



**AVENUES TO COMMUNITY  
SUPPORT BROKER SERVICES**

# 2019 ANNUAL REPORT

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## Dear Friends of Avenues to Community, Inc.

2019 was another year of change for Avenues. We continued providing Support Broker services to participants in the IRIS Waiver program throughout the state. We also expanded our Support Broker services to people under private pay arrangements and to Wispact beneficiaries. Under the IRIS Waiver program, a Support Broker is an individual who assists participants in planning, securing and directing self-directed supports. This service definition allowed for flexibility to provide assistance to participants that had various unmet needs and to fill gaps that existed within the IRIS Waiver program. For participants with significant behavioral and medical support needs, they typically required a higher level of assistance than an IRIS Consultant could provide due to the complexity and amount of time required to provide high quality coordination of needed supports and services. Although the participant or guardian made all decisions on a strategic level regarding their services, some needed assistance on a tactical level with the intra-provider communication between team members. This higher level of assistance was essential for some participants due to medical necessity and there were no other alternative vendors that could provide this type of service. Additionally, due to Avenues Support Brokers' experience and expertise, our services were uniquely person-centered and could not be substituted with another service. Maintaining a long-term relationship in these situations provided proactive engagement to avert problems such as admissions to hospitals and institutions.

Although the service definition was fairly broad in scope of what a Support Broker could do, we were met with a great deal of resistance out of concern that the Support Broker role would somehow diminish the ideals of self-direction. The staff at Avenues would have to regularly advocate that Support Broker services were instrumental in helping participants achieve better outcomes and experience greater independence in all aspects of their life and that having help from a Support Broker would not diminish self-direction. Rather, it enhanced self-direction by providing participants and guardians with support in making key decisions, finding and coordinating complex services across systems, and filling in the gaps wherever necessary. Unfortunately, although the participants and guardians were requesting that our services be maintained on their plan, we experienced a constant reduction in either approval of Support Broker services on participant's plans or a reduction in approved monthly hours of service. These reductions resulted in a decline of Support Broker staff from 12 to 9 positions. By December of 2019, Avenues was serving 316 IRIS participants who had an average of 4.5 hours of approved services per month.

As we were facing the challenges and uncertainties within our Support Broker services program, the Dane County Department of Human Services extended an offer of a contract to provide support and service coordination (SSC) services to children with disabilities and their families under the Children's Long Term Support (CLTS) Waiver program. Support and service coordination is the provision of services to locate, manage, coordinate and monitor all covered supports and services, other program services, regardless of their funding source, and informal community supports for eligible children and their families. This service also includes assisting applicants and participants with establishing Medicaid financial, nonfinancial and functional eligibility, and all other aspects of an individual's CLTS Waiver Program eligibility. Support and service coordination also includes assisting the participant to access Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit (known as HealthCheck in Wisconsin) Medicaid State Plan services, as well as school-based special education services through the Department of Public Instruction and rehabilitation or college and career ready services through the Department of Workforce Development, Division of Rehabilitation.

Avenues contract with Dane County began in May of 2019. One of our two Program Directors transitioned to CLTS SSC program and we hired four new SSC staff. By the end of 2019, we grew to five CLTS SSC staff and one CLTS Program Director. From May through December 2019, Avenues provided 11,868 hours of service to 126 children and families.

Avenues has been providing Support Broker services to adults with disabilities since 2001. Our mission is to ensure people with disabilities and older adults have the opportunity to lead self-determined lives. Although the services we are providing are transitioning to focus more on children with disabilities and their families, our values of relationships, self-determination, inclusion, creativity, and choice will remain unchanged.

## **Road to Success**

With final approval by the Avenues to Community, Inc. Board of Directors in December of 2002, the Road to Success Fund is a restricted account that consists of money raised through grants, specified donations received, and revenue over expenses from the Day Tripper events. Funds in this account can be carried over from year to year. The purpose of the Road to Success Fund is to provide financial support to consumers of the agency to assist with otherwise unmet needs. Money allocated to the Road to Success Fund cannot be used for administration, agency operating or personnel expenses. A committee made up of the Executive Director, an Avenues' Program Director, a family member, and an Avenues' consumer meets approximately three times a year to review requests. In 2019, revenue for the Road to Success Fund totaled \$100 from a private donation. The committee approved three requests totaling \$538 for household items, a DNR bracelet, and a bed mattress and frame.

