I have a voice. The theme of Disability Rights Wisconsin’s 2014 Report to Community highlights our work to advocate (literally “to voice”) the concerns of Wisconsinites with disabilities, and to train, support and empower people to make their own voices heard on the public stage. We want to amplify these voices, to provide a venue where people with disabilities can speak and be heard, and to make sure that in matters of public policy we honor the motto: nothing about me, without me.

In the following pages, you will hear the voices of some of the thousands of individuals touched by DRW’s work this past year. Whether Audrey Nelson is advocating for the inclusion of people who have experienced traumatic brain injury, People First Wisconsin member Jennifer Kuhr testifies about the need for curb cuts or a group home resident communicates her desire for a better life, these self-advocates inspire us all to make our voices heard.

DRW’s work does not stop at the Wisconsin border. We make sure that Wisconsinites with disabilities have national influence. We are particularly proud of the recognition granted to DRW Public Policy Director Lisa Pugh, who was appointed by President Obama to serve on the President’s Committee for People with Intellectual Disabilities and by U.S. Secretary of Labor Perez to staff the Advisory Committee on Increasing Competitive Integrated Employment for Individuals with Disabilities. Along with her work to train self-advocates and accompany them at Disability Advocacy Day in Madison and the Disability Policy Institute in Washington, D.C., Lisa Pugh has established her credibility as an expert on employment policy and an outstanding advocate who speaks for and with the disability community.

As Board President and the Executive Director of Disability Rights Wisconsin, we want to hear your voice. Please engage us, share your viewpoints and concerns, and attend our Board-sponsored listening sessions across the state. Support this important work as volunteers, ambassadors and financial contributors. We need your voice and your support to strengthen and amplify the voices of Wisconsinites with disabilities—from Ashland to Wyalusing. You have a voice with DRW!

Ted Skemp
President

Daniel Idzikowski
Executive Director
Finding their voice

People with disabilities are making themselves heard across Wisconsin. They are speaking out about issues that concern their lives. They make it personal. And as they gain confidence, many also speak to the reality of dealing with systems that can diminish quality of life or limit a person's potential.

Disability Rights Wisconsin is dedicated to the idea that anyone with a disability has the right to find his or her voice and use it. For that reason, DRW works across the state with individuals and families who deal daily with disability issues to help amplify their voices.

SUPPORT MATTERS
When DRW's Jodi Hanna talks about the role organized support groups play in the lives of people who are victims of traumatic brain injury (TBI), she observes that helping each other is a vital part of the self-advocacy they practice.

“People sometimes are afraid to speak up but I say, go ahead! Share your experience. There will always be someone who says it can’t be done, or that they speak for you. You need to say no, I speak for me. Because the leadership I see emerging from the TBI support groups is making advocacy happen at the grassroots and that’s what we need. If we don’t have that, we lose our truth.”

Audrey Nelson suffered a brain injury in a car accident 34 years ago that sent her on a journey of recovery and discovery as she reclaimed her life and found her voice—as an advocate for people with traumatic brain injury. In 1983, Audrey started a support group in Eau Claire that continues to flourish and later joined the board of the Brain Injury Alliance of Wisconsin. Audrey defied expectations by graduating from college in 1994 with an MA in vocational rehabilitation. Audrey also founded a residential care company that specializes in providing independent living facilities for people with TBI.

“It’s the kind of informed, non-judgmental connection that really matters, especially when people are finding it hard to recognize their own limitations.”

Hanna, an attorney and Director of DRW’s Rice Lake office, coordinates the agency’s advocacy work for people with TBI. This includes working with various state and national TBI groups and with providers to expand awareness of brain injury and the importance of immediate treatment. Although some aspects of how the brain responds to injury remain a mystery, she says it is clear early intervention minimizes the severity.

A diagnosis of TBI also produces anxiety. “This disability throws someone into the medical system so suddenly, they hardly know what’s happening,” she explains. “They have to cope with many questions that are hard to answer: can I work, do what I’ve always done, manage for myself?”

Support and advice from others with a similar experience is invaluable.

There is much greater awareness today about the dangerous effects of TBI, Hanna notes, due in part to the attention now given to it as a military combat injury. Efforts by DRW and other groups pushed the military to conduct a baseline brain assessment for all soldiers going on combat missions. It is now standard protocol at the national level.

Collaboration on the issue with Dryhootch, the national veterans-for-veterans group founded in Milwaukee, helps returning soldiers adjust through programs that address the “wounds of war,” including brain injuries.

