

Narratives

Executive Summary

Catholic Community Services, (CCS) located in Superior, WI a non-profit subsidiary of Catholic Charities Bureau (CCB) is the sponsor of The North East Retired and Senior Volunteer Program (NE RSVP). CCB & CCS have been serving as the program sponsor for the past 37 years. The mission of CCS is to protect family safety and sanctity as well as the safety of the wider community. CCS oversees direct-service programs. These include Housing Counseling, Foreclosure Intervention, Foster Grandparent Program and RSVP of Douglas and NE RSVP. NE RSVP currently has 219 volunteers who will serve their communities at 28 volunteer stations. NE RSVP volunteers are and will continue to participate in the Meals on Wheels Program delivering hot meals to the elderly and disabled, the Escort Program transporting clients to medical appointments, shopping and social events, to increase seniors' ability to remain in their own homes and live independently. Clients will report having increased social ties/perceived social support. RSVP volunteers will also work in food pantries distributing food to individuals and families that will report increased food security. RSVP volunteers will also serve at community blood drives, maintain and run local thrift shops and visit residents in nursing homes.

The primary focus area for NE RSVP will be Healthy Futures with work plan objectives in Aging in Place and Childhood Obesity increasing access to nutritious food. Other focus areas the program will address include: Disaster Services, Veterans and Military Families, Economic Opportunities and Capacity Building.

The annual requested federal grant amount for Northeast RSVP is \$47,312, which will be supplemented in the amount of \$21,396 by non-federal sources.

Strengthening Communities

Wisconsin Northeastern RSVP (Retired Senior Volunteer Program) serves a wide county rural area that includes all of Oneida County and the town of Tomahawk in Lincoln County. Oneida County has 183 RSVP volunteers and Tomahawk has 36 RSVP volunteers. According to the U.S. Census Bureau, State and County Quick Facts revised July 8th, 2014, Oneida County has a population of 35,689 (2013 census) . Residents 65+ comprise 23.3% (8,315) of the population in Oneida County. An Aging Nation: The Older Population in the United States May 2014, reports by 2030, more than 20% of U.S. residents are projected to be aged 65 and over, compared with 13% in 2010 and 9.8% in 1970. Oneida County Needs Assessment March 31, 2011 reports the population of Oneida County is aging more

Narratives

rapidly than many other counties in the state. One-fifth of the county's population is over the age of 65, which is nearly double the national percentage of 12.6%. As the aging population increases in our communities, so will the need for supportive services. Oneida County's median age is 42 years, already six years above the state median age of 36. The gap is expected to widen a full seven years difference by 2030. The U.S. Census Bureau lists the town of Tomahawk in Lincoln County with a population of 3,339. Persons 65+ comprise 11.9 % (397) of the population in Tomahawk. The median age in Tomahawk is 44.

According to HOME FACTS, since 2005 the unemployment rate in Rhinelander, Wisconsin, the county seat, has ranged from 4.2% in October 2006 to 13.5% in February 2010. The current unemployment rate reported July 2014 for Rhinelander is 6.3%. Oneida County currently has an average monthly unemployment rate of 6.3% compared to Wisconsin's 5.7%. The city of Tomahawk currently has a unemployment rate of 7.4%. Their unemployment rate has ranged from 3.9% to a high of 15.6% in March 2010.

NE RSVP has determined that Healthy Futures will be their primary focus area. This has been determined after reviewing the 2011 Oneida County Needs Assessment, Oneida County Efficiency's Team Report 2012, United Way's 211 Community Service Report 2013 -2014 and input from communities partners such as the Oneida County Department on Aging and Julie Thompson, Director of the Tomahawk Senior Center. RSVP has a well-established track record of working with community partners for over 20 years providing RSVP volunteers to deliver meals to the homebound and disabled, providing transportation services and managing the senior repair program, which makes minor home repairs to seniors and the disabled allowing them to live independently in their own homes for as long as possible.

