



MILWAUKEE JUSTICE CENTER  
MJC  
ANNUAL REPORT 2012



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## LETTER FROM THE CO-CHAIRS

Thank you for your interest in the vital public service mission of the Milwaukee Justice Center. These pages succinctly describe that mission, why our community needs the MJC, and how it is addressing that need.

Thousands of our fellow citizens are faced with civil legal problems but neither can afford private attorneys to help them or qualify for legal aid under current economic guidelines. Moreover, due to the severe budgetary pressures on our legal aid organizations, about 80% of those eligible for free legal services can't actually obtain them.

These are the folks who turn to the Milwaukee Justice Center for help navigating the legal maze. In its first four full calendar years of operation, with limited space and clinic hours, the MJC has assisted almost thirty-three thousand unrepresented persons. Based on 2012 performance, for every dollar spent on the MJC through charitable contributions, the community received more than 12 dollars of value in the form of volunteer legal assistance. On a national level,

the MJC was presented as a model program at the annual National Equal Justice Conference in St. Louis, Missouri, in May, 2013.

Notwithstanding its success and growing recognition, the fact is that the MJC's continued existence is far from guaranteed. Simply put, survival of the MJC depends on the financial support of those who live and work in our community, and who recognize that meaningful access to justice, regardless of economic circumstances, is and must continue to be a fundamental tenet of our society.

We ask for your help in assuring this principle is a reality and not just an abstract principle. Your donation to the Milwaukee Justice Center not only helps serve the basic legal needs of the most vulnerable in Milwaukee County, but also tangibly improves the effectiveness and efficiency of our court system for the benefit of the community as a whole. Please contact Jim Temmer, Executive Director of the Milwaukee Bar Association at (414) 276-5934, or simply send your contribution to the Milwaukee Bar Association Foundation, 424 East Wells Street, Milwaukee, WI 53202.

We thank you again for your time and interest in reading this Annual Report, and for your willingness to consider supporting the Milwaukee Justice Center.



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Gass Weber Mullins, LLC



**David G. Peterson**  
Reinhart Boerner Van Deuren S.C.

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# OUR MISSION

The Milwaukee Justice Center utilizes volunteers to address the unmet legal needs of Milwaukee County's low-income, unrepresented litigants through court-based programs and legal resources.

## OVERVIEW

The Milwaukee Justice Center (MJC) is a volunteer-based, collaborative project between the Milwaukee Bar Association, Milwaukee County, and Marquette University Law School.

The MJC's premise is that all people deserve meaningful access to the justice system, regardless of their financial situation and access to professional legal services.

Individuals who earn more than 125 percent of the federal poverty level typically do not qualify for free legal services. In 2012, that would mean an individual earning more than \$14,355 per year, or a family of four earning more than \$28,776. That boils down to \$1,196 per month for an individual, or \$2,398 per month for a family of four. From that money, these families also need to manage the necessities of life including groceries, housing, and utilities. That leaves no room for hiring legal help, leaving clients faced with civil issues no choice but to access the courts alone.

Self-help legal services are a critical component of delivering effective legal aid, and with economic times being as difficult as they are, the need for these services has never been greater. To that end, the MJC addresses the substantive legal and procedural barriers facing unrepresented litigants, and helps them navigate a complicated legal system.

### Family Law Clinic:

Volunteers assist *pro se* litigants with filling out forms, and provide step-by-step instructions for filing family law cases and motions. Service is provided on a first-come first-served basis. Legal advice is not provided at the Family Law Clinic.

### Appointments:

Appointments are scheduled in one-hour increments to assist *pro se* litigants with filling out paperwork for Part II Divorce issues. Legal advice is not provided during appointments.

### Brief Legal Advice & Referral Clinic:

The Marquette Volunteer Legal Clinic at the Milwaukee Justice Center is a free, walk-in legal information and referral clinic staffed by volunteer attorneys working with and supervising Marquette University law students. The Clinic's goal is to provide unrepresented litigants with basic legal information and appropriate referrals on civil legal matters. While legal advice is provided, the Clinic does not take cases or represent clients in an ongoing manner.

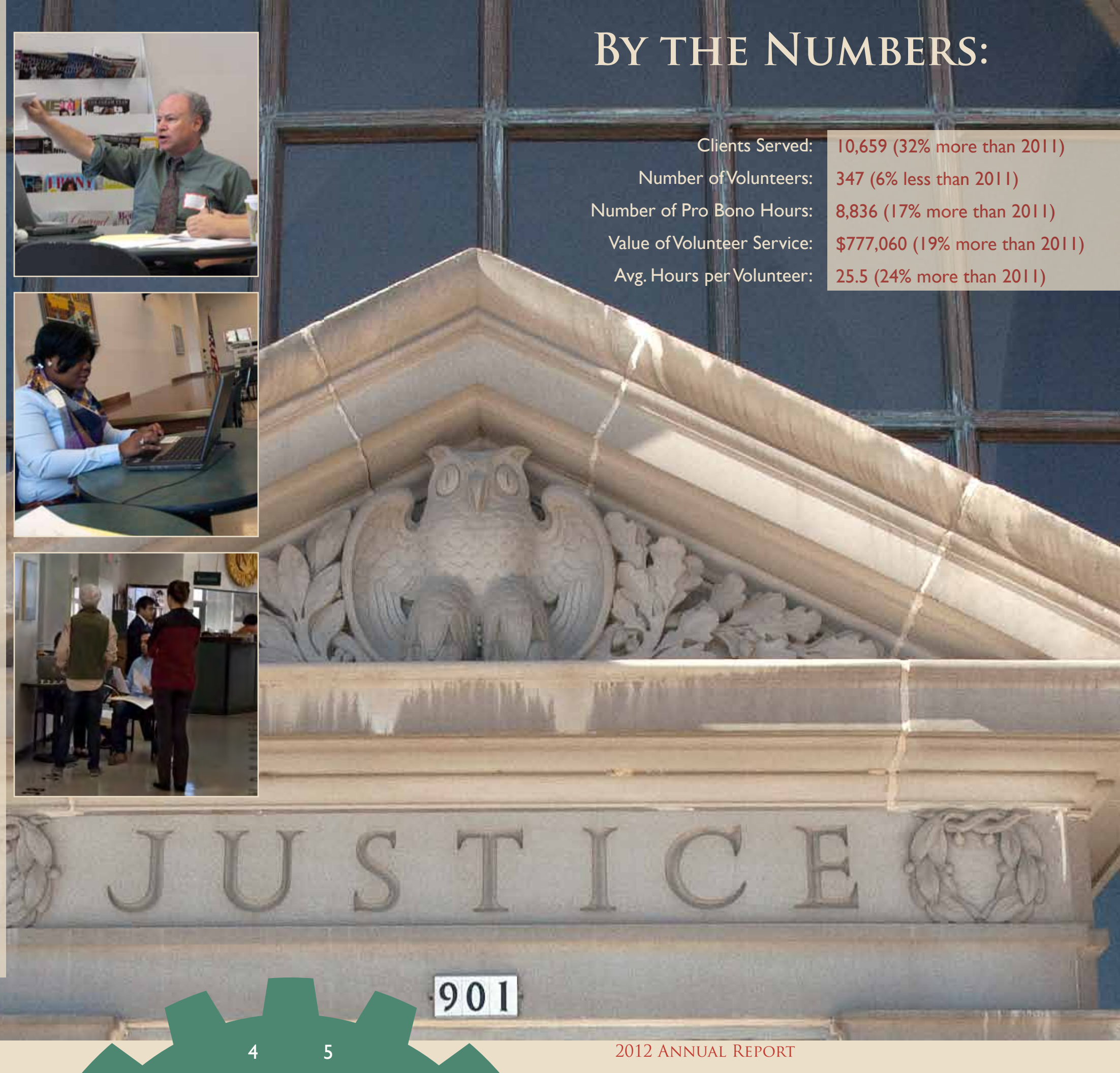
### Website:

The MJC website, [www.MilwaukeeJusticeCenter.org](http://www.MilwaukeeJusticeCenter.org), was launched in October of 2010. Unrepresented litigants can find forms and filing instructions for divorce, child support, custody, small claims, foreclosure, landlord-tenant disputes, Chapter 128, and name change matters. The site also provides general information about the MJC, copies of annual reports, testimonials, and volunteer opportunities. There were more than 61,000 visits to the MJC website in 2012.

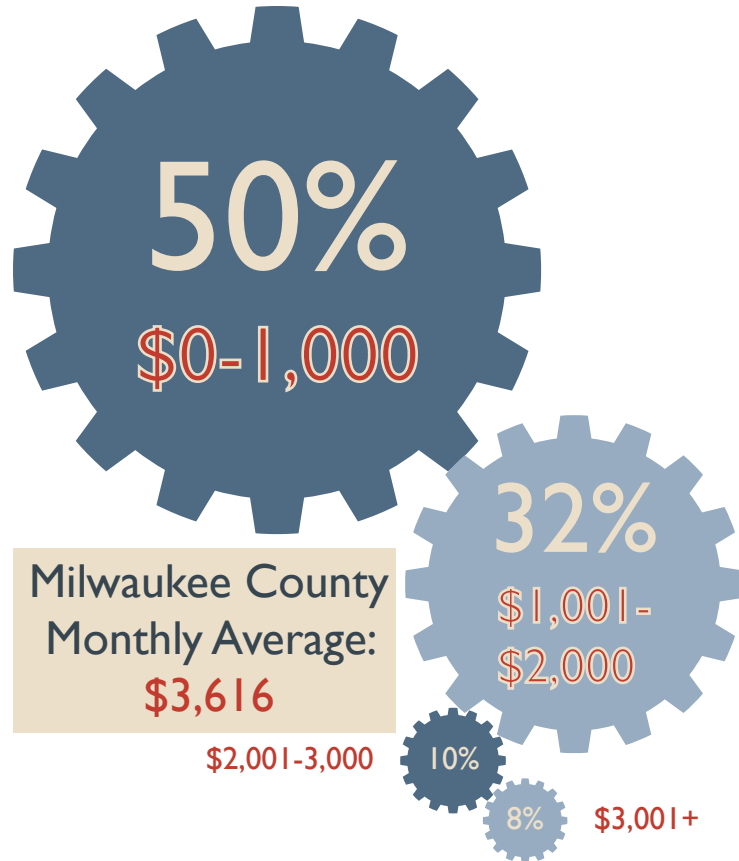


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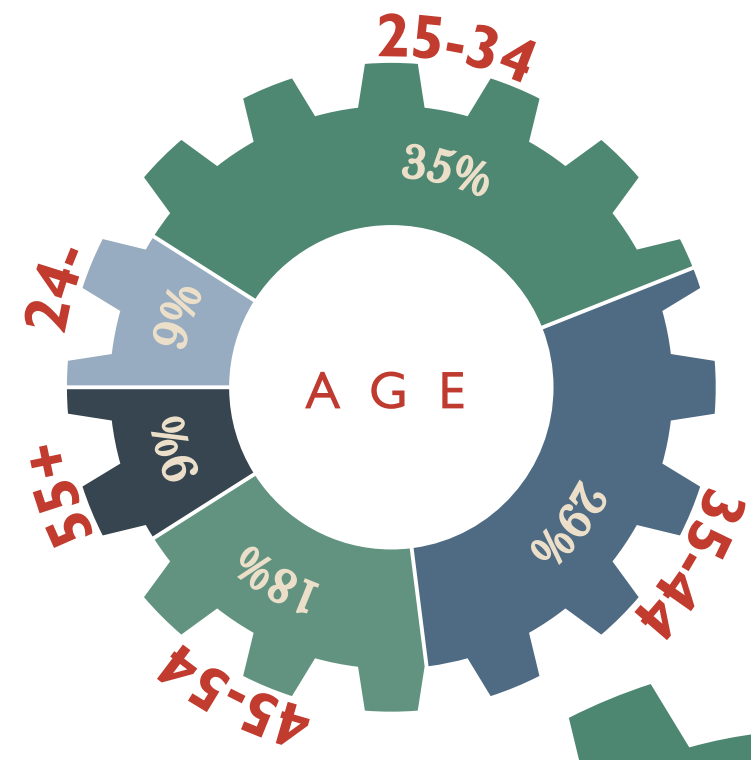
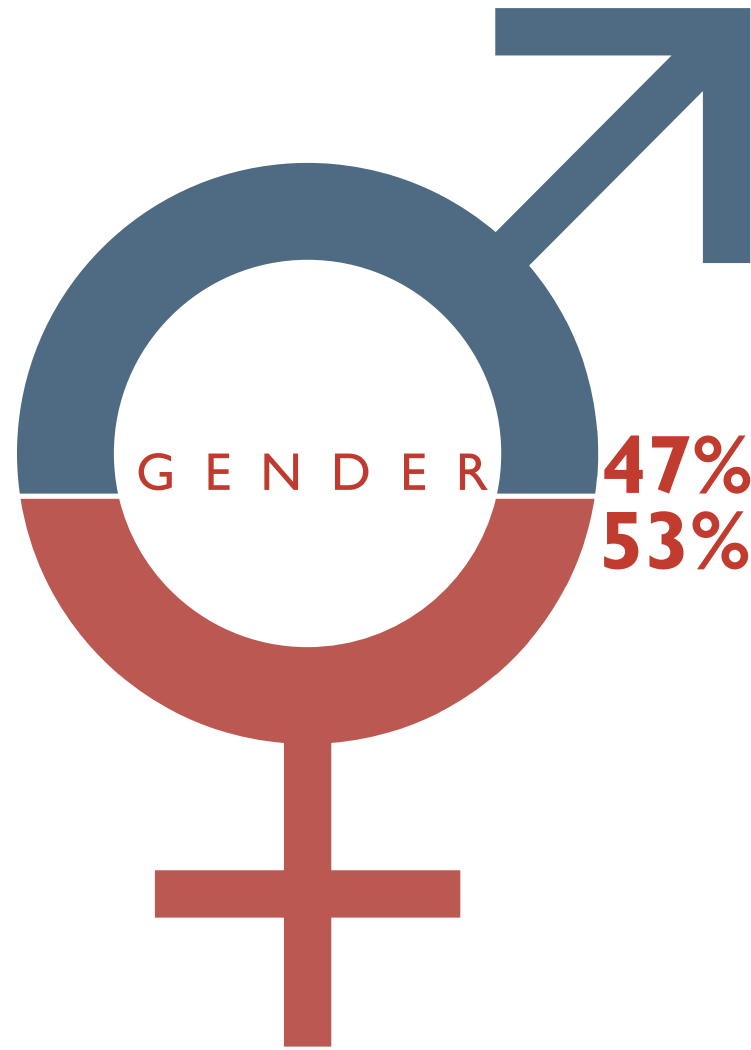
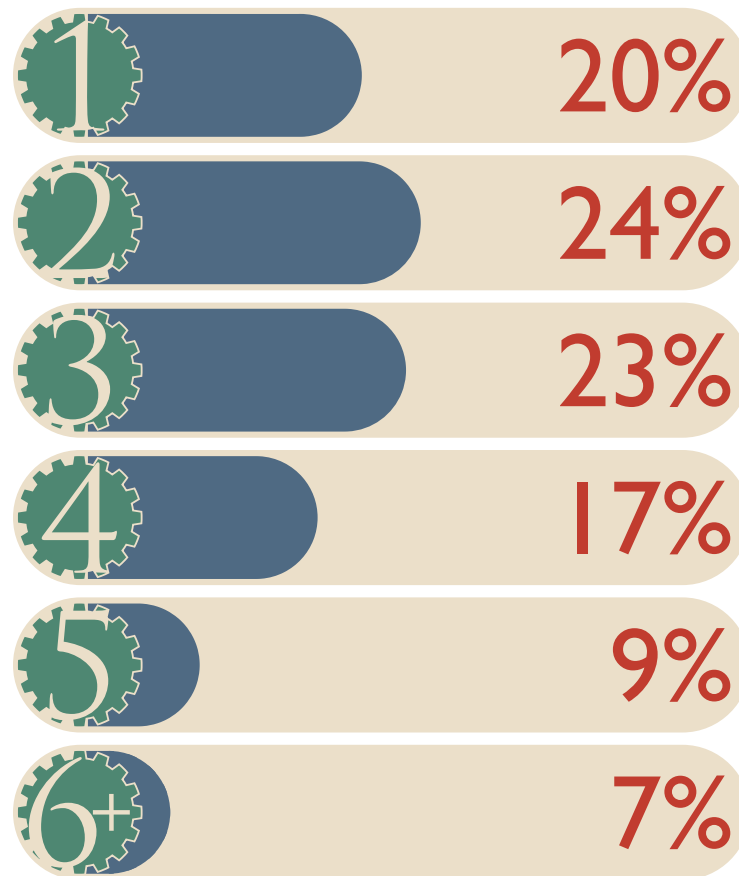
Clients Served:	10,659 (32% more than 2011)
Number of Volunteers:	347 (6% less than 2011)
Number of Pro Bono Hours:	8,836 (17% more than 2011)
Value of Volunteer Service:	\$777,060 (19% more than 2011)
Avg. Hours per Volunteer:	25.5 (24% more than 2011)



