

THE RESOURCEFUL VINCENTIAN

A Guide for Milwaukee County SVDP Conferences
To Lead People in Need to Helping Programs



St. Vincent de Paul Society
At the Heart of Giving

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TABLE OF CONTENTS

INTRODUCTION.....	4
COUNCIL OFFICE SERVICES.....	4-6
Accounting/Billing.....	4
Intake.....	4
Case Consultation.....	5
Training-Conf./Vincentian Development	6
MEAL SITES.....	7
STORE	
How to Write a Gift Certificate Guide.....	7-10

CATEGORY INDEX

ABUSE	
Child.....	10
Senior Citizens.....	11
Women.....	11-12
ADVOCACY/CONSUMER PROBLEMS.....	13
ALCOHOL AND DRUG ABUSE.....	13-14
CHILD CARE.....	14
COUNSELING.....	15
DISABLED SERVICES.....	16
EDUCATION / G.E.D.....	17
EMPLOYMENT RESOURCES.....	18
FINANCIAL COUNSELING.....	18
FIRE AND OTHER DISASTERS.....	19
FOOD.....	
Food Pantries - Information.....	19
Meal Programs.....	19-20
FOODSHARE WISCONSIN (formerly Food Stamps).....	21
Program Information.....	21-22
W.I.C. Program.....	22
HANDICAPPED SERVICES (See: DISABLED SERVICES)	
HOME HEALTH CARE.....	23
HOUSING.....	24-26
Eviction Process.....	24
Landlord/Tenant Problems.....	25
Rights.....	25
Security Deposits.....	26
LEGAL ASSISTANCE	26

MEDICAL ASSISTANCE PROGRAM.....	27
MEDICAL/DENTAL.....	27-28
MENTAL HEALTH.....	29
PARENTING.....	30
SENIOR CITIZEN SERVICES.....	31-32
Information and Referral.....	31
Employment.....	31
Home Health Care	31
Homemaker Service.....	32
Legal.....	32
Nursing Homes.....	32
Nutritional Sites.....	32
Transportation.....	32
SHELTER -EMERGENCY.....	33-34
SUPPORT GROUPS/HOTLINES.....	34-35
TRAVEL ASSISTANCE.....	35
UTILITY PROBLEMS	36
WISCONSIN WORKS (W-2)	
Program Information.....	37
COUNCIL INFORMATION.....	38
SVDP MISSION STATEMENT.....	39

ST. VINCENT DE PAUL CENTRAL OFFICE

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INTRODUCTION

THE RESOURCEFUL VINCENTIAN is a resource book for SVDP members designed to assist them to recognize the deeper needs of the individuals and families they visit and to lead them to effective community resources. It focuses on situations most frequently encountered by Vincentians and offers a description of effective resources designed to deal with them.

The traditional strength of Vincentian helping has been its ability to bridge the gap between the needs that surface on the grassroots level and the various community service providers. Effective referrals are always more than a matter of giving someone a name and address. Vincentian helping implies:

1. **Relieving immediate need.**
Any immediate emergency situation has first been addressed.
2. **Establishing a trusting relationship.**
A relationship of trust and confidence has been established with the individual or family in need.
3. **Identifying the problem accurately.**
The problem underlying the crisis has been identified.
4. **Locating appropriate resources.**
A resource responsive to the need of the family has been found and contacted.
5. **Offering on-going support.**
On-going support and encouragement is offered by the Vincentians so that the family continues to make use of the resource.

The problem with any directory is that information contained in it is constantly changing and needs regular updating. Please inform the Council Office of any corrections to this information. Additional information on community services and updates can also be obtained from the following sources:

211 MILWAUKEE

211 or 414-773-0211

24 hour information and referral number available to people who need information about family, health, and social services in Milwaukee County. **Trained community resource specialists assess a caller's situation and provide them with information or directly connect them to community agencies** that address a wide range of needs including food, shelter, parenting and family concerns, health care, substance abuse, basic needs, and other social service issues. **This line is the main number in the County if callers want to know where to get help for a wide range of social service needs.** The database includes over 2,000 agencies. Callers can easily access the line by dialing 211 or 1-866-211-3380.

The 211 complete resource directory can be found on their website free of charge at impactinc.org

COUNCIL OFFICE SERVICES

ACCOUNTING/BILLING

The Central Office accounting staff can be consulted regarding any questions concerning conference finances, store invoices, and fiscal management. Training is offered on these topics, both individually and as groups.

INTAKE

For almost as long as the Society has been active in Milwaukee, people have sought contact with the organization through a central number. People in need, of course, frequently contact Vincentians through their parish rectory. Just as many either do not know how to contact Vincentians, or decide not to do so through normal church channels. The Central Office has been an integral part of the Society in Milwaukee for more than 50 years.

The Society receives about 9,000 calls for help every year through the Milwaukee Central Office. Although councils in many cities simply tell callers to call the nearest parish conference, the Council of Milwaukee has always done a "pre-interview" with the callers to determine the extent of their need and review their individual circumstances before making referrals to conferences.

Records are kept of conference “boundaries” and conference policies. This is then stored for future reference primarily in computers. The automated filing system allows for faster retrieval and accuracy. Daily written referrals to conferences are generated automatically and are consistent with their written policies.

Conferences benefit from the Central Office in the following ways:

1. **Referrals** Conferences receive written referrals with the basic information on the family, income and presenting problem. This assists the visiting team to know something about the family even before their home visit. The intake staff can help the family understand the extent of help that might be offered by the conference serving them and make referrals to other agencies when appropriate. Periodically, the Central Office surveys conferences to verify the specific area which they serve and their policies on all the requests that come to them. The office goal is to be 100% accurate in referring people to the proper conference if the conference has indicated it is willing to address the specific need expressed.
2. **Case Clearing** Over 135,000 case contacts are contained in our computer. This information is available to conferences by calling our intake staff. They can immediately determine whether there have been past contacts with a particular individual or family and lead the inquiring Vincentian to the conference most recently active on the case. Vincentians can improve this service themselves by providing information back to the office, particularly the names of persons they visit who have complex or troubling circumstances, so that other Vincentians may be properly advised in their future dealings with them. The inter-parish Vincentian network is strengthened by this service.
3. **Planning** Computerized client information allows staff and council leaders to accurately monitor client and conference activity. The long range benefit of caseload summaries is that trends can be identified accurately and planning can take place to meet new and changing needs of people. Staff is able to keep track of the number of people who call for assistance and project the future impact on individual conferences. The Needy Conference Board also uses this information in its efforts to distribute funds equitably among the ever increasing number of conferences who request help from this fund.

CASE CONSULTATION

Vincentians who want to discuss their cases are encouraged to call the Central Office. Case consultation services are provided to Vincentians who request such help. The goal of this service is to assist Vincentians in deciding how best to assist an individual or family with whom they are working. Staff members will not take over cases from Vincentians. Instead, they will work closely with them to insure that the best possible plan is developed.

Case consultation is done both over the telephone and in the Central Office. During case consultation, a staff person will carefully go over the following:

1. **A review of the basic facts** in the case including the individual or family’s name, address, number and ages of children, religious affiliation, income source, and the type of assistance that is being requested.
2. **Background information** concerning the factors which led to the individual or family’s current situation.
3. **Steps already taken** by the individual or family to resolve their situation. This includes any resources they have tried themselves.
4. **A review of the basic budget** of the family or individual in order to determine if there might be a budgeting problem. This would include suggestions on how to gather this sensitive information and follow up referrals if budgeting problems are identified.
5. **Procedures** of various community agencies and programs that may impact on the individual or family’s situation.
6. **Clarify what the conference would like to do** in regard to the case. Does the conference want to assist the family financially?
7. **Review of any other possible resources** or referrals in the community that may benefit the individual or family. This will include addresses and telephone numbers for the Vincentians to give the individual or family.
8. **Clarify what role, if any, the conference would like the Central Office to play.** Would they like to discuss the case with a staff person to further assess the case? Would they like the Central Office to assist the conference with cost sharing?
9. **Review the plan** that has been developed with the individual or family in order to stabilize their lives.

10. **Help the conference determine the type of follow up** that will best assist the person visited.

TRAINING - CONFERENCE/VINCENTIAN DEVELOPMENT

The Central Office staff places a high priority on developing training programs for Vincentians. The goal of this service is to assist Vincentians to become better helpers. Staff realizes that members have many concerns related to their Vincentian work and believes that training will help them feel more confident in their role.

Vincentians actively participate throughout all training sessions. Programs are designed and presented by a training team consisting of staff members and Vincentians. All training is set up to respond to the needs of the participants and can be arranged at various locations and times. Training can be held at conference, area, or council meetings. Members are always welcome to hold training programs at the Central Office.

Resource materials and audio-visual equipment are available at the Central Office to enhance the training offered. Conferences may also use this equipment and material for on-site training. A-V equipment includes a *VCR, *Overhead projector, and a *PowerPoint projector. There are both written training booklets and materials and videotapes on a variety of subjects and specific helping skills related to spirituality, home visits, conference life and annual reports. Training is offered at various levels:

INDIVIDUAL LEVEL

On an individual basis, various ways can be explored to help a Vincentian improve his/her helping skills in knowing how:

- * to make better home visits
- * to go beyond the crisis visit and get to know the person/family
- * to be sensitive, yet assertive
- * to not take over responsibility for the people visited
- * to problem solve with those we visit
- * to deal with feeling overwhelmed by other's problems
- * to offer additional resources

CONFERENCE LEVEL

Training also takes place at the conference level to meet the needs of the members. Careful planning takes place with the conference members to arrange training from which members will most benefit. In addition to the above topics that can also be addressed at conference meetings, some additional areas of concern might be:

- * how to recruit new members for the conference
- * helping a conference determine its role in the parish
- * how to reach the poor
- * how to resolve conflicts that might arise between members
- * how to role play visits to increase members' confidence

AREA/COUNCIL MEETINGS

Staff and Vincentians also offer trainings at both area and council meetings. This is a good way to reach a variety of Vincentians who may not otherwise have the opportunity to attend scheduled training workshops. Some additional topics that could be covered at these meetings might be:

- * how to network better with neighboring conferences
- * how to deal with Vincentian burnout
- * how to participate in the leadership of the Society while remaining a conference member
- * how to really listen to someone and share in their life story

SCHEDULED VINCENTIAN FORMATION SESSIONS

Vincentian formation sessions and topical workshops are presented on a regular basis to provide Vincentians with the basic knowledge and skills to do quality Vincentian work. A considerable amount of planning goes into developing these programs to guarantee that they are relevant, interactive and interesting to Vincentians.