According to the 2009 Mission Statement/Criteria for Allocation and the Principles of Admission and Participation, health and nutrition needs have a lasting impact in the community, and human needs, self-sufficiency and strengthening children and families are especially important. The Oneida County Needs Assessment March 31, 2011 states adequate, appropriate and nutritious food promote physical, emotional, cultural and social well-being for all people that contributes to a healthy lifestyle. Good nutritional practices can also reduce the risk for chronic diseases including obesity. The report found that 44% of the elderly population lack access to healthy foods and inadequate social support. Wisconsin WIC 2007 survey of Oneida County found 43% of the respondents reported being food insecure, increasing from 39% in 2002. 18% of the respondents reported being hungry also increasing

Narratives

from 15% in 2002. The U.S. Census Bureau, Quick Facts reported 10.8% of the population in Oneida County lives below the poverty level with 17.5% of children 18 and under also living below the poverty level. The city of Tomahawk has 16.8% of their population living below the poverty level and 14.1% of children under the age of 18 living below the poverty level. A food insecure household has limited or uncertain availability of nutritious food and lack of access to food. With the increasing number of families and elderly having insufficient incomes and limited access to these services, our community will need assistance to help with these services.

The number of families and individuals served by local food pantries has continued to increase. Last year an average of 40 families/individuals were served. This year that number has increased to 50-60 families/individuals. The pantry is open 3 days a week and participants can pick up food 2 times a month. The Table which serves community dinners to low income families and individuals has increase from 75 individuals last year to 100 this year. The Table serves dinner twice a month. Demographics such as the elderly, rural Americans with disabilities and the poor face additional difficulty in securing access to reliable transportation. With the aging population growing each year this poses another challenge to meet the needs of the elderly whose mobility may be more limited. There is an unmet need for more volunteers to provide transportation services according to the director of the Oneida County Department on Aging, Dianne Jacobson. Twenty five percent of transportation request by the homebound, elderly and disabled clients were unmet in 2013.

Sara Zieglmeier, United Way's Information and Outreach Specialist reported 1058 request for basic needs assistance in 2013 up from 832 in 2012 in Oneida County. The city of Tomahawk had 132 requests in 2013 for basic needs assistance up from 91 in 2012. Basic needs include health care, independent living services, individual, family and community support, home repairs, transportation service, community meals and home delivered meals.

RSVP works in partnership with volunteer station supervisors toward achieving the outcomes in the primary focus area. Data collection is carefully tied to the work plans RSVP has identified in the primary focus area. RSVP uses material from the National Service Knowledge Network for template for creating forms, logs and methods of tracking materials. Volunteers send their timesheets and service logs to RSVP monthly or quarterly and they are entered into the computer database. RSVP staff and advisory council board review the reports generated from the Volunteer Reporter Program to ensure the inputs and outputs are measured correctly and if outcomes are being achieved.

Narratives

Community awareness of the RSVP program is accomplished by posting fliers on local bulletin boards, contacting print and television media, as well as posting programs on websites or in local newsletters and the statewide Catholic Charities newsletters, recruiting volunteers for the primary focus areas. RSVP staff attends community meetings that provide RSVP with access to information on current community needs as well as emerging needs. These meetings include Vilas Oneida Inter City Elder Services, Oneida County Task Force, Home/Health Hospice Volunteer Meetings and Northwood's Community Partners.

Station volunteer supervisors complete an annual survey providing information and data to meet the outputs, service activities and outcomes in the work plans. Job descriptions from station supervisors list the changes in the community, clients, or agency that occur as a result of the volunteers' service. The Volunteer Handbook, Station Handbook and Memorandum of Understanding were updated in 2014 with the approval of CNCS staff and sent to all RSVP stations. The new Volunteer Handbook will be given to newly recruited volunteers. Volunteers, advisory board members and partner agencies fill out surveys for evaluation, ideas, satisfaction and continued improvement of the RSVP program. The results are reviewed by RSVP's sponsor Catholic Community Services board who give feedback to the RSVP director.

NE RSVP will address two objectives in the Healthy Aging focus area. 1) Aging in Place and 2) Obesity and Access to Food. Aging in Place will address the number of homebound or elderly adults and individuals with disabilities that receive food, transportation, or other services that allow them to live independently. RSVP stations that meet these criteria are ST. Mary's Meals on Wheels, The Oneida County Department on Aging, Tomahawk Senior Center, and Lakeland Retirement Foundation. RSVP volunteers will deliver hot nutritious meals at noon and provide transportation for medical appointments, shopping, community events, and other necessary services which support independent living. RSVP volunteers will also make minor home repairs to seniors and disabled persons home, helping them to remain living independently in their home for as long as possible. Clients that receive these services will report having increased social ties/perceived social support. RSVP will address obesity and access to nutritious foods working with the local food pantries. RSVP volunteers work at the Rhinelander Area Food Pantry in Oneida County and the Tomahawk Food Pantry. RSVP volunteers also serve at the Salvation Army, AMVETS, and the VFW Hall in food distribution. RSVP volunteers also work with the Salvation Army in the backpack program.

