognized as an exemplary performance achievement through CARF for its well-developed performance evaluation system that is based fully on outcome measures, coupled with its progressive training programs called OICARES Advancement that promotes team cooperation in the enhancement of services and strategic initiatives.

Evaluating and Improving the Quality of Services: As a leader in service delivery, Opportunities, Inc. realizes the importance of continuous evaluation and enhancement of programs to meet the needs of stakeholders and community partners. Formal surveys are conducted throughout all divisions annually to collect valuable feedback from those served. Then, utilizing the OICARES Agency Performance Management System, information is analyzed and advancements are implemented to ensure exceptional service is maintained.

Cost Calculations: All services have a service fee associated based on the support of the program or service. Please contact the Program Director to establish actual cost of services.
Pathways of Wisconsin
Steve Flaherty, Director
121 S. Hancock St Madison WI 53703
Phone: 608-255-5011, Fax: 608-287-1054
E-Mail: steve.flaherty@pathwaysofwf.org

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 the choice of going to the facility they prefer and most spend time in both. These are conveniently located in downtown Madison and afford easy access to a variety of community resources. Within the facilities the emphasis is on enhancing skills, attitudes and behaviors to enable people to obtain and succeed in community jobs best suited to their preferences and abilities. Paid contract work is provided as a means to develop an understanding of the relation between working and earning money for people who have not had that prior experience. Jobs in the community are developed with the goal of paid employment in a job that matches a person’s abilities and preferences and provides the optimum opportunity for independence and natural support from co-workers. The average length of employment of Pathways’ clients at their current jobs is four years. This high job retention rate is achieved through: (1) functional assessments to aid in appropriate job matching; (2) inclusion and training of co-workers from the start; (3) availability of adequate job coach support as needed; and (4) the close contact between the coaches and employers to enable prompt and satisfactory resolutions of any concerns or problems that may arise. The benefits to the clients of such long-term employment include more opportunities for pay raises, promotion and skill acquisition as well as the establishment of social relationships with co-workers.

References: Available upon request.
REM Wisconsin, Inc – CORE Services (Community Opportunities, Retirement & Employment)

Amy Chartier, Regional Director
Jaime Olson, Program Director (x 5874)
2005 W Beltline Highway Suite 100
Madison WI 53713
Phone: 608-276-0102, 608-276-9209 for direct extensions
Fax: 608-276-0110
e-mail: jaime.olson@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 supporting people with complex behavioral and medical needs. We provide our clients with a benefit analysis which is taken into consideration when seeking employment. We are a vendor of the Department of Workforce Development.
- Micro-Enterprising: is an innovative way of creating income-generating opportunities through self-employment. This specialty area is a new and 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: Rochelle Proffitt - guardian/professional reference; Paul White, Waisman 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.
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 workplace, 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 workplace 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 both in and 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, and Windsor.

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 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 other various community organization’s. 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 help us 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 employee. 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 their supervisor 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’s Artworking program provides career-oriented support for Artists with disabilities (see “arts” for a more detailed description). Our Supported Self Employment Program (SSEP) provides support for small businesses owned by people with cognitive challenges. Our Self Employment Coordinator, Amy Elmer, is a certified benefits specialist and our SSEP staff have specialized training and experience in the area of small business development and operation. Our program and staff are optimized to provide consistent and effective support to business owners, while navigating the complex landscape of best business practices, bookkeeping, and benefits manage. For more information contact Amy Elmer or Lance Owens.

References: Available upon request.
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: 58

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, brokers 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 has a full time placement specialist. Work Plus staff work closely with the consumer and the employers to develop natural supports that encourage independence and success.

References: Upon Request
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: 51

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 happens 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.
**Other Community-Based Services**

ARTworking ................................................................. 68
Choices ........................................................................... 68
Communication Development Program ....................... 68
Dane County Timebank .................................................. 69
Fiscal Assistance of Dane County, Inc. ......................... 70
Living Our Vision-Dane (LOV-Dane) ............................ 70
MTILP ........................................................................... 71
Movin’ Out, Inc. ............................................................. 71
People First ..................................................................... 72
Responsive Solutions, Inc. (RSI) .................................... 72
Sound Response .............................................................. 73
Waisman Center Community TIES ............................... 74
Waisman Center Community Training & Consultation ...... 74
Waisman Center WIN .................................................... 75

