

2011



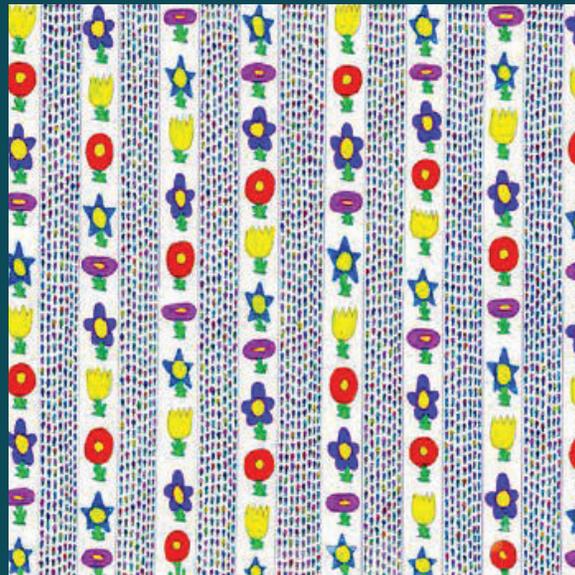
# Annual Report



(Above) Bead necklaces created collaboratively by Mel Tyrer and Kari Shaw at the ArtWorking Studio in Madison.

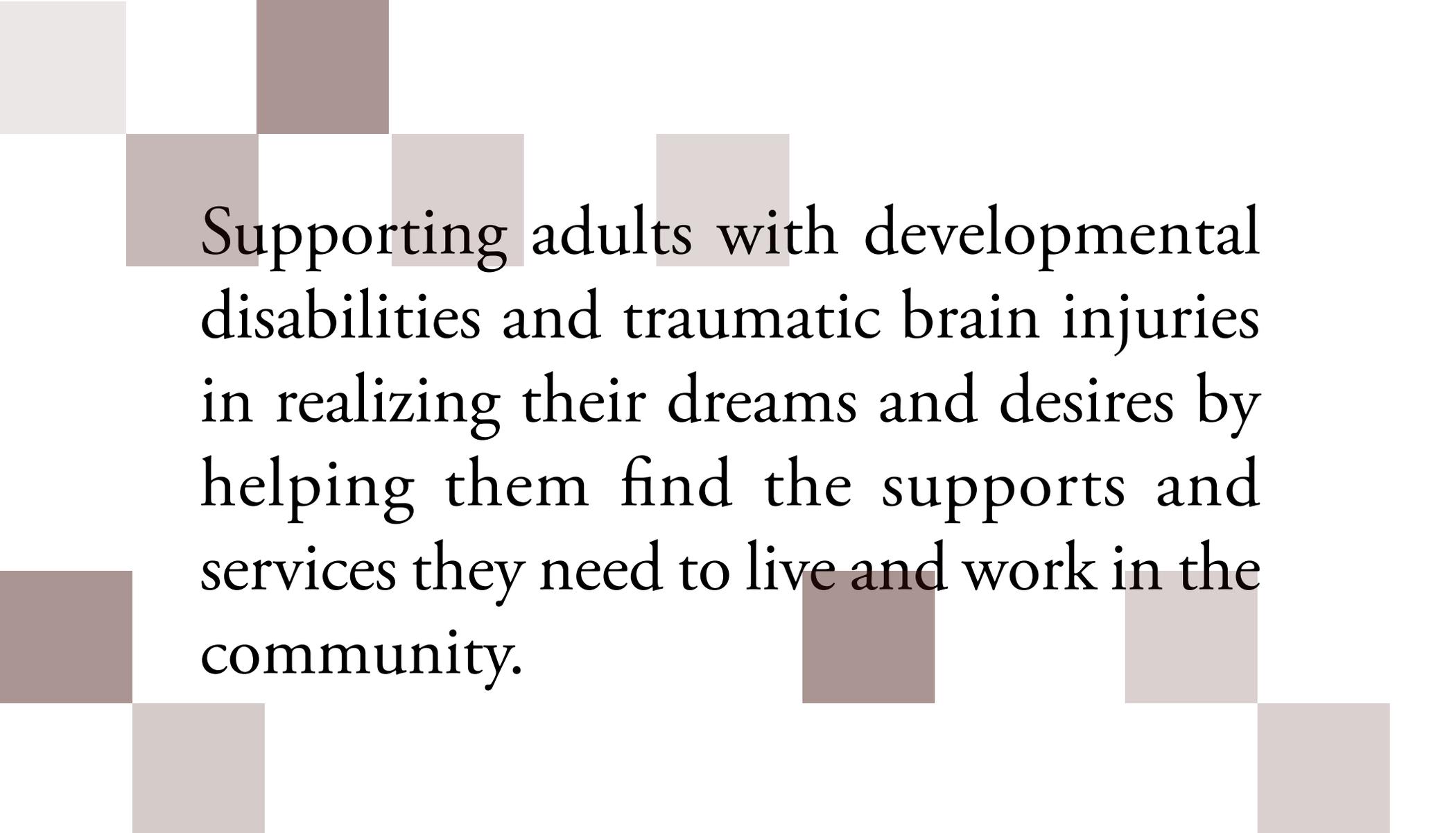
# ENCOURAGING CREATIVE MINDS

(Below) Greenhouse Arts created by Bob Hanneman



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Supporting adults with developmental disabilities and traumatic brain injuries in realizing their dreams and desires by helping them find the supports and services they need to live and work in the community.

M I S S I O N

## Dear Friends,

2011 was a special year for Avenues to Community, Inc. We commemorated our 10 year anniversary at our annual picnic surrounded by the people that we serve, their family members, current and former staff, Board members, and others who have had some connection to Avenues, both past and present. The food was good, the band was great, and the chance for people to reconnect and reminisce was priceless. This celebration was not about the success of our organization or the milestone reached. Rather, it was about the relationships that we have developed over the years with the people that we serve.

Although a lot has changed over the last 10 years, the staff at Avenues have been more committed than ever to achieving our mission to ensure that people with disabilities live and work in the community. Finding the best services, identifying the best roommate matches, connecting people with their community, and working with them and their family members during times of transitions is what we do. We hope to continue that work and promote our mission for years to come!



Kevin Keisling  
Executive Director



# OUR TEAM



**Josh**

Josh Enslin has been the Program Director at Avenues since 2007. He has a passion for providing quality support to people with developmental disabilities. After graduating with social work degrees from Luther College and UW Madison, Josh worked in the residential field for 13 years, which has provided