Narratives

Volunteers pick and deliver backpacks that are filled with nutritious foods and deliver them to local elementary schools. The school is responsible for providing the list of children who qualify as low income or food insecure. The backpacks are delivered on Fridays to be taken home so the children have food for the weekend; they are then brought back to the school on Monday to be picked up by the volunteers. The Salvation Army donates the food and fills the backpacks each week during the school season.

The community need in Oneida County and the city of Tomahawk for additional support to help elderly adults and disabled persons to maintain living independently in their own homes is provided through the service of RSVP volunteers. 91 RSVP volunteers will deliver meals, 19 RSVP volunteers will provide transportation services, and 4 RSVP volunteers will provide other support services.

Service to veterans in RSVP's routine programs includes delivering meals, transportation services and food security at the local food pantries. RSVP has formed partnerships with the Military Support Group, AMVETS and the VFW where RSVP volunteer activities include packing and shipping supplies to Afghanistan, preparing and serving food at the VFW and fundraising activities. Being in a rural area, the closest VA Hospital is 99 miles from Rhinelander, centrally located in Oneida County. RSVP volunteers provide transportation services to veterans to take them to their medical appointments. NE RSVP has 45 volunteers that are veterans who provide their services delivering meals to the homebound, escorting patients, working at local thrift shops, food pantries, and providing disaster assistance. 42 veterans are male and 3 are female.

Recruitment and Development

Because the national mission of RSVP is to enlist and support volunteers, age 55+ who aspire to strengthen and improve life within their communities through leadership and sharing of their experience, skills, and knowledge, RSVP recruits its volunteers in a number of ways. First, since the area is small, rural with few services, word-of-mouth and personal relationships account for many of the RSVP connections. Volunteers talk among themselves, asking what activities each does and recruit their friends and neighbors, growing the numbers. RSVP staff attends meetings, describing new programs and volunteer opportunities available. Attendees at these meetings call the RSVP office, looking for new opportunities and placements. RSVP sends news articles to various agencies to be placed in their community newsletters; for example The Hodag Pride Community Newsletter, which originates from the Community Education Coordinator's office in the local school district, The United Ways Quarterly Newsletter and the Senior Center newsletter both of which often carry articles about RSVP volunteer opportunities in the area. Additionally, potential volunteers access the

Narratives

Chamber of Commerce website at www.rhinelanderchamber.com. This site lists activities and volunteer opportunities, matching a volunteer's interests with programs and services that fall in the focus areas. Potential RSVP volunteers can access another national website, Volunteermatch.org. Here, persons who want to volunteer can find opportunities in the RSVP program. The Website is updated to meet the new criteria in Healthy Futures, Disaster Services, Capacity Building, Economic Development and Veterans and Military Families Focus Area. This year several referrals that came in through this website were placed at RSVP volunteer stations. Volunteers are also recruited in leadership roles within the RSVP program and at stations in capacity building activities. These volunteer activities provide meaningful work and skill development opportunities for the volunteer. Leadership opportunities include Peer Mentors/Leaders in the Stepping On Program, helping to facilitate a seven week workshop, on falls preventions to seniors and disabled individuals. RSVP volunteers are members of The Senior Medical Patrol (SMP) team. Once the training is completed, the volunteers do presentation on medical fraud, prevention and abuse.

The RSVP Advisory council which consists of 6 members advocate for the RSVP program. Five of the six are RSVP members themselves. The council members, as well as RSVP staff, recruit volunteers and promote volunteerism by speaking at various clubs such as the Women's, Lions, and Rotary Clubs, church and school groups, senior centers, senior housing facilities and attend quarterly meeting and disseminate materials about RSVP and volunteer opportunities available. These groups include The Coordinated Community Response Team, Barriers to Learning Strike Force Group, The Northwood's Coalition on Mental Health/Substance Abuse/Aging, VOICES (Vilas Oneida Inter City Elder Services), The RSVP Director serves as a board member for Ministry Home Health Care/Hospice and FEMA (Federal Emergency Management Agency).

The RSVP director joined a new committee in January, 2014, The Oneida County CST Coordinating Committee. Members meet to discuss service programs available and identify and respond to the gaps in services. Here RSVP can explain the new focus areas

Once recruited, RSVP has an individualized orientation and placement process, during which the volunteers are asked to share past educations, employment, skills, hobbies and other interests as well as their availability. RSVP staff goes over the various volunteer placements available with the volunteer to try to find the best fit for the volunteer and station as well, with emphasis placed in the primary focus service areas. Through a collaboration of the advisory council, RSVP staff and station supervisor's job descriptions and opportunities have been written for each station and job. Volunteers can match these opportunities to their interest, skill level and schedule.