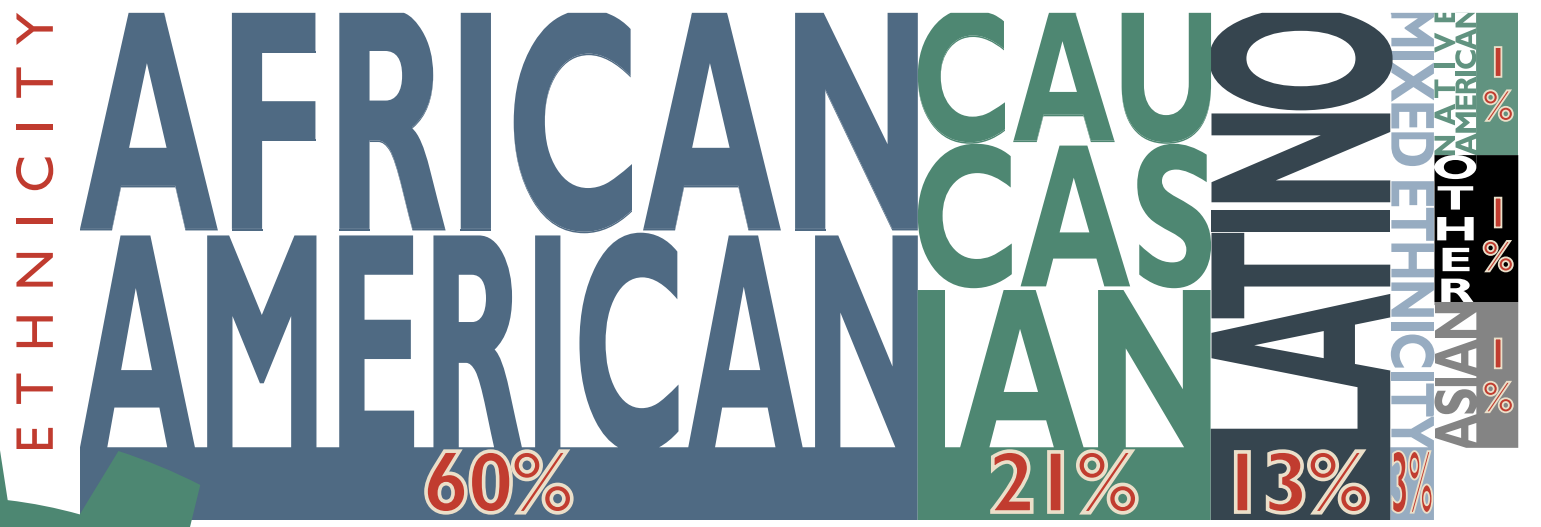
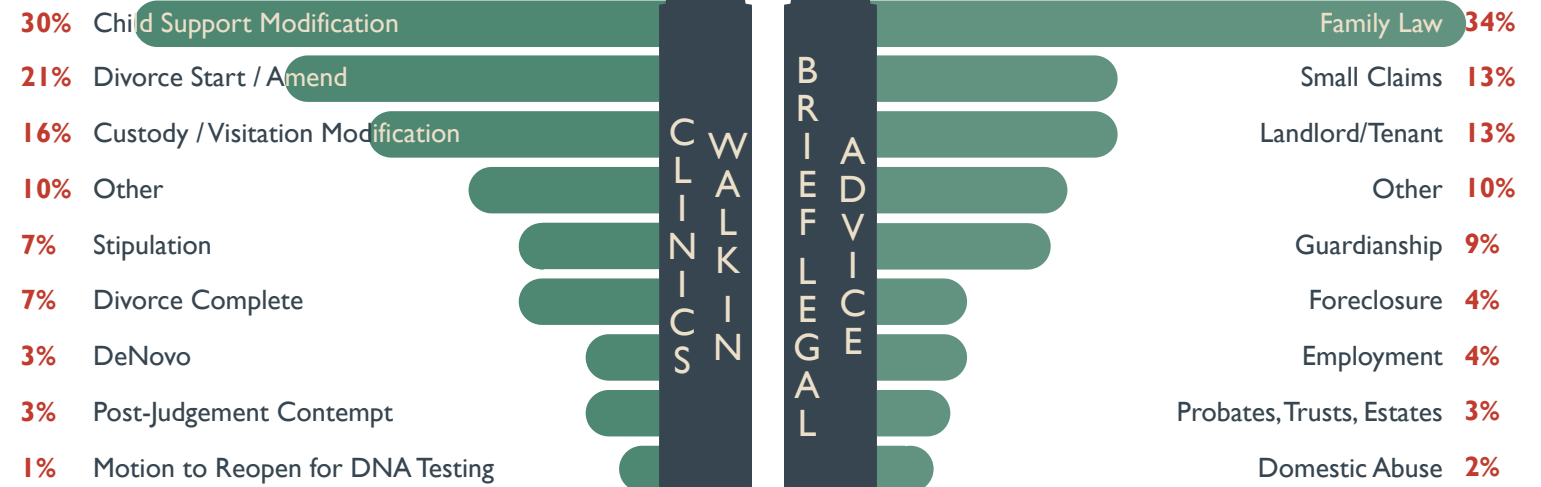
# BY THE NUMBERS: HOUSEHOLD INCOME



## HOUSEHOLD SIZE



## S E R V I C E S P R O V I D E D



# VOLUNTEER CONTRIBUTIONS:

## Number of Volunteers

Attorneys: 39%  
 Law Students: 39%  
 Interns: 19%  
 Paralegals: 2%  
 Americorps: 1%  
 Law Clerks: 1%  
**TOTAL: 347 Volunteers**