invaluable experience for his current position. The things that keep Josh busy are his family (including three rambunctious young kids), playing many sports, and jamming on the guitar at church.

In 2006, Amy Litzer graduated from UW Whitewater with a BSW. Amy has worked in both vocational and residential settings helping people with different abilities. Amy started on the Avenues All-star team in March 2010. Amy spends a significant amount of time taking care of her 1 year old Maltese, Chloe.



**Amy**



**Toni**

Toni Gadke began her career in social work as a vocational case manager before becoming an Avenues Broker in 2005. She enjoys getting to know her clients and helping them achieve their goals. In her free time, Toni enjoys spending time with family and friends.

Heidi Scherr, a licensed Social Worker, has worked for Avenues since 2008 and has been supporting people with disabilities since 2005. She has experience working with people with disabilities from all over Wisconsin and strives to make sure that their voices are heard. In 2009, Heidi also began working as a Support Broker through the IRIS program. Heidi enjoys connecting with others, and oddly enough...paperwork!



**Heidi**



**Cheri**

20 years at Avenues...and a wealth of experience! Cheri Rogers absolutely loves the work she does! Her focus has always been helping individuals have a good life, however they define that. Cheri is resourceful, a good listener and is willing to try new ideas. Cheri enjoys helping with planning and transitions of all kinds. Cheri appreciates people sharing their stories and lives, things that she continues to learn from.

Amy Quaerna has been a member of the Avenues to Community team since 2004. Amy cherishes the relationships she has developed with the people she supports, their families, and other important people in their lives. In Amy's free time she enjoys reading, listening to music, exercising and spending time with her family.



