



**2020-2021**

**Disability Rights Wisconsin**

# **BIENNIAL REPORT**

*protection and advocacy for people with disabilities*

disabilityrights  
WISCONSIN

## DRW Staff Acknowledgement

Disability Rights Wisconsin is an approximately 75 member team of advocates, attorneys, and specialists who relentlessly execute the mission of Disability Rights Wisconsin.



**Lea Kitz**  
Executive Director



**Pete Sayner**  
President

### Mission

DRW challenges systems and society to achieve positive changes in the lives of people with disabilities and their families.

### Kit Kerschensteiner

Director of Legal and Advocacy Services

### Amy Gallagher

Director of Finance

## Board Members 2020

**Pearl Fessenden** (Secretary)  
Rhineland, Wisconsin

**Marge Liberski-Aznoe**

**James Powell** (Vice President)  
Sun Prairie, Wisconsin

**Saphronia Purnell-Carson**  
Green Bay, Wisconsin

**Pete Sayner** (President)  
La Crosse, Wisconsin

**Delores Sallis**  
Milwaukee, Wisconsin

**Teresa Wargo**  
Pulaski, Wisconsin

**Theresa Zenchenko** (Treasurer)  
Evansville, Wisconsin

## Board Members 2021

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Rhineland, Wisconsin

**James Powell** (Vice President)  
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Green Bay, Wisconsin

**Delores Sallis**  
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Evansville, Wisconsin

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**Christine (Chrissy) Barnard** (Secretary)  
Superior, Wisconsin

**Mark Flower**  
Milwaukee, Wisconsin

**Cynthia Frahm** (Vice Chair)  
Oak Creek, Wisconsin

**Sae B. Kim**  
Menominee, Wisconsin

**Naomi Kowald**  
Cambria, Wisconsin

**Reggie Leckel**  
Poplar, Wisconsin

**Pa Der Ly**  
Milwaukee, Wisconsin

**Saphronia Purnell-Carson**  
Green Bay, Wisconsin

**Veronica Powell**  
Milwaukee, Wisconsin

**Tim Saubers**  
Madison, Wisconsin

**Pete Sayner**  
La Crosse, Wisconsin

**Teresa Wargo** (Chair)  
Pulaski, Wisconsin

**Barbara Beckert** – DRW  
Director of Advocacy for Southeast  
Wisconsin and Milwaukee Office Director

**Kit Kerschensteiner** – DRW  
Director of Legal and Advocacy Services

## PAIMI Advisory Council 2021

**Colleen Ball**  
Wauwatosa, Wisconsin

**Christine (Chrissy) Barnard** (Secretary)  
Superior, Wisconsin

**Mark Flower**  
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**Tina Gerovac-Lavasseur**  
Ashland, WI

**John Hintz**  
Pewaukee, Wisconsin

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Menominee, Wisconsin

**Reggie Leckel**  
Poplar, Wisconsin

**Saphronia Purnell-Carson**  
Green Bay, Wisconsin

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**Tricia Thompson**  
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Director of Advocacy for Southeast  
Wisconsin and Milwaukee Office Director

**Kit Kerschensteiner** – DRW  
Director of Legal and Advocacy Services

## Total Number of Services Provided

2020

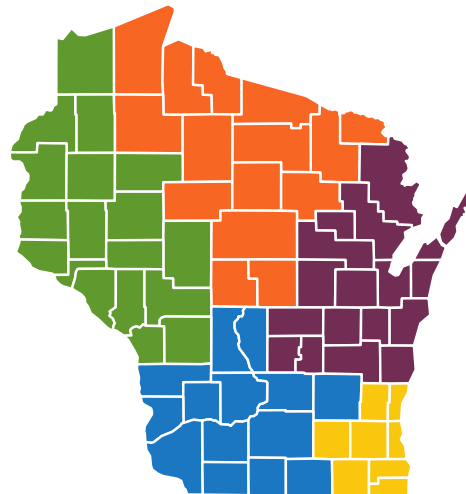
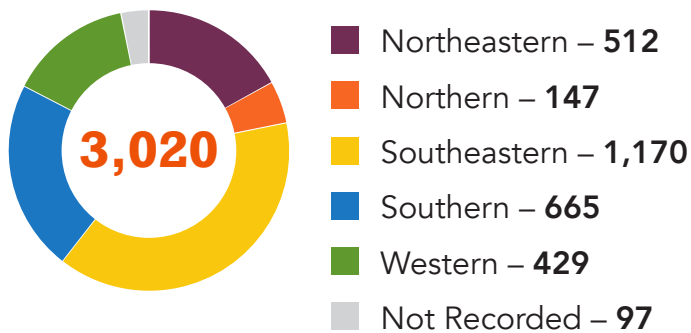
By Primary Disability of Client

Type of Disability	Technical Assistance or Individual Representation	I&R	Total
Developmental Disability	394	221	615
Mental Illness	355	567	922
Physical Disability	359	887	1,246
Sensory Disability (Hearing or Visual)	82	53	135
Traumatic Brain Injury	35	67	102
<b>Total</b>	<b>1,225</b>	<b>1,795</b>	<b>3,020</b>