Sessions will usually include the following topics:

- *a history and structure of the Society
- *the conference meeting and the role of officers
- *how to interview people and make good home visits
- *Central Office and community resources
- *the key role of spirituality in a Vincentian's life

The Central Office staff is committed to providing Vincentians with quality training programs and encourages all members to make use of this valuable service.

SVDP MEAL MINISTRY

Serving nutritious meals since 1983, SVDP meal programs provide hot meals, friendship, and spiritual support to people. Volunteers, predominantly from the religious community, make the food and serve the guests in an atmosphere of dignity and hope.

SVDP MEAL SITES

Cross Roads Kitchen- South: 931 W. Madison St.	Sunday thru Friday	649-9555 5:30pm to 6:15pm
Harambee Kitchen- North: 2600 N. 2nd St.	Monday thru Friday	374-4095 5:30pm to 6:15pm

ST. VINCENT DE PAUL STORES

HOW TO WRITE A GIFT CERTIFICATE FOR THE ST. VINCENT DE PAUL MILWAUKEE STORES

A Vincentian Guide to using the SVDP Stores to help people in need

The St. Vincent de Paul stores in Milwaukee are a major resource to Vincentians in providing clothing and furniture to people in need. The stores employ people from our community who work hard to process and recycle used items in order to provide reasonably priced, quality merchandise to budget conscious shoppers. Conferences are encouraged to use the St. Vincent de Paul Stores and are asked to adhere to policies and procedures governing their gift certificates.

CONFERENCE GIFT CERTIFICATE POLICIES & PROCEDURES

1. Write the conference name/address on top of the certificate along with the date it is issued.
2. Make sure the store address is written on the certificate.
Lincoln Ave. Store – 2320 W. Lincoln Ave - Phone (414) 672-2040.
Greenfield Store- 4476 S. 108 St- Phone (414) 377-9077
3. **PRINT** the family's last name, first names, and address clearly.
4. **For BEDS: See →SPECIAL NOTE ON BEDS** (below).
5. **For ALL OTHER FURNITURE:** Write out quantity/ description of furniture to be given.
Specify the maximum value of EACH ITEM
Example: ONE SOFA – MAX VALUE \$150.00 – one-hundred-fifty
(See Furniture Price List for maximum value guidelines.)
6. **For CLOTHING/BEDDING:** Write the type of items and the maximum value of the gift certificate. *Examples: CLOTHING NOT TO EXCEED TWENTY-FIVE DOLLARS AND BEDDING NOT TO EXCEED THIRTY-FIVE DOLLARS.* (See Bedding/Window Coverings Price list for maximum value guidelines.)
7. **DO NOT SKIP LINES.** Cross out the unused portion of the certificate.
8. Sign the certificate; a minimum of first name and last initial.
(Since the Rule requires visitation in pairs and disallows single visitation, both visitors should sign the certificate.)
9. Only original gift certificate forms will be accepted. Copies will be refused.
10. Explain the *Recipient Regulations* to the person visited.
11. **Conferences are billed monthly for 50% of the retail price of all new and used goods excluding new box springs, mattresses, and frames which are billed at cost.**

RECIPIENT REGULATIONS

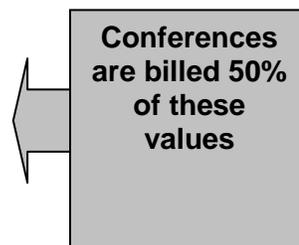
1. Certificate expires **60 days** from date of issue.
2. Certificates are filled **based upon availability**. A **rain check** will be issued for those items not available at the time the certificate is filled, which will expire 60 days from the date of issue. Only one rain check is issued per customer.
No substitutions are allowed.
3. Please call the store to check on the availability of items before going to pick them up.
Lincoln Avenue Store – (414) 672-2040
Greenfield Store- (414) 377-9077
4. **No refunds**, cash or otherwise, will be given for any remaining balances.
5. Gift certificates can be filled Monday - Saturday during the following hours:
Lincoln Store- 10am – 5pm or Greenfield Store- 9am - 8pm, Sunday 12pm – 4pm
6. As recipient of the merchandise, you are responsible for its transportation from the St. Vincent de Paul Thrift Store. Merchandise must be taken the same day the purchase is made. **Come prepared to take the items with you, or, you may pay for store delivery.**
7. SVDP assumes no liability for persons or companies with whom the recipient contracts for transportation of the items.
8. **Come with identification; it is required to redeem merchandise.**
9. Store personnel will assist in loading merchandise into customer's cars. However, we are unable to assist in loading on top of vehicles or any other circumstance which could cause physical injury or property damage.

Special Note

It is the conference's responsibility to write out clearly the numbers for each item on the certificate - i.e. one double bed complete, not 1 double bed complete; thirty dollars in clothing - not 30 dollars in clothing . The store will not be responsible for forged certificates when numbers are not written out in their entirety. Conferences will be charged for any additional items if the voucher is not written correctly.

BEDDING/WINDOW COVERINGS

Bed Spreads	\$ 6 - 25
Blankets	\$ 4 - 10
Drapes	\$ 4 - 10
Mattress pads	\$ 3 - 5



NOTE ON USED APPLIANCES

The St. Vincent de Paul stores no longer carry major appliances. As a convenience, the following Milwaukee appliance stores have all been utilized by Vincentians over the years. Please call them directly to verify availability and prices of appliances for your families. It is important to note each conference needs to call these used appliance stores in order to make billing arrangements and establish an account before issuing gift certificates.

As New Appliances
5825 W. National Ave.
(414) 476-6922

Jim's Refrigeration
5701 W. North Ave.
(414) 444-0800

Reed's Furniture & Appliances
4909 W. Center St
(414) 449-1955

Washing Machine Man
6555 N. Teutonia Ave.
(414) 247-1731

Nu2U Appliances
1957 W. Hampton Ave
(414) 873-6828

RAIN CHECKS

If a certificate holder comes to the store to redeem the certificate and there is nothing suitable for them (as defined on the certificate), they are issued a "rain check" which extends the certificate for another 60 days. Similarly, if multiple things are listed on a certificate and only some things are available, a rain check will be issued for the remaining items, again for 60 days from issue. Only one rain check per gift certificate

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ABUSE CHILD

Reported cases of abuse and neglect have more than doubled in recent years in Milwaukee County, yet studies show that less than half of the cases of abuse and neglect are discovered. Vincentians are in a unique position to identify children who are victims of such abuse and neglect.

Child abuse includes:

PHYSICAL ABUSE - injuries from shaking, beating, striking, and/or burning.

PHYSICAL NEGLECT - failure to provide basic necessities; food, clothing, shelter, medical attention, or proper supervision.

SEXUAL ABUSE - exploitation of a child for any sexual gratification; rape, incest, exhibitionism.

EMOTIONAL ABUSE OR NEGLECT - failure to encourage a child's normal development by support, love, and affection.

Wisconsin law protects you from civil or criminal suit for reporting in good faith a child neglected or abused. Your name may not be revealed.

HERE'S WHAT TO DO:

1. **In Milwaukee County, call the BUREAU OF MILWAUKEE CHILD WELFARE at 220-7233.**
2. Give the name, address, and phone number of the person who you believe is abusing the child.
3. If you saw the abuse, state when and where it happened.
4. Describe the injury if you saw it (include size, color, and type of injury).
5. If you know any information about the family that might be helpful, give it to the worker.
6. Tell them if the child has received medical care for any injuries.
7. Give your name and phone number if you feel comfortable doing so. They may need to contact you if they have difficulty locating the person you reported. Remember, you may also report anonymously.
8. The Bureau investigates reports of abuse/neglect and takes the necessary action(s) to insure the child's safety.

HERE'S WHAT WILL HAPPEN:

INVESTIGATION - All reported cases of child abuse and neglect must be investigated. If the child's life or health is endangered, he/she may be removed from the home.

SERVICES - If the investigation shows true neglect or abuse, services are made available to the family, such as case- work, parent education, self help groups, financial, or marital counseling.

COURT - In some cases, juvenile or circuit courts may intervene, especially if the child's injuries are severe and parents are uncooperative. Its decisions may range from temporarily or permanently removing the child from the home, to ordering a family counseling program. Circuit Courts can put the abuser on probation or incarcerate him/her.

CHILDREN'S HOSPITAL OF WISCONSIN
THE PARENTING NETWORK-STRESSLINE

266-2000
671-0566

Provides phone support, advocacy, and resource referrals for parents and care givers about parenting issues. Also has information on parent support groups.

SEXUAL ASSAULT TREATMENT CENTER

219-5555

Sinai Samaritan Medical Center 945 N. 12 St. Milwaukee WI 53233

24 hour center for victims of abuse and sexual assault. Offers information, referral services, and medical treatment for victims of all ages, male or female.

SENIOR CITIZENS

Statistics show that 4% of seniors in the United States are victims of abuse in some form. This can be **PHYSICAL** (actual hitting), **MATERIAL** (person is forced to sign something or turn something over to another against his/her will), **NEGLECT** (person is either neglected by the care giver or neglects his/her own care), or **VERBAL** (person receives verbal harassment from the primary care giver). Vincentians should be aware of the following resources when encountering a situation of elder abuse.

Aging Resource Center

289-6874

235 W. Galena Street
Milwaukee WI 53212

TTY/TTD 289-8591

Monday-Friday, 7:00 am - 7:00 pm

Operated by Milwaukee County Department on Aging. Voluntary reporting system accepting calls from abused persons, abusers, and concerned observers. Staff workers assess the situation and make referrals for treatment and follow up. (Abuse may be reported 24 hours a day.)