**ARTworking**

*Lance Owens, Program Director*

1955 West Broadway Suite 100 Madison, WI 53713.
Phone: 608-442-9254
Email: lance@artworking.org
Website: http://www.artworking.org

Part of Work Opportunity in Rural Communities Inc. (WORC), The Artworking program provides career-oriented support for artists with cognitive disabilities. Artworking serves artists in a professional studio workspace as well as in community and private settings such as an artist’s personal studio space or at public events, workshops, sales opportunities etc. Because of the extensive experience and of our program staff, we are able to leverage many professional and educational resources including donated materials and supplies, internships, community based partnerships, collaborative project partnerships and technical support for artists. The Artworking program provides support in tandem with WORC’s Supported Self Employment Program in order to provide a seamless transition from fostering artistic growth to developing a small business. Visit our website to see examples of our artists’ success or come take a tour of the studio.

**Choices**

*Stefanie Primm*

122 E Olin Ave. Ste 100 Madison, WI 53713
Phone: 608-219-8178
Email: primm@waisman.wisc.edu
Website: http://cow.waisman.wisc.edu/index.html

Choices is a quarterly newsletter written by and written for individuals with disabilities in Dane County. Choices has eight volunteer reporters and two part-time paid reporters who write about a variety of topics. Just like a newspaper staff, they meet when each issue comes out to plan for the next issue and share what they're working on. Choices is always looking to get more volunteer contributors, and are open to proposals for different kinds of content. For more information on the work of Choices, please visit: http://cow.waisman.wisc.edu/index.html

**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: case-cdp@waisman.wisc.edu

**Mission Statement**: To enhance community participation, health, safety, and self-determination for individuals who have 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 services can involve working with simple communication systems, such as communication boards or books, or sophisticated voice output communication devices, depending on the needs of the consumer. CDP serves individuals in Dane County who have a developmental disability or traumatic brain injury and received supports through developmental disabilities services. CDP 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
- Voice output communication devices
- Adaptations for computers such as modified keyboards, mouse adaptations, joysticks, switches, etc.
- Adaptive software
- Environmental controls
- Support and training related to using basic sign language with individuals who have developmental disabilities.

**Number of People Currently Served:** 50-80 per year

**Areas of Expertise:** Occupational Therapists (OTs) and Speech Language Pathologists (SLPs) that specialize in AAC provide evaluation and therapy services for eligible consumers. Services include evaluation with different AAC systems, training to use AAC systems, and assistance with required documentation for securing insurance funding of needed systems. Training in the community is provided for consumers, family members and other team members.

**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 consumers.

**Ensuring Safety:** Effective communication is the key to meaningful participation in medical, social, vocational, and recreational activities. Effective communication is also central to safety in the community for individuals who have a severe communication impairment and require an AAC system.

**Dane County Timebank**

Stephanie Rearick, Executive Director
1202 Williamson St Ste 107
Phone: 608-663-0400
Email: steph@stephanierearick.com
Website: info@danecountytimebank.org

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: http://www.danecountytimebank.org/
Fiscal Assistance of Dane County, Inc.
Carol A. Richards, Executive Director
124 W Holum St, Deforest WI 53532
Phone: 608-846-7058, Fax: 608-846-3412
E-Mail: CarolR@FiscalAssistance.org
Website: http://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: Fiscal Assistance of Dane County, Inc. is a non-profit organization that empowers people with disabilities to have freedom of choice by providing them with accounting services needed to live in the communities around us. There are three different departments within FA that give the desired financial piece of mind to these individuals. The Representative Payee program receives the individuals’ Social Security benefits and assures their monthly living expenses are correctly paid on time. The SDS program administers Medicaid Waiver funds received from Dane County on behalf of a participant and prepares and distributes payments to the participant’s selected service providers as authorized by the participant and his/her broker. FA prepares and distributes monthly reports to the participants of both the Rep Payee and SDS programs and their support broker, detailing their past month’s activity. FA’s Employer Agent program allows individuals to have the option of choosing their own staff to work with. FA acts as the individual’s human resource department, by completing tasks, including, but not limited to, assisting in completing the new hire paperwork, preparing payroll, filing and distributing the employees’ W-2 paperwork, calculating and filing the employers’ monthly/quarterly tax payments, as well as calculating and filing their W-3s.