**Amy**



**Veena**

Veena Brekke has a teaching degree and extensive work experience in the field of social work. She worked for thirteen years as a case manager in North Dakota before moving to Madison. In Dane County, Veena has work experience with residential services, Supported Employment and since 2003 as a Support Broker through

Avenues. She loves living in Madison and enjoys supporting people long term.

Stephanie Iliff has great compassion for people. Her job as a Support Broker has affirmed two things: her appreciation for the gifts and challenges that people have and her desire to assist people in achieving a quality of life of their choice. She appreciates the work of all team members and offers a calm presence when important decisions are being discussed.



**Stephanie**



**Susan**

Susan Watson has been a Support Broker with Avenues since incorporating in 2001. Prior to this, she supported adults with disabilities residentially as a case manager and program director. She holds a Bachelor of Science in Social Work from the UW Eau Claire along with a State Social Work license.

She is the Host Site Coordinator for the UW's Best Buddy program, matching Avenues' consumers with university student volunteers.

Lisa Koob has been a Support Broker since 2011. She has experience in areas of transition, the medical system, teaching social skills classes and providing respite care. Her interests include being near or in lakes and rivers, reading the newspaper and going on family vacations.



**Lisa**



**Jessica**

Jessica Haven has been a Support Broker at Avenues to Community since 2007. Prior to this, she gained experience supporting individuals with developmental disabilities in a residential capacity, and providing staff supervision. She holds a BSW from Winona State University in Minnesota. She enjoys

travel, documentary film-making, hiking, yoga, and nature photography.

Al Poliarco has been a Support Broker with Avenues since 2002. His passion for helping people is evident through years of activism from his native land, Philippines. He is a team player, creative thinker and self taught web and graphic designer. Al enjoys working out, hot yoga, hiking, good food and spending time with his friends.



**Al**

# Avenues to Community, Inc.

## 2011 Annual Picnic &

Saving Our Community



# 10 Year Anniversary Celebration



# Home Sweet Home

by Amy Quaerna

In February 2010, Joe experienced a Transient Ischemic Attack, commonly known as a mini-stroke. During the months that followed he suffered multiple medical setbacks, several of which sent him back to the hospital for short stays. In the summer of 2010, Joe was admitted into a nursing home where his health eventually stabilized. Although initially he was happy staying at the nursing home, as his health improved he began to miss his former Adult Family Home (AFH) provider and other community connections. Due to multiple issues, returning to the AFH provider was no longer an option that was available to him. With the help of his Support Broker, Joe began the search for a new home in the community. After considering several AFH's Joe visited Jenni and Mike and immediately he knew that it felt like home. After being determined eligible for CIP funding, Joe moved into Jenni and Mike's home in April, 2011. The rural setting of the home was perfect for Joe, who grew up on a farm in southern Wisconsin. He now spends his days doing activities he loves including gardening, working in the large yard, antique shopping with Jenni, and socializing. Joe's new home has provided him the perfect balance of independence and caring family support. After living in their AFH for a year, Joe reports that he has never been happier in his life!



# A Great Match

by Jessica Haven

Finding a great housemate can be quite a challenge. It's a complex equation involving common interests, complementary abilities, timing and more. So I sat down with two gentlemen who seem to have it figured out. James and Calvin became roommates in the fall of 2011, coincidentally referred by their mutual Support Broker, Jessica Haven (yes, sometimes happy accidents are involved in such an equation). Once the two men enthusiastically realized that being housemates seemed inevitable, James hired a new Avenues Support Broker, Lisa Koob. James, Calvin and their Support Brokers worked together with staff from Community Living Connections and REM on establishing the smooth transition that a move requires. Since the dust has now settled, James and Calvin explain what makes them a great match. They both like to cook, go out to eat, watch the same television shows, such as Kitchen Wars, and both enjoy James' two cats, Rascal and Junior. They like to help each other out. James plans to make business cards for Calvin's landscaping business and Calvin likes to cook homestyle meals for the two to share. They take turns buying groceries and they both do cleaning around the apartment. They feel like they treat each other fairly and with respect. James and Calvin acknowledge that they have disagreements at times but they do not get mad. Instead, they work through things. Calvin notes that James was really supportive to him when his mother passed away. He says that James was his companion through that. James says that he has been through similar hardships in his family so he knows what it's like for Calvin. James relevantly adds, "Has Calvin ever given you a hug?? Man, he's strong!!" As our interview wrapped up, James leaves for work. Calvin shouts out the door after him, "Dinner leftovers will be in the fridge for you when you get home tonight." And that's how it's done.