## Individual Advocacy Program Data

2020

P&A Services By Region



## Total Number of Services Provided

2021

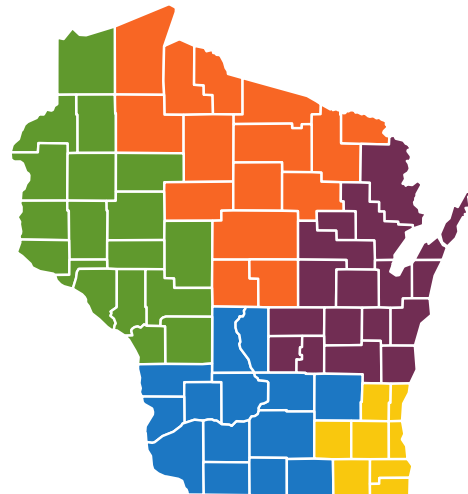
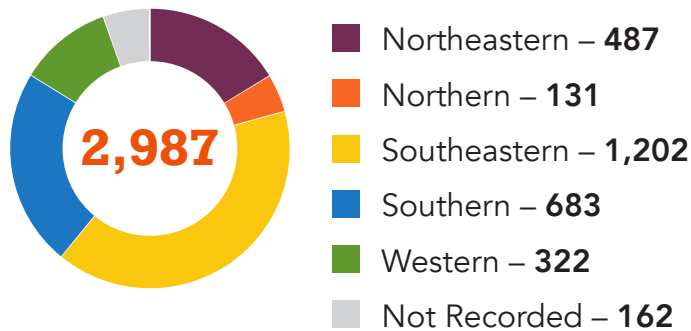
By Primary Disability of Client

Type of Disability	Technical Assistance or Individual Representation	I&R	Total
Developmental Disability	338	215	553
Mental Illness	311	613	924
Physical Disability	374	931	1,305
Sensory Disability (Hearing or Visual)	54	64	118
Traumatic Brain Injury	33	54	87
<b>Total</b>	<b>1,110</b>	<b>1,877</b>	<b>2,987</b>

