

Catholic Social Services of Washtenaw County & The Marnee & John DeVine Foundation



2012 ANNUAL REPORT

Serving all ages, all faiths and all walks of life since 1959.



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The Year In Review

"There is much to do."

Lead. Protect. Educate. Each is required in our work at Catholic Social Services as the need for help in our community continues to grow. Families and individuals struggle with problems that culminate in poverty—abuse, homelessness and hunger. Often those whose problems are greatest have the extra challenge of mental health issues and hopelessness. Our elders sometimes face a quality of life that is disrespectful of all they have contributed to our society.

The promise CSSW brings to our community is to join with our neighbors and perform whatever role is needed. That can mean implementing a new program, creating support systems, or helping our fellow citizens understand what can be achieved so that each of us, especially those most at risk, feels valued and realizes an opportunity to thrive.

In 2012, we made significant progress:

- CSSW began pursuit of a foster care license allowing us to recruit and engage couples and individuals qualified to be foster parents. Beyond protecting children in need, this role includes providing support services to children and both foster and birth parents.
- With the number of older adults projected to triple in the coming years, elder abuse and exploitation has become a prevalent and devastating issue. In March, CSSW held an Elder Justice Summit which brought together experts from around the country to launch a community response to this growing problem.
- The food program distributed 38,200 pounds of food each month primarily to
 working parents whose incomes are insufficient to cover the cost of food for
 their families. This was a significant increase from 2011 and demonstrates the
 escalating problem of hunger.
- CSSW, in collaboration with thirteen non-profit organizations, was awarded a
 subgrant of \$200,000 a year for two years by the Corporation for Supportive Housing
 (CSH) Social Innovation Fund. This grant led to the development of a new program,
 Frequent Users Systems Engagement (FUSE), which substantially improves health
 outcomes for the homeless and medically fragile as well as decrease health care
 costs.

Looking forward, there is still much to do. The year ahead is bright with opportunities to make a larger difference in the community. To start, the Family Assessment Clinic (FAC), originally a component of the University of Michigan School of Social Work, has joined CSSW. The FAC is child-centered, family focused, culturally responsive and dedicated to the assessment and treatment of children and families who may have experienced trauma and maltreatment through physical abuse, sexual abuse and/or neglect.

We also continue to strengthen and formalize a variety of professional and organizational relationships in South Korea. CSSW shares a Memorandum of Understanding with the Pocheon Healthy Family Support Center, Pocheon Multicultural Family Center and Daejin University, working with Korean interns to share lessons learned about social problems on a global scale.

But little of what we do would be possible without the generous support of our donors. CSSW will continue to stand up for the vulnerable citizens in our community. With your belief in our mission, we can continue to change lives.

Larry Voight, LMSW

President Catholic Social Services of Washtenaw County Michael Reid Chair Catholic Social Services

of Washtenaw County

K. Cathanille.
Tony Glinke
President
The Marnee & John
DeVine Foundation

Programs & Services

Counseling

Alternatives to Domestic Aggression

Behavioral Health Counseling Services

Marriage Preparation

Prisoner ReEntry

RENEW — Reflectively Embracing Nonviolence through Education for Women

Substance Abuse Treatment Services

Food, Health & Housing

Emergency Food

FUSE - Frequent Users System Engagement

Housing Support Services

HVA Patient Advocacy

Intentional Communities of Washtenaw

Parenting & Families

Families First

Family Time (Supervised Parenting & Exchange)

Healthy Families

Washtenaw Child Advocacy Center

Pregnancy & Adoption

Adoption Services

Father Patrick Jackson House (Teen Pregnancy)

Foster Care

Post-Adoption Services

Pregnancy Counseling

Seniors

Adult Day Services - "The Oaks"

Grandparents as Parents

Medicare/Medicaid Assistance

Neighborhood Senior Services

Neighbor to Neighbor Home Services

Resource Advocacy

Respite Services (Interfaith Volunteer Caregiver)

RSVP (Senior Volunteer)

Tax Assistance

Collaborations

Blueprint for Aging

Casa Latina

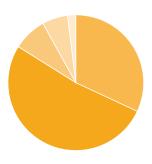
FUSE - Frequent User Systems Engagement

Literacy Coalition of Washtenaw County

Prisoner ReEntry

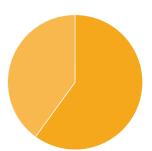
Washtenaw Housing Alliance

WITH Housing



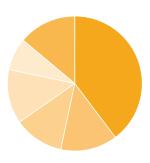
Age Ranges

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Older Adults (61+)	32%
Adults (25-60)	52%
Young Adults (20-24)	8%
School Age (5-19)	6%
Pre School (0-4)	2%



