



*Meeting Notice
Agenda*

**Program, Planning &
Public Policy Committee Meeting**

Wednesday September 14, 2016

SDC Main Offices

1730 W North Avenue

Milwaukee, WI 53206

5:30 – 6:45 PM SDC Boardroom

If you are unable to attend this meeting, please call Abra Fortson at 414-906-2720.

*NOTICE is hereby given that the Committee may convene in closed session to consider item (s) above pursuant to Section 19.85 (1) (c), (e), (f), and (g) Wisconsin statutes, and may reconvene in open session to take action on items discussed.



*SDC Program, Planning & Public Policy Special Committee
Meeting Notice*

Wednesday September 14, 2016
SDC – 1730 W. North Avenue SDC Board Room
Milwaukee, WI 53206
5:30 PM

AGENDA

1. Call to order Chair, Stephanie Findley
2. Roll Call
3. Compliance with the Open Meetings Law
4. Adoption of the September 14, 2016 meeting agenda Action
5. Approval of previous minutes of the July 13, 2016 meeting Action
6. **Planning**
 - A. Briefing Papers SDC Action
 - BP2219
 - BP2220
 - BP2221
 - BP2222
 - BP2223
 - BP2224
 - BP2225
 - BP2226
 - B. Information Only SDC Information
 - None
 - C. SDF Briefing Paper Action
 - BP2227
 - D. SD Foundation Briefing Paper



E. SDF Information only	Information
7. Programs	
A. Program Updates	Action
8. Policy	Information
A. Policy Updates	Action/Information
<ul style="list-style-type: none">• Community Needs Assessment• Customer Satisfaction Survey• Debriefing 2016 SDC Poverty Summit	
9. New Business	Information
10. Old Business	Information
11. Adjournment	Action



**Program, Planning, and Public Policy Committee
Meeting Minutes Wednesday July 13, 2016 – 5:30pm**

Members Present:

Stephanie D. Findley, Vincent Bobot, Vi Anna Jordan, Alma Ramirez & Monique Kelly

Members Excused:

Lelah Huntley, George C. Matthews

Members Absent:

None

Adoption of the July 13, 2016 meeting agenda:

- Motion: Alma Ramirez
 - 2nd: Vincent J. Bobot
- The motion carried

Approval of previous minutes of March 9, 2016 meeting

- Motion: Alma Ramirez
- 2nd: Vincent J. Bobot
 - The motion carried

Approval of Briefing Papers:

- A motion was made by Alma Ramirez to approve briefing paper BP2212. The motion was 2nd by Monique Kelly. The motion carried.
- Briefing Papers: BP2213, 2214 and 2215 were approved previously at SD Foundation meeting.
- Briefing Papers: BP2216, 17 and 18 were also presented as information at SD Foundation meeting.

Program Updates were provided by Quality Assurance Manager Ofelia Mondragon:

SDC Quality Assurance Manger Ofelia Mondragon reviewed the **Results Oriented Management Accountability (ROMA)** tool.



**Program, Planning, and Public Policy Committee
Meeting Minutes Wednesday July 13, 2016 – 5:30pm**

Policy

Diane Robinson, SDC Policy & Research Manager provided an event outline to the committee for the Tuesday August 2, 2016 SDC Summit on Poverty. She reported that the workshop would offer panel discussions and interactive workshops to enable the collective learning of the underlying issues of poverty. The goal of the summit is to foster collaboration on an action plan to move the community forward. The topic of the summit is “Dismantling Poverty: A Courageous Conversation” Sessions include conversations on:

- Policies & Systems
- Trauma & Maslow Hierarchy
- Cognitive Dissonance

The Summit Keynote Speaker is Dr. Joy Degruy, a nationally and internationally renowned researcher, educator, author and presenter. She is an ambassador for healing and a voice for those who’ve struggled in search of the past and continue to struggle through the present.