h o u s e m a t e  
g o o d - f r i e n d  
r i g h t m a t c h  
c o m p a n i o n  
R O O M M A T E  
n i c e d u d e s

Willie lived most of his life at Northern Wisconsin Center until he moved into the community in 2000 at age 65. In May of 2011, a call from Willie's niece to Avenues began the journey back to reconnecting with family members that he had not seen for decades. Although there was a bit of uncertainty at first from everyone involved, the reunion was a great first step. As expressed by Willie's niece:

*"Hi Kevin:*

*Wow! That was so great to meet Uncle Willie! :)*

*That initial meeting was difficult for us, but you, Tom (Integrity), Angie (guardian) and the Integrity support staff were wonderful. You made us feel so welcome. The whole experience was very nice and so encouraging. We were all impressed with the level of care Willie is receiving and are eternally grateful.*

*I believe this is the beginning of a familial relationship with Willie. I think the buzz about this positive encounter with Willie will spark other family members interest and hopefully they too will visit.*

*We, especially Willie's siblings, can all sleep a little better now.*

*Here's looking forward to new beginnings..... :)*

*A true pleasure."*

In the fall of 2011 Willie experienced some serious health concerns and it was a blessing that he was surrounded by family during that difficult time. As Willie's life continues to unfold, the hope is that these family connections will continue to thrive.

# FAMILY

## LOVE - SUPPORT



## Reconnecting with Family

by Kevin Keisling

# More Than the Sport...

by Veena Brekke

In the fall of 2000, two Avenues to Community Inc. Support Brokers helped friends, Kathleen and Kathy, get together to do what they enjoyed best - bowling. Eleven years later, Kathy and Kathleen have continued their friendship and invited many more bowlers to a meet monthly at Bowl-A-Vard Lanes. As stated by one parent, the group “has given Jeff (son) a chance to meet new people and make new friends.” While the bowlers are having fun cheering each other for getting spares and strikes, their parents, family members and support staff share stories and experiences. As one parent stated, “it’s just like the old parent group we used to have.” This group has provided an informal opportunity for family members to learn from each other about community resources and to share success stories with one another. Although the love of bowling is why they continue to get together, it’s clearly more than the sport: friendship, socializing, networking, information sharing and cheering each other on is what this group is all about!

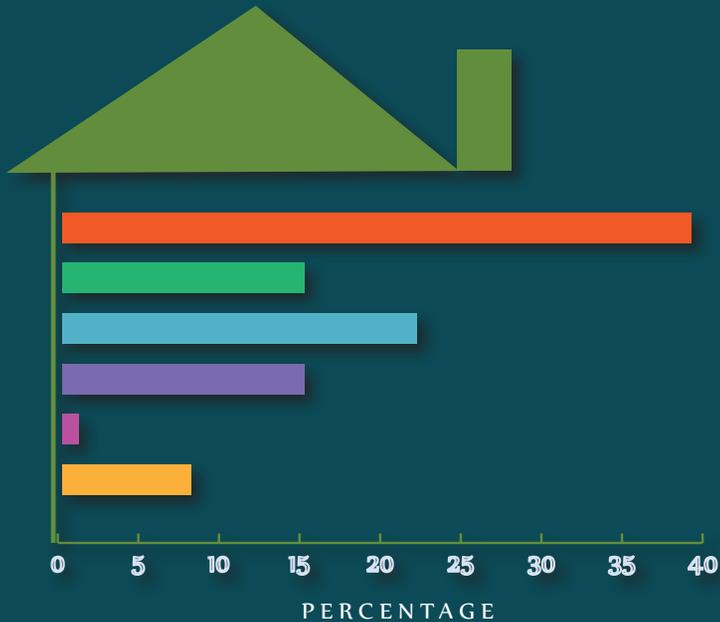
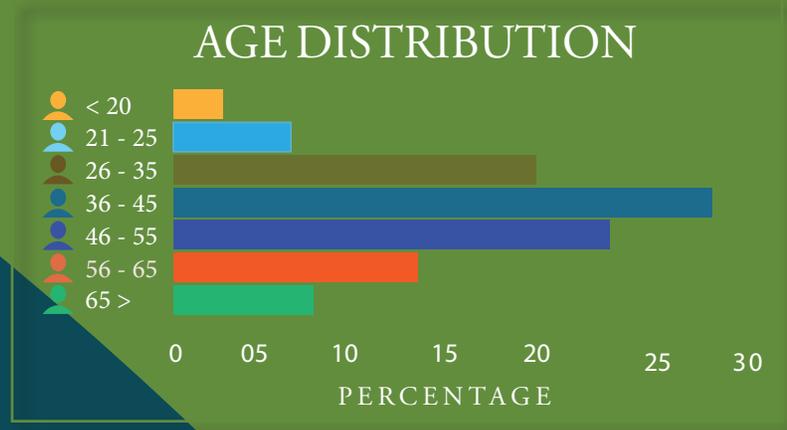