## Individual Advocacy Program Data

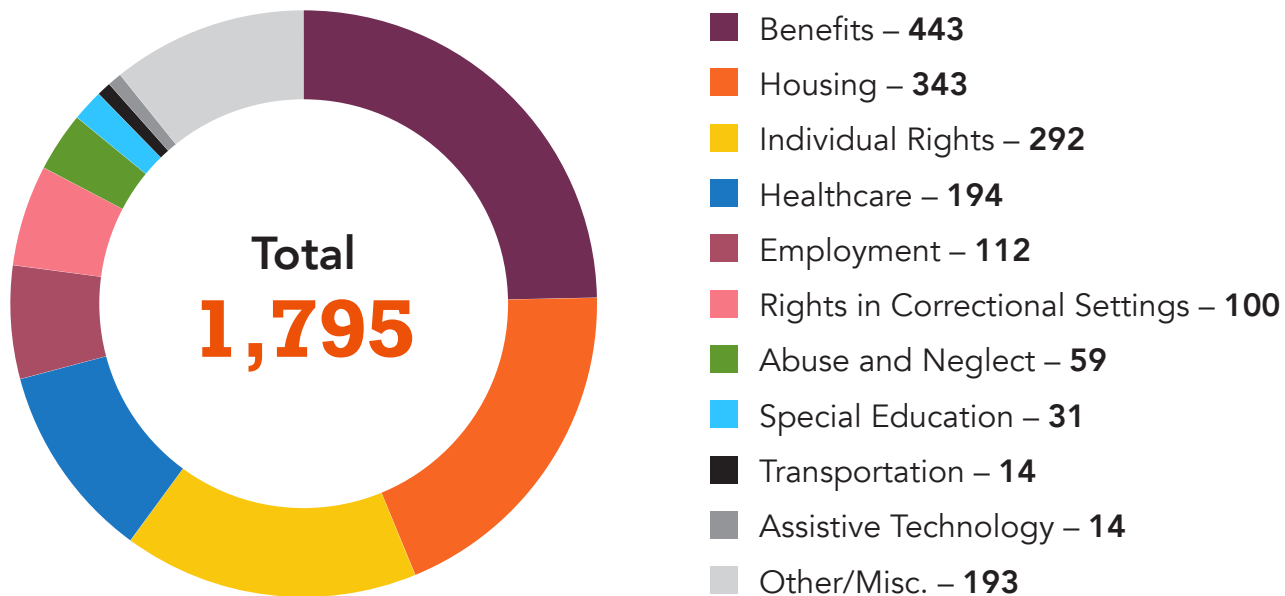
2021

P&A Services By Region



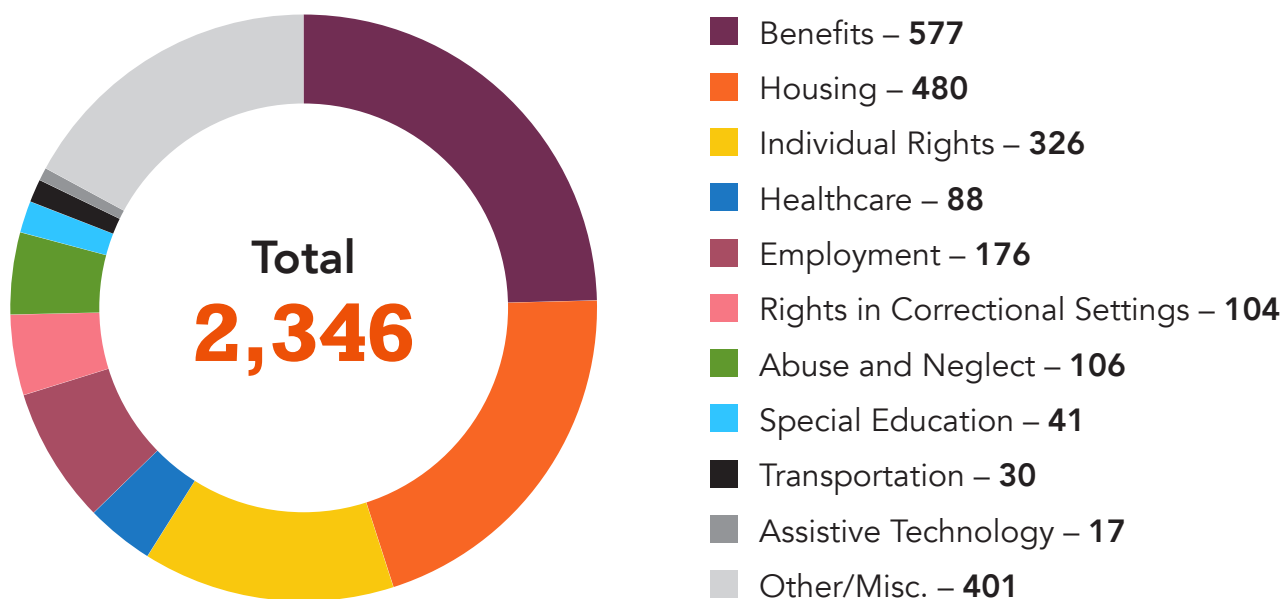
## 2020

### Information and Referral Topics – I&Rs Provided



## 2021

### Information and Referral Topics – I&Rs Provided

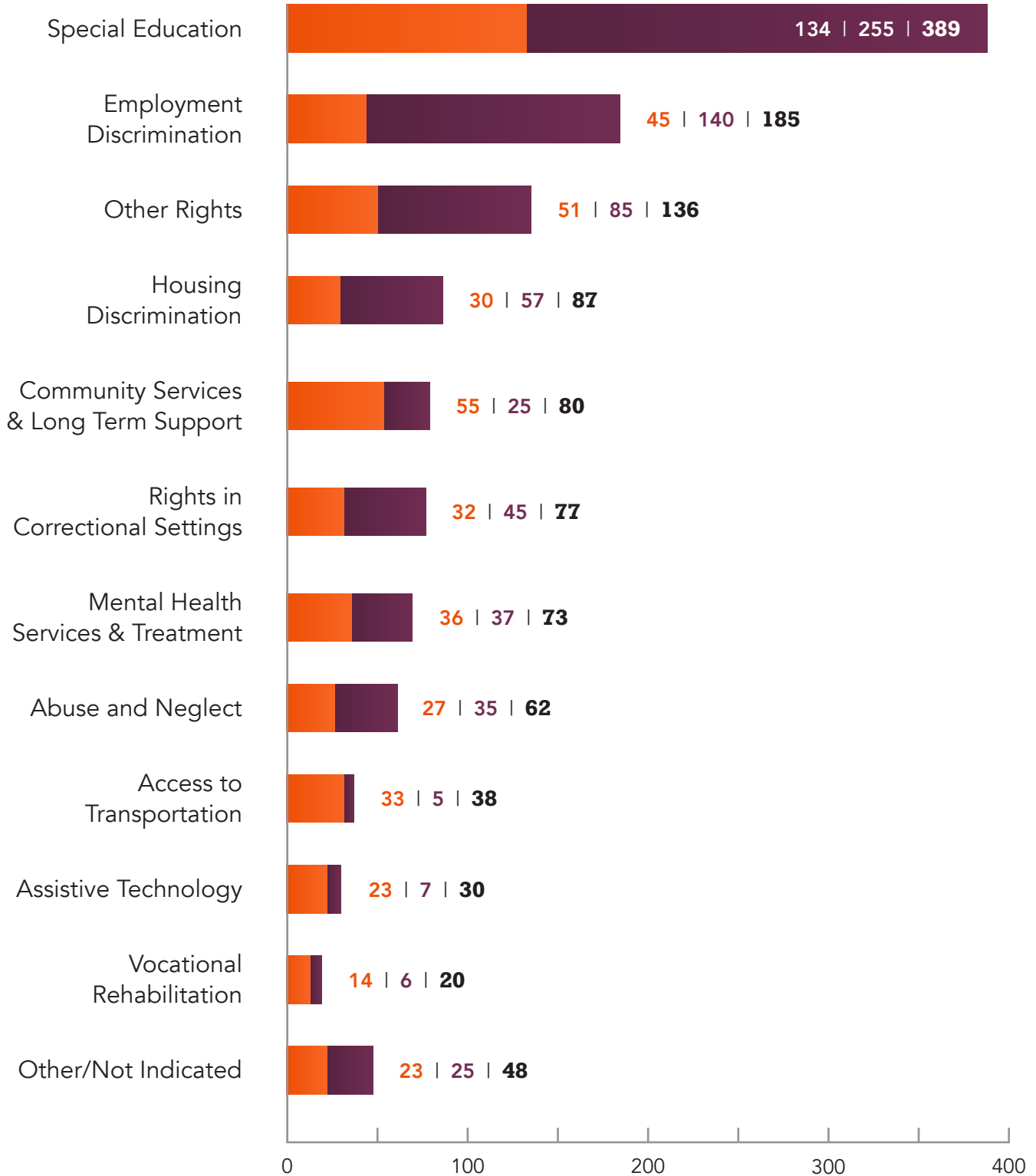


2020

Issues for Clients Receiving Services

Individual Representation

Technical Assistance

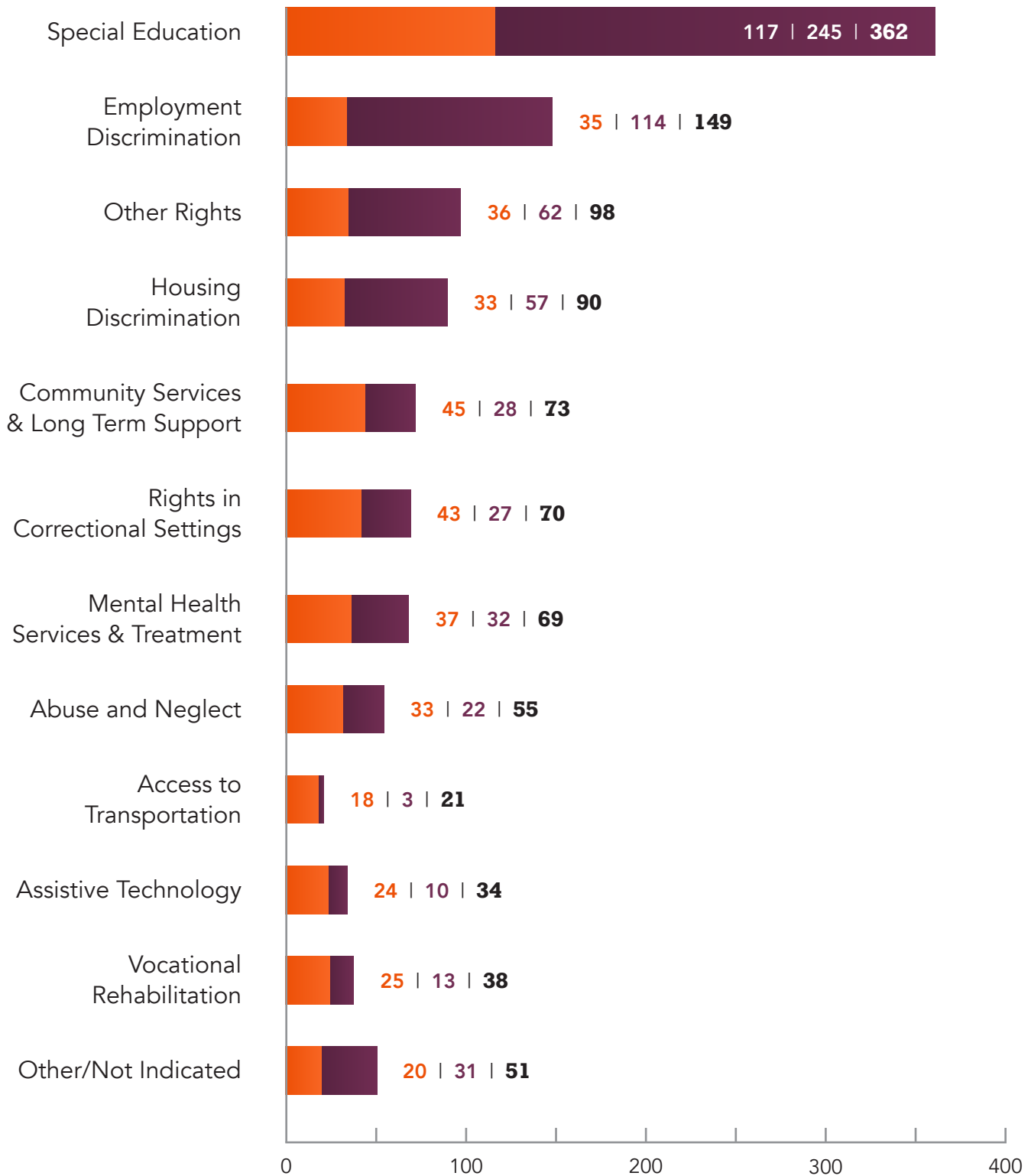


## 2021

### Issues for Clients Receiving Services

Individual Representation

Technical Assistance





## Technical Assistance and Training for Disability Benefits Specialists

The Department of Health Services contracts with DRW to provide technical assistance support and training for the Disability Benefits Specialists (DBSs) at Aging and Disability Resource Centers. This support ensures that DBSs can best help individuals with disabilities receive the benefits to which they are entitled and that match their needs. When formal legal intervention is required, DBSs can refer their clients to DRW for direct representation.

### Disability Benefits

- 5,000 hours of training per year
- Technical Assistance Requests from DBSs:

Issue Area	CY20 TA Requests	CY21 TA Requests
Social Security	1,220	1,454
Medicaid or Medicare	578	479
General/Other	409	239
<b>Total</b>	<b>2,207</b>	<b>2,172</b>

### Disability Rights Wisconsin Medicare Part D Helpline

Since 2006, through a contract with Wisconsin Department of Health Services, DRW has had a Medicare Part D helpline for the people of Wisconsin with disabilities, their caregivers and professionals who support and work with them. The helpline provides advocacy, technical assistance, training to professionals, and outreach to Wisconsin Medicare beneficiaries.

### Disability Drug Benefit Helpline – Medicare Part D

Helpline Calls Processed – CY20	Helpline Calls Processed – CY21
<b>417</b>	<b>308</b>

### SSI Managed Care External Advocacy Project

The Department of Health Services contracts with DRW to provide direct assistance to people with disabilities enrolled in Medicaid HMOs. Information and Advocacy are provided on accessing Medicaid covered services; HMO enrollment, exemption and continuity of care; transportation and billing issues.