New Business

CEO Hinton provided an update regarding the SDC Absolute Advantage Core Construction Training Program & the SDC Pro start Culinary Training Program.

None

Old Business

None

The meeting adjourned promptly at 6:55pm



September 2016 Briefing Papers for Action/Information

Action

BP	Funder	Program	Request	Refunding/ New?
BP2219	Employ Milwaukee	Construction Sector Provider	\$450,000	New
BP2220	Wisconsin Dept of Children & Families- Connections Count	Project GAIN	\$373,626	New
BP2221	City of Milwaukee Community Block Grant Administration (CDGA)	Neighborhood Improvement Program (NIP) HOME funds	\$392,000	Refunding
BP2222	City of Milwaukee CDGA	NIP- CDBG funds	\$116,800	Refunding
BP2223	City of Milwaukee CDGA	Training and Job Placement	\$100,000	New
BP2224	Greater Milwaukee Foundation	Career Enhancement	\$100,000	New
BP2225	City of Milwaukee CDGA	Youth Employment Support Services (YESS) Program	\$60,000	Refunding
BP2226	Wisconsin Dept of Children & Families- Community Services Block Grant (CSBG)	Agency-wide	\$2,180,926	Refunding
Total			\$3,773,352.00	

Information

BP	Funder	Program	Request	Refunding/ new
Total			0	

Request through the Social Development Foundation

Action

BP	Funder	Program	Request	Refunding/ new
BP2227	Bradley Foundation	Career Enhancement	\$200,000	New
Total			\$200,000.00	

2016 Grant Request Status

Agent	Total # of requests	Total \$ requested	Total # awarded	Total amount awarded	New awarded	Total pending	Amount pending	Total denied	Amount denied
Agency-wide	72	\$ 14,081,126	15	\$1,247,287	\$45,500	35	\$8,454,419	20	\$1,745,000
SDF only	44	\$ 1,381,500	7	\$ 57,000	\$45,500	20	\$451,000	17	\$ 860,000

Your Feedback is Important to Us!

The CR-Social Development Commission (SDC) values its clients and is committed to providing good quality service. As a recent user of SDC's services, your feedback about our service is important to us. Your comments and suggestions will be used to improve our services to better meet your needs.

Please note that your responses will remain anonymous unless you request that we contact you.

1. **What service(s) have you received within the past year (2015-2016)? Please list:** _____

2. **At which SDC location(s) did you receive service(s)? Please check all that apply.**
 - 1730 W North Avenue (New Main Office as of March 28, 2016) 4041 N. Richards Street (Main Office through April 2016)
 - 6848/6850 N. Teutonia Avenue Other: _____

3. **How would you rate your level of overall customer service satisfaction with our agency?**
 - Highly Satisfied Satisfied Dissatisfied Highly Dissatisfied

4. **How likely are you to seek services from SDC again?**
 - Extremely Likely Likely Not Very Likely Never

5. **How would you rate the overall quality of our agency, considering all of your experiences with the staff?**
 - Highly Satisfied Satisfied Dissatisfied Highly Dissatisfied

6. **Staff was courteous and respectful?**
 - Strongly Agree Agree Disagree Strongly Disagree

7. **Staff listened and responded to my concerns.**
 - Strongly Agree Agree Disagree Strongly Disagree

8. **Staff explained all paperwork to me and answered my questions.**
 - Strongly Agree Agree Disagree Strongly Disagree

9. **Staff provided me with information on other programs/services that may be beneficial to me, including contact information.**
 - Strongly Agree Agree Disagree Strongly Disagree

10. **If staff were unable to meet my needs, the reasons were clearly explained to me.**
 - Strongly Agree Agree Disagree Strongly Disagree Not Applicable

11. **How likely are you to recommend our agency to others?**
 - Extremely Likely Likely Not Very Likely Never

12. **What benefit(s) do you feel you received as a result of receiving SDC Services?**

13. Additional Comments:

I would like for SDC to contact me about a program or service, and I am leaving my contact information for that purpose.

