



*Meeting Notice  
Agenda*

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

**Wednesday October 12, 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 October 12, 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 October 12, 2016 meeting agenda                | Action                   |
| 5. Approval of previous minutes of the September 14, 2016 meeting | Action                   |
| 6. <b>Planning</b>  |                          |
| A. Briefing Papers SDC  | Action                   |
| • BP2228  |                          |
| • BP2229  |                          |
| B. Information Only SDC   | Information              |
| • None  |                          |
| C. SD Foundation Briefing Paper                                   | Information              |
| (Action through Foundation)                                       |                          |
| • BP2230  |                          |
| • BP2231  |                          |
| D. SD Foundation Briefing Paper Information Only                  | Information              |
| • BP2232  | • BP2234                 |
| • BP2233  | • BP2235                 |
| • BP2234  | • BP2236                 |
| • BP2235  |                          |



- |                         |                    |
|-------------------------|--------------------|
| <b>7. Programs</b>      |                    |
| A. Program Updates      | Information/Action |
| • Action Plan Update    |                    |
| <b>8. Policy</b>        | Information        |
| A. Policy Updates       | Information        |
| <b>9. New Business</b>  | Information        |
| <b>10. Old Business</b> | Information        |
| <b>11. Adjournment</b>  | Action             |



## **Program Planning & Public Policy Committee Meeting: September 15, 2016**

**Call to order by Commissioner Findley at 5:45pm**

**Roll Call** by Barbara McKillop and confirmed quorum

### **Committee Members Present:**

- Committee Chair Stephanie Finley
- Vincent Bobot
- Alma Ramirez
- George Matthews
- Lelah Huntley
- **Excused Absent:** Monique Kelly, Secretary ViAnna Jordan

### **SDC Staff:**

- CEO George Hinton,
- Quality Assurance Manager
- Ofelia Mondragon,
- Planning Barbara McKillop.
- Excused: Abra Fortson

**Compliance with Open Meetings Law:** Confirmed by Barbara McKillop

### **Presentation of Briefing Papers:**

SDC Planner, Barbara McKillop reviewed BP2219- 2226

- Commissioner Ramirez made the motion to approve BP2219- 2226
- Commissioner Matthews 2<sup>nd</sup> the motion
- The motion carried

### **Program Reports**

Ofelia Mondragon shared spreadsheet of ROMA outcomes with committee.

Discussion of the funder reports of the Senior Companions Program and the need to reach more participants through churches, door-to-door contacts, Meals-on-Wheels, visiting nurses, Community Care and similar organizations that have

direct contact with older adults. Many senior miss out on resources because they are not connected to anything (churches, workplace, recreation centers)

Quality Assurance reviews both ROMA and funder reports which indicate that some areas are falling short. If programs do not meet at least 85% of outcomes, Program Managers are required to create an Action Plan to address shortfalls. The outcomes are reviewed on a quarterly basis to determine if programs have reached at least 85%. In the last quarter the Youth Employment Supportive Services, Prescription Advocacy & Referral Service (PARS), Transform Milwaukee Jobs, and Senior Companions have all submitted an Action Plan to address shortfalls.

Programs that are meeting their outcomes include:

- ✓ VITA (CSBG & Funder Report)
- ✓ Food Service (CSBG)
- ✓ Senior Companions- Benefits Enrollment (CSBG)
- ✓ Families Moving Forward (Funder)
- ✓ Project GAIN (CSBG)
- ✓ Education Services (CSBG)
- ✓ Making Milwaukee Work for the Youth (CSBG)
- ✓ Earn & Learn (CSBG)
- ✓ Career Enhancement & Employment (CSBG & Funder Report)
- ✓ Skills Enhancement (CSBG & Funder Report)
- ✓ Interns/Volunteers (CSBG)
- ✓ Adult Employment Services (CSBG)
- ✓ Individual & Family Strengthening (CSBG)
- ✓ NIP (Funder Report)

Some programs have one or more goals that did not meet benchmarks but have a contract start date of July, 2016:

- Weatherization (Funder Report) (Contract just started) ROMA NPI Goal 1: Reporting at 50.9%
- Senior Companions CSBG (NPI 3.1: Reporting at 78.6%). Funder Report (Contract just started) (5,119 hours need to be met by end of Sept. to be meeting average). ATODA (Funder Report) (Contract just started), Goal 1-1: Reporting 88.3%, Goal 1-2: Reporting 54.1%, Goal 2-2: Reporting 45.5%, Goal 2-3: Reporting 75%
- Financial Literacy (Contract just started). One-on-One Coaching Enrollees: Reporting 62.5%
- Individual/Family Strengthening (Funder Report) (Contract just started) Goal 1-4: Reporting 33.3%. Goal 4-1: Reporting 84%
- Wellness Clinic (CSBG).NPI 6.3F &G: Reporting at 87.5%

**Community Needs Assessment Presentation** by Quality Assurance Manager Ofelia Mondragon

The Community Needs Assessment is required to be conducted once every 3 years. The Assessment this year was an integration of the following assessments:

- ✓ A Community Needs Assessment in the 18 NSP Areas completed in collaboration with the Chamness Group.
- ✓ SDC completed a survey needs assessment with Senior Companion, Education Services and VITA Program participants.
- ✓ SDC incorporated the Summit on Poverty, Youth and Poverty Task Force Summary and Census Data to support the key findings.
- ✓ Discussion on the annual Community Needs Assessment which found the top three challenges is Employment, Job Creation, and Skills Training. Discussion on how the focus groups were selected for the assessment and the need to expand our outreach
- ✓ Customer Satisfaction Survey Policies and Procedures: Survey will be given to clients in each of SDC's programs. SDC needs approval from the Board to establish a Customer Satisfaction policy. This will give us the opportunity to evaluate each program individually and the overall customer satisfaction across the agency. The results will be reported twice a year to Quad-P and once a year to the full board.
- ✓ Internal Risk Assessment: As a Community Action Agency, SDC is required to complete an internal risk assessment every two years. The Administration team recently completed an assessment evaluation the following categories:
  - Financial
  - Planning and Evaluation
  - Program Services
  - Human Resources
  - Relationships
  - Leadership and Governance
  - Results

After the completion of the Internal Risk Assessment the total score for SDC was 227 which falls under the category of "Safe". In addition, SDC has developed an action plan on the areas that were rated "inadequate, but making progress" and "adequate- but needs attention." Our goal is to bring the agency to as category of "thriving".

- Report on the SDC Poverty Summit where over 400 people attended. SDC, along with 30 other partnering agencies worked to plan the summit.

**Motion to Adjourn:** Commissioner Findley



**September 2016 Briefing Papers for Action/Information**

**Action**

BP	Funder	Program	Request	Refunding/ New?
BP2228	Wisconsin Department of Workforce Development	Career Enhancement	\$100,000	New
BP2229	State of Wisconsin Bureau on Aging and Disability	Senior Companions	\$83,858	Refunding
<b>Total</b>			<b>\$183,858.00</b>	

**Information**

BP	Funder	Program	Request	Refunding/ new
	None			
<b>Total</b>			<b>0</b>	

**Requests through the Social Development Foundation**

**Action**

BP	Funder	Program	Request	Refunding/ new
BP2230	AARP Foundation	Senior Companions	\$200,000	New
BP2231	Metlife Foundation	Financial Capability	\$25,000	New
<b>Total</b>			<b>\$225,000.00</b>	

**Information**

BP	Funder	Program	Request	Refunding/ new
BP2232	Jane Bradley Pettit Foundation	Prescription Advocacy Referral Service (PARS)	\$15,000	New
BP2233	TJX Foundation	Youth Employment Support Services (YESS)	\$10,000	New
BP2234	Waterstone Bank	VITA	\$5,000	New
BP2235	Nordstrom Cares	VITA	\$5,000	New
BP2236	Walmart Foundation	Youth Services	\$2,500	New
<b>Total</b>			<b>\$37,500.00</b>	

**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
<b>Agency-wide</b>	82	\$ 14,477,984	16	\$1,417,287	\$48,500	41	\$7,830,777	23	\$2,595,500
<b>SDF only</b>	52	\$ 1,644,500	7	\$ 57,000	\$45,500	26	\$713,500	18	\$ 860,500