



# ANNUAL REPORT 2020 - 2021



United Community Center  
Centro de la Comunidad Unida

# Letter from Laura and José

This year has been a year of change with many valuable lessons learned. As we began our 50th Anniversary year last spring and prepared for our leadership transition, we never imagined we would have to overcome so many new challenges.

Regardless of the many changes 2020 brought, our desire to serve the community never wavered. While so many around the community remained closed, we worked hard to open. We remained open for service, open for caring, open for learning and most important open to the community. While we had temporary closures in all of our programs except our residential Human Services program, our staff were ready and willing to serve. We knew we needed to remain open for our community to have relief, comfort, education, and other vital services.

We are so grateful to our staff and supporters who remained loyal to our mission. Without the open hearts of all of these people, our community would have suffered even more due to the pandemic. The past year has shown us how dedicated and passionate individuals can make a difference despite obstacles.

Moving into our 51st year we are committed and dedicated to remain open for new opportunities and make an impact in our community!

*Laura E. Gutiérrez*  
Laura Gutiérrez  
Executive Director

*José Olivieri*  
José Olivieri  
UCC Board Chair

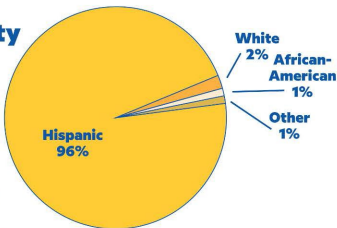
## MISSION STATEMENT

To provide programs to Hispanics and near south side residents of all ages, in the areas of education, cultural arts, recreation, community development and health and human services. UCC assists individuals to achieve their potential by focusing on cultural heritage as a means of strengthening personal development and by promoting high academic standards in all of its educational programming.

## Facts at a Glance

- More than **75%** of our 900 families are low-income
- **57%** of all participants reside in 53204 or 53215 zip codes
- **90%** of participants reside in the City of Milwaukee
- **99%** of participants reside in Milwaukee County

## Ethnicity



## Who Helps Us With Our Mission?



• More than 425 full and part-time staff members manage, guide, and lead our programs and services.

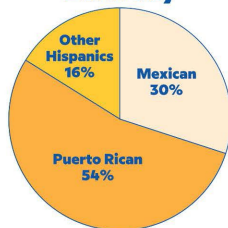


• 392 individual donors as well as 85 corporations and foundations provide over \$4.4 million in needed financial support.



• Hundreds of partners and collaborators join with us to develop and deliver creative and quality programs.

## Within Hispanic Ethnicity



# Educational Programs

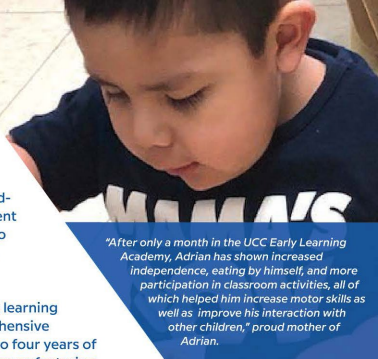
**BRUCE-GUADALUPE COMMUNITY SCHOOL (BGCS)** - A bicultural public charter school for children in K-3 through 8th grades offering a curriculum that fosters high expectations and emphasizes math, science, arts, and technology.

**UCC ACOSTA MIDDLE SCHOOL (UCC AMS)** - A technology and skilled-trades focused 6th-8th grade public charter school with an environment that fosters high expectations, hard work, and parental involvement to equip students with the skills to be competitive in dynamic future job markets.

**UCC EARLY CHILDHOOD EDUCATION PROGRAM** - A comprehensive learning and nurturing early childhood education program including a comprehensive Head Start and Early Head Start program, serving children six weeks to four years of age in an educationally rich bilingual atmosphere. The program focuses on fostering the development of social, emotional, and intellectual skills, to ensure children are confident to experience, explore, and engage in the world around them.

**SUMMER SCHOOL PROGRAM** - A 19-day summer school course designed to enhance academic performance in the morning while providing recreational and enrichment activities in the afternoon.

**COMMUNITY LEARNING CENTER** - A unique environment that provides learning and enrichment activities, with a focus on after-school supplementary educational services including tutoring, reading, science, arts, financial and technological education and career exploration.



*"After only a month in the UCC Early Learning Academy, Adrian has shown increased independence, eating by himself, and more participation in classroom activities, all of which helped him increase motor skills as well as improve his interaction with other children," proud mother of Adrian.*

## PROGRAM HIGHLIGHTS



**1750+** Total UCC Schools enrollment.



UCC schools transitioned to a full virtual instruction within two days of pandemic closure.



UCC schools opened in September 2020 for in-person education.