Name: _____ Telephone #: _____
 E-mail: _____ Address: _____
 SDC program(s) I would like more information on: _____

Thank you for taking the time to complete this survey!



Customer Satisfaction Survey Policy and Procedures

The Department of Quality Assurance worked closely with Programs and Administration to develop and implement an agency-wide policy and process to systematically collect, assess, and act upon customer feedback about agency programs and services. SDC will be collecting feedback in the following areas:

- Service Delivery
- Workshop Completion
- Trainings
- Presentations
- Community Listening Sessions and/or Poverty Summit(s)

SDC will develop a process to systematically track and produce formal reports using trends and comparative customer feedback data that provides evidence of high degree of satisfaction among low-income customers, partners/stakeholders, investors/funders, and the community.

Implementation Process:

The Customer Satisfaction survey will be provided to all programs and each program manager/administrator will determine the circumstances and mechanism for the distribution of the survey.

Collection and Analysis Process:

All Customer Satisfaction Surveys will be collected and analyzed by Quality Assurance by using Survey Monkey. The Quality Assurance Department will provide results to the appropriate program manager and the Executive Director. In addition, a global report of all surveys will be produced and shared with the Leadership Team.

The agency wide survey results will be reviewed by the Program Planning and Public Policy (Quad-P) Committee on a bi-annual basis and reported to the full Board, at minimum, once yearly with any recommendations made at that time.

The Quad-P will evaluate the results and explanations provided by program managers. Follow-up may be needed in some areas of the survey that need attention.

The survey data will be used in the following ways:

- Evaluate overall Customer Satisfaction and integrate results in the Agency's Performance Scorecard
- Program Managers will be given the opportunity to evaluate their program individually and develop an improvement plan in areas of the survey that need attention.

Survey Analysis Schedule for 2016 and 2017

July-December, 2016- Report will be presented in January, 2017

January-June, 2017, report will be presented in July, 2017

July-December, 2017- Report will be presented in January, 2018



Customer Satisfaction Evaluation in an Annual Basis

The Quad-P committee will provide a summary of the customer satisfaction to the full board on an annual basis. This will be completed during the January board meeting to review the previous calendar year. The Board needs to approve the action item.

The following documents are attached:

- Agency wide Customer Satisfaction Survey
- Customer Satisfaction Cover Letter
- Workshop/Presentation Satisfaction Survey
- Poverty Summit Satisfaction Survey

Workshop/Presentation Evaluation Form

The CR-Social Development Commission (SDC) values its customers and is committed to providing good quality service. Your comments and suggestions will be used to improve our workshop/presentation deliveries to better meet your needs.

Please note that your responses will remain anonymous.

Workshop Name: _____
 Training Location: _____
 Date: _____
 Instructor: _____

1. Which of the following describes the workshop/presentation you just attended?
 Excellent Good Fair Poor

Workshop/Presentation Design

2. The workshop/presentation activities helped me understand the material.
 Strongly Agree Agree Disagree Strongly Disagree
3. The level of difficulty in this workshop/presentation was appropriate for me.
 Strongly Agree Agree Disagree Strongly Disagree

Instructor (Facilitator). Please give your feedback about the Instructor.

4. The instructor/facilitator was well prepared and organized.
 Strongly Agree Agree Disagree Strongly Disagree
5. The instructor/facilitator had good knowledge of the course content.
 Strongly Agree Agree Disagree Strongly Disagree
6. There was good interaction between the participants and the instructor/facilitator.
 Strongly Agree Agree Disagree Strongly Disagree
7. I was able to get my questions answered by the instructor/facilitator.
 Strongly Agree Agree Disagree Strongly Disagree

Workshop Results

8. I would recommend this workshop/presentation to others.
 Strongly Agree Agree Disagree Strongly Disagree
9. I will be able to use what I learned in this workshop/presentation.
 Strongly Agree Agree Disagree Strongly Disagree