Self-advocacy also is a cornerstone of Hanna’s ongoing collaboration with the Brain Injury Alliance of Wisconsin (BIAW). Together with DRW, BIAW is an important resource for brain injury survivors, their families and the people who serve them. BIAW sponsors a network of 21 support groups where shared experiences help people gain the confidence to advocate for themselves.

Along with a newer TBI group Hanna works with, the Brain Injury Resource Center of Wisconsin, they are bringing fresh energy to the push for “finding your voice.”
TOOLS OF ADVOCACY
Because TBI is an invisible disability, people living with brain injuries often face discrimination. Mastering the tools of self-advocacy improves their chance to overcome this. When she speaks at conferences or presents workshops, Hanna uses DRW’s Advocacy Toolkit (available to anyone at http://www.disabilityrightswi.org/toolkit) to outline strategies for speaking up. The kit she uses includes tools specific to TBI, like requesting changes in a treatment plan or accommodation to ensure calm living and working environments. TBI is unique, she notes, in its potential for recovery. People need the means to reclaim their independence.

“Over time, I’ve seen greater awareness about TBI as a serious concern for youth, veterans and victims of domestic violence,” Hanna observes. “Although there is more to do, we are making strides in helping people who suffer a brain injury take control of their present and their future.”

PUBLIC POLICY LEADERSHIP
DRW began an exciting new partnership with People First Wisconsin (PFW) last year that is helping its members take control of the public debate on issues that affect their lives.

PFW asked for technical assistance to increase the individual’s role in public policy advocacy. The statewide member group promotes self-advocacy and independence for people with disabilities, especially those with intellectual disabilities.

DRW learned more about the experience of people with disabilities through this collaboration and PFW members learned how to talk comfortably with policymakers about disability issues. The targeted training sessions DRW Public Policy Coordinator Lisa Pugh organized for participating members included practicing face-to-face meetings with legislators.

Pugh notes that PFW reaches individuals across the state who are ready to be more active in policy issues. “This targeted training helps people tie their story to a tangible policy issue and provides them with strategies we know are effective.”

Voices of consumers guide much of the public policy work by Pugh and other DRW staff members. “Working with self-advocates throughout the disability community, we hear how they view the government policies that affect their lives,” Pugh says. “Their ideas about what needs to change translate into the recommendations DRW and others in our coalition take to policymakers.”

DRW and PFW recently published a fact sheet (What Matters to Me) that Pugh says does a good job of illustrating recommendations from the developmental disability community for the 2015-2017 state budget. Based on data from Wisconsin residents with disabilities that the two groups surveyed in 2014, What Matters to Me communicates the facts behind calls for better support of programs that benefit people with disabilities.

“Like self-advocacy, the survey taps into what people had to say for themselves,” Pugh observes. “It sheds light on how people with disabilities experience limits in their lives and the discrimination they encounter when it comes to benefits, jobs and housing.”

The fact sheet reports, for example, that six out of ten people with disabilities want to work more, and nearly three quarters of the people who responded to the survey say access to transportation affects their ability to work and be part of their community.

Pugh says the document, with its data-rich graphics, is an important visual tool for discussing important issues with the governor’s staff and legislators.

WORKPLACE VISITS
Individual meetings with legislators are one way self-advocates reach out to policymakers. Workplace tours are those meetings in reverse. They are a chance for disability advocates to give decision-makers a first-hand look at their work life in the community.

DRW collaborated with the Wisconsin Board for People with Developmental Disabilities (BPDD) last year
to organize three such tours in Madison. They introduced lawmakers to people with disabilities working good jobs in the community. During the visits, the employees talk about their work and their workplace. The supervisors who hired them speak about having someone with a disability on staff and how well they fit in.

“These events break the stereotype that people with disabilities don’t work, can’t work or that workplaces cannot accommodate them,” says Pugh.

**SPEAKING OF JOBS**

Knowledge is power for the self-advocates who belong to People First Milwaukee (PFM), a city-based chapter of People First Wisconsin. Like the statewide group, PFM is run by and for people with developmental and intellectual disabilities focused on independence and self-determination. Advocacy Specialist Hope Lloyd represents DRW’s connection to PFM. She provides advocacy support and trains members in how to use the group process.