WOMEN

Battering of women is considered to be the most common unreported crime in America today, occurring in the suburbs as well as the central city, among all incomes, racial, and religious groups. It involves physical assault, often with a dangerous weapon, and is a serious crime under the laws of every state.

Battering usually follows a pattern, with a minor event triggering an unreasonable anger, sometimes, but not always, connected with alcohol or drug abuse. Where a pattern of battering is established, the problem generally increases in severity and can be life threatening unless those involved get help. Here is what an abused person needs to do:

1. **GET AWAY** - An escape route should be planned, along with a place where the woman (and her children) can take refuge.

2. **CALL THE POLICE** - Victims or witnesses of abuse should report each case of battery to the authorities.
3. **GET MEDICAL ATTENTION** - Neglected injuries can cripple or kill. It is often necessary to have medical evidence of batteries to further legal protection.

Since 1980, the Domestic Abuse Act has been in effect in Wisconsin, authorizing a judge to issue a temporary restraining order to an abusive or potentially abusive person requiring that person to avoid the premises of another.

The City of Milwaukee has a mandatory arrest policy which requires that in all cases of domestic violence where there is probable cause, an arrest must be made and a warrant is not needed. It proposes to deter future acts of domestic violence and reduce potential injury to police officers. When an arrest is made, or an individual has been ordered to appear in the District Attorney's office, the Milwaukee police officer calls the Sojourner Truth House 24 hour hotline from the location of the arrest with information about the victim and offender, and then turns the phone over to the victim. The staff can then talk with the victim right after the battery and advise her. Men can also be the victims of domestic abuse, although the statistics for them are lower than for women. The police, shelters, and district attorney's office all work together to effectively address the needs of the victims and offenders. The following programs are useful resources in our community for battered women.

All Shelter requests should go through 211.

SOJOURNER PEACE CENTER

933-2722

1300 S. Layton Blvd
Milwaukee, WI 53125

Support groups for men who abuse women and women who abuse men. Groups help them control anger and eliminate their abusive behavior.

DISTRICT ATTORNEY'S OFFICE

278-4792

Domestic Violence Unit
949 N. 9 St. Room #110
Milwaukee WI 53233

MILWAUKEE WOMEN'S SHELTER

671-6140

3025 w. Mitchell St
Milwaukee WI 53215

Provides emergency shelter, information, and referral ; advocacy for victims of battering.

Operates 24 hour crisis hotline.

NEVERMORE DOMESTIC ABUSE SERVICES

449-4777

Program of the Milwaukee Women's Center to help men discover solutions to their abusive behavior. Group and individual counseling available.

SEXUAL ASSAULT TREATMENT CENTER

219-5555

Sinai Samaritan Medical Center
(see listing under CHILD ABUSE)

Also located in the:

Milwaukee County Courthouse

278-5079

901 N. 9 St. Room # 711

Milwaukee WI 53233

8:00 am - 4:30 pm (Monday - Friday)

Questions about restraining orders operate 8:30am-10:30, 1-2:30pm.

Provides information to victims of family violence about legal options, restraining orders, and counseling for individuals and family members.

ADVOCACY/CONSUMER PROBLEMS

People often slip through the cracks when dealing with large, bureaucratic organizations. The need for advocacy services often becomes apparent to Vincentians when they try to work with someone who seems to have been “short changed” by the system. The agencies below are knowledgeable about consumers’ legal rights and recourses and assist them in resolving their problems.

AGRICULTURE, TRADE, AND CONSUMER PROTECTION AGENCY

1-800-422-7128

10930 W. Potter Rd., Suite C
Milwaukee WI 53226-3450

Wisconsin’s primary consumer protection agency. Informs consumers of their rights and remedies. Top consumer complaints concern rental housing, home improvement, and auto repair problems.

BETTER BUSINESS BUREAU

847-6000

10101 W. Greenfield Ave.
West Allis WI 53220

Consumer information, reports on companies and organizations, advice, and counseling on consumer problems and complaints.

COMMUNITY ADVOCATES

449-4777

728 N. James Lovell St
Milwaukee WI 53233

A complaint resolution center offering assistance with problems concerning government, landlords, welfare, utility companies, health services, homelessness, travelers aid, etc.

COMMUNITY INSURANCE INFORMATION CENTER

291-5360

700 W. Michigan Ave.
Milwaukee WI 53233

Provides information, help, and referral for any insurance problem. The center is equipped to handle any questions and complaints related to all lines of insurance.

ALCOHOL & DRUG ABUSE

Alcoholism and drug abuse are two of America’s largest health problems affecting a large percentage of the adult population. Both alcoholism and drug abuse are addictive diseases and often involve a long denial process by both the person afflicted and the family affected. To break free of the addiction of alcoholism or drug abuse requires a structured treatment program. There are numerous resources in our community to assist individuals who are alcohol or drug dependent.

ALCOHOLICS ANONYMOUS

771-9119

7429 W. Greenfield Ave.
West Allis WI 53214

Meeting for alcoholics who want to be sober. Conducts group meetings and provides information on treatment alternatives. No fees. Also operates a 24 hour hotline.

AL-ANON FAMILY GROUPS & ALATEEN

257-2415

6737 W. Washington Street Suite 2154
West Allis, WI 53214

Self-help program for families and friends of problem drinkers. Meet weekly in groups for shared support.

FAMILIES ANONYMOUS
(24 hour helpline)

384-8051

A 12-step, self-help program that provides support groups to family members or significant others of persons using alcohol, other drugs, or related behavioral problems. Call for group times/locations.

GENESIS BEHAVIORAL SERVICES

211

Administrative Offices
1126 S. 70 St.
West Allis WI 53214

Alcohol, drug, and mental health treatment services. Call for detox and outpatient information. A referral from Impact is needed.

IMPACT

276-8487

(formerly Milwaukee Council on Alcoholism & Drug Dependence)
3970 N. Oakland Suite 401
Milwaukee WI 53211

(TDD) 271-6039

Offers prevention programs including awareness education, training, and consultations to businesses, schools, and other community groups. Assessment and referral services offered by certified AODA counselors.

LUTHERAN SOCIAL SERVICES

967-3900

155 E. Silver Spring Suite 201
Milwaukee WI 53217

Outpatient programs and family counseling for adults and adolescents on the treatment of alcohol and other drugs.

MILWAUKEE PSYCHIATRIC HOSPITAL
- CHEMICAL DEPENDENCY PROGRAM

1220 Dewey Ave.
Wauwatosa WI 53213

Intake 454-6777
Outpatient 454-6707

Inpatient and outpatient alcohol and drug abuse detoxification and rehabilitation programs, including individual and family counseling.

CHILD CARE

4 C - COMMUNITY COORDINATED CHILD CARE

562-2676

1805 N. Martin Luther King Dr
Milwaukee WI 53212

Assists parents to identify child care options to match their specific needs. Provides information to help evaluate quality child care. Training and workshops for people, providing child care and parenting classes.

W-2 CHILD CARE PROGRAM
(WISCONSIN SHARES)

(888) 947-6583

Information on child care available on a co-payment basis to help pay part of the cost for children up to 12 years of age. Covers Milwaukee, Ozaukee, Washington and Waukesha Counties. Contact the W-2 agency, Department of Human Services office. In Milwaukee, offices at 1220 W. Vliet St., or 1024 W. Mitchell St. (2nd floor), or various outstations. Information can also be obtained from the 211 Milwaukee Line at 211.

COUNSELING

Most of us function fairly well on a day-to-day basis in our relationships with other people. However, there are times in each of our lives when we could use extra support to overcome our problems by discussing them with professionals.

CATHOLIC CHARITIES

771-2881

2021 N. 60 St.
Milwaukee WI 53208

Offers individual and family counseling, preventive outreach programs, temporary foster family care, adult day care, homemaker services, adoption services, and a refugee resettlement service.

COMMUNITY COUNSELING RESOURCES

271-2565

2038 N. Bartlett Ave.
Milwaukee WI 53202

Provides short-term crisis intervention counseling to individuals, couples, and families. The counselors are volunteer professionals and counseling is anonymous and flexible. There is a minimum of \$5.00 per session.

FAMILY SERVICE OF MILWAUKEE

342-4560

3200 W. Highland Blvd.
Milwaukee WI 53208

Provides counseling services for individuals, couples, and families. Offers group therapy, support groups, consumer budget counseling, and family life education.

LUTHERAN SOCIAL SERVICES

281-4400

647 W. Virginia St.
Milwaukee WI 53204

Marriage, family, personal, and special group counseling. Adoption services, adult day centers, and resettlement services.

SOLUTIONS BEHAVIORAL HEALTH

777-0740

10702 W. Burleigh St.
Wauwatosa WI 53222

Solution-focused therapy for individuals, couples, and families, emphasizing the present and future, rather than the past. Call for payment information.

DISABLED SERVICES

LIFE NAVAGATORS (ARC)

774-6255

7203 W. Center St.
Wauwatosa WI 53210

Provides information and referral, intervention, advocacy, guardianship, self-advocacy programs, and a variety of family support programs for people with developmental disabilities and their families. Prevention programs.

VISION FORWARD ASSOCIATION

258-9200

912 N. Hawley Rd.
Milwaukee WI 53213

Services include volunteers in visual assistance, activities program, adaptive appliances, information and advocacy, and Badger Home for the Blind.

GOODWILL INDUSTRIES

353-6400

6055 N. 91 St.
Milwaukee WI 53225

Comprehensive vocational rehabilitation services; skill training, work services, and placement services to disabled and disadvantaged individuals.

MILWAUKEE CENTER FOR INDEPENDENCE

937-2020

2020 W. Wells Street
Milwaukee WI 53202

Provides vocational rehabilitation services for developmentally disabled, mentally ill, physically disabled, and elderly persons.

MILWAUKEE COUNTY DISABILITIES SERVICE DIVISION

289-6660

1220 W. Vliet
Milwaukee WI 53212

Provides assessment for services to disabled adults

MILWAUKEE COUNTY TRANSIT-TRANSIT PLUS

343-1700

SUBSIDY PROGRAM

(TDD) 343-1704

1942 N. 17 St.
Milwaukee WI 53205

Subsidized transportation services for persons who are unable to use the services of the Milwaukee County bus system because of a disability. 24 hour answering service.

