



Certified Professional Grade Contractor Program

Memorandum of Understanding

The African American Chamber of Commerce of Greater Milwaukee (AACC) is dedicated to the economic empowerment of Milwaukee's African American business community. In this effort, the AACC shall develop educational programs, advocate for and enhance the economic status of the Greater Milwaukee community by strengthening African American businesses and creating an environment that produces growth in Milwaukee's African American community.

Milwaukee Inner-city Congregations Allied for Hope (MICAHA) is a multi-racial, interfaith organization committed to addressing justice issues that have an impact on the community and on the members of MICAHA congregations. MICAHA's goal is to empower people to act together in pursuit of justice, and to organize so that people of many traditions can come together to speak with one voice for justice. MICAHA deals with many issues.

The disparity between the unemployment rate of the City of Milwaukee and surrounding communities is inordinately high and arguably shameful, if not immoral. Documented history has shown that businesses dedicated to the mission of the African American Chamber of Commerce of Greater Milwaukee and MICAHA, on average, employ more inner City residents and under-represented citizens from our community than those that do not share in these beliefs.

Together, the AACC and MICAHA are committed to providing opportunities for (1) small businesses that employ City of Milwaukee residents, especially African American and (2) other Milwaukee area firms that continue to struggle in a challenging economy and may not have benefited from economic initiatives targeting larger, more seasoned businesses. Therefore, it is understood that the act of engaging smaller contractors to perform construction and professional services on residential, church and smaller commercial developments will provide greater employment opportunities for MICAHA member congregations, but will simultaneously expose members and congregations to the increased risks inherent in working with smaller firms.

To mitigate this characteristic risk of working with smaller service providers, the AACC and MICAHA agree to jointly develop the Certified Professional Grade Contractor Program. The program will:

- Provide some assurance to MICAHA members that service providers used will meet a minimum level of competency.
- Remove service providers from the program that fail to maintain minimum standards of quality.
- Remove service providers from the program that fail to correct reported problems with their work, in a reasonable amount of time, as agreed to by our contractor-layperson panel.
- Provide customer service, dispute resolution, financial planning and other self-improvement classes.
- Evaluate service provider performance and provide feedback to contractors and member congregations.
- Provide referrals to service providers that maintain good standing with the CPGC (Certified Professional Grade Contractor) Program.
- Encourage MICAHA members, their congregations and others to utilize approved contractors in the program.

Neither the AACC nor MICAHA make any guarantees of quality of a contractor's work or MICAHA member and/or congregation's willingness or ability to pay for services. All involved must rely upon their own due diligence when entering into contracts. Nonetheless, the AACC and MICAHA will attempt to work with all for the betterment of the program.

African American Chamber of Commerce of Greater Milwaukee

Randy Crump, Chairman

Date

Milwaukee Inner-city Congregations Allied for Hope

Reverend Willie Brisco, Chairman

Date

9-20-2011

09/27/2011