10. What suggestions do you have to help improve the workshop/presentation?

11. What was most helpful about the session?

12. Are you interested in receiving other educational materials/workshop invites from SDC or e-mail updates about this project?
 Yes No

If yes, please write your name and e-mail address below:

Name: _____ E-mail: _____

Thank you for taking the time to complete this survey!
For upcoming workshops/presentations visit us @ cr-sdc.org



2016 Summit on Poverty

11:30am – 1:00pm

Policies & Systems – A Courageous Conversation

What's this session about? This session is designed to examine biases, inequities, discuss systemic abuses, and assess the political will to change policies that creates an exclusive society as opposed to an inclusive one, providing opportunities to all that seek it.

Moderated by: Clarene Mitchell

Facilitators:

Mike Williams – Mike Williams is currently employed by the City of Milwaukee as the Director of the Community Engagement and Achievement Collaborative, providing direction the Milwaukee Fatherhood Initiative, the Black Male Achievement program and the My Brother's Keeper program.

Mike Williams has 26 years of human service, program development and management experience, his education is in counseling. Mike is a Clinical Substance Abuse Counselor and a Licensed Social Worker. Mike has worked for the Kenosha County Sheriff's Department, and the Department of Corrections as a Programs Manager, Social Worker, Unit Manager and Assistant Regional Chief. Mike has also held the positions of Policy Analyst Advanced for the Department of Health Services and Director of Quality Control and Compliance for Running Rebels Community Organization.

Timothy Schabo - Timothy Schabo is a true testament to second chances and rehabilitation. Timothy is the Director of Constituent Services for State Senator Nikiya Harris Dodd and is also a felon and recovering drug addict. A 2015 graduate of the University of Wisconsin Madison, he is dedicating his professional career to changing the systematic biases that awarded him the chance at a new life that would not have been given to many minorities in the same position. Timothy wants to share the experiences and challenges that he has encountered on his road to recovery in hope that he can help others who are in the same position. As a proud father of biracial twins, he wants his children to grow up in a world where race and income do not necessitate your chance at success.

Session Outcomes

Conversation Participants: 54

Session discussion points

- D.O.C/Public Officials or society in general going through Anti-racism training. (*R & E*)
- Racial impact studies, retroactively study on existing policies/Statement (*R & E*)
- Viable public transportation to jobs (*Coordination*)
- Assessments of non-profits on poverty (*R & E*)
- Philanthropy changing the way money is distributed (*Coordination*)
 - Experts not giving resources
- Lack of residency requirement for public jobs (*Leadership*)
- Politicians to work together on issues of poverty (*Coordination*)