INDEPENDENCE FIRST

(Voice/TTY) 291-7520

540 S. 17 ST
Milwaukee WI 53204

Offers a wide range of services designed to assist persons with disabilities to live independently in the community. Includes ADA consultation, benefits counseling, advocacy, information and referral, independent living skills, peer support, wheelchair sports and recreation programs, assistance with accessibility, and adaptive equipment. Services available to persons who are hearing impaired.

Milwaukee County Transit
Easter Seals Southeast Wisconsin
2222 S. 114th Street
West Allis, WI 53227
www.easterseals.com/wi-se/

414-344-6711
414-449-4444

For over 80 years, Easter Seals Southeast Wisconsin has provided services to people living with a wide variety of disabilities including Autism, Epilepsy, Cerebral Palsy, and other developmental and physical disabilities. We tailor our services to develop each person's skills at every stage in their life to encourage greater independence. Our services promote opportunities for each person with a disability to live, work, and play in their community. Services include; Birth to Three Programming, Autism Therapies, Adult Day Program, Vocational Training, Case Management and Recreation/Respite.

EDUCATION & G.E.D.

CAREER YOUTH DEVELOPMENT
2601 N. Martin Luther King Dr.
Milwaukee WI 53212

264-6888

GED and high school diploma program.

LITERACY SERVICES OF WISCONSIN
555 N .Plankinton
Milwaukee WI 53203

344-5878

Literacy education through the use of trained volunteers who tutor adult learners. Programs include adult basic literacy, GED preparation, and English as a second language.

MILWAUKEE AREA TECHNICAL COLLEGE

Vocational and technical education. GED and basic skills programs, high school diplomas, one and two year certificates, and two year associate degrees. Also offer job placement services for their graduates.

DOWNTOWN
700 W. State St.
Milwaukee WI 53233

297-7006

SOUTH
6665 s. Howell Ave.
Oak Creek WI 53154

571-4500

NORTH
5555 W. Highland, 128 N.
Mequon WI 53092

(262) 238-2300

WEST
1200 S. 71 St.
West Allis WI 53214

456-5500

EMPLOYMENT RESOURCES

The conference can play an important role by offering spiritual support as well as by directing families to practical employment resources.

JOB CENTERS

389-6607

2701 S. Chase Ave

Combines job search, job opportunities, education, training, and W-2 services in one location

(See: **Wisconsin Works** section)

MANPOWER TEMPORARY SERVICES

400 E. Mason St

111E. Kilbourn Ave

272-8500

Milwaukee WI 53202

Milwaukee, WI 53202

347-2345

Temporary job placement for anyone. Call first for appointment. Areas of jobs include office work, industrial service, technical skills, medical health, and data processing.

MILWAUKEE CAREERS COOPERATIVE

3505 W. Wisconsin Ave

937-8260

Milwaukee WI 53208

A temporary/permanent employment service that puts people to work in temporary jobs to help them get work, credentials, references, skills, and confidence needed for good jobs. Applicants can register for work Monday - Thursday at 8:15 am. An orientation session follows. Social security card and photo I.D. are required.

CITY MILWAUKEE JOB INFORMATION HOTLINE

286-5555

Taped recording that offers information on jobs available for the city of Milwaukee.

MILWAUKEE URBAN LEAGUE

374-5850

435 W. North Ave

Milwaukee WI 53210

Offers employment assistance consisting of job training and job placement.
Open M-F (9-5:00pm)

FINANCIAL COUNSELING

THE CENTER OF FINANCIAL WELLNESS

482-8801

4915 S. Howell Ave. Suite #102

Milwaukee WI 53207

Debt counseling provided days and evenings. Call the main number to get additional sites for counseling. There is a one time fee that is based on annual income.

FIRE AND OTHER DISASTERS

AMERICAN RED CROSS

2600 W. Wisconsin Ave.
Milwaukee WI 53233

342-8680
(24 hours)

Disasters are defined as acts of nature (storms, tornados, floods, fire, etc); needs which the victims cannot alleviate without assistance. The Society of St. Vincent de Paul locally and nationally has a written statement of understanding with the American Red Cross, both for major and minor disasters. The Red Cross is recognized as having primary responsibility and authority for assistance in disasters. Through their trained volunteers and staff, they have 24 hour capability of stabilizing family situations of victims of fire and other disasters by providing food, clothing, furniture, emergency shelter, and counseling.

Often, Red Cross makes follow-up referrals to the Society to supplement what they gave on an emergency basis. Before assisting a family affected by fire or other disasters, Vincentians are urged to follow these three steps:

- (1) Make a referral to the Red Cross if the victim of a disaster has not yet been in contact with them;
- (2) If the Red Cross is already active, check with the Red Cross caseworker (or have the SVDP Central Office make the contact);
- (3) Confirm that assistance to be given does not take the place of or duplicate any Red Cross help.

FOOD

The emergency food needs of individuals in need can often be handled by the St. Vincent de Paul Conference in their area. However, there may be times when it is not possible to respond to the food needs of all those needing help. At these times, individuals can be referred to the following sources:

FOOD PANTRIES

211 MILWAUKEE (24 hour line)

211

Maintains comprehensive information and referrals on food pantries in Milwaukee County. **Links people in need with food pantries in their area who can help them.**

SOUTH SIDE MEAL PROGRAMS

THE GATHERING

Milwaukee Outreach Center
724 S. Layton Blvd.

(414) 272-4122

Monday through Wednesday
Saturday

4:30pm to 5:30pm
11:30am to 12:30pm

ST. VINCENT DE PAUL

931 W. Madison St.

(414) 649-9555

Sunday through Friday

5:30pm to 6:15pm

NORTH SIDE MEAL PROGRAMS

AGAPE COMMUNITY CENTER (414) 464-4440

6100 N. 42 St.

Tuesday through Thursday

5:30pm

BETHEL TABERNACLE CHURCH

(414) 461-1848

5419 W. Hampton Ave.

Sunday

2:00pm

THE GATHERING

(414) 272-4122

St. Andrew's Episcopal Church

Saturday

11:30am to 12:30pm

3421 W. Lisbon Ave.

St. James' Episcopal Church

Monday through Friday

8:30am to 9:30am

833 W. Wisconsin Ave.

Saturday

11:30am to 12:30am

GREATER GALILEE

BAPTIST CHURCH

(414) 562-1110

2433 N. 13 St.

Saturday

12:00pm to 2:00pm

ST. BENEDICT CHURCH

(414) 271-0135

924 W. State St.

Sunday through Friday

5:15pm to 6:30pm

ST. VINCENT DE PAUL

(414) 374-4095

2600 N. 2nd St

Monday through Friday

5:30pm to 6:15pm

SCOTT'S CHRISTIAN

YOUTH CENTER

(414) 263-3177

2741 N. Teutonia Ave.

Monday/Wednesday/Friday

10:00am to 11:00am

Mon/Wed

3:30pm to 5:00pm

SHERMAN PARK EVANGELICAL

(414) 445-5185

LUTHERAN CHURCH

Monday/Wednesday/Friday

11:30am to 12:00pm

2703 N. Sherman Blvd.

FOOD PANTRY Wednesday

7:30am to 10:30am

FOODSHARE WISCONSIN

(Formerly the Food Stamp Program)

FoodShare Wisconsin replaced the Food Stamp program in Wisconsin on October 15, 2004. Benefits supplement the food budget of many families on limited incomes in order to buy the food they need for good health. People who experience a temporary reduction or loss of income, as well as those who are dependent upon financial assistance programs may be eligible. St. Vincent de Paul members visit families every day who are potential recipients of FoodShare, but do not know about the program or about their eligibility. Vincentians can perform a valuable service by letting such people know about the program and encouraging their application.

Any low-income household can receive FoodShare, unless they are specifically prohibited. A household is all persons living together, related or not, who purchase and prepare their meals together. With some exceptions, able-bodied adults between 16 and 60 must register for work, accept suitable employment, and take part in an employment and training program to which they are referred by the FoodShare office. Able-bodied adults between 18 and 50 who do not have dependent children living with them can get FoodShare benefits for a limited time, if they don't work or participate in a workfare or employment and training program other than job search.

Applications can be made at a W-2 Agency, a Department of Human Services Financial Assistance office (1220 W. Vliet St. or 1020 W. Mitchell St.), a local Social Security Administration office if the person gets SSI or at various outstations. There is also a web address to determine if someone might be eligible for benefits. The site is <http://access.wisconsin.gov/access/>. For a final decision about benefits, the person has to apply in person at an application site.

FOR INFORMATION ON APPLICATION SITES AND OTHER INFORMATION REGARDING FOODSHARE, CALL THE 211 MILWAUKEE LINE at 211.

FoodShare benefits are deposited monthly in a participant's account using an Electronic Benefits transfer (EBT) system, and are spent using a debit card called the WISCONSIN QUEST card. These transactions look like any other debit card transaction and are free to the cardholder. Information on this can also be obtained through the 211 Milwaukee Line.

WHAT TO BRING

1. Proof of identity, such as paycheck stubs, driver's license, birth certificate.
2. Proof of residence.
3. Social Security number for everyone applying for benefits.
4. If not a U.S. citizen, proof of immigration status.
5. Proof of monthly income of all household members, such as paycheck stubs, letters from Social Security, Unemployment Comp., etc.
6. Proof of housing costs, such as rent or mortgage receipt, utility bills, etc.
7. Proof of monthly out of pocket child care expense.

INCOME LIMITATIONS

Eligibility for FoodShare benefits is a complex computation based upon income, assets, allowable deductions, and certain other non-financial factors. Total household income is used to determine eligibility. If gross monthly income is less than listed below, the household should be encouraged to apply. (If someone in the household is at least 60 years old or disabled, the gross income can exceed the table, and eligibility is still possible.)

FoodShare Wisconsin - Monthly Income Limits

The following income levels are used to determine enrollment in FoodShare Wisconsin. To see if you may be able to enroll, go to access.wi.gov [1] and apply today.