### The SSI Managed Care External Advocacy Project (SSI-MC EAP)

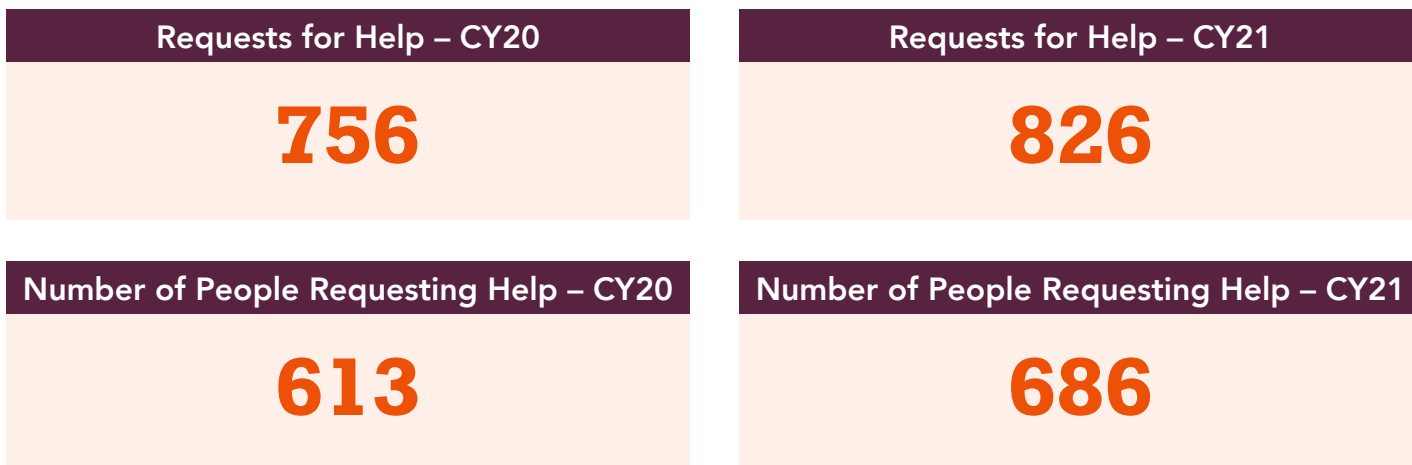
- In 2020, the SSI-MC EAP provided **160** callers with information and referral and provided advocacy on **230** cases.
- In 2021, the SSI-MC EAP provided **148** callers with information and referral and provided advocacy on **211** cases

## Family Care and IRIS Ombudsman Program (FCIOP)

The Department of Health Services (DHS) contracts with DRW to provide Ombudsman (advocacy) services for people between the ages of 18-59 who participate in or are seeking eligibility for Wisconsin’s Long-Term Care programs: Family Care, Family Care Partnership, Program for All-Inclusive Care of the Elderly (PACE), and IRIS. People who are enrolled in Family Care/Family Care Partnership and PACE (FC/FCP) or IRIS set up care plans that identify what services or supports they will receive and who will provide them.

At times, some of the 55,753\* members in FC/FCP and 23,635\* participants in IRIS experience issues with receiving approval for certain things they need, or with eligibility for these programs. When issues arise, program participants can ask DRW for help from an independent ombudsman. Ombudsmen work with individuals to find ways to informally resolve the situation when possible, and they can help with formal appeals.

### Family Care and IRIS Ombudsman Program (FCIOP)



Most Common Issues	CY20 Service Requests*	CY21 Service Requests*
Denial or delay of new request for service, medication or equipment	246	270
Other	175	266
Relocation	186	231
Abuse/Neglect or Safety	101	131
Quality Issues with Provider	122	88
Reduction or Termination of Existing Services	85	65
Enrollment/Eligibility/Disenrollment Problems	56	50
<b>Total</b>	<b>971</b>	<b>1,101</b>

\* Some requests involve multiple issues.

Type of Disability	CY20 Client Count	CY21 Client Count
Developmental Disability	157	149
Physical Disability	323	322
Physical and Developmental	133	215
<b>Total</b>	<b>613</b>	<b>686</b>

## Victim Advocacy Program

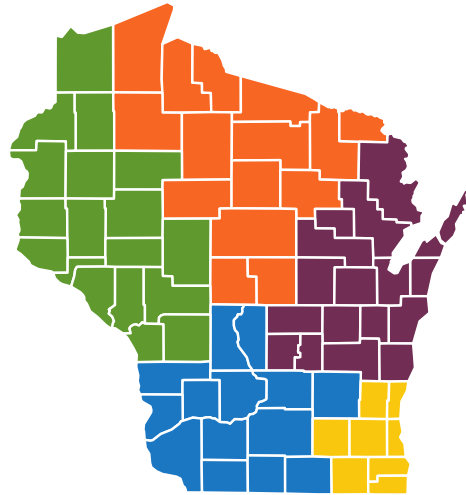
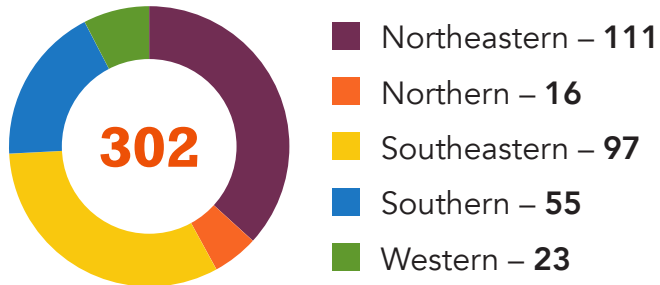
The Victim Advocacy Program (VAP) of DRW works to ensure that survivors with disabilities receive the advocacy, legal representation, services, and support they desire to move forward, find justice, and obtain safety and stability in whatever form the survivor needs. A main goal of the VAP is to promote self-determination for survivors with disabilities.