2016 Summit on Poverty

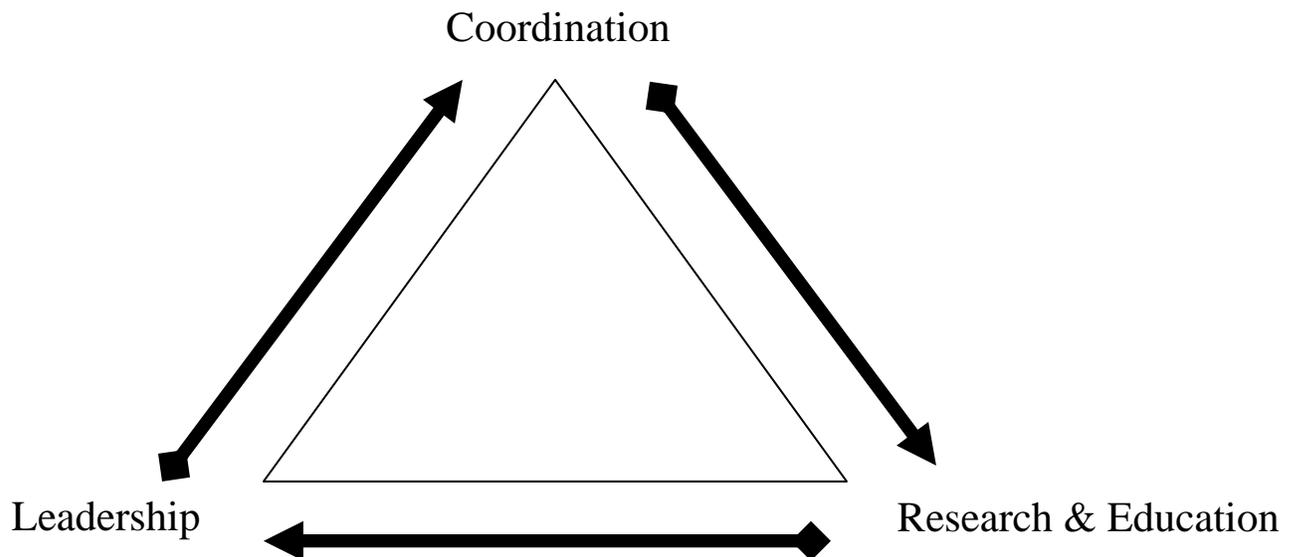
11:30am – 1:00pm

- Wraparound safety net services (*Coordination*)
- Put pressure on politicians/hold them accountable (*Leadership*)
 - To put policy in place that already exist
 - Laws in place not being implemented to bring people out of poverty

Focus Points

Equitable representation at the table when policy is made

- **Leadership** – government, philanthropy and policy makers
 - Lack of residency requirement for public jobs
 - Put pressure on politicians/hold them accountable
 - To put policy in place that already exist
 - Laws in place not being implemented to bring people out of poverty
- **Coordination** – How is the city and county, etc. coordinating? What infrastructure is in place to bridge them
 - Viable public transportation to jobs
 - Philanthropy changing the way money is distributed
 - Experts not giving resources
 - Politicians to work together on issues of poverty
 - Wraparound safety net services
- **Research & Education** – Impact statement local, county, state and federal level.
 - D.O.C/Public Officials or society in general going through Anti-racism training.
 - Racial impact studies, retroactively study on existing policies/Statement
 - Assessments of non-profits on poverty





2016 Summit on Poverty *11:30am – 1:00pm*

Trauma – Causation with Maslow Hierarchy – A Courageous Conversation

What's this session about? This session is designed to have a conversation regarding the trauma that exists in our community. We will identify what is currently being done and make recommendations to develop a comprehensive approach to effectively deal with it long term.

Moderated by: Stephanie Findley

Facilitators

Susan T. Sigl M.S., LPC, CSAC, ICS

Susan T. Sigl is currently the Clinical Education and Counseling Supervisor and one of the counselors for Social Development Commission's, Health Wellness and Supportive Services- Counseling and Wellness Clinic. She has a Master's degree in Educational Psychology Counseling from UWM- Milwaukee and is a Licensed Professional Counselor, Clinical Substance Abuse Counselor and Intermediate Clinical Supervisor. Susan has more than 26 years of experience working with youth, adults and families. She specializes in work with counseling Dual/ Multi diagnosis, behavioral and substance abuse addictions, PTSD/ managing trauma survival. Susan is currently on the steering committee for Milwaukee Mental Health Task Force and has been active in several Milwaukee area coalitions advocating for improved services and awareness regarding both mental health and substance abuse services and needs in our community.

Pastor Walter Lanier

Pastor Lanier is the pastor of Progressive Baptist Church (PBC). He is the current Director of Student Advising and Multicultural Services at Milwaukee Area Technical College. He Studied master of divinity at Central Baptist Theological Seminary, and Divinity studies at Bethel University. He has also studied law and is a former corporate attorney and council for MATC in the past. He has also been an administrator in various roles at MATC. He currently sponsors and coordinates the faith based coalition regarding Mental Health Ministry and actively continues working with several Milwaukee area coalitions working to improve the experience and community support for services to both reduce poverty and improve available resources regarding mental health, substance abuse which impact on the experience of both individuals and families in our community.