FUN conversation  
group STRIKE SUPPORT  
FRIENDS - bowling  
organization games

organization games  
COMMUNITY - network  
PARENTS SUCCESS!!!!

# DEMOGRAPHIC INFORMATION

The graph to the right demonstrates age related demographic information based on 277 people that were served as of December 31, 2011. Although the highest percentage of people served were between the ages of 36-45 (28%), there were 58 people (21%) who were over the age of 55 and 22 people (8%) who were over the age of 65. The age distribution of people supported by Avenues remained relatively similar to our 2010 data.



39% PARENTS/FAMILY  
 15% ALONE  
 22% ONE ROOMMATE  
 15% TWO ROOMMATES  
 1% MORE THAN TWO ROOMMATES  
 8% AFH/CBRF

A little over half (53%) of the people served in 2011 lived in their own home or apartment, either by themselves or with one or more roommates. They received supported living services from a variety of residential provider agencies or they hired their own staff through Fiscal Assistance of Dane County, Inc. Employer Agent program.

The majority of the people who lived alone shared residential support with others who lived in an apartment complex or other housing arrangement in close proximity to one another, typically called a clustered site. Over a third (39%) of the people served lived with their parents or other family member. Avenues' Support Brokers play a critical role in working with other Broker agencies and residential providers to identify compatible roommate matches while recognizing the importance of individual choice.

The distribution of living arrangements for the people that Avenues supports represents the various options that are available to people in Dane County based on their needs and preferences.

## *Services We Provide*

Avenues staff, referred to as Support Brokers, provides mandated case management and service coordination services 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 receive the services they need to live and work in the community. Service coordination also involves maintaining a person's eligibility for all available funding sources as well as exploring community resources and natural supports.