## Hours Donated

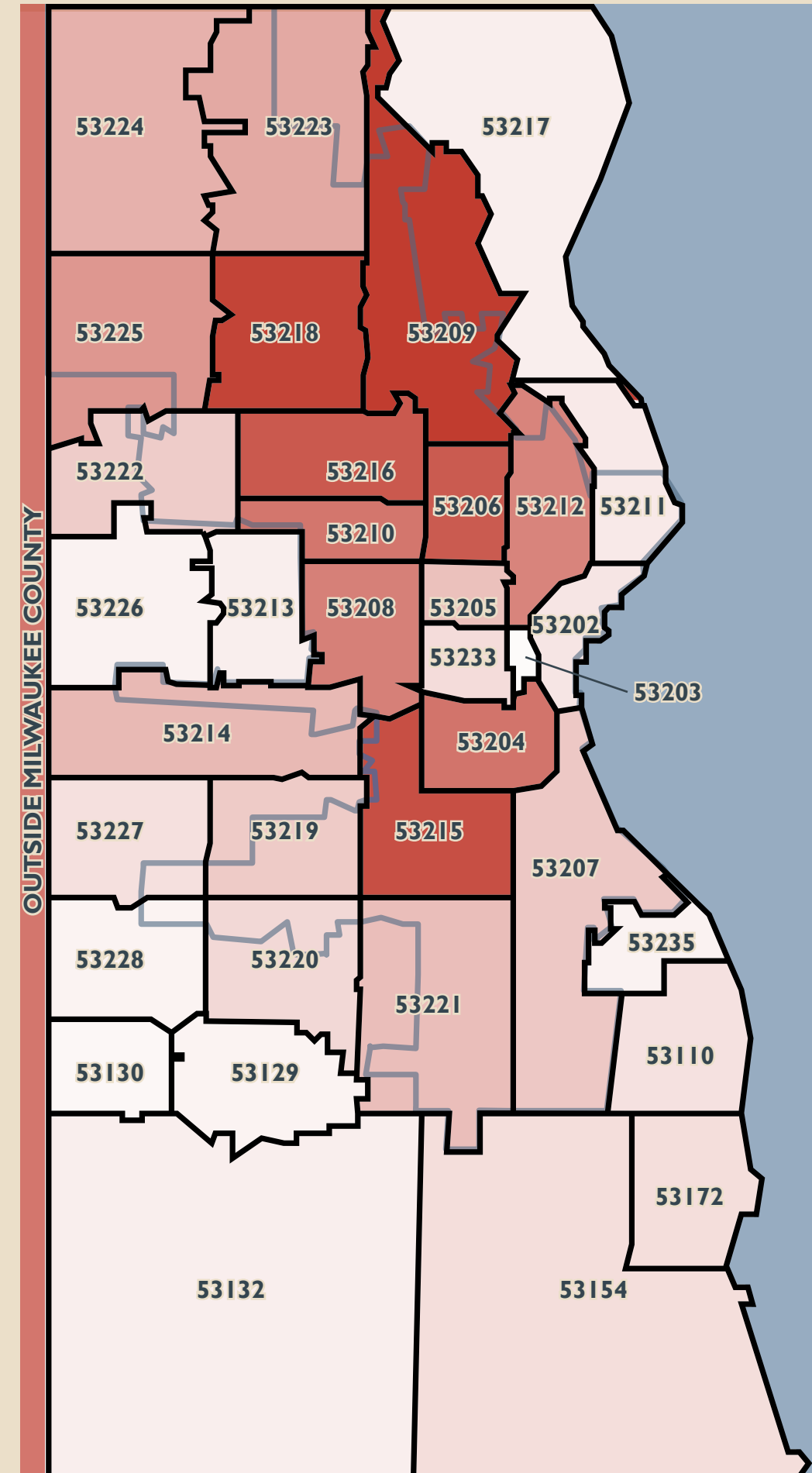
Attorneys: 18%  
 Law Students: 17%  
 Interns: 40%  
 Paralegals: 2%  
 Americorps: 15%  
 Law Clerks: 8%  
**TOTAL: 8,836 Hours**

## Total Value Donated

Attorneys: 52%  
 Law Students: 21%  
 Interns: 11%  
 Paralegals: 2%  
 Law Clerks: 14%  
**TOTAL: \$777,060**

# CLIENT LOCATION DATA:

ZIP	NUMBER
53110	98
53129	41
53130	25
53132	63
53154	111
53172	116
53202	88
53203	16
53204	472
53205	213
53206	564
53207	190
53208	435
53209	669
53210	467
53211	73
53212	421
53213	61
53214	238
53215	600
53216	565
53217	57
53218	644
53219	177
53220	134
53221	222
53222	174
53223	295
53224	266
53225	357
53226	47
53227	106
53228	41
53233	120
53234	11
53235	47
Outside	471



# CLIENTS' VOICES

Angela from West Allis had the economy hit her twice. She came into the brief legal advice clinic with her two young children, seeking help with a small claims issue.

After moving to her current home in West Allis, Angela, a mental health therapist, was unable to sell her old home. To resolve the problem, Angela and her family decided to rent their old home.

However, her second set of tenants, no longer able to pay the rent, left the home before the lease was up, and left it a disaster. They even received citations over the condition the house was left in.

"We never wanted to become landlords in the first place," Angela said.

She came into the clinic after being referred by the Clerk of Court's Office, and says she's more confident in what she can do now, and whether she will succeed. After her visit, she was referred to an attorney to help her see her case through.

"I feel like I have definite answers," Angela said.



Angela, West Allis



Tim, Riverwest

Tim from Riverwest found himself, and his family, in a life-threatening situation. When he, his wife, and his child moved into an apartment in Milwaukee's Riverwest neighborhood, they didn't know it was infested with mold. The mold sickened the family, especially Tim's wife, who had another medical condition that compounded the effects.

By the time they could move, Tim was sick, his child was sick, and his wife was bedridden, costing her her job. They started feeling better the day after they moved out.

However, after they left, the landlord only offered half their security deposit back. That's when Tim found out about the Brief Legal Advice Clinic.

"They recommended that I hold off on suing for the security deposit," Tim said. "They said I should look into a broader action looking for back rent since the house was uninhabitable."

The volunteer attorney offered a set of next steps for Tim to follow.

"I feel confident in what steps I need to do to proceed," Tim said. "They took away some of my doubts about whether filing small claims was the right decision."

Tim only found out about the clinic the morning he came in, and said that after all he and his family had been through, he was glad he found the clinic.

"It's a wonderful service for the community considering what we have gone through," he said. "Our problem devastated us economically, and I'm extremely grateful for this service."

"It's a wonderful service for the community considering what we have gone through."  
-Tim, Riverwest"



Vanessa, Greenfield

In 2008, Vanessa from Greenfield found herself hospitalized from a three-car accident. She lost her job, was in a neck brace for a short period, found most of her debts going into collections, and only recently got her life back on track, taking a job with a financial institution.

And then the accident found its way back into her life. The insurance company of the third car sued Vanessa for damages. On top of that, the company added several charges and fees onto the claim in order to bring the case out of small-claims court.

Vanessa sought help from the Brief Legal Advice Clinic.

"[The attorney] told me to send the response out," Vanessa said. "They also gave me a brochure to contact a lawyer to look the case over, since time may have expired, and something doesn't look right in their papers."

Vanessa says she now feels better about her position in the case.

"I'm confident I can respond. It's definitely not my fault."