FPL stands for "Federal Poverty Level" which is defined by Congress each year.

Effective October 1, 2017 through September 30, 2018:

Household Size	*200% FPL Gross Income Limit	165% FPL Gross Income Limit ****Separate Household	130% FPL Gross Income Limit ***Reporting Limit	100% FPL **Net Income Limit	Maximum Allotment
1	\$2,010	\$1,659	\$1,307	\$1,005	\$192
2	\$2,708	\$2,233	\$1,760	\$1,354	\$352
3	\$3,404	\$2,808	\$2,213	\$1,702	\$504
4	\$4,100	\$3,383	\$2,665	\$2,050	\$640
5	\$4,798	\$3,958	\$3,118	\$2,399	\$760
6	\$5,494	\$4,532	\$3,571	\$2,747	\$913
7	\$6,190	\$5,107	\$4,024	\$3,095	\$1,009
8	\$6,888	\$5,682	\$4,477	\$3,444	\$1,153
9	\$7,586	\$6,257	\$4,930	\$3,763	\$1,297
10	\$8,284	\$6,832	\$5,383	\$4,142	\$1,441
For each additional person add:	\$698	\$575	\$453	\$39	\$144

NOTE: In addition to the gross income test, there is also a net income test after allowable deductions. Eligibility is not certain merely by passing the gross income test. Most households must meet both the gross and net income tests.

PRIORITY SERVICE in obtaining FoodShare benefits is available which, by regulation, must provide benefits to certain eligible applicants within seven working days following the day the application is filed. Check with your local agency.

W.I.C. PROGRAM

WIC (Women, Infants, and Children) is a supplemental food program for low-income pregnant or nursing mothers and infants and children up to five years of age. The purpose of WIC is to provide supplemental, nutritious food, and nutrition education and counseling at WIC clinics in order to promote the healthy development of children.

Families eligible for WIC get supplemental milk, formula, eggs, juice, cheese, and dried beans each month. They also receive health screenings and advice from registered dietitians on nutritious meals with low cost foods.

For information regarding application sites, call the 211 MILWAUKEE LINE at 211 or 1- 800- 722- 2295.

HOME HEALTH CARE

Home services are programs designed to meet the special needs of the elderly, physically/mentally disabled, or those recuperating from an illness or accident. Assistance includes help with daily living activities, homemaking, shopping, or nursing care (monitoring medications, dressing changes, etc.)

CATHOLIC CHARITIES

771-2881

2021 N. 60 St.

Milwaukee WI 53208

Homemaker and in-home support services for the elderly and disabled.

AURORA FAMILY SERVICE OF MILWAUKEE

HOME CARE DEPARTMENT

3200 W. Highland Blvd.

342-4560

Milwaukee WI 53208

Home care services for the elderly are provided by a team composed of a social worker, RN, and a homemaker home health aide to assist the family during a time of crisis.

HORIZON HOME CARE AND HOSPICE

365-8300

8949 N. Deerbrook Trail

Glendale WI 53223

Offers 24 hour care, therapy, nursing, home health aides, homemaker services, travel care, medical equipment, in-home child care, Lifeline services, homemaker/companion services, pediatric care, respiratory care, home delivered meals, and hospice care. Call for payment details. Medicare and Medicaid certified.

AURORA VNA HOSPICE HOMECARE

615-5900

1155 Honey Creek Parkway

Wauwatosa, WI 53213

In-home treatment of physical, emotional, and spiritual needs of the terminally ill. Focusing on patient and family as unit of care.

VISITING NURSE ASSOCIATION

327-2295

11333 W. National Ave.

(800) 862-2201

Milwaukee WI 53227 (through Aurora Health Care)

Provides comprehensive home health care to individuals of all ages who are temporarily or permanently ill or disabled. Services include: nursing, home health aides, therapy, nutritional counseling, social services, and private duty care. Also offers mobile meals and home hospice. Call for payment details.

HOUSING

MILWAUKEE CITY HOUSING AUTHORITY

P.O. Box 324
Milwaukee WI 53202
Monday-Friday 8:00am-4:45pm

286-5678

286-5678 - Provides low-rent housing for low and middle income families and elderly persons. Applicants must meet certain income limits. Rent payment upon income and number of dependents. Call to find out if applications are being taken.

286- 5650 - Administers Rent Assistance - A program which enables selected tenants to receive rent subsidy for housing in the private market that complies with code.

286-5678 - Veteran's Housing consists mainly of apartments and is available to persons of all ages. Preference is given to veterans and current members of the armed forces, but anyone can apply. Applicants must meet certain income limits.

MILWAUKEE COUNTY RENT ASSISTANCE

2711 W. Wells St. Room 102
Milwaukee WI 53208

278-4894

Administers the Rent Assistance Program (Subsidized rent in the private market) for areas outside the city of Milwaukee.

NOTE: Often lengthy waiting lists.

EVICTION PROCESS

Often people assisted by the St. Vincent de Paul Society talk about receiving an eviction notice from their landlord. Usually what they have received is actually a notice of termination. Some landlords lead their tenants to believe that they can simply give notice and lock them out of their apartment or shut off the utilities. The removal of any month-to-month tenant is illegal by any means other than the one stated below:

- 1. **TERMINATION NOTICE:** Written notice of 28 days must be given to the tenant if no terms of the rental agreement have been broken. 14 days is all that is required if there have been violations of the rental agreement. A 5-day **Quit or Pay Rent Notice** can be given for failure to pay the monthly rent.*
- 2. A **SUMMONS** can be delivered to the tenant if he/she fails to move in provision with the termination notice and served by the Sheriff's Department to appear within 5-17 days later to a hearing.*
- 3. A **JOINDER** hearing is called with a court official, landlord, and tenant. If the tenant has a legitimate claim, a trial may be scheduled. Usually the tenant does not appear or has insufficient evidence why eviction should be delayed, and the case is decided in favor of the landlord.*
- 4. A **WRIT OF RESTITUTION** is sent to the sheriff to be carried out within 11 days, giving him/her power to forcibly remove the tenant and his/her belongings.*
- 5. A **24-HOUR NOTICE** is generally given by the sheriff when he/she arrives accompanied by a bonded moving company. The tenant's possessions will be redeemable for a certain length of time before they can be sold for storage fees.*

LANDLORD/TENANT PROBLEMS

CITY OF MILWAUKEE 286-3441
DEPT OF NEIGHBORHOOD SERVICES

Code enforcement inspection

COMMUNITY ADVOCATES 449-4777

Assists in resolving landlord/tenant problems.

LANDLORD/TENANT HOTLINE 286-2268
(24 hours a day)

Provides counseling to landlords and renters who have legal questions regarding their relationship.

LANDLORD/TENANT LAW 286-2268
AUTOMATED HELPLINE

Callers can obtain free detailed recorded information based on Wisconsin law by using a touch tone phone and choosing among 14 topics, such as evictions and return of security deposits. Not intended as legal advice but to give suggestions for additional assistance.

Rights of the Property Owner

1. Determine the amount of rent.
2. Set rules and regulations for the tenant.
3. Collect payment for damage to the property.
4. Sell the rental unit (but if there is a written lease, it continues to its expiration date).
5. Refuse to rent to families with children or pets.
(Owner cannot refuse to rent to anyone based on race, religion, or national origin).
6. Inspect the premises at reasonable times and after advance notice to the tenant.

Rights of the Tenant

1. Use the rental unit in agreement with the rules.
2. Occupy the rental unit without unjust interference by the landlord.
3. Expect that the property be kept in reasonably good repair.
4. Know the name and address of the landlord and of the landlord's legal agent.
5. Know, before renting, if there are any building code violations or unhealthy or unsafe conditions.
6. A prompt return of any security deposit (within 21 days) or a written statement listing the reasons for withholding the deposit.

Security Deposits

Most landlords in our community require a security deposit of tenants. Generally, it is an amount equal to one month's rent, but there are no legal limits on the amount. Deposits are meant to cover a landlord's loss (other than usual wear and tear), such as damage to the rental unit. To protect the tenant's deposit, it is always good to make a check list of damage already existing in the unit when the tenant moves in, and to sign and date it. A copy should be sent to the landlord by certified mail (should proof be needed when the tenant claims the deposit).

Before moving out, the landlord should be asked to inspect the apartment. State law requires that the security deposit be refunded within 21 days (although some municipalities have a shorter period). If the landlord plans to retain any of it, he/she is required to send the tenant a written account of deductions along with the remainder of the deposit. If the tenant does not agree with the deductions, he/she can sue in small claims court for up to twice the amount retained by the landlord.

LEGAL ASSISTANCE

There are times when Vincentians may encounter a situation in which individuals require legal advice, but cannot afford to pay for it and don't know where to turn. Vincentians should be aware of several excellent sources of free or inexpensive legal assistance in Milwaukee County. These agencies will attempt to assist individuals in resolving whatever legal problem they are experiencing. There are often waiting periods before any service is given.

COMMUNITY COUNSELING RESOURCES

271-4610

2038 N. Bartlett Ave.
Milwaukee WI 53202

Provides free legal information by practicing attorneys. Call for an appointment. No legal phone counseling or court representation.

LAWYER REFERRAL AND INFORMATION SERVICE

274-6768

Milwaukee Bar Association

Provides lawyer referral services for persons who do not have or know a lawyer in the Milwaukee area.

(Statewide toll-free number)

(800) 362-9082

Provides clients with general legal information. Also refers clients to other appropriate agencies or to a private attorney. Helps clients sort through their particular problems and informs them of their available options.

LEGAL ACTION OF WISCONSIN

278-7722

230 W. Wells St. Room #800
Milwaukee WI 53203

Provides free legal services to low income persons and groups in such non-criminal matters as employment, housing, welfare, consumer issues, mental health, family law, elderly, Social Security, and immigration. Clients must meet financial eligibility standards. LAW does not take cases in which a private attorney would work for a percentage of a financial award made by the courts. Call for intake hours and locations.

LEGAL AID SOCIETY

765-0600

521 N. 8th Street
Milwaukee WI 53202

Provides free legal services (family law, unemployment, discrimination, SSI/S.D., landlord/tenant, evictions, mental health, and some consumer issues), including representation in litigation, to persons financially unable to retain private counsel. Also provides consultation to staff workers of other community agencies on the legal problems of their clients. Call for an appointment and screening, 8-4:30pm.