Number of People Currently Served: 1800
Areas of Expertise: Accounting services for people with disabilities.
References: Available upon request.

Living Our Visions-Dane (LOV-Dane)
Amanda Bell & Stefanie Primm
122 E Olin Avenue Suite 100, Madison WI 53713
Phone: 608-265-9440, Fax: 608-263-4681
Email: amanda.lovedane@gmail.com or primm@waisman.wisc.edu
Website: http://cow.waisman.wisc.edu/LOV-Dane.html

LOV-Dane is a grassroots organization of individuals with disabilities, families and community members building fulfilling, community centered lives for all citizens. To achieve this goal, LOV is: Engaging in collective action; Mobilizing individual and community assets; Increasing civic engagement; Building reciprocal relationships of caring and mutual support; Developing inclusive and sustainable employment, recreation and living opportunities. LOV is not a program or service. The work of LOV-Dane is done by the members—individuals with disabilities, their families, friends and allies. Regular gatherings allow families find support, learn and to be inspired by each other. Individuals with disabilities build social relationships learn about themselves and take a more active role in their lives. Projects evolve as members have motivation and energy to work on them. Currently members are creating circles of support, focusing on creating valued community roles for individuals and building a variety of independent living skills and opportunities. Some members of LOV Dane receive support from the service system and others do not. The majority of LOV members are in their 20s and 30s but increasing numbers of individuals in their final years of high school are joining as well as older adults. For more information on the work of LOV-Dane, please visit: http://cow.waisman.wisc.edu/index.html
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.

Movin’ Out, Inc.
600 Williamson Street
Madison, WI 53703
E-Mail: info@movin-out.org
Phone: 608-251-4446 x7
Toll free: 877-861-6746 x7
Web: www.movin-out.org

Home Ownership: Movin’ Out has never had more financial resources available to first-time home buyers with disabilities. We have many success stories that illustrate the stability and economy of home ownership. We can document that home ownership may, under some circumstances, result in lower monthly housing costs than renting! We also help home owners maintain home ownership.

Affordable and Tailored Rental: Home ownership isn’t the answer for everyone. Finding a way to sustain affordable rental housing may be the best solution. Movin’ Out owns and manages rental properties reserved for people served by Dane County Human Services. Movin’ Out works with ACS managers and support brokers to tailor rental housing that reflects choice, support needs, affordability, accessibility and safety. We plan to purchase more rental properties in 2008.

Housing Trust: Movin’ Out’s WISH housing trust offers a tailored trust option to families that include aging parents and adult sons and daughters with disabilities. A family can use the pooled trust to insure that the family member with a disability can stay in the familiar family home for a lifetime, even after the parents pass away. Movin' Out oversees the trust and provides all the maintenance required to sustain the home over the long term.
**Information, assistance and referral:** Movin' Out, Inc. is a housing organization providing information and assistance on a wide range of housing issues including home ownership, rental, rehab, fair housing, and accessibility modification to Wisconsin households that include a family member with a permanent disability.

**Income status:** Movin’ Out, Inc. can help individuals and families plan and gain information regardless of individual or family income. Movin’ Out provides housing loans only to households with low income, as defined in HUD regulations.

**Disability Status:** Movin’ Out, Inc. provides services to people who have permanent developmental, physical, sensory, medical or mental disabilities or a combination of functional impairments that limit the ability to live independently. The first step to find individualized housing solutions is to contact a Movin’ Out housing counselor. Leave a message on our info line and we will call you back the same day or the next day. Contact Movin’ Out to arrange a training, in-service, or consultation.