Narratives

Once a volunteer is matched with a program, each individual program is responsible to train their volunteer. Each Volunteer Station completes a Memorandum of Understanding when they become a partner with NE RSVP. The MOU requires that each station provide the volunteer with necessary orientation, training and supervision on assignments. If required perform any background or criminal check and provide the volunteer with any materials required for the assignment. As station supervisors regularly change, RSVP holds an annual training for volunteer station supervisors to review required paperwork, discuss federal and state updates and answer any questions they may have regarding the volunteers and RSVP. A RSVP volunteer may withdraw from services at the Partner Agency or from RSVP at any time. When a station or volunteer notifies RSVP of a separation from their volunteer assignment, discussion of separation will occur among RSVP, Partner Agency and the volunteer to clarify the reason, resolve conflicts, or take remedial action, including placement with another partner agency.

According to the U.S. Census Bureau, State and County Quick Facts revised July 8th, 2014, the population of Oneida County is 96.6% Caucasian and the city of Tomahawk 97.2% Caucasian. To recruit volunteers from diverse backgrounds RSVP works in collaboration with Northwoods Alliance for Temporary Housing (NATH) established as a Wisconsin corporation on August 14, 2009. NATH is committed to ending and preventing homelessness. This corporation exists to provide safe housing and basic needs to families and individuals who are homeless, within an atmosphere of encouragement, respect, dignity and hope, while nurturing and promoting self-sufficiency and independence. In 2010 Frederick Place was opened. Frederick Place is a 16-bed emergency, temporary shelter for families, women and men who are experiencing homelessness. It is operated by NATH. RSVP also collaborates with The Military Support Group, The Salvation Army, The Food Pantry and others who work with minority populations to ensure volunteer opportunities are available within the RSVP Program. RSVP has recruited 45 veterans to volunteer in various service activities. RSVP works with volunteer stations that are accessible to individuals with disabilities. RSVP currently has volunteers at various stations with physical and age related disabilities. Twenty RSVP volunteers are 85 years and older.

RSVP acknowledges its volunteer force with spoken and written thank you notes, birthday cards, and annual recognition events. At the annual banquet RSVP can showcase the impact the volunteers made on their community. Community leaders, advisory council board members, and volunteers

Narratives

with an established number of volunteer hours gather to celebrate successes. Volunteers who meet this criteria are invited to attend free of charge. Volunteers are presented with The President's Volunteer Service Award, an initiative of the President's Council on Service and Civic Participation in recognition and appreciation of the commitment to strengthening our nation and for making a difference through volunteer service. Years of service pins are presented to volunteers for their outstanding service to their communities. Local businesses support the program by donating items that are distributed to the volunteers. Volunteers who have a positive experience share their volunteer successes and continue to volunteer, helping the lives of others as well as themselves, sustaining the RSVP volunteer program. Volunteers reflect on their service from years past as they view slideshows, scrapbooks, showing photos and articles, kept by RSVP staff. Clearly when they reflect on the reasons for their service, RSVP volunteers believe the experiences that they continue to support are worthwhile to themselves as well as their community. RSVP place press releases in local media regarding a volunteer success story which has proven to be another way to recognize individuals and groups of RSVP volunteers.

Dorothy Borcowicz is one of many volunteers willing to share her volunteer experience with others. Dorothy is part of a group of 8 volunteers called the Melody Maids. They travel to 4 local nursing homes to visit and entertain the residents by playing the piano and having the residents participate in sing-a-longs. They even designed their own sing-a-long booklets with large writing for all the songs they sing. On June 26, 2014 Dorothy attached a note to her monthly hours stating "The Volunteers are doing great!

They are busy trying to keep the folks we visit happy with smiling faces always waiting to enjoy our next visit. I don't know what I would do if I could not volunteer." Dorothy turned 87 this past March.

Keeping volunteers is an ongoing process. According to statistics reported in The Volunteer Reporter, a software program gathering RSVP data, nearly 90% of RSVP volunteers stay on projects for long term commitments. Statistics show the average age of our RSVP volunteer is 75. Statistics also show 5% of our volunteers have served 20+ years, 7.5% 15 -19 years, 17.5% have served 10-14 years, 30% 5-9 years and 40% 1-4 years. Termination of RSVP volunteers is to death, relocation from the area, or the need for family care giving. Otherwise, RSVP volunteers remain committed for many years.

