



**Community Services  
2014 Annual Report**

[chw.org/childrens-and-the-community](http://chw.org/childrens-and-the-community)



**Children's**  
Hospital of Wisconsin

Kids deserve the best.

# Locations

---

## Central office

620 S. 76th St., Suite 120

Milwaukee, WI 53214

Phone: (414) 453-1400

Fax: (414) 453-2538

ANTIGO FAMILY CORNER  
FAMILY RESOURCE CENTER  
Antigo Middle School  
815 7th Ave.  
Antigo, WI 54409  
Phone: (715) 627-1414  
Fax: (715) 627-1415

BARABOO  
203 4th St.  
Baraboo, WI 53913  
Phone: (608) 356-3019  
Fax: (608) 356-2997

BELOIT  
1221 Henry Ave.  
Beloit, WI 53511  
Phone: (608) 365-8553  
Fax: (608) 365-8552

BLACK RIVER FALLS  
W11109 Rogers Road  
Black River Falls, WI 54615  
Phone: (715) 284-3001  
Fax: (715) 284-3005

EAU CLAIRE  
2004 Highland Ave., Suite N  
Eau Claire, WI 54701  
Phone: (715) 835-5915  
Fax: (715) 835-8112

JANESVILLE EXCHANGE  
FAMILY RESOURCE CENTER  
2020 E. Milwaukee St., Suite 5  
Janesville, WI 53545  
Phone: (608) 314-9006  
Fax: (608) 314-9009

FOX VALLEY  
Suite 400  
325 N. Commercial St.  
Neenah, WI 54956  
Phone: (920) 996-2206

KENOSHA  
8207 22nd Ave., Suite 155  
Kenosha, WI 53143  
Phone: (262) 652-5522  
Fax: (262) 652-7228

MADISON  
1716 Fordem Ave.  
Madison, WI 53704  
Phone: (608) 221-3511  
Fax: (608) 221-3514

MADISON - VISITATION  
AND EXCHANGE CENTER  
836 E. Main St.  
Madison, WI 53703  
Phone: (608) 268-9871

MARSHFIELD AND  
FAMILY RESOURCE CENTER  
Suite 200  
601 S. Central Ave.,  
Marshfield, WI 54449  
Phone: (715) 387-2729  
Fax: (715) 387-4526  
Family Resource Center  
Phone: (715) 387-2326

MERRILL FAMILY RESOURCE  
CENTER  
201B Stange St.  
Merrill, WI 54452  
Phone: (715) 539-9228  
Fax: (715) 536-5921

MILWAUKEE - 29th Street  
Next Door Foundation  
2545 N. 29th St.  
Milwaukee, WI 53210-3155  
Phone: (414) 431-1533  
Fax (414) 431-1553

MILWAUKEE - 76th Street  
Fair Park Business Center  
620 S. 76th St., Suite 120  
Milwaukee, WI 53214  
Phone: (414) 453-1400  
Fax: (414) 453-2538 or 3389

MILWAUKEE - ASCENSION  
LUTHERAN  
Room S-301  
1300 S. Layton Blvd.  
Milwaukee, WI 53215  
Phone: (414) 758-5749

MILWAUKEE - PARKLAWN  
4340 N. 46th St.  
Milwaukee, WI 53216  
Phone: (414) 444-5760  
Fax: (414) 444-5762

MILWAUKEE VISITATION  
CENTER  
Suite 3115  
6737 W. Washington St.  
Milwaukee, WI 53214  
Reception A: (414) 337-4492  
Reception B: (414) 337-4493

NEW BERLIN  
Suite 200  
4855 S. Moorland Road  
New Berlin, WI 53151  
Phone: (262) 432-7583  
Fax: (262) 432-7611

RACINE  
Suite 100  
8800 Washington Ave.  
Mount Pleasant, WI 53406  
Phone: (262) 633-3591  
Fax: (262) 633-2691

RHINELANDER AND  
FAMILY RESOURCE  
CONNECTION  
1020 Kabel Ave.  
Rhineland, WI 54501  
Phone: (715) 361-2890  
Fax: (715) 361-2892