MEDICAL ASSISTANCE PROGRAM

WISCONSIN MEDICAL ASSISTANCE PROGRAM (TITLE 19, MEDICAID)

1-800-362-3002

Provides free medical services to qualifying participants. The following people are eligible to receive medical assistance: all people who receive SSI, W-2, children under 19, pregnant women, certain caretakers of children, people who are blind or disabled, and those age 65 or older. Some medical costs can be deducted from gross income to be eligible.

Applications are made at the closest W-2 agency or at a Department of Human Services Financial Assistance Office at 1220 W. Vliet St. or 1024 W. Mitchell St. If pregnant or applying for children only, applications can be made at certain outstations, including certain hospitals and health centers. For more information on the program or specific sites, call (800) 722-2295, the 211 MILWAUKEE line at 211, or contact a W-2 agency near you.

MEDICAL/DENTAL

Medical bills are frequently the cause of financial problems. Persons without adequate medical insurance may find themselves pressed to produce a large amount of money, obtain a long-term loan, or declare bankruptcy. Some of these people turn to the Society for help, but conferences generally cannot handle large medical expenditures. The following programs exist to provide at least a minimum of medical care.

AIDS RESOURCE CENTER OF WISCONSIN
820 N. Plankinton Ave.
Milwaukee WI 53203

Office: 273-1991
AIDS Line: 273-2437
TTY/TDD: 271-3942

Offers case management and comprehensive support services to men, women, and children with AIDS and HIV infection. Prevention and education programs for the general public. Also coordinates and provides access to experimental drug treatments for those who are HIV positive.

BADGERCARE

(800) 362-3002

Wisconsin's newest program to provide health insurance for uninsured working families. To be eligible, parents must have children under 19 years of age living with them, not be covered by health insurance, and be within income guidelines.

FROEDTERT MEMORIAL LUTHERAN HOSPITAL
9200 W. Wisconsin Ave.
Milwaukee WI 53226

805-3000

Froedtert is a nonprofit hospital staffed by the Medical College of Wisconsin. The ability to pay is not a requirement for admission. A staff of social workers are employed to assist patients and their families with payment arrangements.

HEALTH CARE FOR THE HOMELESS CLINICS

Medical services targeted originally for people who were homeless, living in a shelter, or staying with someone else. Some of the clinics are now sponsored by local hospitals, even though they may still get some funding from Healthcare for the Homeless.

The following clinics are open to the public:

MARQUETTE CLINIC FOR WOMEN & CHILDREN 755-6970
1216 N. 13 St.
Milwaukee WI 53205
Thursdays by appointments

SALVATION ARMY CLINIC 265-6360
1730 N. 7 St.
Milwaukee WI 53205
Mon - Fri, 8:00 am - 12 noon (also Wed 5:00 pm - 8 pm)

ST. BEN'S CLINIC 765-0606
1027 N. 9 St.
Milwaukee WI 53233
Mon, Wed, Thurs-10-5:00pm
Tues & Fri (appointments only)

WALKERS POINT COMMUNITY CLINIC 384-1400
611 W. National Ave. Suite #400
Milwaukee WI 53204
Mon - Thurs, 1:00 pm - 6:00 pm (closed Fridays)

MATERIAL AND CHILD HEALTH HOTLINE (800) 722-2295
Program provides health coverage for women during their pregnancy and for children under the age of six. Eligibility depends on family income. Call for application location sites and times.

HILL BURTON ACT HOSPITALS
Hospitals that received money through the Hill Burton Act are required to provide below cost or free care to a certain percent of those unable to pay. Criteria for the program is drawn up by the hospital within broad guidelines and information is available to those requesting it from the hospital admissions department or the business office. Check with the local hospital to see if you are eligible.

MILWAUKEE CITY HEALTH DEPARTMENT HEALTH CENTERS
Milwaukee Health Centers offer a variety of health and social services to adults and children residing in the city. Dental, family health, mental health, primary care, and rehabilitation clinics are free or low cost. Partial payment is required at time of service. Title 19/Medicaid and Medicare are accepted. Transportation may be available through Medicare waiver. For information, contact the service coordinator at the specific clinic.

Isaac Cogs	2770 N. 5 St.	286-8880
Keenan Center	3200 N. 36 St.	286-8840
Northwest Health	7630 W. Mill Rd.	286-8830
Southside Center	1639 S. 23 St.	286-8620

MENTAL HEALTH

Like physical health, there is no sharp division between mental health and illness. Everyone seems to be in various states of mental health and often a normally healthy person may undergo emotional upset and instability. However, prolonged and severe feelings of anxiety, depression, and mood change might be indicators that professional help is needed.

Vincetians frequently come into contact with people undergoing severe emotional distress at the same time as their financial distress. When such distress makes them unable to function, Vincetians can be helpful in leading them to a doctor or professional counselor for treatment. Needless to say, helping someone realize that they might need treatment requires a great deal of sensitivity and tact. Often, other family members should be consulted and supported in their search for a solution.

Offers advocacy services for the chronically mentally ill and their families; family support groups and referral to appropriate resources. Monthly meetings; annual membership dues.

MENTAL HEALTH CENTER OF MILWAUKEE COUNTY

257-6995

9455 Watertown Plank Rd.
Milwaukee WI 53226

Acute psychiatric hospital for county residents who are mentally ill. Diagnosis, treatment, rehabilitation, and supportive therapy.

MILWAUKEE COUNTY MENTAL HEALTH CLINICS

Provides psychiatric evaluation, individual and family counseling, psychological testing, medication evaluation, and follow up. The caller should contact the clinic closest to his/her residence. He/she will be informed of services available.

**24 HOUR INFORMATION LINE ON
ALL CLINICS**

257-6995

MILWAUKEE COUNTY MENTAL HEALTH DIVISION-

CRISIS WALK-IN CLINIC

257-7665

9499 W. Watertown Plank Rd.

PSYCHIATRIC CRISIS SERVICE

257-7260

9499 W. Watertown Plank Rd.

Milwaukee WI 53226

Provides emergency crisis service for assessment, intervention, treatment, rapid referral, and inpatient admission.

NOTE: PRIVATE HOSPITALS with psychiatric treatment require referral by staff physician.

ROGER'S MEMORIAL	11101 W. Lincoln Ave.	327-3000
CHILDREN'S	9000 W. Wisconsin Ave.	266-2932
COLUMBIA	2025 E. Newport	961-3880
MILW. PSYCHIATRIC	1220 Dewey Ave.	454-6600
ST. FRANCIS	3237 S. 16 St.	647-5482
ST. MARY	2350 N. Lake Dr.	291-1650
SINAI SAMARITAN	945 N. 12 St.	219-5000

PARENTING

Being a parent is an exciting challenge. At times, though, it can be difficult. The low income and single parent have unique needs. Below are some good referrals to assist them in developing skills to meet the challenges of their responsibility.

AMERICAN RED CROSS

342-8680

2600 W. Wisconsin Ave.
Milwaukee WI 53233

Education Services: offering courses in parenting, babysitting, first aid, CPR and community disaster education. Fees for books and materials.

CENTER FOR WOMEN AND INFANTS

1-888-994-3286

(St. Joseph Hospital)
5000 W. Chambers St.
Milwaukee WI 53210

Offers childbirth preparation classes, early pregnancy classes, and natural family planning classes.

DIAL HARMONY

(262) 547-3826

414 W. Moorland Blvd.
Waukesha WI 53188
24 hours a day/ 7 days a week (except holidays)

Sponsored by Waukesha County Mental Health Association. This is a series of taped messages about parenting issues; brochures can also be requested. The tapes are asked for by a number assigned to each topic. The three series consist of over 300 tapes.

HOPE NETWORK FOR SINGLE MOTHERS

(262) 251-7333

P.O. Box 531
Menomonee Falls WI 53052

A grassroots, self-help support system for single mothers and single, pregnant women in the greater Milwaukee area that helps mothers network with one another. Free quarterly newspaper with many free/low-cost resources for single parents. Also has free monthly support group/speaker series. At times, free baby equipment. Hours are Monday through Friday, 8:30 am - 4:30 pm.

MILWAUKEE COUNTY

289-6461

FAMILY YOUTH SERVICES

Parent Education Classes
235 W. Galena St.
Milwaukee WI 53212

Available free of charge to all parents residing in Milwaukee County. Classes meet for two hours. Call for times.

S.T.T.P. - Brighter Tomorrow's

449-2868

4803 W. Burleigh St.
Milwaukee WI 53210

Counseling, GED classes, Big Sister Program, parenting classes, and support groups. Joint project of St. Joseph Hospital and Rosalie Manor. Targeted for single, expectant women, and single new mothers.

THE PARENTING NETWORK-STRESSLINE

671-0566

Provides phone support, advocacy, and resource referrals for parents and caregivers about parenting issues. Also has information on parent support groups.

PARENTS WITHOUT PARTNERS

483-5322

P.O. Box 1809

Milwaukee WI 53201-1809

Provides a community of support for single parents.

SENIOR CITIZEN SERVICES

INFORMATION AND REFERRAL

(also see Abuse/Senior Citizens page 14)

MILWAUKEE COUNTY DEPT ON AGING

235 W. Galena St.

Milwaukee WI 53212

Monday - Friday, 7:00 am - 7:00 pm

Offers information, assistance, and on-going service for older adults, age 60 and over, in Milwaukee County who need a wide range of services. Referrals are taken for a social worker visit.

TTY/TTD

289-6874

289-8591

GERIATRIC SUPPORT ASSOCIATES, INC.

5150 N. Port Washington Road

Milwaukee WI 53217

964-5030

Provides supportive counseling and care management for older adults and their families. Also provides information regarding community resources, housing alternatives, and legal/financial planning.

INTERFAITH

600 W. Virginia St.

Milwaukee WI 53204

291-7500

(phone reassurance) 291-7513

A neighborhood outreach connecting older people with the help they need to remain in their homes. Also operate a phone reassurance program in which they check by phone on people daily to make certain they are alright. Volunteers provide informal services to older persons, including shopping, transportation, and visiting.