2016 Summit on Poverty

11:30am – 1:00pm

Session Outcomes

Conversation Participants: 46

Session discussion points

How can we create kind places where people expect and get kind help?

How can we create policies that understand trauma?

We need to go to people. “Take what you’ve learned and help others”

We need more accessible mental health services.

Have an open mind to all types of diversity

We need affordable healthcare

More conversation will help reduce stigma

Healthy brain development=rhythm, relationships, and repetition

Healthy brain and low stress=improved learning

How to build community and decrease stigma

How do we advocate for others?

We all have a story

Trauma has many symptoms

“Silence can be our sickness”

Be sure to look at all parts of the environment

Working on your own issues improves your quality of care

Increase T.I.C. and other mental health trainings for non-clinical staff

Ask staff what they need to provide better services and support it

Promote acceptance, empathy, and compassion

Foster safe environments where stories are shared and healing begins

Kids don’t care what you know until they know that you care

Focus:

Have a non-judgmental attitude

Listen to their stories – hear their trauma

Help them say, “I can trust you”



2016 Summit on Poverty

11:30am – 1:00pm

The Ism's – A Courageous Conversation

What's this session about? This session is designed to examine the ism's (Racism, Sexism, Classism, etc.) that exists in our community and create a recommended approach to effectively address it.

Moderated by: Abra Fortson

Facilitators:

Martha Barry, YWCA – Martha Barry is the Racial Justice Director for YWCA Southeast Wisconsin. Her work includes providing community education on eliminating racism through the six-part series *Unlearning Racism: Tools for Action*. Over 700 individuals from nonprofits, businesses, faith groups and government agencies have attended the course over the past eight years. Martha has adapted the series for Wheaton Franciscan Healthcare, Medical College of Wisconsin, Northwestern Mutual, Center for Self Sufficiency, Waukesha Women's Center and Community Advocates. UW Extension, Empowering Families Milwaukee Health Department, Neighborhood Leadership Initiative, TRIUMPH UW-Madison Medical Students, Municipal Court staff, and Milwaukee Public Schools have had Martha facilitate sections of the series.

Dr. Barry also oversees Everytown Wisconsin, a summer social justice youth leadership week-long camp for teen girls ages 14-18.

Emilio De Torre – Emilio De Torre has been the Director of Youth and Programs at the ACLU of Wisconsin for the past ten years. He serves on the Board of Directors for both Milwaukee Public Theatre and TRUE Skool, and was the 2013 recipient of the YWCA's Eliminating Racism award. He lectures and consults nationally for a variety of organizations and is dedicated to advancing the civil liberties and civil rights of all people. Emilio served as a public school teacher at PS 287 in Fort Greene, Brooklyn and as the Director of Education Services for 15,000 young people from Brooklyn, Queens, The Bronx and Manhattan at the Madison Square Boys and Girls Clubs. He's a devoted father to his three kids and an avid comic book collector.

Session Outcomes

Conversation Participants: 24

Session discussion points

Tired of:

- Navigating the white supremacy bureaucracy
- State Rights (Dog whistle & coded message)
 - How to unite and take on with in the states system
- Eliminate imbedded inequality
- Self-care (Needed)
 - Impact on women of color caregivers
 - Community education on teaching youth how to navigate the “system”



2016 Summit on Poverty

11:30am – 1:00pm

- Conflict resolution
- Deescalating
- Crisis
- Gay/gender cultural training (requirement)
- Cognitive dissonance
- Remove respectability politics
- Examine the money (appropriations)
 - Political accountability thru elected officials
 - Who's at the table
 - Corporate
 - Appointed
- Eliminate imbedded inequality
- What are you willing to sacrifice while standing in the gap?
- Tammy Baldwin 414-297-4451; Gwen Moore 414-297-1140; and Ron Johnson 414-276-7282 (Appropriations & Money)

Focus Points

1. Making political and other business/faith based leaders accountable at all levels (all community leaders)
2. Continually having cultural competency, anti-racism, anti-bias training in systems of white supremacy structures.
3. Intersection of race/gender. How to navigate without being i??? for a natural emotion/self-care for normal trauma and beat down due to nature of work. All those affected.