"The attorney was very informative about how to prepare for my hearing. Our prospects look better than good!"

Malcolm, Milwaukee

"I really feel a lot better because I wasn't sure what to do."

Yolanda, Milwaukee

"[The MJC volunteers] were helpful and I'm feeling better. Everything I have to do is difficult, but I know what I'm doing now."

Jackie, Milwaukee

"We didn't know where to go before, but now we have the direction to start hunting."

Ken, Milwaukee

"The attorneys have been a wealth of information, and have provided me with badly-needed encouragement."

Tina, Milwaukee

"I don't know what I would have done without [the MJC]."

Jeff, Milwaukee

"[The MJC] helped me understand the issue because I did not understand what was going on."

Susan, Milwaukee

"[The MJC] gave us some very good ideas and gave us a new path to make things much simpler."

True, Greenfield

Tyrone, from the North Side of Milwaukee, came in to the Brief Legal Advice Clinic in order to get help seeking guardianship of his mother. Tyrone is unemployed but volunteers at the Bread Healing Clinic on the city's North Side.

Tyrone's mother suffers from severe medical problems that are difficult to manage, and says her current caretakers are not helping her.

"She's clearly incoherent," Tyrone said.

He said his mother's caretakers only stop in every three to four months, ask only scripted questions, and then not checking in between stops. He says his mother's condition is getting worse. Tyrone decided to stop into the MJC to see what it would take to get guardianship of his mother.

"They gave me advice, and told me about the process of starting and getting guardianship," Tyrone said. "I'm feeling a lot better now."

Tyrone said his next step is to get better care for his mother, and to begin the guardianship process.



Tyrone, Milwaukee

# VOLUNTEERS' VOICES

**S**penser Sutolongo is a University of Florida alum working on his JD at Marquette University School of Law.

Spenser decided to sign on with the Milwaukee Justice Center after seeing a presentation on the program at Marquette, which piqued his interest. Spenser is interested in family law as a career path, and decided it would be a good way to help the community.

"I believe lawyers should give back," Spenser said. "Because we take it upon ourselves to acquire knowledge that governs all of society."



Spenser Sotolongo, Marquette Law School

**B**randon Steele is a part-time law student at Marquette University School of Law, and a full-time investment advisor. Hailing originally from West Virginia, Brandon says he's looking to hang his own shingle when he graduates.

Brandon says the MJC gives him the opportunity to get practical experience you can't get in the classroom, and he also enjoys helping people.

"You take what you learned in class, and learn how to apply it to real work situations, and see how the most minute details of what we learned become important when you apply them to real situations."



Brandon Steele  
Marquette Law School



Melissa Zilavy  
Marquette Law School

**M**elissa Zilavy is a Marquette Law student who is focusing her studies on Criminal and Health law. She says getting to figure out the solutions to clients' issues is the most rewarding part of her experience at the MJC.

"I was nervous to come here at first," Melissa said. "But everyone here teaches you how to handle situations."

She says the MJC provides her not only a great opportunity to connect with attorneys, but also the community.



Tom Neuman, Marquette Law School

**T**om Neuman is a Marquette "lifer," having completed a BS and MBA there, and is now working on his JD at Marquette Law.

A Brookfield native, Tom says he enjoys working at the MJC because, "the volunteers and staff are awesome."

"I get to give back to the community," Tom said. "It's important for lawyers to know the law, but also to be in the community."

Tom is aiming for a career as a white-collar crime prosecutor.

"I realized there's a lot of people out there that need our services."  
-Jan Eder



Maria Gonzalez Knavel  
Foley & Lardner LLP

**A**ttorney Maria Gonzalez Knavel, a partner at Foley & Lardner LLP, has always felt fortunate in the circumstances of her life. That's why she makes it a point to participate with the MJC.

"It keeps you in touch with what a large part of our population deals with," Maria said. "It keeps you grounded, and you're using your skills to help someone who is really at a disadvantage."

She says she usually deals with corporate clients during her day-to-day work at the firm. However, her work at the MJC allows her to approach her profession from another angle.

"This gives me another way to analyze facts and come up with a solution," Maria said. "And the MJC is a great way for me to fulfill the pro bono expectations Foley has of its attorneys."

"The perception is that big-law-firm lawyers are not involved in the community, and that's not true. This is a good way to change that view."

"The Milwaukee Justice Center is a great opportunity to learn about legal processes and assist the greater public of Milwaukee."

Brandon Schwebler  
UWM Political Science

"I chose the Milwaukee Justice Center because I felt an urge to give back to the community and help people who need assistance."

Fabio Woytal  
UWM Pre-Law

"I think the MJC gives people without access to legal services an opportunity to file motions they would otherwise be unable to."

Mindy Nolan  
Marquette Law School

"Volunteering at the MJC is rewarding because people need help and don't have the direction. I have the direction and skillset to put them back to where they need to be."

Shannon Lee Denney  
Attorney at Law

"I think the work we've done shows why the MJC has value. I can imagine people trying to do this themselves and spinning their wheels."

Mark Darnieder  
Marquette Law School

"We were able to help, and I feel really good about it."

Chad Richter  
O'Neil Cannon Hollman Dejong & Laing S.C.



Jan Eder, Milwaukee County Child Support Services (Ret.)

**R**etired attorney Jan Eder spent twenty-two years working for Milwaukee County Child Support Services. During his last days on duty, the Hon. Michael Dwyer asked him if he'd be interested in volunteering at the MJC. He was.

"When people come to me with family law, divorce, child support, paternity, procedural questions, et cetera, I'm actually able to answer them, and refer them to the law," Jan said. "Today was one of those

days. A woman just broke down at the beginning. I told her there was no rush, and she started smiling and became thankful. That's rewarding."

Jan says he initially started doing it to give himself something to do. But now he says he keeps up with it because it's fun, and it keeps his mind going.

"It helps me be a better person," Jan said. "It's rewarding. I realized there's a lot of people out there that need our services."



Hon. Daniel A. Noonan, Milwaukee County Circuit Court

The Hon. Judge Daniel Noonan has a somewhat unique perspective on what the Milwaukee Justice Center can do to help the court system as a whole. Judge Noonan has served two rotations of three years as a family court judge: one before the Milwaukee Justice Center existed, and the second after it started service.