**People First**  
Stefanie Primm  
122 E Olin Ave. Ste 100 Madison, WI 53713  
Phone: 608-219-8178  
Email: primm@waisman.wisc.edu  
Website: http://cow.waisman.wisc.edu/index.html

People First is an international advocacy organization. The Dane County chapter was formed in 1994 by individuals with disabilities living in the community. People First of Dane County advocates strongly about providing supports to individuals with disabilities to live in their own community. This means advocating for the closure of Wisconsin’s institutions and against support budget reductions. People First of Dane County uses regularly scheduled meetings to bring in guest speakers that will allow them to learn more about the important issues of the day. For more information on the work of People First, please visit: http://cow.waisman.wisc.edu/index.html

**Responsive Solutions, Inc (RSI)**  
RaeAnn Fahey  
122 E. Olin Ave. Ste 100 Madison WI 53713  
Phone: 608-669-4224  
Fax: 608-263-4681  
Email: raeann@responsivesolutions.org  
Website: http://cow.waisman.wisc.edu/ILI_am.html

The Adaptation and Modification (A&M) Project is run by Responsive Solutions, Inc and Dane County Human Services. The goal of this project is to create safe and appropriate environments, which ensure an individual's continued participation in community life. A&M supports Dane County families and their children through the Family Support and Resource Center (FSRC). We also support adults with developmental disabilities, through the Adult Developmental Disability system. Projects involve assistance in making homes, apartments, and work places safer for individuals with behavioral challenges and/or developmental disabilities. A&M staff perform the work personally when possible, and utilize the services of outside contractors, family or residential support staff when necessary. We try to use pre-existing products when possible and always strive to blend any modifications into the current environment.
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.html

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 the 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 270 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 error 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 troubleshoot 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 $6000. 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.

References: Available Upon Request.

Waisman Center - Community TIES (Training, Intervention and Education Services)
Paul White
122 E Olin Avenue Suite 100, Madison WI 53713
Phone: 608-265-9440, Fax: 608-263-4681
Website: http://cow.waisman.wisc.edu/ties.html

Community TIES is a UW Madison -Waisman Center behavioral support program the primarily serves children/families, adolescents and adults with developmental disabilities who live in a Dane County community. Our mission is to address behavioral, psychological, and emotional needs using therapeutic approaches that assure continued participation in supported community life. TIES activities are a creative blend of various positive practices that have proven effective in meeting complex behavioral and mental health challenges within supported community life. For more information, please call 265-9440 and ask to speak with the Community TIES Intake worker.

Waisman Center - Community Training & Consultation
Rachel Weingarten
122 E Olin Avenue Suite 100, Madison WI 53713
Phone: 608-265-9440, Fax: 608-263-4681
Email: weingarten@waisman.wisc.edu
Website: http://cow.waisman.wisc.edu/traincon.html

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 weingarten@waisman.wisc.edu
The Wellness Inclusion Nursing (WIN) Program nurses serve as consultants to residential and vocational team members, families, and health care providers focusing on restoring, maintaining, and promoting maximal health and independence for adults with developmental disabilities so they can achieve the best life possible. The WIN nurses provide individualized consultations with clients, support brokers, and agency staff. We work together to identify and connect with community resources appropriate for individual clients including physicians, therapists, and other medical specialists, home health services, and hospice. WIN provides consultation for:

- Nursing assessments
- Training and health education to residential and vocational support staff and family
- Advocacy and planning for end of life care
- Coordination of hospital stays and discharges to facilitate a smooth and positive process
- Healthy living
- Education and advocacy to medical staff in medical setting
- Working together with teams to support individuals with complex medical needs

Dane County Human Services contracts with The Wellness Inclusion Nursing (WIN) Program to offer a wide range of services to help support individuals with developmental disabilities participating in the Dane County Supported Living Program.
Support Broker Agencies

All Support Brokers are hired and trained by one of the seven Support Broker Agencies listed in the following section. Once hired and trained by a Support Broker Agency, Brokers then interview with and get selected by people with disabilities. While each Support Broker Agency develops its own job descriptions, Broker job descriptions get individualized by the people with disabilities who select them. A Support Broker’s primary responsibility is to the person with a disability and the people who care about them. The Support Broker functions as an advocate and partners with the consumer of services to assist them and their team in developing a person-centered support plan and outcomes that identify needed supports and personal goals.