## *Developing Plans of Support*

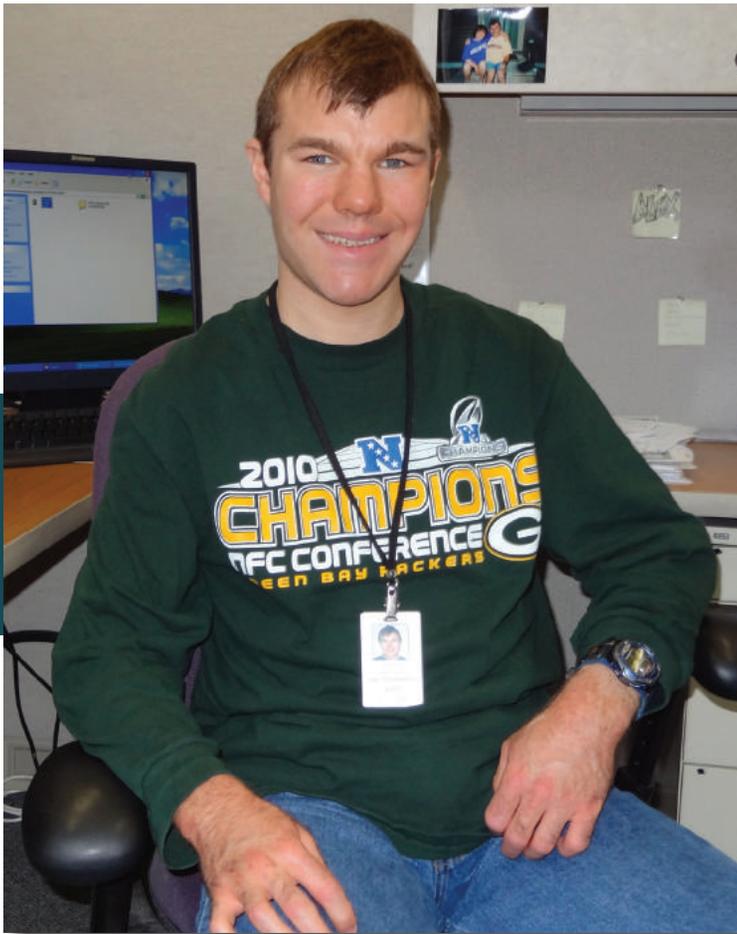
Avenues Support Brokers conduct annual planning meetings with the person, their guardian, and support team members to discuss the person's basic needs and individual outcomes. Once the plan has been developed, the Support Broker provides ongoing service coordination to ensure that the person's basic needs are being met. The Support Broker also provides quality assurance to ensure that the plan is being implemented and that the person's individual outcomes are being achieved. This plan is reviewed minimally every six months, more often if needed.

## *Monitoring Safety*

Avenues Support Brokers help identify supports that are built around each person's unique needs. People are encouraged to have life experiences where they can safely learn and grow. As a part of the planning process, individual health and safety needs are discussed and reviewed regularly. Avenues Support Brokers provide access to education about home and community safety issues as well as independent living skills. They also advocate on the person's behalf to ensure that the support plan is implemented.

## *Community Resources*

Support Brokers also provide information about community activities and other resources. Avenues Support Brokers focus on the person's outcomes related to community involvement as central points in the planning process. In addition, Support Brokers identify specific ways that each team member can help the person realize these outcomes and monitor the ongoing progress of these outcomes.



# n a t u r a l   s u p p o r t

## M E A N I N G F U L   J O B

### A Natural Fit

by Heidi Scherr

Over the past several years, Alex and his team have had many conversations about his vocational future. Alex and his parents wanted him to have a job that he enjoyed and where there was room for growth. Alex's Support Broker worked with Alex, his family and Advanced Employment to determine the type of job that would be a good fit for him. Alex's Support Broker also advocated for job development, referred Alex to DVR for additional

funding, and facilitated ongoing conversations to help Alex's team move forward. In May of 2011, Alex was hired at the Department of Transportation (DOT) where he works five days a week entering "junk" car titles into the DOT computer system. Alex has his own desk and computer station and is enthusiastic about showing up for work each day. Alex says "I really like typing the different numbers and letters I see from each of the junk titles. I also like to see the different kinds of cars and the years they were made as I go through the titles. I like my coworkers and I like to joke with them. I feel like I fit in. They are so nice and I like my boss too. I also like my work station and typing on the computer." Alex has excelled in his job and has formed some natural supports with the other DOT employees, which has allowed for fading in his vocational support. Over the last year, Alex has continued to grow as a person and as an employee by challenging himself to try new things. In the end, Alex found meaningful employment, increased confidence, and greater independence.