Disability Type	CY20 Client Count	CY21 Client Count
Mental Illness	108	146
Development Disability	83	104
Physical	47	76
Other	18	13
TBI	13	9
Sensory	9	7
<b>Total</b>	<b>278</b>	<b>355</b>

Issue Area	CY20 Service Requests	CY21 Service Requests
Criminal Justice Advocacy	85	109
Abuse and Neglect	75	93
Civil Legal Advocacy	23	59
Special Education	35	29
Family Law	21	33
Housing	23	20
Community/Support Services	19	13
Other	7	10
Individual Rights	7	4
Employment	2	8
Healthcare	5	4
<b>Total</b>	<b>302</b>	<b>382</b>

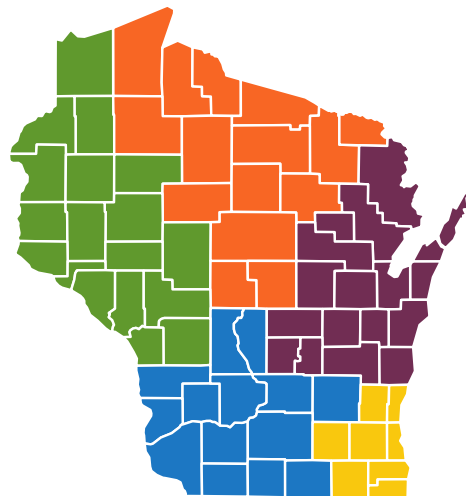
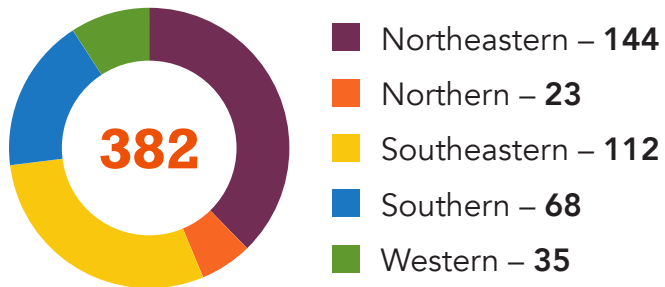
## 2020

### Service Requests By Region



## 2021

### Service Requests By Region



## Victim Advocacy Program (continued)

Victimization Type	CY20*	CY21*
Domestic and/or Family Violence	94	121
Adult Sexual Assault	73	89
Adult Physical Assault	80	82
Stalking/Harassment	59	100
Child Physical Abuse or Neglect	33	39
Child Sexual Abuse/Assault	31	39
Identity Theft/Fraud/Financial Crime	25	33
Bullying (Verbal, Cyber, or Physical)	34	21
Adults Sexually Abused/Assaulted as Children	20	14
Burglary	15	11
Elder Abuse or Neglect	8	10
Robbery	8	6
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other	7	6
Other Vehicular Victimization (e.g. hit & run)	3	4
Violation of a Court (Protective) Order	1	5
Kidnapping (non-custodial)	3	2
Human Trafficking	0	5
Child Pornography	1	4
DUI/DWI Incidents	1	1
Other	11	14
<b>Total</b>	<b>507</b>	<b>606</b>

\* Each client may identify one or more victimization type.

## Summary Statement of Financial Activity

<b>2020-2021 Financial Report</b>	<b>2020</b>	<b>2021</b>
Total Revenues without Donor Restrictions .....	\$6,116,897	\$6,407,124
Total Expenses.....	\$6,094,221	\$6,306,151
Net Assets without Donor Restrictions, beginning of year .....	\$398,735	\$421,411
Net Assets without Donor Restrictions, end of year.....	\$421,411	\$522,384
Net Assets with Donor Restrictions, beginning of year.....	\$107,650	\$71,945
Net Assets with Donor Restrictions, end of year.....	\$71,945	\$113,049
Net Assets Released from Restrictions, purpose satisfied.....	\$174,105	\$135,716
Change in Net Assets with Donor Restrictions.....	(\$35,705)	\$22,676
Change in Net Assets.....	(\$13,029)	\$142,077

### Revenue FY 20XX

Federal Awards.....	\$3,353,187	\$3,510,562
Contracts .....	\$2,032,617	\$2,033,497
Contributions & Foundation Grants .....	\$86,461	\$302,286
Legal Fees .....	\$4,686	\$0
Interest/Other.....	\$263	\$49,512
State Awards.....	\$603,978	\$552,371
Total Revenue FY 20XX.....	\$6,081,192	\$6,448,228

### Expenses FY 20XX

Salaries & Wages .....	\$3,815,988	\$3,928,793
Fringe Benefits .....	\$1,306,706	\$1,448,866
Fees/Contracts/Dues/Insurance .....	\$193,536	\$238,277
Occupancy.....	\$601,575	\$571,631
Travel .....	\$55,044	\$16,489
Printing & Subscriptions .....	\$60,476	\$44,409
Training & Conferences .....	\$22,084	\$30,756
Advertising .....	\$32,449	\$19,099
Other .....	\$6,363	\$7,831
Total.....	\$6,094,221	\$6,306,151