Lloyd also assisted PFM last year in the making of a short film about community employment. Given their

Jennifer Kuhr learned to speak up for herself after getting involved with various ARC chapters in the Fox River Valley 12 years ago. She is active in People First Wisconsin and worked with other members to banish the word “retarded” from a graphic on vests worn by a local Knights of Columbus, and lobby the City of Neenah to install sidewalks near restaurants to improve access for people with disabilities. Coordinators of Partners in Policymaking recognize Jennifer as an effective policy advocate. As a People First mentor on last year’s voting project, she trained other members about how to practice their right to vote.

State legislators and others visited people with disabilities on the job in the community last year as part of a program DRW organizes with BPDD that showcases the fact many workplaces can and will accommodate them.

“I was inspired young to think yes, I can do all the things that adults said I couldn’t. Now I’m active in People First Wisconsin and I’ve learned to reach out to my legislators to get their support on issues that affect my life. Last year, I was hired to work on a voting project for people with disabilities and this fall, I’m going back to school for my associates degree. I advocate for myself but also for others because the more voices we have, the more we accomplish.”

Jennifer Kuhr

Jennifer Kuhr learned to speak up for herself after getting involved with various ARC chapters in the Fox River Valley 12 years ago. She is active in People First Wisconsin and worked with other members to banish the word “retarded” from a graphic on vests worn by a local Knights of Columbus, and lobby the City of Neenah to install sidewalks near restaurants to improve access for people with disabilities. Coordinators of Partners in Policymaking recognize Jennifer as an effective policy advocate. As a People First mentor on last year’s voting project, she trained other members about how to practice their right to vote.
unique workforce experience, the members saw it as a topic deserving significant attention.

The ambitious project—funded with a grant from BPDD—is proof of how empowered these self-advocates feel. “They wanted to show people with disabilities working real jobs in the community, to give a truthful, first-person perspective on that experience,” says Lloyd.

She explains that the hour-long video unfolds like a book. Fourteen segments feature individuals at work describing what they do and why it is important to them and their employers. Three additional segments include family members talking about the benefits of community employment for their child or sibling. Entitled The Pursuit of Opportunity, the film is available for use by schools as part of transition planning and groups advocating for employment in training.

**VOICES HEARD**

Besides powerful storytelling, the self-advocates Lloyd works with practice activist-style advocacy on public policy issues. Their presence at a transportation hearing in Milwaukee County last year, for example, got policymakers’ attention.

“Fifteen people in wheelchairs showed up at the listening session to say ‘we need paratransit and here’s why!’” Lloyd recalls. The hearing was not prepared to accommodate people with disabilities so the organizers had to scramble.

In the end, the people who came had their say, Lloyd says. It made an impression. Now there is increased funding for accessible transportation in the proposed state budget.

**TASTE OF FREEDOM**

The closing last year of the Skilled Nursing Facility and the Intermediate Care Facility for Developmental Disabilities at the Milwaukee County Mental Health Complex is a chance for individuals leaving those facilities to taste the freedom of self-determination.

“It takes support and encouragement,” says DRW Advocacy Specialist Liz Ford, who has worked for several years guiding people through the transition from life in restrictive settings to life in the community.

“People need to discover the possibilities open to them outside their ordered existence in a facility—like the freedom to plan their own days, decide what they’ll eat and when, and so much more.”

An important goal of DRW’s transition work is transforming residents—and, in some cases, their guardians—into informed self-advocates. This includes preparing them to make decisions “about how they want their lives to look, in every way,” Ford explains. It is empowering for a person who once had to fit her life into a regulated routine to state a preference and make choices, from bedroom curtains or cooking a favorite food to participating in outside activities that most interest her.

Ford tells of one woman who gained enough confidence to move from a community-based residential facility (CBRF) to her own apartment. She found the apartment herself and took a job as a certified peer-support specialist. “I saw her go from someone with little self-assurance to a person coming into her own in a very big way,” notes Ford. “At every stage, she achieved her goals.” Ford was there early on with reassurance and information about the woman’s options. The results speak for themselves.

**JUST LISTEN**

The professionals at DRW who do individual advocacy or stand side-by-side with groups of self-advocates at the Capitol know the elation of seeing someone overcome limitations imposed by the system or their own lack of confidence.