# TOGETHER

*comfortable*

## “I Like It Here”

by Lisa Koob

Kathy lived with her mother for 57 years when one day her mother had fallen and had to move into a nursing home. It was difficult for Kathy to imagine living anywhere else or with anyone else, but it was important that she not live alone. Kathy's Support Broker searched for roommates and apartments for Kathy, helped her to weigh the pros and cons of each, and assisted Kathy in choosing an apartment. Since any change in Kathy's routine was expected to be difficult for her, it was agreed that she would try the living arrangement for three months and if she was not happy there, Kathy's Support Broker would help her find a better home. Before moving, residential staff from Rise Up came to Kathy's home where she had lived with her mother and got to know what was important to her in life and in her home environment. It was key that Kathy had familiar things in her new apartment that she had at her home with her mom including particular comfort foods. Kathy also wanted to continue doing familiar things like grocery shopping and preparing food in the kitchen. Over a year after moving into her apartment, Kathy loves her apartment and is happily living with her childhood friend, Kathleen. Kathy said that her favorite part of living in her current apartment is spending time with her roommate, neighbors and staff. She enjoys going out to eat with her roommate, bowling and throwing birthday parties. Kathy celebrated her most recent birthday with family, friends and an Elvis impersonator who serenaded her. When asked her overall feelings about her new home, Kathy says, “I like it here.”



# Year In Review 2011

## STATEMENT OF ACTIVITIES AS OF DECEMBER 31, 2011

### Revenue and Support

Dane County	\$ 773,627
Other Program Income	32,619
Interest Income	2,001

Satisfaction of Program Restrictions	<u>1,952</u>
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**TOTAL REVENUE** **\$ 810,199**

### Expenses:

Program Expenses	\$ 712,935
Admin Expenses	85,099
Total Expenses	<u>\$ 798,034</u>

Increase in Unrestricted Net Assets \$ 12,165

### Temporarily Restricted Net Assets

Contributions	\$ 2,073
Satisfaction of Program Restrictions	\$ (1,952)
Increase in Temporarily Restricted Net Assets	\$ 121

**NET ASSETS AT  
BEGINNING OF YEAR** **\$ 52,954**

**NET ASSETS AT END OF YEAR** **\$ 65,240**

## STATEMENT OF FINANCIAL POSITION AS OF DECEMBER 31, 2011

### Assets

Cash and cash equivalents	\$ 96,784
Accounts Receivable	\$ 2,025
Prepaid Expenses	<u>\$ 7,221</u>

**TOTAL CURRENT  
ASSETS** **\$ 106,030**

### Other Assets

Restricted Cash	\$ 4,033
Security Deposit	\$ 3,224
Total Other Assets	<u>\$ 7,257</u>

**TOTAL ASSETS** **\$ 113,286**

### Liabilities and Net Assets

Total Current Liabilities \$ 48,046

### Net Assets:

Unrestricted Board Designated	\$ 61,207
Temporarily Restricted	\$ 4,033

**TOTAL NET ASSETS** **\$ 65,240**

**TOTAL LIABILITIES AND NET  
ASSETS** **\$ 113,286**

# PERFORMANCE MEASURES GUIDE

<b>WORK OUTPUTS</b>	<u>2006 Actual</u>	<u>2007 Actual</u>	<u>2008 Actual</u>	<u>2009 Actual</u>	<u>2010 Actual</u>	<u>2011 Actual</u>
Number of months data reported	12	12	12	12	12	12
Number of persons served	282	285	287	304	290	294
Average monthly population (AMP) served	260	269	276	284	286	277
Average Broker caseload size	23	24	25	25	25	25
Units of service provided	14,062.00	15,671.00	15,487.50	16,056.25	16,827.00	17,201.50
<b>EFFICIENCIES</b>						
Contract amount	\$739,805	\$765,679	\$728,564	\$745,063	\$746,805	\$747,466
Average cost per person per year	\$2,623	\$2,687	\$2,539	\$2,451	\$2,575	\$2,542
Cost per unit of service	\$53	\$49	\$47	\$46	\$44	\$43
Funding returned	\$10,395	\$0	\$362	\$1,915	\$661	\$0
<b>OUTCOMES</b>						
Number of admissions	30	14	15	25	2	10
Number of terminations	11	14	7	17	6	17
Average # of hours per consumer per month based on AMP	4.5	4.9	4.7	4.7	4.9	5.2

The performance indicators above identify work outputs, efficiencies and outcomes for Avenues' Dane County contract over the last six years. In the Work Outputs category the indicators trend towards an increase in the number of people served and in the number of units of service provided. The Efficiencies category represents a trend of reduced or flat funding while the cost of unit per service has decreased. The Outcomes category reflects an increase in the average amount of time Avenues Support Brokers spend with consumers every month. The Outcomes category also indicates that there were 17 people who were closed off the census in 2011 for various reasons including: 10 people who were no longer financially or functionally eligible for waiver services; one person who lived in a nursing home which is a non-waiver allowable setting; one person moved out of the county; two people passed away; and three people who chose a Support Broker from a different agency. Individuals have an opportunity to hire and change Support Brokers and Support Broker agencies at any time. When examining the reasons for the termination of services, 1% of the 294 different people served in 2011 left Avenues to Community, Inc. for another Support Broker agency.