EMPLOYMENT

INTERFAITH PROGRAM

291-7500

Over 55 Employment Services

Provides recruitment, screening, referrals, and follow up to older persons who want to work, but cannot find jobs because of their age. There are income requirements. You need to be 55 years of age or older.

HOME HEALTH CARE

VISITING NURSES ASSOCIATION

11333 W. National Ave.

West Allis WI 53227

A nursing program which also includes physical, occupational, and speech therapies. Other services offered are homemaker/home health aides, social service, mobile meals, nutrition counseling, nursing specialties, rehabilitation, visiting friends, sampler program, and health care financial counseling.

RESTRICTION: The person must need nursing or therapy services supervised by a physician or osteopath.

327-2295

(800) 862-2201

HOMEMAKER SERVICE

CATHOLIC CHARITIES

211

2021 N. 60 St.
Milwaukee WI 53208

Provides homemaker services and counseling for the homebound, elderly, and disabled.

FAMILY SERVICE OF MILWAUKEE

342-4560

ELDER SERVICES

3200 W. Highland Blvd.
Milwaukee WI 53208

Provides geriatric care assessment and homemaker services. There is a fee for this assistance.

LEGAL

SENIOR LAW PROGRAM

278-1222

230 W. Wells St. Room #800
Milwaukee WI 53203
Monday - Friday, 9:00 am - 5:00 pm

Legal/advocacy services for persons age 60 or older, primarily in the area of public benefit programs such as Social Security, Medicare, SSI, and Medicaid. Outstations at Senior Centers throughout the city.

NURSING HOMES

INTERFAITH PROGRAM

291-7500

Maintains information on nursing homes with results of state inspections.

NUTRITIONAL SITES

THE ELDERLY NUTRITION PROGRAM

289-6995

310 W. Wisconsin Ave
Milwaukee, WI 53212

Provides hot, nutritious meals as well as the opportunity for social, educational, and recreational activities to seniors age 60 and over and their spouses Monday - Friday at various sites in Milwaukee County. The meal sites offer a pleasant atmosphere in which to dine and socialize with friends. Call for specific sites or more information.

Also provides:

Home Delivered Meal Program

289-6874

for home bound elderly who have no one available to prepare meals for them. Call for specific information.

TRANSPORTATION

Transit Express

289-6874

8:00 am - 4:30 pm

Provides transportation to county residents **60 years of age and older** for such purposes as medical, social/recreational, rides to nutrition sites, visiting friend or spouse in a nursing home, grocery shopping, and others. For medical rides, a \$3.25 fee must be paid unless rider qualifies for low-income waiver. All other rides are free but have a suggested donation of \$1.00.

SHELTER - EMERGENCY

Vincetians often encounter individuals or families who have an emergency housing need. For a variety of reasons, these individuals have no place to sleep for the night. Milwaukee has a number of emergency shelters that attempt to serve this ever growing population of homeless individuals. All of these shelters offer warmth from the cold and a clean bed for the evening. There is access to emergency shelters in Milwaukee County through one number that can be called in order to determine if there is any room available at many of these shelters. With increasing requests for shelter being made at the parishes, it is a good idea to be aware of the existing shelters and the services they offer.

211 MILWAUKEE HOTLINE

211

Hotline refers callers requiring temporary shelter to appropriate emergency shelter providers in the Milwaukee County area. Maintains a comprehensive list of daily vacancies in the shelters.

CASA MARIA HOSPITALITY HOUSE

344-5745

1131 N. 21 St.
Milwaukee WI 53233

A community which provides hospitality (including housing, clothing, and food) to families and individuals in need.

THE GUEST HOUSE

345-3240

1216 N. 13 St.
Milwaukee WI 53205

Temporary shelter for men over 18 years of age. Facility has 80 beds and is dormitory style.

HOPE HOUSE

645-2122

209 W. Orchard St.
Milwaukee WI 53204

Temporary shelter for families and individuals.

JOY HOUSE

344-3774

830 N. 19 St.
Milwaukee, WI 53233

Shelter for women and children. Also provides food, clothing, tutoring, and Christian counseling.

MILWAUKEE RESCUE MISSION

344-2211

830 N. 19 St.
Milwaukee, WI 53233

Shelter for men providing food, clothing, tutoring, Christian counseling, and a six month rehabilitation program.

PATHFINDERS

271-1560

1614 E. Kane Pl.
Milwaukee WI 53202

Licensed group home for runaways, male and female, age 12-17. Offers crisis counseling for youth and patrons without appointment. Two week limit per stay. 24-hour phone counseling and information/referral. Non-resident counseling also available by appointment.

SALVATION ARMY EMERGENCY LODGE

265-6360

1730 N. 7 St.
Milwaukee WI 53205

Temporary shelter for families and single persons experiencing a crisis. Trained social workers provide social services to all residents encouraging them to resolve problems and gain stability in their lives.

WALKER'S POINT YOUTH
AND FAMILY CENTER

647-8200

732 S. 21 St.
Milwaukee WI 53204

Temporary shelter and counseling program for young men and women (12-17 years of age) going through a runaway episode or other crisis period. Provides shelter, food, supervision, and counseling for a maximum of 14 days. Attempts to bring family members together for counseling in the hope of reuniting the family, or if that proves unrealistic, to make other living arrangements. Also offers counseling and information services on the phone or in person to young people and families not utilizing the shelter facilities. Spanish and English speaking counselors available.

SUPPORT GROUPS/HOTLINES

The following is a list of support groups and hotlines located in the Milwaukee area. All groups and hotlines are free. Vincentians may find these referrals helpful for the people they visit.

Al-Anon/Alateen

257-2415

Support for anyone affected by another's drinking problem.

Alcoholics Anonymous

771-9119

Support and referrals to AA groups for people wanting help with their drinking problem.

Alliance for the Mentally Ill

769-0447

Support groups for families of the mentally ill.

Alzheimer's Association

479-8800

Support for people (and their caregivers) affected by Alzheimer's disease.

American Cancer Society

(800) 227-2345

Variety of support groups for cancer patients and family members. Services to cancer patients include wheelchairs, hospital beds, dressings, wigs, and transportation to cancer related medical appointments.

Batterers Anonymous

643-4799

Support groups for men who abuse women and women who abuse men.

Beacon

282-4414

Support groups for victims of sexual assault and incest.

Counseling Center

271-4610

Groups on many topics for men and women.

Eating Disorders

454-6777

Anorexia/Bulimia support group

Hope Network

(262) 251-7333

Provides emotional and material support for single mothers (and their children) in the Milwaukee area.

Interfaith Respite Care Program

291-7500

Volunteer service for families with dependent adults who do not need nursing care. Designed to give the person responsible for this care periods of relief.

<u>Juvenile Diabetes Foundation</u>	453-4673
<u>Mental Health of America</u> For families of mentally ill persons.	276-3122
<u>AIDS Resource Center of Wisconsin</u> Supportive services and resources for persons with AIDS, their family, and friends.	273-1991
<u>Overeaters Anonymous</u>	259-0640
<u>The Parenting Network</u> (Formerly Parents Anonymous) Support for families with alcohol, drug, or behavior problems. Works to prevent child abuse.	671-0566
<u>Project Return</u> Interfaith ministry helps men and women who were incarcerated make a positive return to the community. Offers support groups and help with jobs, housing and education.	374-8029
<u>Sojourner Truth House</u> Support group for women experiencing domestic violence.	933-2722
<u>Survivors Helping Survivors</u> Self help groups for people mourning the suicide death of a loved one. Access through Mental Health Association.	276-3122
<u>Welfare Warriors</u> Offers help on how to survive the welfare system.	342-6662

TRAVEL ASSISTANCE

Vincetians frequently come into contact with people who come to the parish office for assistance after becoming stranded in Milwaukee for one reason or another. The following procedure is suggested for dealing with this unique problem.

1. Obtain some form of identification so that you know whom you are helping.
2. Clear the name, if at all possible, with the SVDP Central Office (462-7837) to determine if other churches have reported assisting this person.
3. Obtain clear information about the causes of the problem. If the situation seems chronic, refer the person to an emergency shelter.
4. If travel funds are requested, clarify the purpose and wisdom of the move. Try to verify the reason for travel (if it is to join relatives out of town, call them; if it is to start employment, verify that the job is available.)
5. Greyhound Bus Lines will issue a charity discounted, non-redeemable ticket. Call Greyhound (272-2156) for more details.

UTILITY PROBLEMS

The higher costs of gas, fuel oil, and electricity make it increasingly difficult each year for people to pay their utility bills. There are energy assistance programs, which become effective each fall, that are designed to assist low-income people pay their utility bills. Often, the very people who qualify for the programs are unaware of their existence. Vincentians encountering such people can be an important link to energy assistance programs.

CONSERVATION

WE Energies offer a variety of services to help renters and property owners reduce their monthly energy usage. For more information, contact the following:

WE Energies

(800) 242-9137

LOW INCOME

906-2800

ENERGY ASSISTANCE PROGRAM

(administered through the Social Development Commission)

Money is available through the Wisconsin Low Income Home Energy Assistance Program (LIHEAP) on a yearly basis to assist low-income individuals and families pay for part of their heating costs. The benefit is usually a one time payment for each heating season (October 1 through April 15). The amount of the benefit depends on the household size, income level, and heating costs. Also operates the **EMERGENCY ENERGY ASSISTANCE PROGRAM** for people who have no heat or have received a disconnection notice. Call for specific sites and program information.

Information can also be obtained through the 211 MILWAUKEE Hotline by calling 211.

WISCONSIN WORKS

W-2 PROGRAM FACTS

Wisconsin's official welfare program is known as Wisconsin Works or W-2. Federal law imposes work requirements on recipients and requires that benefits be time limited. Under W-2, there is no entitlement to assistance, but there is a place for everyone who is willing to work to their ability. W-2 requires parents to work in order to receive benefits. Benefits are set according to work level, not family size. There is a five year lifetime limit on benefits, with some exceptions.