“Our role as advocates is literally ‘to give voice to’ people with disabilities,” says Daniel Idzikowski, Executive Director. “When we help to empower people to speak out about issues that affect their lives, the message is that much stronger and everyone benefits.”
Disability Rights Wisconsin pressed for positive action to benefit people with disabilities at the public policy level in 2014. Among a range of issues championed, DRW staff members worked with a coalition of disability groups and individual self-advocates to advance employment initiatives and the expansion of mental health services and supports in Wisconsin.

EMPLOYMENT TRAINING
DRW advocated last year for the expansion of a state workforce training program to support workers with disabilities. The move by the Wisconsin Department of Workforce Development set aside $1 million in Wisconsin Fast Forward funds that give private employers across the state an incentive to employ a more diverse workforce.

Launched in 2013, the Wisconsin Fast Forward program targets employer-led worker training, emphasizing development of Wisconsin's workforce as a competitive force for today and into the future. The expansion in 2014 is part of the state's Better Bottom Line initiative to promote employment opportunities for Wisconsin residents with disabilities.

Lisa Pugh, DRW Public Policy Director, says the program is unique in the nation with its emphasis on helping private employers take steps to hire a person with a disability. A Fast Forward grant provides seed funding to recruit workers with disabilities and develop a training program that supports and sustains workers in competitive-wage jobs with benefits.

MENTAL HEALTH AND A MILESTONE
Disability Rights Wisconsin also continued its advocacy for a mental health system of care that is community-based, emphasizes recovery and addresses the effects of trauma. Activity during the last state legislative session showed unprecedented backing for expansion of services and supports in this direction.

Milwaukee Office Director Barbara Beckert, and Managing Attorney and PAIMI Coordinator Kristen Kerschensteiner represented DRW in numerous discussions with policymakers last year about Wisconsin's investment in services for people with mental health issues. Along with other mental health advocates they worked to implement initiatives approved in the 2013–2015 state budget to expand community-based mental health services in Wisconsin for children and adults, and educate policymakers about additional opportunities for reform.

DRW also continued efforts to reduce the incarceration of individuals with mental illness and better integrate people who return to their communities after spending time behind bars.

DRW continued to assist residents relocating from the Milwaukee County Mental Health Complex and advocate for adequate funds to develop good community placements and supports for them. In a move DRW hopes will ensure county residents with mental health needs better access to recovery-oriented services, the state legislature passed a bill in 2014 that transfers oversight of the Complex from the County Board to a governing board of mental health providers and consumers.

The Milwaukee Mental Health Task Force, a group that remains influential on these issues, marked a milestone in 2014: 10 years of advocacy and education focused on changing the mental health system. DRW is a founding member of the Task Force and continues to provide leadership.

In 2014, the Task Force carried on its tradition of convening mental health summits that bring consumers, family members, providers, policymakers and advocates together to learn and share information on mental health topics critical to an effective community response, and promote positive change. Last year's summit, entitled Understanding Recovery, drew more than 300 people.

PROTECTING PROGRESS
Making positive change at the systems level is critical to ensuring the right of all persons with disabilities to self-determination, accessible healthcare and a decent quality of life. DRW continues its tradition of actively protecting progress made in recent years and advocating for improvements.

A brightly decorated cake marked the occasion of a milestone anniversary in 2014.
Advocacy by Disability Rights Wisconsin made the news in 2014. We share a few headlines and excerpts from the pressroom.

**Poor care called factor in four deaths at Mental Health Complex** Report prepared by William Knoedler, an independent board-certified psychiatrist retained by DRW to examine the 2012 deaths, found that medical treatment at the complex was so poor the place should be closed. On receiving the report, the County made changes that included hiring of medical personnel and better staff training. *Milwaukee Journal Sentinel, January 2014*

**Mental health advocates urge caution on changes to Milwaukee County Complex oversight** “…we support improved governance and oversight…[but] the changes must be done carefully and involve people with the right expertise, diversity and life experience.” *Milwaukee Office Director Barbara Beckert Milwaukee Public Radio, February 2014*

**Wisconsin rethinks use of solitary confinement** “…prisons like Waupun were never intended to be treatment facilities. A crisis situation can quickly escalate and often ends in excessive force and abuse. What we need is a serious commitment to mental health treatment by the Legislature in the DOC budget.” *Managing Attorney Kristen Kerstensteiner, La Crosse Tribune, July 2014*

**DHS plan could help developmentally disabled get jobs** “That’s my vision for Erika—that someone would be thoughtful enough to provide the supports she needed to work in an environment that’s energizing to her and adds value to her employer.” *Public Policy Director Lisa Pugh describing what she hopes is possible for her 15-year-old daughter ombudsmen with autism, Sheboygan County Press, August 2014*

People with disabilities who depend on Wisconsin’s long-term care programs (Family Care, Partnership and IRIS) to stay healthy and maintain their independence have a place to turn with questions or concerns about the services they receive. A knowledgeable group of skilled professionals staff the Family Care and IRIS Ombudsman Program (FCIOP) at Disability Rights Wisconsin. The FCIOP ombudsmen help adults with disabilities under age 60 who receive services through the state-supported long-term care programs get the answers they need.