# FUNDRAISING AND GRANTS

## ROAD TO SUCCESS FUND

With final approval by the Avenues to Community, Inc. Board of Directors in December of 2002, the Road to Success Fund consists of money raised through fundraising events, grants, as well as specified donations received. The purpose of the Road to Success Fund is to provide financial support to consumers of the agency to assist with otherwise unmet needs. The Road to Success Fund is a Board designated restricted account and funds in this account can be carried over from year to year. 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 Support Broker, a family member, and an Avenues consumer meets approximately three times a year to review requests. Revenue generated in 2011 for the Road to Success Fund included \$1,000 from the Madison South Rotary Foundation and \$34 from donations made at the Natty Nation fundraising event. Throughout 2011, the Road to Success Fund Committee approved six requests totaling \$861.



## THE FUTURE FUND

The Future Fund is a Board designated unrestricted fund. Monies in this account are used to offset expenses not covered by the Dane County or other contracts and can be carried over from year to year. Revenue for the Future Fund was increased mainly through the following activities:

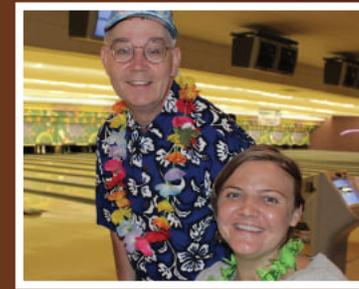
## SUPER BOWLING EVENT

The 6th Annual Super Bowling Event was another great success! Avenues consumers, employees, friends, family members, and corporate sponsors participated in the event. For the fourth year in a row the East Dane County Chapter of Thrivent Financial for Lutherans was a significant partner by contributing \$1,600. Funds raised from this event totalled \$7,209.

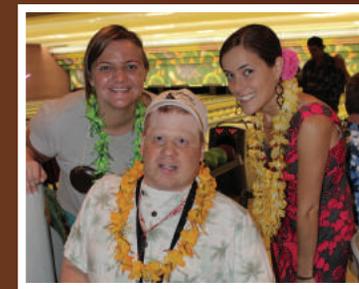
## ACCESS TO COMMUNITY SERVICES (512)

Avenues is a member of Access to Community Services (ACS), which is an umbrella group made up of eleven 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. Individuals can contribute to Avenues and ACS organizations through State, County and City employer campaigns. State of Wisconsin, University of Wisconsin, University of Wisconsin Hospital and Clinics, Dane County, and City of Madison employees can donate 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 2011, Avenues received \$2,940 from donations made to Access to Community Services through these campaigns.





# 2011 SUPER BOWLING EVENT



## OUR SINCERE THANKS TO ALL OUR GENEROUS SPONSORS

ABLE TREK TOURS    BENVENUTO'S ITALIAN GRILL    BOWL-A-VARD LANES    BUFFALO WILD WINGS  
CHIP & WILLIE'S PRO SHOP    FAMOUS DAVE'S BAR B QUE    J & N WOODWORKS    JAC'S DINING AND TAP HOUSE



JOHNSON BLOCK & COMPANY    MARY STRICKLAND - BAIRD    MILLER & SON    MONTY'S BLUE PLATE DINER  
NOODLES & COMPANY    PF CHANG'S    PRIME QUARTER STEAK HOUSE    PEDRO'S    PRINCETON CLUB  
QDOBA    STARBUCKS    THE CAREY GROUP    OLD FASHIONED    THE HAIR FORUM    ROCKY ROCOCO

# AVENUES TO COMMUNITY, INC.

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