“In family, you have a lot of litigants, and as a result, we are dealing with the best way, and developing best practices, in dealing with *pro se* litigants,” Judge Noonan said.

“The biggest and best benefit of all is the MJC can provide all the forms to the litigant, help them fill it out, and not have to worry about them providing legal advice. That way, clerks don’t have to provide forms and help them fill them out.”

Judge Noonan said that’s what his clerk, Cathy Bates, spent a lot of time doing before the MJC came around. He said the clerks, both in the courtroom and the offices, would have to bear the burden of helping *pro se* litigants with forms, information, and what to bring with them to their hearings. Not only did that cause backups in the court system, but he says it also raised impartiality issues.

“I call it a one stop shop for information,” Judge Noonan said, remarking on how much more

prepared litigants became. “The real benefit is that they have somewhere to go to get some help so they can adequately represent themselves.”

He also says *pro se* litigants can now come into court and deal with the issues they have at hand, instead of having to manage procedural and paperwork issues.

Judge Noonan also believes programs like the Milwaukee Justice Center should be a focus in more urban areas like Milwaukee, especially since many of the issues dealt with at the MJC aren’t as complex as some people think.

“It was a great relief, in my second family rotation, when litigants came in prepared because of the MJC,” Judge Noonan said. “The legal system is a better system with this program than it is without it.”

He also doesn’t believe that *pro se* help programs like the MJC would harm the business of practicing lawyers.

“The courts, and the Milwaukee Justice Center, are primarily dealing with low-income people who do not have access to lawyers, and they’re helping them access justice,” Judge Noonan emphasized. “What’s the alternative? Should we be appointing attorneys in family law cases? People who are faced with potential jail time,

they can still get a guardian *ad litem* and an attorney appointed for family court. And there’s still a need for that. But the MJC facilitates the processing of cases in an efficient manner.”

He says there are two additional benefits. Judge Noonan said he saw fewer adjournments in his second family rotation, and that more people are getting long-festered legal problems solved than before.

“It’s more inviting for someone who, say, wanted to get a divorce, but were too intimidated by the courtroom to do it,” Judge Noonan said.

“We sure appreciate the MJC!” said Noonan’s clerk, Cathy Bates.

Hon. Daniel A. Noonan and Clerk Cathy Bates



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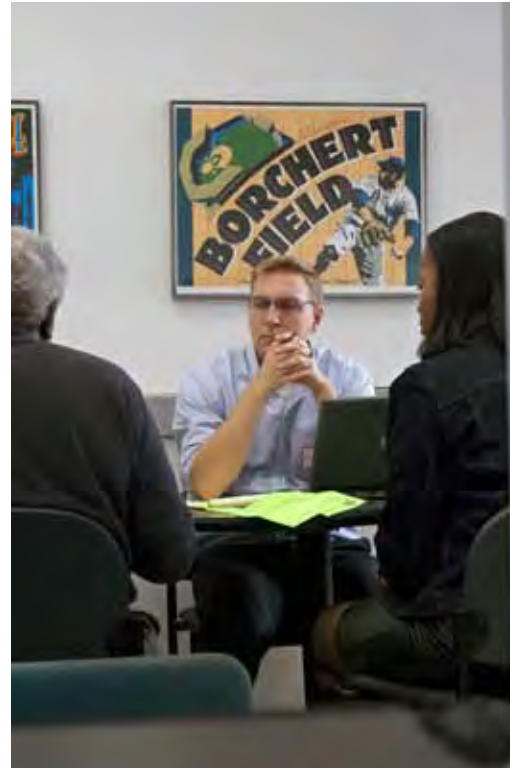


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Lauren Triebenbach  
Katie Triska  
John Tuffnell  
Charles Vogel  
Heidi Vogt  
Nicholas Wahl  
Anne Wal  
Hon. J.D. Watts  
CJ Wauters  
William West  
Barry White  
Adam Witkov  
Jennifer Wolff  
Mary Wolverton  
Todd Womack  
Hillary Wucherer  
Catherine Young  
Lynette Zigman



# VOLUNTEERS

Joshua Agen  
Victor Allen  
Susan Allen  
Phoebe Amberg  
Lindsey Anderson  
Amy Arndt  
Danielle Assa  
Jill Aufmuth  
Joel Austin  
Thomas Bailey  
James Ballard  
David Ballard  
Priya Barnes  
Andrew Barragry  
Amy Barrett  
James Barton  
Jennifer Baumler  
Nicholas Becht  
Myriem Bennani-Cazco  
Hunter Bennett  
Bill Berens  
Sam Berg  
Danielle Bergner  
Heather Bessinger

Jaclyn Bielefeld  
Melissa Bleidorn  
Bernard Bobber  
Katie Bosley  
Erin Boyd  
Christian Bray  
Chelsea Brocker  
Sam Brooks  
Lawrence Burnett  
Ashley Butler  
Nicole Cameli  
Robert Campeau  
Desiree Carmichael  
Codi Carstens  
Amanda Carter  
Katherine Charlton  
Latina Clark  
Paige Cole  
Matt Comella  
Kathryn Connor  
Shannon Corallo  
Carmen Couden  
Chantal Couture  
Christine Cowles

Keldon Crampton  
Michael Crane  
Adam Crawford  
Paul Crawford  
Jessica Culotti  
Devin Curda  
Lydia Dahl  
Mark Darnieder  
Benton Davies  
Brittany Davis  
Doug Dehler  
Francis Deisinger  
Shannon Denney  
Matt Derus  
Steven DeVougas  
Adrian Dinkel-Smith  
Andrew Docter  
Marcia Drame  
Alexandra Dziemski  
Michelle Ebben  
Jan Eder  
Megan Eisch  
Stephen Elliott  
Randy Ensign-Jones