2020-2021 program educational design includes synchronous: In-person and virtual learning options provided to serve the needs of all families.



Head Start and Early Head Start services are available year round in three early learning centers.



The Director of the Office of Head Start formally requested UCC to collaborate with the Center of Disease Control to share insights and strategies implemented for the successful reopening of centers during the pandemic.



New UCC Early Learning Academy opened in April 2021.






# Pre-college Programs

**Pre-College Program** – Comprehensive services for high school students to assist with the pursuit of post-secondary education including the college application and admissions processes, test-taking skills, financial aid applications, and college visits. Established curriculum to deliver content to each grade level in the areas of academic success, financial literacy, social-emotional health, community development, and leadership.

**UCC College Network** – Supports undergraduate students in Milwaukee from traditionally underserved backgrounds (low-income, minority, first-generation) to remain in, persist through, and graduate from college through case management, professional development training, workshops, and networking opportunities.



*With the support of his UCC Pre-College Advisor, Saul began attending the ACT prep classes offered by the Pre-college Program and ultimately increased his score by 7 points, helping to ensure he stayed on the path to achieving his dreams of attending college.*

## PROGRAM HIGHLIGHTS



Expanded the program to 518 UCC alumni (grades 9-12) enrolled at 37 different high schools.  
• Up from 420 students in 2019



150 students participated in a hybrid community service learning program over the summer, including virtual workshops and safe volunteering opportunities such as neighborhood clean ups and making care packages for isolated senior citizens.



100% of graduating seniors who applied to college received at least one acceptance letter.



Completed remodel and reopening of the Pre-College Department, now called 'The Spot.'



Created access to college support programs including All-In Milwaukee (Marquette, Whitewater, UWM, Madison, Carroll, Alverno, MSOE, Wisconsin Lutheran College), MKE Scholars (UW-Milwaukee), HCOP (Carroll University), and Promise Program (MATC).



155 UCC Alumni engaged in UCC College Network.

# Health and Fitness

**ATHLETICS** - A full range of activities for youth including aerobics, weight lifting, boxing, soccer, basketball, football, volleyball, golf, cross country running, mountain biking, triathlon club, and several fitness and wellness programs for students and families of various ages.

**STUDENT HEALTH CENTER** - On-site health care and preventative services provided by Carroll University faculty and nursing students.

**CÉSAR PABÓN FITNESS CENTER** - A community fitness center offering cardiovascular and strength-building equipment, aerobics, and on-demand fitness classes.

**HEALTH RESEARCH** - A collaboration with several area research universities (such as Medical College of Wisconsin, UW-Milwaukee, UW-Madison, Marquette University, Carroll University), and a variety of health-related and research projects to address health disparities and increase better health outcomes in the Latino community of Milwaukee.

## PROGRAM HIGHLIGHTS



Virtual Field Day held in spring of 2020 to encourage students to exercise in a variety of ways with family at home during the pandemic closure. Additionally, students received new activities weekly to encourage increased exercise.



The Student Health Center run by Carroll University played significant role when students returned to campus in September including daily COVID screening, contact tracing and student and staff COVID education.



Health Research Department received a grant from Wisconsin Partnership Program to conduct a COVID-19 education campaign ranging from social media videos and posts to visits to local business with printed materials and resources.





# Elderly Programs

**SENIOR CENTER** - A safe and culturally sensitive environment for older Latino adults to gather with friends and enjoy recreational, educational, and wellness activities. This Milwaukee County Senior Meal Site provides nutritious meals seven days per week and also offers a monthly Food Box through the Hunger Task Force.

**UCC - US BANK VILLAGE AND OLGA VILLAGE** - Apartment facilities on the UCC campus that offer elderly affordable living and the convenient opportunity to participate in UCC activities. It's operated in partnership with Capri Communities and the department of Housing and Urban Development.

**MY CHOICE FAMILY CARE (MCFC)** - Medicaid long-term care program for eligible adults with physical or developmental/intellectual disabilities and frail elders. MCFC provides care management services, coordination of care, assessment, and comprehensive member center planning to help individuals meet their long term care needs.

**TRANSPORTATION SERVICES** - Weekday group transportation for elders to participate in UCC Senior Center, Meal Site, and Adult Day Center.

**ADULT DAY CENTER** - A home-like environment which provides support and respite services for frail elders and those with physical disabilities or dementia. The center offers meals, health care, personal care services, and culturally sensitive activities.

**MEMORY CLINIC** - In collaboration with Froedtert/Medical College of Wisconsin and Alzheimer's Association, UCC offers the only memory disorders clinic in the state of Wisconsin specifically serving Latino adults with Alzheimer's disease and other dementias.