STEVENS POINT  
1466 Water St., Suite 2  
Stevens Point, WI 54481  
Phone: (715) 341-6672  
Fax: (715) 341-8004

STRATFORD FRC  
Chamber of Commerce  
300 Larch St.  
Stratford, WI 54484  
Phone: (715) 687-3372  
Fax: (715) 687-3102

WAUSAU  
705 S. 24th Ave., Suite 400  
Wausau, WI 54401-5242  
Phone: (715) 848-1457  
Fax: (715) 848-2959  
Family Resource Center:  
(715) 845-6747

WISCONSIN RAPIDS  
Suite 205  
320 W. Grand Ave.  
Wisconsin Rapids, WI 54495  
Phone: (715) 421-2730

BURLINGTON  
Community Services  
c/o Love, Inc.  
480 S. Pine St.  
Burlington, WI 53105  
Phone: (262) 763-6226

## Child Advocacy Centers

EAU CLAIRE  
2004 Highland Ave., Suite M  
Eau Claire, WI 54701  
Phone: (715) 835-5915, ext. 25  
Fax: (715) 835-2172

RACINE  
Suite 200  
8800 Washington Ave.  
Mount Pleasant, WI 53406  
Phone: (262) 898-7970  
Fax: (262) 898-6621

WALWORTH  
W4063 Highway NN  
Elkhorn, WI 53121  
Phone: (262) 741-1440  
Fax: (262) 743-2221

WAUSAU  
705 S. 24th Ave., Suite 200  
Wausau, WI 54401-5242  
Phone: (715) 848-8600  
Fax: (715) 848-8669

# Mission Statement

---

Children's Service Society of Wisconsin (doing business as Children's Hospital of Wisconsin Community Services) is the largest private, nonprofit, nonsectarian provider of community-based child and family services and child welfare services in Wisconsin. We work to build, sustain and enhance a nurturing environment for Wisconsin children. We believe kids will be at their best when they are raised in a healthy family and have a strong, supportive community around them.

## Programs

---

### **Child and Family Counseling**

At sites throughout Wisconsin, our licensed child and family counselors work with children – from toddlers through adolescents – and their families to address problems and strengthen family ties. Our counselors assist families with issues such as depression and anxiety, low self-esteem, anger management, abuse, parent-child conflicts and changes related to adoption or foster care placement.

### **Out-of-Home Care**

Every child deserves a safe and loving home. When parents are unable to provide this on their own, intervention is needed to ensure these children are free of abuse and neglect.

We provide child well-being services to help children live in a safe and nurturing environment. Some parents need education and guidance to improve their parenting skills so their children can remain with them. In other cases, children must be removed from their homes. These children are placed with foster families until they can return home or become part of an adoptive family.

### **Child Advocacy Services**

For children who show signs of suspected abuse or neglect, our centers are a safe place where they receive medical evaluation and counseling support through the investigation and court proceedings. The goal is to minimize further trauma to these children. Families also receive referrals to other community agencies for additional support.

### **Prevention Services**

There's a saying that "Parents are a child's first and most important teachers." But parenting can be both joyous and challenging.

Because we all want our children to thrive, Children's Hospital of Wisconsin offers a variety of programs to help parents and caregivers – parenting classes and groups, telephone advice, one-on-one parent consultations, and respite care for families of children with special needs. Many of these programs throughout the state are offered in partnership with local agencies and organizations.

More detailed information on all of our services can be found at [chw.org/childrens-and-the-community](http://chw.org/childrens-and-the-community).