Program Management

NE RSVP currently has 28 volunteer Stations. Each Station supervisor receives a Station Handbook

Narratives

that includes details regarding procedures. Station supervisors sign a Memorandums of Understanding (MOU), which must be reviewed every 3 years. The MOU includes a section on the responsibilities of RSVP and the station responsibilities. Included is the basic provision of the RSVP program which provides guidance on religious and political activities, prohibition of discrimination, displacement of employees, and other program regulations. These forms have been updated and have been approved by the state CNCS office as meeting RSVP requirements. Annually each Volunteer Station completes a Verification of Safe and Accessible Conditions which verifies they are providing a safe working environment and does not assign RSVP Volunteers to hazardous or unsafe volunteering situations. This also confirms the Volunteer Station maintains an environment which is accessible to persons with disabilities or is able to make reasonable accommodations. William Anderson, Chief Financial Officer of Catholic Charities Bureau retains a copy of the 2008 Operations Handbook and Supplement Handbook 2010 of the RSVP program issued by the Corporation of National and Community Services to ensure compliance with RSVP program regulations

Job descriptions are written for the volunteer service activity. Stations provide input on needs, job descriptions, evaluation criteria and impact evaluation that align with at least one of the national focus areas. Volunteers are placed at the station after receiving on-site training. RSVP staff visits each station on a regularly scheduled basis to determine if the volunteer and the station are satisfied with the placement and if the site reports the positive impact of our RSVP volunteers. Station supervisors are provided with a volunteer time policy. This requires the supervisor to verify the volunteer is performing their assigned service activity by signing the volunteers' time sheet with hours, dates and service activity provided. The time sheet is then sent to the RSVP office with the information entered into their volunteer database and stored in a file cabinet.

The RSVP program underwent serious right sizing in the past because the number of volunteers far outdistanced the RSVP budget, so reduction of sites and volunteers was necessary. The local director along with the RSVP Advisory Council with guidance from state staff brought the quantity of stations to a more manageable number. RSVP now serves 28 sites with approximately 220 volunteers. Besides reducing the number of stations and volunteers, a narrowing of the RSVP geographic area created fewer programs with better management. With the new national focus areas announced last year, RSVP was able to graduate stations and existing volunteers that were involved in service activities no longer supported by our program. Volunteers and Station supervisors were sent written

Narratives

communications to promote a clear understanding of why the changes were being made and addressed the new focus areas to encourage existing volunteer to explore new opportunities that align with the National Strategic Focus Areas.

Response from the letters sent was positive with volunteers and station supervisors stating most would likely continue to volunteer even without the support of RSVP. Several volunteers were placed in one of the primary focus areas as their primary placement Support will be provided to assist RSVP volunteers in the process of being reassigned to capacity building assignments at congregate meal sites and other stations which are not part of the primary or other focus areas.

Lori Bushong, Director of NE RSVP has reported volunteer involvement in the Healthy Futures Focus Area, since becoming Director in 1993. RSVP volunteers have been delivering meals to the homebound and disabled, providing transportation services for medical and other necessary appointments, providing respite care, and coordinating the Senior Repair Program, making minor home repairs to the elderly and disabled. The outcome of this service was to help seniors remain living in their own homes independently for as long as possible. Respite Services was also provided, assisting caregivers of homebound or older adults and individuals with disabilities. Transportation services have been provided but not reported as an outcome in the past.

Prior work plans reported homebound seniors that participated in the meals on wheels program would maintain/improve their health and well-being. RSVP will now measure the number of homebound or older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently. New surveys are being developed by RSVP, station supervisors and members of the advisory council to track this information.

RSVP has an Advisory Council made up of 6 members from diversified backgrounds that represent Oneida County and the city of Tomahawk. The council meets quarterly as well as RSVP staff to reviews reports, required forms such as the MOU, station safety verification, volunteer enrollments, and mileage reimbursement request to check for proper documentation and signatures to ensure RSVP is in compliance with federal regulations. Each board member has a copy of the RSVP Operations Handbook. At these meetings staff and council members also review the RSVP handbook to ensure RSVP is in compliance with RSVP federal regulations. NE RSVP receives close administrative oversight by the staff of both Catholic Community Services and Catholic Charities Bureau. Monthly reports from Lori Bushong, RSVP Director, are sent to the Board of Directors of

Narratives

Catholic Community Services who provide primary fiscal and operational program oversight

The Volunteer Reporter software manages RSVP volunteer data, volunteer station and cumulative program data. Volunteer Reporter allows for efficient data management and is able to generate the reports needed to fulfill CNCS requirements.