### Expenditures by Program

Protection & Advocacy .....	\$2,174,322 (35.7%)	\$2,270,784
FC/IRIS Ombudsman.....	\$1,567,745 (25.7%)	\$1,556,833
DBS Program Attorney .....	\$1,070,126 (17.6%)	\$1,049,733
SSI-MC & Med D .....	\$600,092 (9.8%)	\$605,472
Victim Advocacy .....	\$659,115 (10.8%)	\$798,648
Corporate Activities.....	\$22,821 (0.4%)	\$24,681

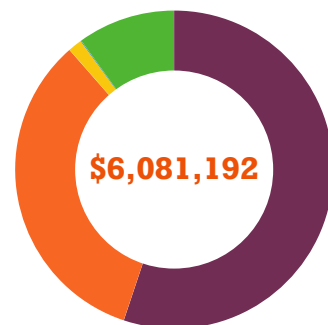
## Summary Statement of Financial Activity

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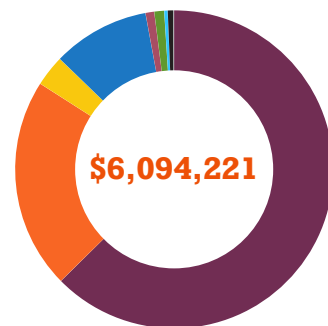
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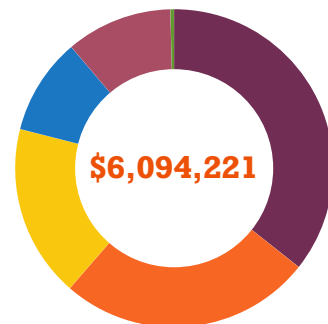
### Expenses FY 2020

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■ Fringe Benefits .....	\$1,306,706
■ Fees/Contracts/Dues/Insurance .....	\$193,536
■ Occupancy .....	\$601,575
■ Travel .....	\$55,044
■ Printing & Subscriptions .....	\$60,476
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■ Advertising .....	\$32,449
■ Other .....	\$6,363



### Expenditures by Program

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■ FC/IRIS Ombudsman .....	\$1,567,745 (25.7%)
■ DBS Program Attorney .....	\$1,070,126 (17.6%)
■ SSI-MC & Med D .....	\$600,092 (9.8%)
■ Victim Advocacy .....	\$659,115 (10.8%)
■ Corporate Activities .....	\$22,821 (0.4%)





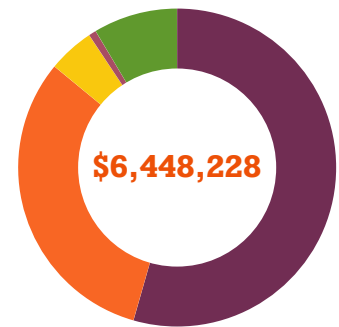
# Summary Statement of Financial Activity

## 2021 Financial Report

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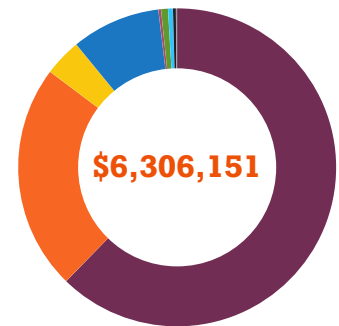
### Revenue FY 2021

■ Federal Awards.....	\$3,510,562
■ Contracts .....	\$2,033,497
■ Contributions & Foundation Grants .....	\$302,286
■ Legal Fees .....	\$0
■ Interest/Other.....	\$49,512
■ State Awards.....	\$552,371



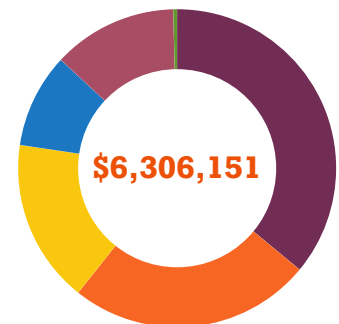
### Expenses FY 2021

■ Salaries & Wages.....	\$3,928,793
■ Fringe Benefits .....	\$1,448,866
■ Fees/Contracts/Dues/Insurance .....	\$238,277
■ Occupancy.....	\$571,631
■ Travel .....	\$16,489
■ Printing & Subscriptions .....	\$44,409
■ Training & Conferences .....	\$30,756
■ Advertising .....	\$19,099
■ Other .....	\$7,831



### Expenditures by Program

■ Protection & Advocacy .....	\$2,270,784 (36%)
■ FC/IRIS Ombudsman.....	\$1,556,833 (24.7%)
■ DBS Program Attorney .....	\$1,049,733 (16.6%)
■ SSI-MC & Med D.....	\$605,472 (9.6%)
■ Victim Advocacy .....	\$798,648 (12.7%)
■ Corporate Activities.....	\$24,681 (0.4%)