# Community Services by the numbers

---

## 1,822 families and children served through counseling services

Child and Family Counseling . . . . .	1,601
Psychological Testing . . . . .	31
School-based Groups . . . . .	190

## 3,087 families and children served through foster and adoption services/treatment foster care services/out-of-home care services

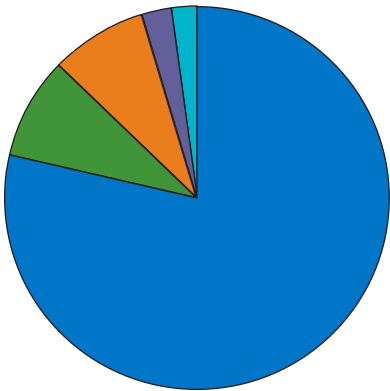
Family Case Management (including Family Finding, Family Support) . . . . .	1,641
Intensive In-Home . . . . .	110
Project Home. . . . .	76
Respite Referrals. . . . .	338
Special Needs Adoption. . . . .	162
Treatment and Regular Foster Care. . . . .	277
Supervised Visitation and Visitation Centers. . . . .	483

## 6,301 families and children served through family preservation and prevention services

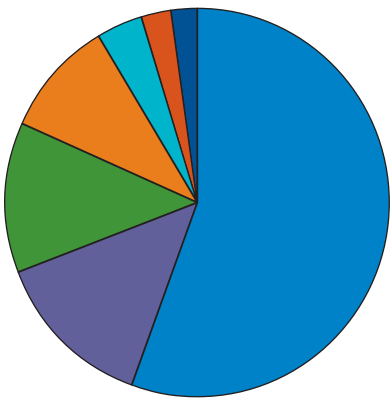
Community Response. . . . .	481
Community Support Specialist. . . . .	148
Family Peer Navigator. . . . .	23
Family Resource Centers/Networks. . . . .	4,464
Home Visiting. . . . .	673
Parent Aide and Post Reunification Services. . . . .	53
Pregnancy Counseling Resources . . . . .	149
Social/Emotional Foundations for Early Learning. . . . .	69
Volunteer Respite. . . . .	241

## 5,175 families and children served through child advocacy and child protection centers

# 2014 Financial results



Revenue	Dollar Amount	% Revenue
Purchase of Service	\$30,101,351	89.87%
Fundraising	\$488,340	1.46%
United Way	\$1,429,309	4.27%
Service Fees	\$1,197,978	3.58%
Other	\$277,105	0.82%
<b>Total</b>	<b>\$33,494,083</b>	<b>100%</b>



Program Expenses	Dollar Amount	% Revenue
Other Out-of-Home Care	\$683,461	2.43%
Prevention Services	\$3,329,879	11.85%
Counseling/Case Management	\$2,745,286	9.77%
Treatment Foster Care	\$3,759,351	13.38%
Adoption Services	\$1,025,509	3.65%
BMCW Programs	\$15,888,545	56.55%
Other Programs	\$662,541	2.37%
<b>Total</b>	<b>\$28,094,572</b>	<b>100%</b>
Admin & Fundraising Expenses	\$7,674,951	
<b>Total Operational Expenses</b>	<b>\$35,769,523</b>	

Income from Operations	\$(2,275,440)
Nonoperating Gains (Losses):	
Investment Income	\$336,518
Other	\$(31,807)
Net Nonoperating Gains (Losses)	\$304,711
Excess (Deficit) of Revenue over Expense	\$(1,970,729)

A list of donors can be seen at [chw.org/foundation](http://chw.org/foundation).

## Board of Directors

---

### Robert Duncan

Executive vice president, Community Services  
President, Children's Service Society of Wisconsin  
999 N. 92nd. St., Milwaukee  
Ex-officio, chair

### Joseph Gehrke Jr.

Associated Bank  
401 E. Kilbourn Ave., Milwaukee  
Vice chair  
Serves until 12/31/15

### David Heard

Retired  
3248 N. Shepard Ave., Milwaukee  
Serves until 12/31/16

### Peggy Troy

President and CEO  
Children's Hospital of Wisconsin  
999 N. 92nd. St., Milwaukee  
Ex-officio

## Chief administrative personnel

---

### Robert Duncan

Executive vice president, Community Services  
President, Children's Service Society of Wisconsin

### Amy Herbst

Vice president - Well-being, Community Services

The most recent annual report can be found at: [chw.org/about/healthy-kids-healthy-communities/community-reports/](http://chw.org/about/healthy-kids-healthy-communities/community-reports/)