Dan Exner  
Daniel Fahey  
Alaina Fahley  
Jessica Farley  
Makda Fessahaye  
Noah Fiedler  
Melissa Fischer  
Casey Fleming  
Leah Francour  
Dayna Frenkel  
Trisha Fritz  
Emily Fumo  
Heidi Gabriel  
Richard Gallagher  
Lisa Galvan  
Sheila Gavin  
Kate Gehl  
John Geis  
Barry Gill  
Joshua Gimbel  
Ann Marie Gonzales  
Maria Gonzalez Knavel  
Miles Goodwin  
Denise Greathouse  
Rebecca Greene  
Daniel Griffin  
Nicholas Grode  
Daniel Guido  
Daniel Guiser  
Gabrielle Guzzardo  
Elizabeth Haas  
Mike Haen  
Nicholas Hagman  
Alexander Hall  
Alexandria Hanauer  
Alexander Handelsman  
David Hanson  
Kristen Hardy  
Benjamin Harris  
Rachel Harrison  
Lisa Hawkins  
Erica Hayden  
Gregory Heinen  
Grant Henderson  
Cheng Her  
Gregg Herman  
David Herring  
Amy Hetzner  
Margaret Hickey  
Mark Hill  
James Hill  
Michael Hirsch  
Eric Hobbs  
Fred Hostetler  
Bryan House  
Gregory Hwa  
Nathaniel Hyle  
Daniel Idzikowski  
Monica Isham



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Jason Mishelow  
Alicia Mohn  
Andrew Monfre  
Diane Montgomery  
Shaprice Moore  
Isaac Morris  
Nancy Morris  
Vincent Morrone  
Breah Mortenson  
Kyla Motz  
Jill Mueller  
David Murphy  
Maggie Murphy  
Jennifer Naeger  
Samir Nakhleh  
Ryan Nealon  
Becky Nelson  
Thomas Neuman  
Joseph Newbold  
Mindy Nolan  
Willem Noorlander  
Laura Now

Patrick O'Keefe  
Peter O'Meara  
Andrew Oberdeck  
Elizabeth Odian  
John Osmanski  
Megan Ostling  
Leean Othman  
Kristi Papez  
Bryant Park  
Djenane Paul  
William Pawlowski  
Kirk Pelikan  
Joe Peltz  
David Peterson  
Kristin Pierre  
Emily Pines  
Victor Plantinga  
Mark Plichta  
Tegan Potterton  
Jessica Puhl  
Lauren Raupp  
Meghan Refinski

Thomas Rhodes  
Joe Riepenhoff  
Ayona Riley  
Patricia Risser  
Janite Roberson  
Ernesto Romero  
Alex Rosenbaum  
Elizabeth Rowe  
Jacob Rubbo  
Emily Ruud  
Kenneth Ryder  
Rebecca Sandler  
Edward Sarskas  
Linda Scaro  
Pamela Schaefer  
Brett Schnepfer  
Thomas Schrimpf  
Brandon Schwebler  
Jason Scoby  
Hrishikesh Shah  
Jeremy Shapiro-Barr  
Allison Shepard

Kelley Shock  
Casey Shorts  
Kyle Silver  
Sarina Simmons  
Gillion Simpson  
Ashley Sinclair  
Michael Skwierawski  
Steven Slawinski  
Ari Sliffman  
Christy Smith  
Jade Smith  
Megan Sorey  
Spenser Sotolongo  
Matt Spangenberg  
Renae Spears  
Kevin Spexarth  
Joseph Spinuzza  
Katherine Spitz  
Thomas St. John  
Naomi Staniszewski  
Brandon Steele  
Cassandra Steele

Joseph Stennis  
Mitchell Stock  
Una Stojavljevic  
Pamela Stokke-Ceci  
Peter Stone  
Steven Strye  
Brenda Stugelmeyer  
Alaina Sylla  
Joseph Syverson  
Katelyn Szymanski  
Becky Tabbert  
Erin Tapke  
Frederick Terry  
Andrea Thompson  
Matt Toupin  
Alexis Townsley  
John David Tripoli  
Ryan Truesdale  
Tim Van de Kamp  
Emily Van Deraa  
Benjamin Van Severen  
Thomas Vance

Annabelle Vang  
Mark Vannucci  
Andrew Vedder  
Nashaira Verrier  
William Vinovich  
Peter Walsh  
Zachary Watters  
Aaron Wegrzyn  
Blake Weir  
Matthew Weith  
Walter Wenzel  
Cole White  
Chelsea Williamson  
Chris Winchester  
Zach Wittchow  
Amy Wochos  
Fabio Woytal  
Zoua Xiong  
Kashoua Yang  
Mai Der Yang  
Megan Zabkowicz  
Melissa Zilavy

Stephen Jacobs  
Brian Jacobs  
Hannah Jahn  
Thomas Janczewski  
Patricia Jenness  
Eric Jernberg  
Trent Johnson  
Valerie Johnston  
Christle Jones  
Cassandra Kafura  
Stacie Kalmer  
Benjamin Kaplan  
Harleen Kaur  
Aneet Kaur  
Olivia Kelley  
Rebecca Kellner  
Rebecca Kennedy  
George Kidd  
Grant Killoran  
Susana Kim  
Paul King  
Will Knight  
Will Knight  
Justinian B. Koenings  
Claude Krawczyk  
Andrew Krueger  
William Kryger  
Trent Kubasiak  
Matthew Kurlinski  
Laura Kwaterski  
Brittney Lafond  
Melissa Lauritch  
James Law  
Rebecca Leair

Gabriela Leija  
Ethan Lenz  
Daniel Letendre  
Micaela Levine  
Michael Levine  
Beau Levinson  
Kristin Lindemann  
Elise Lindsley  
James Ling  
Joel Lisinski  
Katherine Lodge  
Micaela Logan  
Katie Lonze  
Maria Lopez  
Adam Lopez  
Brittany Lopez Naleid  
Ryan Lovitz  
David Luetgen  
Alexis Lundgren  
Gregory Lyons  
Lauren Malizia  
Michael Malone  
Kristina Matic  
Sarah Matt  
Trisha Mattingly  
Sara Mau  
Kevin McCormick  
Andrea McDonald  
Aimee McGinty  
Eric McGregor  
Krystal McHenry  
Justin Metzger  
Kristina Minor  
Ryan Mironczuk