## **Future Fund**

The Future Fund is a Board designated unrestricted fund. This fund is used to offset expenses not covered by grant revenue and can be carried over from year to year. In 2019, Avenues received \$3,088.57 in contributions toward the Future Fund through Access to Community Services (ACS) activities, as well as individual donations and donations made through the United Way.

## **Access to Community Services**

Avenues is a member of Access to Community Services (ACS), which is an umbrella group made up of numerous organizations working together to help people with disabilities and other challenges to live, work, play and succeed in our community. More than 3,500 individuals receive services from ACS organizations every year. ACS organizations are not affiliated with the United Way of Dane County. State of Wisconsin, University of Wisconsin, University of Wisconsin Hospital and Clinics, Dane County and City of Madison employees can contribute to Avenues through the Partners in Giving combined campaigns. Avenues is listed under Access to Community Services as number 512 in the Combined Campaign and Partners in Giving brochures. In 2019 Avenues received \$2,293.57 from donations made to Access to Community Services through these campaigns. These donations were allocated to the Future Fund. For more information about ACS, please visit [www.accesstocommunityservices.org](http://www.accesstocommunityservices.org)

**AVENUES TO COMMUNITY, INC.**  
**Madison, Wisconsin**

**STATEMENTS OF ACTIVITIES**  
**For the Years Ended December 31, 2019 and 2018**

	2019			2018		
	Net Assets Without Donor Restrictions	Net Assets With Donor Restrictions	Total	Net Assets Without Donor Restrictions	Net Assets With Donor Restrictions	Total
<b>Revenues and Support:</b>						
Program Service Revenue	\$ 907,129	\$ -	\$ 907,129	\$ 878,631	\$ -	\$ 878,631
Contributions	3,089	100	3,189	2,606	1,500	4,106
Program Service Fees	24,385	-	24,385	9,270	-	9,270
Interest Income	367	18	385	559	4	563
Miscellaneous Income	1,578	-	1,578	2,131	-	2,131
<b>Total Revenues and Support</b>	<b>936,548</b>	<b>118</b>	<b>936,666</b>	<b>893,197</b>	<b>1,504</b>	<b>894,701</b>
<b>Net Assets Released from Restrictions:</b>						
Satisfaction of Program Restrictions	98	(98)	-	1,690	(1,690)	-
<b>Total Revenue, Support and Reclassifications</b>	<b>936,646</b>	<b>20</b>	<b>936,666</b>	<b>894,887</b>	<b>(186)</b>	<b>894,701</b>
<b>Expenses:</b>						
Program expenses	859,945	-	859,945	752,985	-	752,985
Administrative expenses	76,632	-	76,632	138,612	-	138,612
<b>Total Expenses</b>	<b>936,577</b>	<b>-</b>	<b>936,577</b>	<b>891,597</b>	<b>-</b>	<b>891,597</b>
<b>Total Change in Net Assets</b>	<b>69</b>	<b>20</b>	<b>89</b>	<b>3,290</b>	<b>(186)</b>	<b>3,104</b>
<b>Net Assets at Beginning of Year</b>	<b>149,337</b>	<b>6,859</b>	<b>156,196</b>	<b>146,047</b>	<b>7,045</b>	<b>153,092</b>
<b>Net Assets at End of Year</b>	<b>\$ 149,406</b>	<b>\$ 6,879</b>	<b>\$ 156,285</b>	<b>\$ 149,337</b>	<b>\$ 6,859</b>	<b>\$ 156,196</b>

**Avenues to Community  
Board of Directors**

Cheryl Homiak - President

Ted Sehmer - Treasurer

Bruce Moffat - Secretary

Michelle Bailey - Director

Kathleen McNeil - Director

Kathy Reilly - Director