Organizational Capability

NE RSVP is sponsored by Catholic Community Services a non-profit subsidiary agency of Catholic Charities Bureau. Catholic Community Services was organized in 1997 to provide direct service programs to individuals in need of assistance. Catholic Charities Bureau has been providing services to the poor and the disadvantaged since 1917. Since 1977 CCB and CCS have provided administrative oversight to NE RSVP.

Financial oversight for NE RSVP is assigned to the Chief Financial Officer of Catholic Charities Bureau, William Anderson. Mr. Anderson has served in that position for 40 years and is extremely familiar with federal grant funding and required grant management. Program finances are closely monitored internally with oversight and monthly cost reports reviewed by CFO William Anderson and Executive Director of Catholic Charities Bureau, Alan Rock and the Board of Directors for Catholic Community Services and Catholic Charities Bureau.

Fiscal management of the program follows a full accrual accounting system that segregates funds and their corresponding expenditures. This accounting method enables CCB to account for all grants and contractual agreements. Both CCB and CCS are audited annually for both grant management compliance and programmatic contractual compliance by a certified public accounting firm that is well-versed in grant and government accounting. Monthly budget statements of expenses and revenues are prepared by CCB's Chief Financial Officer and send to RSVP. Project staff and Advisory council closely monitor these statements. RSVP uses the National Service Knowledge Network's standard form to complete and track receipt of all in-kind and match donations. CCB has developed an Internal Policy Control Procedures manual which is given to each program director.

The NE RSVP Director reports to Acting Director of Catholic Community Services and current Catholic Charities Bureau Executive Director Alan Rock. Alan has been Executive Director at Catholic Charities Bureau since January, 2013. Prior to that, he served as Comptroller for the Challenge Center for 15 years, and has extensive managerial experience in both the for-profit and non-profit industries.

Narratives

Chief Financial Officer for CCB and CCS is Bill Anderson. Bill has worked for CCB for over 40 years and has provided administrative oversight for federal grants for over 30 years. Mr. Anderson is a certified financial officer and assists the Director in preparing program budgets for both RSVP and FGP, reviews financial records for both programs at least monthly, and meets with the CCS Board of Directors on a quarterly basis concerning the financial status of both programs.

RSVP employs a full time director, who manages and is responsible for providing effective development and operations of the RSVP program. Lori Bushong has been the RSVP Director since 1993. Ms. Bushong received a Certificate of Commendation in recognition of her outstanding service and dedication to the NE Retired Senior Volunteer Program from the Governor of the State of Wisconsin. 100% of her time is spent on program services. Her duties also include supervising staff and volunteers, program budget management, and competing required grants and reports and researching additional funds.

RSVP rents a spacious office from MSA Professional Services with access to a conference room and full kitchen. All heat, air conditioning, cleaning and snow removal costs are included. RSVP also receives a reduced rate for rent as a non-profit organization. The office space normally runs \$600 per month, RSVP pays \$225. RSVP currently upgraded all computers and software programs. The Volunteer Reporter upgrade now enable s RSVP to run reports with data that is then applied in the grant application and federal and state reports.

Catholic Charities Bureau (CCB) was formed in 1917 in Superior, Wisconsin. The mission of CCB is to meet the critical needs and issues of society through the stewardship of resources by working in partnership and collaboration with private public and other non-profit sector agencies and to create and recognize an environment of human dignity based on mutual respect, understanding and trust. Under Bishop Fliss's leadership, CCB established and sustained programs in 31 communities in northern Wisconsin, including housing programs for persons with chronic mental illness, employment and housing programs for persons with developmental disabilities, housing and emergency aid for families and the homeless, home health care for the aging and disabled, and volunteer programs utilizing the talents of senior citizens. Catholic Charities Bureau has expanded programs to people who are most vulnerable and most likely to be shunted to the margins of society during a time of economic distress. People with multiple disabilities, the frail elderly, families living in poverty, and children with special needs are all welcome to our programs. With an operating budget of \$19 million, CCB provides financial grant management and administrative oversight to 54 programs and services in 72 cities throughout Wisconsin.

Narratives

Other

N/A

PNS Amendment (if applicable)

N/A