2016 Summit on Poverty *11:30am – 1:00pm*

Cognitive Dissonance and Willful Silence; the Economic Divide – A Courageous Conversation

What's this session about? This session is designed to understand the importance of being aware of possible conscious or unconscious perceptions and bias that could have unintended consequences for the Low Income people, the providers and the community as a whole.

Many individuals are uncomfortable having contradictory beliefs and actions regarding poverty, and will use cognitive dissonance to create balance between their beliefs and actions.

Comfortable lifestyles are important to many and may create dissonance to those who come face-to-face with the reality of poverty. More than 50% of Children in Milwaukee County live in poverty. It is imperative Individuals, in light of their own power and socio-economic levels individuals, businesses, private and public sector entities decide how to respond to poverty.

The focus of this discussion will be to develop strategies to answer the questions:

1. Why do some have what they, and why don't others have anything? Are we conflicted over this?
2. What do we do when faced with the reality of poverty?
3. Should it and does it bother us at all?

Moderated by: Curtis Marshall

Facilitator:

Sam Simmons is licensed as an Alcohol and Drug Counselor, who has over 25-year experience as a behavioral consultant in the areas of chemical dependency, violence abatement and historical trauma. He specializes in practical culturally sensitive trauma informed work with African American males and their families. He is currently SAFE Families Manager at The Family Partnership managing the federally funded Be More Project to engage African American young men and boys to promote healthy relationships and end violence against women and girls. Also, Healing Generations a culturally-specific relapse support program for African American men. He is an Adverse Childhood Experience Interface Trainer in the state of Minnesota. Sam was awarded the 2009 Governor's Council on Faith and Community Service Initiatives Best Practices Award for his work with MN Department of Veterans Outreach Services, prison reentry and in the African American community. He is co-host of "Voices" radio show on KMOJ FM that addresses issues of the urban community. Sam is respected for his highly informed conference and work around African American historical trauma around the country.

Session Outcomes

Conversation Participants: 57

2016 Summit on Poverty

11:30am – 1:00pm

Session discussion points

Dissonance keeps families in poverty, why?

- People hide behind trauma
- Enable people to exercise privilege
 - To maintain privilege status quo
 - Selfish-Conditioned
 - Economics
- We do not have knowledge of self
 - Lack knowledge
 - Disconnect/Identity crisis

Why is there privilege? What can be done?

- Recognize that if you do something it's wrong
- To protect your own
- Be willing to give something up
- Sense of worthiness
- Willful silence
- Fear-it you have it you want to hold on to it, fear of losing power
- How do we access awareness?
- Stand together
- Present in a way where there's a balance
 - Everyday life
 - With family
- Get partners to help fill the gaps
- Unearned privilege
- Unlearned cognitive dissonance
- Work with community members to they're in a better position to help themselves
- Dissonance is un-comfortableness
- Important not to dehumanize
 - How do we see people?
- Do not blame the victim
- History, education important
- Stand in the gap

Focus Points

Session went through a mini 5 why- insufficient time to identify 3 focus areas. While the group were not able to identify the focus points, the session had a strong focus on privilege. The feeling that it is often unearned and questioning why is there is a sense of it toward other socio-economic brackets, and are those with a sense of privilege willfully turning a blind-eye to poverty. The need to stop blaming low-income individuals and families for their economic status was raised, as was the role of history and education in shaping viewpoints.