**INFORMAL RESOLUTIONS**

Launched in 2008 and funded by the Wisconsin Department of Health Service (DHS), FCIOP has grown every year since with the expansion of the care programs into additional Wisconsin counties. FCIOP also continues to develop and refine its strategies, says Program Manager Lea Kitz. The ombudsmen connect with managed care organizations, county Aging and Disability Resource Centers, DHS officials, providers, and other individuals and organizations essential to serving consumers. Good relationships improve the ability of FCIOP advocates to achieve informal
resolution of problems raised by consumers.

“The earlier we find a resolution, the easier it is on members and their families,” Kitz notes. “In this way, we can preserve or encourage positive interactions between recipients and their care organizations and reduce stress on recipients and their families while we also save time and money.”

Requests for help vary from simple to complex. Some require only information or a referral. Others take more time to guide the caller to a solution through technical support, building self-advocacy skills, communicating on a consumer’s behalf with an entity involved in an issue, or assisting with an appeal or hearing. Issues range from unexpected changes in service or equipment coverage to relocation issues or complaints about provider quality. FCIOP received 665 requests for service in the most recent 12-month period recorded and assisted 545 people in resolving an issue.

KNOW HOW TO PROCEED
Whatever the request, each case is unique and, through their efforts, the ombudsmen also support the self-advocacy of the consumers who call. Feedback like this from people served shows how effective FCIOP is in reaching that goal: “You clarified our problem with the agency,” a client wrote. “I know now how to proceed. Thank you!”

Besides Kitz, the FCIOP group at DRW includes Ombudsmen Elizabeth Mamerow, Bill Crowley, Penelope Gall, Anna Anderson, Chris L’Heureux, Paula Brettingen, April Kieler and Jean Trimble, and Program Attorney Christine Gabron.

As the long-term care program grows to serve people in all 72 Wisconsin counties over the next two years, Kitz hopes to increase FCIOP staff resources in a way that keeps pace with additional service requests and a bigger area of coverage. FCIOP’s positive impact on the long-term care experience for recipients of those services over more than six years makes her confident in the ombudsmen program’s future. “Ensuring everyone receives the level and type of services they need, while maintaining the state’s imperative that all services are cost effective is important work,” Kitz concludes. “I look forward to FCIOP being part of the planned expansion of Wisconsin’s approach to long-term care.”
A strong voice retires: Joan Karan

When Associate Director Joan Karan retired from Disability Rights Wisconsin in September 2014, she bid farewell to an organization she helped develop over 31 committed years into an influential and principled voice for people with disabilities in Wisconsin.

Karan joined the then fledgling Wisconsin Coalition for Advocacy (WCA) in 1983 with credentials in non-profit management that included leading a domestic abuse and intervention service, and serving as executive director of a group advocating for people with developmental disabilities.

Recognition

The professionals who work for Disability Rights Wisconsin represent some of the finest, most-talented people in the disability movement. It is gratifying when other organizations—local, statewide and national—take notice. Congratulations all!

Elise Cassidente, Milwaukee Office Coordinator, received the first Ryan Klesh Public Interest Legal Worker Award from the State Bar of Wisconsin in June 2014. Named for an administrative staff person with SeniorLAW at Legal Action of Wisconsin until his death in 2006, the award honors an individual who exemplifies Ryan’s intelligence, selflessness and compassion as they seek justice for people struggling to make ends meet. Letters nominating her praised Cassidente’s formidable intellect, passion for social justice and tireless dedication to clients.

NAMI (National Alliance on Mental Illness) Wisconsin presented Rice Lake-based Advocate Karen Lane with the Jim Maddox Peer of the Year Award at their annual conference in April 2014. The NAMI Consumer Council praised Lane’s outstanding leadership and contributions to her peers in making the award, citing her work in helping create peer specialist positions in Wisconsin and a long-standing commitment to recovery and trauma-informed care. Lane counted Maddox, who died in 2010, as a friend and fellow advocate for mental health consumers.