Only parents living with their children who work in a W-2 work program are able to receive benefits. All parents (even if not married) and children who are related will be part of the W-2 group. Step-parents will also be included. Only one parent in a family can have a W-2 job. Childcare benefits/deductions will be provided. **To find out about child care, call WISCONSIN SHARES (W-2 Child Care program) at (888) 713- 5437.**

APPLICATION PROCEDURES

Persons will have to apply for W-2 at the designated W-2 agency Job Center in the area in which they live or at a Department of Human Services Financial Assistance office. Milwaukee County has three private agencies, not the County itself, that administer the W-2 program. Milwaukee County is divided into six regions. In addition, the **Department of Human Services Financial Assistance offices are located at 1220 W. Vliet St. and 1673 South 9th Street.** The three agencies in Milwaukee County covering the six regions are:

- | | |
|---|----------|
| 1) <u>YWCA</u> | |
| Region 1 - 1915 N. Martin Luther King Dr. | 267-3900 |
| 2) <u>UMOS:</u> | |
| Region 2 – 2701 S. Chase Ave | 389-6600 |
| Region 4 - 4030 N. 29 Street | 486-5200 |
| 3) <u>Maximus:</u> | |
| Region 5 - 6550 N. 76 Street | 760-6060 |
| Region 6 - 1304 S. 70 Street | 607-0477 |

These agencies are viewed as “job centers” operated on a contract basis through the State Department of Workforce Development. People will be assigned a Financial and Employment Planner (FEP) responsible for helping the person develop a self-sufficiency plan and determine their place on the W-2 employment ladder. The ladder consists of four levels of employment options, in order of preference:

1. **Job Ready** - This is a non-paying W-2 placement for persons capable of working who have worked recently. A person can be assigned to this category for the first 30 days after they apply for W-2 while they look for a job. There is no W-2 payment for persons in the job ready category
2. **Trial jobs(Subsidized Employment)** - This is a trial job with a private employer that the W-2 agency assigns to a person. This can be up to 40 hours a week. Persons in trial jobs will receive the wage paid by the employer and should receive all the benefits regular employees.
3. **Community Service Jobs (CSJs)** - This is usually a job in a community agency, private company, or at a W-2 work site. Depending on a person's education level, it should also include a school assignment. A person can be required to work up to 30 hours a week and to attend school up to 10 hours. They may also be required to look for a job or participate in a job training program. Persons in this category will receive \$673 a month.
4. **W-2 Transitional Placements(W-2T)** - This category is reserved for persons who have physical, emotional or other disabilities, problems with drugs or alcohol, who are caring for a disabled child or spouse/partner, or have other reasons why they cannot work. They may be required to work or participate in counseling, treatment or other similar activities for up to 28 hours a week and to attend school for up to 12 hours a week. Persons in this category will receive \$628 a month.

BENEFITS

Benefits will be based on work. People will be assigned to one of three work situations based on skill levels. The goal is to move all participants to the highest level.

INCOME/ASSET LIMITS

Income must be equal to or less than 115% of poverty in order to receive benefits. Assets of \$2,500 are allowable, as well as a car worth \$10,000, and the home in which a person lives. A person can still get W-2 if they have earned income, social security, and child support.

EXCEPTIONS

✓Single parents with a child younger than 12 weeks old will be excused. They will receive a monthly cash payment of up to \$673.

✓Parents with disabled children will have to participate in W-2, but the child's disability and needs must be considered in determining when the parent will work.

CARETAKER SUPPLEMENT BENEFITS

*Parents on SSI will not be part of the W-2 program. They will receive what is called Caretaker Supplement benefits for their children. They receive \$250/month for their first child and \$150 a month for other children.

TIME LIMITS

Each work assignment may be limited to 3 to 6 months. There is also a limit of 24 months for each work level, trial jobs, community service jobs, and transitional placements; however, the W-2 agency may extend this. Adults can only receive benefits for 60 months (5 years) in their lifetime. Again, the W-2 agency can make exceptions based on disabilities, mental health, learning problems, or family problems.

EMPLOYMENT SUPPORTS

A major part of W-2 consists of the related support services and features designed to facilitate access to and sustain employment.

In addition the following programs may be very helpful to families on W-2, or to those not receiving W-2 who are within the income guidelines:

EMERGENCY ASSISTANCE GRANTS - families are eligible for up to \$150 per person based on them experiencing an emergency due to fire, flood, natural disaster, energy crisis, homelessness or impending homelessness. Emergency assistance is intended to avoid destitution of a child and provide living arrangements for the child in a home. Families can receive help once every 12 months from this grant if the emergency is due to fire, flood, natural disaster, energy crisis or homelessness or impending homelessness.

TO APPLY, CONTACT THE NEAREST W-2 AGENCY.

JOB ACCESS LOANS

Short-term, interest free loans are available through the W-2 agency to help families meet immediate financial needs that sometimes prevent them from working; for example, like car repairs and personal emergencies. The loans can be paid back with cash and/or volunteer works. Loans are available for up to \$1600.

TO APPLY, CONTACT THE NEAREST W-2 AGENCY.

Main Office

9601 W. Silver Spring Drive, Milwaukee, WI 53224

Email- council@svdpmilw.org

414-462-7837

414-462-5458 Fax

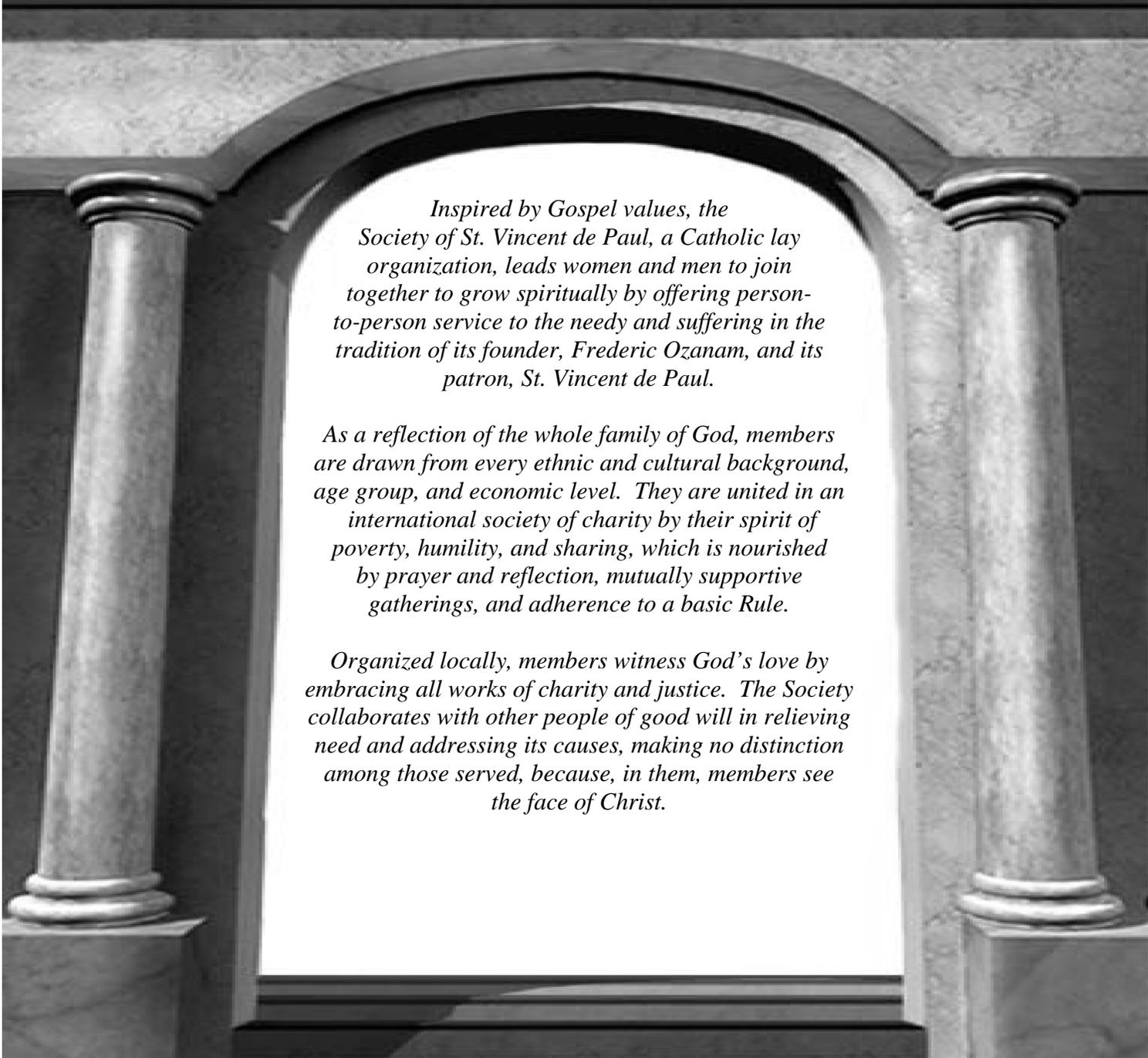
414-462-7863 Pick ups and Bundle Sundays

Facebook- www.facebook.com/svdpmilw

Website- www.svdpmilw.org

Hours of Operation: 8:00 am-4:00 pm

THE SOCIETY OF ST. VINCENT DE PAUL MISSION STATEMENT



Inspired by Gospel values, the Society of St. Vincent de Paul, a Catholic lay organization, leads women and men to join together to grow spiritually by offering person-to-person service to the needy and suffering in the tradition of its founder, Frederic Ozanam, and its patron, St. Vincent de Paul.

As a reflection of the whole family of God, members are drawn from every ethnic and cultural background, age group, and economic level. They are united in an international society of charity by their spirit of poverty, humility, and sharing, which is nourished by prayer and reflection, mutually supportive gatherings, and adherence to a basic Rule.

Organized locally, members witness God's love by embracing all works of charity and justice. The Society collaborates with other people of good will in relieving need and addressing its causes, making no distinction among those served, because, in them, members see the face of Christ.

This publication is available for the price of \$3.00 or can be downloaded without cost from.... www.svdpmilw.org