The Arc-Wisconsin Support Broker Program...... 77
Avenues to Community, Inc ............................ 78
Catholic Charities Support Brokers ................. 79
Progressive Community Services (PCS) ......... 80
Teamwork Associates (TAI) .......................... 81
TJ's Support Brokerage Firm, Inc.................... 82
United Cerebral Palsy of Greater Dane County ... 83
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 attempting 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.
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
Website: www.avenuestocommunity.com

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.
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: twonders-tamez@ccmadison.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 since 1946 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.
PROGRESSIVE COMMUNITY SERVICES, INC. (PCS)

Alexa Butzbaugh—Executive Director
607 Green Meadow Dr, Verona WI 53593
Phone: 608-848-8305
Fax: 608-848-8306
E-Mail: alexab@pcsdane.org
Website: www.pcsdane.org

Mission Statement: Progressive Community Services, Inc. (PCS) advocates 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 when possible while maintaining or improving their quality of life in their home and in their community. PCS works with people with disabilities, their guardians and circle of supports to assure that the person’s home and community life are led as inclusively as possible.

Services Provided: PCS employs Support Brokers who advocate and provide case management services for adults with developmental and other disabilities funded through Dane County Human Services (DCHS); two Transition Coordinators who provide services for students with disabilities graduating high school and entering the adult system and a Self Employment Coordinator who works with people with disabilities start micro enterprises.

Areas of Expertise: PCS is dedicated to developing flexible individual plans of supports with the person with a disability and his/her support team. All PCS employees have flexible schedules which allows the opportunity to meet people when it is most convenient for the person with a disability and his/her family.

Involving the Client and Guardian in Developing Supports and Services: PCS has the philosophy that the person and/or his/her guardian Self-Direct his/her own services. The first step in this process is to hire a Support Broker as an independent advocate and a resource. Once the Support Broker is hired, a Person Centered Plan is developed with the person and the person’s support team. A variety of templates can be used which cover all aspects of a client’s life. We consider the person and the guardian as the director of the support team who has the final approval of the plan of support.

Creating Community Involvement: Consistent with our mission statement, PCS works with people with disabilities, their guardians and circle of supports to assure that the person’s home and community life are led as inclusively as possible. PCS works with a person’s team to develop a circle of support while also discussing other available community resources.

Ensuring Safety: PCS conducts background checks to assure that no employees have been charged with a criminal charge that would put a person with a disability at risk. PCS has an Abuse and Neglect Policy that is consistent with Dane County Human Services’ Abuse and Neglect Policy. All PCS employees are mandatory reporters which require them to report a potential abuse and neglect situation immediately to DCHS. 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 as 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.
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. We learn as much as we can about that person’s life and goals. Teamwork brokers use person-centered planning tools 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 assess the quality of support they receive and how their goals are being met, making action plans for improvement. 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 all 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 monthly with the director to review 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 regular employment evaluations with 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.
TJ’S SUPPORT BROKERAGE FIRM, INC.
Diana Shinall-Executive Director
4518 Verona Road P.O. Box 44842 Madison, WI 53711
Phone: 608-661-0727
E-Mail: DianaTJinc@charter.net

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
Matt Jahnke, Program Director
2801 Coho St Suite 300, Madison WI 53713
Telephone: 608-273-8482 Fax: 608-273-3426
E-Mail: mattjahnke@ucpdane.org

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 assuring 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. Our Community Builder also facilitates classes to help people throughout Dane County 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 people 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. The people we support, their guardians, supporting agencies, and County personnel are encouraged to give ongoing input and feedback.
**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/
- Madison Area Down Syndrome Society: www.madss.org
- Prader-Willi Syndrome Association of Wisconsin: www.pwsausa.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 Board for People with Developmental Disabilities: www.wi-bpdd.org
- Wisconsin Department of Health Services: www.dhs.wisconsin.gov/
- Wisconsin Department of Vocational Rehabilitation: www.dwd.wisconsin.gov/dvr/
- Wisconsin Legislature: www.legis.wisconsin.gov/
- Wisconsin Medicaid: www.dhs.wisconsin.gov/medicaid/
- Wisconsin Legislature: www.legis.state.wi.us

**HEALTH**
- American Academy of Pediatrics: www.aap.org
- American Heart Association: www.heart.org/HEARTORG/
- 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.ada.gov
- 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**

**CONSULTANTS**
- David Pitonyak: Challenging Behaviors www.dimagine.com
- 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.

Cost Share: Cost sharing is the monthly amount a waivers participant may have to contribute toward the cost of his/her waiver services.

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.

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.

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.

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): a tool for achieving self-determination. A service model, in which an individual in partnership with those who know them best, such as their family, guardian, and friends decides how best to use the public dollars spent on their behalf.

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.