Public Policy Director Lisa Pugh received word of her appointment to the President’s Committee for People with Intellectual Disabilities in May 2014. The committee advises the President and the Secretary of Health and Human Services on policies and initiatives that affect people with intellectual disabilities. Through their work, the committee promotes the inclusion and independence of people with intellectual disabilities in their communities. DRW Executive Director Daniel Idzikowski calls Pugh an outstanding public policy professional with expertise to contribute on the national level.

Milwaukee’s alternative weekly newspaper, Shepard Express, named Milwaukee Office Director Barbara Beckert as Best Local Activist in its Best of Milwaukee honors last November. The paper highlighted Beckert’s “tireless advocacy for those with any kind of disability” and her commitment to ensuring dignity and fairness for all individuals.

Shared Values

Karan recalls signing on a few years after now-retired Executive Director Lynn Breedlove took the helm at WCA and being gratified to find herself working alongside someone who shared her values and acted on them daily.

Breedlove felt the same. Early on, he saw Karan as the conscience of the place. “Joan never forgot why we were there, what our values were, and why we had to work hard for the people Congress had charged us to help,” observes Breedlove, who led the organization from 1980 to 2012. “She also believed that each of us had a responsibility to treat our co-workers fairly and honestly, to be transparent, and make amends when we made mistakes in our dealings with each other. It’s hard to
over-state what a positive influence that had on me."

As Assistant and, later, Associate Director for WCA/DRW, Karan wrote and managed grants, oversaw budgets, contracts and personnel, and served as a sounding board on everything from prioritizing action issues to assigning office space. With each executive director, she also worked closely with the DRW Board of Directors and advised on board governance questions.

She also served as Acting Executive Director in 2013 and helped current Executive Director Daniel Idzikowski make an informed transition into the position. "Joan has been a terrific mentor as I’ve acclimated to my new role. She is absolutely committed to the cause, the people and the values of this organization," says Idzikowski.

LEAVING AN IMPRINT
A particular advocacy focus for Karan at DRW was the Violence Against Women with Disabilities and Deaf Women project, a model of collaboration with other statewide groups to raise awareness about the impact of violence in the lives of women with disabilities and help local agencies provide support to victims.

It speaks to Karan’s life-long advocacy for individual rights. She brought that same energy to promoting DRW’s internal commitment to diversity and cultural sensitivity. Her imprint is a strong one that remains apparent now and well into the future of Disability Rights Wisconsin.

Financial and Service Highlights 2014

Total Individuals Served Statewide in 2014
One-on-One Advocacy: 7203*
Training & Consultation – 8591
* Total includes numbers on the map plus Benefits Team Information & Referral. County statistics unavailable from client counties.

Summary Statement of 2014 Financial Activity
Total Revenue: $4,580,777
Total Expenses: $4,479,796
Unrestricted Net Assets, beginning of year: $287,200
Unrestricted Net Assets, end of year: $347,445
Change in Net Assets: $60,245

Foundation/Corporation Partners
Dane County Pro Bono Trust Fund
Equal Justice Fund
First Business Bank
Greater Milwaukee Foundation—Edith C. and J. Oscar Greenwald Fund
Helen Bader Fund
Otto Bremer Foundation
Stackner Foundation
Tellier Foundation
Wisconsin Trust Account Foundation

FY 2014 Expenditures by Program
Disability Drug Benefit Helpline: 800-926-4862 statewide
Disability Voting Rights Helpline: 800-928-8778 statewide
SSI-Managed Care External Advocate: 800-928-8778 statewide

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This report was made possible in part by funding from the U.S. Department of Health and Human Services/Administration for Community Living/Intellectual and Developmental Disabilities/Substance Abuse and Mental Health Services/Center for Mental Health Services, and the U.S. Department of Education/Rehabilitation Services Administration. Report contents are solely the responsibility of Disability Rights Wisconsin and do not necessarily represent the official view of any of these agencies.

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Rice Lake
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715-736-1232
Fax 715-736-1252

Toll Free: 800-928-8778 statewide—for persons with disabilities and their family members
SSI-Managed Care External Advocate: 800-708-3034 statewide
Disability Voting Rights Helpline: 800-928-8778 statewide
Disability Drug Benefit Helpline: 800-926-4862 statewide

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