## 2020-2021 Donors

Aaron Durlauf	Dani Rischall	Independent Living Council	Kyle McFarlane
Aaron Shiffrin	Daniel Idzikowski	Inga Velten	Laura Hanson
Achieving Collaborative Treatment	Dawn Finger	James Anderson	Laura Juraska
Amanda Hall	Dean and Debbie Zemel	James Powell	Laurie Latus
Amy Gallagher	Denise Jess	Jan Riley	Lawrence Sandler
Amy Lancelle	Denise Kaminski	Jane Sadusky	Lea Kitz
Amy Shapiro	Diane Harrison	Janice Sigl	Lena Archer
Andrea Greiber	Dianne Greenley	Janice and Lawrence Bensky	Linda Mainville
Andrea Traverse	Difference Principle	Jeff Burkhart	Linda Reed
Anjali Bhasin	Donald Bruessel	Jeff and Sara Mandell	Linda L Halvorson
Anne Baker	Douglas Poland	Jennifer SanFillippo	Lisa Clay Foley
Anne Tamar-Mattis	Dylan Contois	John and Kris Sayner	Liz Ford
Applied Self Direction	Edith Trubeck Sullivan	Jolene Elconin	Lori Hartnett
Ashley Wellnitz	Eileen Newcomer	Joseph Osowski	Lori Roach
Barbara Beckert	Elizabeth Jarvie	Joseph Ubben	Marcia Riklis
Becky Shefchik	Elizabeth Thompson	Josh Lavik	Margaret Moore
Candice Cross	Emily Castro	Judi Bartfeld	Marge Liberski-Aznoe
Carol Trier	Emily Thompson	Julie and John Franz	Marilyn Finegold
Caryl Terrell	Erika Sanders	Kaitlyn McGillis	Martin and Susan Porubcan
Catherine Kunze	Eugene Fuller	Karen Martin	Mary Schwalbach
Chris L'Heureux	Eva Shiffrin	Kathleen Messinger	Mary Sykes
Christine Braun	Federico Sanchez	Kathryn Orenberg	Mason Demrow
Christine Murray	Fiona Stoner	Kelly Forster	Matthew Kokes
Christopher Fries	Geralyn Hawkins	Kelsey Vincent	Megin McDonell
Claire Durgan	Hannah Dugan	Kenneth and Jeannette Golden	Melanie Cairns
Community Shares of Wisconsin	Harriet Redman	Kristin Kerschensteiner	Michael Bare
Cornerstone Family Fund	Heartland Credit Union	Kristine Beck	Michael Reece
	Helen Geyso		Michelle Roach
	Helene Nelson		Michelle Sewell

Mollie Martinek  
Monica Murphy  
Morgan Tilleman  
Mos Eisley LLC  
Nancy Heltemes  
Nancy and  
John Heugel  
Natalie Beil  
Nisa Burns  
Olivia Mulford  
Pam DeGroot  
Pamela Sletten  
Patricia Obletz  
Patti Jo Severson  
Paul Yochum  
Paula Brettingen  
Paula Ryan  
Peggy Kirkeeng-  
Sperling  
Peter Burress  
Peter Sayner  
Phyllis Greenberger  
Prairie Unitarian  
Universalist Society  
Rachel Avery  
Rachel Shiffrin  
Rachel Werner  
Rebecca Qureishi  
Rebecca Stoffel  
Rental Community  
Services  
Robert Greenberger

Robert Mau  
Roger Brooks  
Ronald Skelton  
Russell Barron  
Ryun Bibro  
Salawdeh Law Office  
Sally Flaschberger  
Sally Smits  
Sara Muhlbauer  
Sara Scott  
Sarah Neilsen  
Sean Bode  
Sharon Ellis  
Shirin Cabraal  
Stacia Conneely  
Stuart Sletten  
Susan Beil  
Susan Gramling  
Susan Kronenberger  
Susan Shiffrin  
Tamara Perry  
TASC  
Teresa Wargo  
The Allen Family  
Theresa Zenchenko  
Tricia Thompson  
Tyler Wellnitz  
Unity of Madison  
Willie Johnson



## Awards and Recognition

### Barbara Beckert Received the Eisenberg Award

Barbara Beckert, our DRW director of External Advocacy for Milwaukee and South-Eastern Wisconsin, received an Eisenberg Award, from the Wisconsin State Public Defender, for her role in bringing agencies, advocates, and consumers together to create the Milwaukee Mental Health Task Force which led to the expansion of mental health services throughout Milwaukee and Wisconsin over the last 15 years.

### DRW Information Technology Team

The buzzword of the pandemic was pivot which aptly describes what the DRW Information Technology team did when the pandemic began. Within a few days prior to the state shutdown, they implemented virtual meeting technology, and guided the setup of DRW's staff home offices. The IT Team's response to this has redefined how DRW as whole provides service to the disabled community.

The spirit of the DRW team to conduct the transition in a very short time while making sure all staff could effectively serve our clients made it possible to respond to the needs of Wisconsinites with disabilities during this ever-changing period.

#### Thank You to Our Collaborative Partners:

Community Shares of Wisconsin, BPDD, Waisman Center, WCBVI, People First Wisconsin, GWAAR, Wisconsin Disability Vote Coalition, Wisconsin Equal Justice Fund, Survival Coalition, Wisconsin Council of Deaf and HOH, CLAAW, Madison Partners, DRW Community Partners



## **DisabilityRights | Wisconsin**

Madison | Milwaukee

1502 W. Broadway, Suite 201

Menona, WI 53713

6737 W. Washington St., Suite 3230

Milwaukee, WI 53214

## **Contact Us**

**Toll Free**

(800) 928-8778

**SSI-Managed Care External  
Advocacy Program**

(800) 708-3034

**Disability Voting Rights Helpline**

(844) DIS-VOTE / (844) 347-8683

**Disability Drug Benefit Helpline**

(800) 926-4862

**Email**

info@drwi.org

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