*"We loved coming to center because we enjoyed so many different activities from playing dominoes to fashion shows. Now with the center closed, we appreciate the delivered meals and connect with our friends on the phone when we can, but we cannot wait to return to the UCC Senior Center," Edwin and Elena.*

## PROGRAM HIGHLIGHTS



With the closure of elderly programs, the focus shifted to delivering meals to elderly.



In 2020, UCC prepared a total of **32,163** hot meals from May - December.



19,748 meals were delivered.



5,937 meals were picked up curbside.



Staff conducted more than 2,070 check in calls to share resources and do wellness checks on clients.



Initiated virtual programming via Facebook with offerings including exercise, art, reading meditation, and coffee chats.



408 members served in Family Care despite COVID-19 adjustments in programming.



Mobile Memory Clinic provided 57 initial memory screenings, 40 medical diagnostic evaluations, and referred 48 patients and families for ongoing support services.



Transitioned mobile memory clinic to telehealth appointments during COVID-19.



# Human Services

UCC offers treatment and recovery services to men and women who have a substance use disorder. UCC serves individuals with co-occurring disorders, Spanish-speaking clients, and participants in the Drug Treatment Court programs. Programs are trauma informed, and gender and culturally appropriate. UCC recognizes that our clients often have one or more accompanying medical issues. Our initiative includes connecting every residential client with a primary care physician and providing health education.

**Residential Alcohol and Other Drug Abuse (AODA) Treatment** - 24 hour care residential treatment facilities offer comprehensive services to men and women, including pregnant and post-partum women and their children. Services include case management, individual and group counseling, urinalysis testing, educational and vocational skill development, parenting education, therapeutic counseling, relapse prevention, art therapy, and fitness membership.

**Outpatient and Day Treatment** - Services include counseling, education, health and life skills, parenting classes, mental health, and relapse prevention.

**Recovery Support Coordination (RSC)** - Comprehensive case management services designated to provide individuals with a substance use disorder and their families support in their recovery.

## PROGRAM HIGHLIGHTS



During the State Health Emergency (in response to the COVID-19 pandemic), services remained open and operational (including the Residential Treatment programs). UCC developed and implemented Telehealth services for Outpatient and Day Treatment during the pandemic.

- **406** clients served throughout our continuum of care.
- **169** served in Residential Treatment. (impacted by COVID restrictions)



Recovery support coordination served 308 clients in 2020 through contract with Milwaukee County Behavioral Health Community Access to Recovery Services.



Continued Pregnant & Postpartum residential services, Urban Rural Women's Substance Use Services, Injection Drug Use Treatment services and education on HIV/Hepatitis prevention and naloxone, a life-saving opioid antagonistic used to reverse an overdose.



New recreational activities and events for clients, while maintaining social distancing include trivia game nights, dry bean bingo, Zumba, yoga, guided meditation, movie nights; craft days and board games.

*"Without UCC, I would not be where I am today," shared Jeffrey, who entered rehab seven years after losing his mother to addiction. Jeffrey credits the staff for showing him acceptance during an extremely vulnerable time which allowed him to get better and even play music again after many years.*

# UCC Neighborhood Development Initiative

UCC's Neighborhood Development Initiative is designed to increase neighborhood stability by increasing homeownership, rehabilitating houses, and assisting residents through credit and home-buyer counseling along with home repair workshops.



Helped 178 families buy a home.



Secured \$25 million in home purchases invested in Milwaukee.



Educated more than 556 clients in 46 homebuyer seminars, along with one-on-one counseling.

## Café el Sol



Restaurant serving Puerto Rican and Mexican cuisine for breakfast, lunch, and dinner, Monday through Friday in a cozy atmosphere reminiscent of a Latin American village, featuring a Friday evening fish dinner buffet with live Latin entertainment.



During COVID-19, Café el Sol staff prepared more than 35,000+ meals for elderly community members.

## Financials

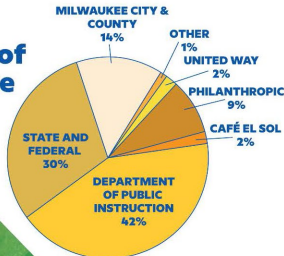
### Assets



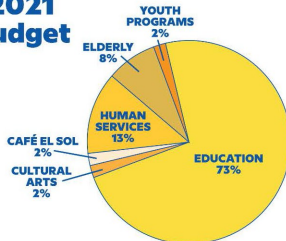
### Program Costs



### Sources of Revenue



### 2021 Budget





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*Milwaukee Beer*



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Real Estate*



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Laura Gutiérrez  
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*Deputy Director*



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