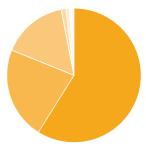
Gender

Men	40%
Women	60%



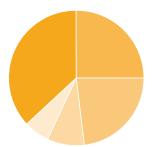
Income Ranges

< \$5,000	39%
\$5,000-\$9,999	14%
\$10,000-\$14,999	12%
\$15,000-\$24,999	13%
>\$35.000	14%



Religious Preference

Catholic	16%
Islam	1%
Jewish	1%
Non Demonimational/Unknown	59%
Other	1%
Protestant	22%



Program Areas

_	
Counseling	25%
Food, Health & Housin	g 23%
Parenting & Families	9%
Pregnancy & Adoption	6%
Seniors	37%

Percentages based on number of clients reporting and rounded to the nearest whole number.

There is much to do...

2012 Agency Highlights

Counseling

The Washtenaw Prisoner ReEntry reported that recidivism rate
of individuals in the program is half that of parolees not in the
program. Employment rates for participants exceeded
statewide expectations by 127%.

Food, Health & Housing

- The Food program hosted SNAP (Supplemental Nutrition Assistance Program) health and nutrition educational events providing application assistance for SNAP benefits to 64 individuals and provided 330 referrals for resources.
- The average tenancy for CSSW Housing Support Services clients is 2.5 years with an overall eviction rate of approximately 5%.
 These rates compare favorably to national averages for this client population (generally 10-20%).
- Housing Support Services secured \$7,500 in eviction prevention assistance and impeded nine evictions through a new source of Medicaid funding.
- A CSSW partnership with Huron Valley Ambulance (HVA)
 resulted in a 43% decrease in ambulance runs for clients who
 are in the program for at least four months. The reduction
 in call volume translated to a 40% decrease in aggregated
 costs for HVA, hospitals, health insurance agencies and first
 responders.





Pregnancy & Adoption

- Twelve open adoptions and 26 special needs adoptions were finalized, a 37% increase in the number of special needs adoptions. The number of clients wanting to adopt continues to increase with a record number of 44 families in the pool.
- The CSSW "Hallmarks of Ethical Adoption Practice" standard was published in a policy and practice paper by the Evan B.
 Donaldson Adoption Institute as a best practice guide.
- Young families at Father Pat's received education on independent living and parenting skills, accessed new community resources and increased both income and education. 100% of families acquired stable housing within six months of exiting the program.
- Pregnancy Counseling performed 57 new client intakes. 100% of women reported that they felt respected, 94% felt that their decisions were being honored and 100% of clients who completed adoption plans indicated that their legal rights and responsibilities were clearly defined.



Parenting & Families

- CSSW was awarded the State of Michigan Families First contract in Jackson/Hillsdale/Branch Counties for three years.
 This program provides four to six weeks of intensive, in-home crisis intervention services to families impacted by child abuse and/or neglect.
- CSSW staff provided training at the Michigan Judicial Institute, targeting the Friend of the Court Evaluator/Mediators across the state. Designed to build a coordinated community response to domestic violence in Washtenaw County, CSSW staff explained the agency's work with supervised visitation and safe exchange of children in situations involving domestic violence, dating violence, child abuse, sexual assault or stalking.
- Ninety percent of families completing the Healthy Families program report being free from abuse/neglect and are up to date on immunizations and medical needs.

Seniors

- Volunteers in the Interfaith Volunteer Caregiver Program provided 34 families with 1,801 hours of respite.
- The Medicare/Medicaid Assistance Program (MMAP) team
 members documented over 1,074 contact hours with 904 total
 clients, a 21% growth in the client base. In two instances,
 MMAP coordinators assisted clients in saving \$4,900 and
 \$2,700 respectively by making informed decisions regarding
 insurance options.
- Neighborhood Senior Services Home Repair division completed 688 individual services with a total of 3,751 hours of assistance. The program saw 60% growth in the number of clients served.
- The average monthly member hours at the Oaks (Adult Day Services) have increased more than 20% since the first quarter of 2012. The Oaks reported an average of 271 volunteer hours utilized per month.
- RSVP currently works with 60 community agencies utilizing 360 RSVP volunteers. Volunteers logged a total of 55,398 hours of service.
- Twenty-six Tax Program volunteers assisted 996 households and helped clients receive \$530,000 in tax refunds or credits.

Foster Change · Foster Hope · Foster A Child



Catholic Social Services of Washtenaw County began pursuing a foster care license in the summer of 2012. Taking on this new responsibility allows CSSW to help more children find stable, caring homes.

Foster care provides consistency and support to children that cannot remain with their families due to abuse, financial hardship, neglect or other safety concerns. The optimum goal of foster care is to return children back to their homes once they are deemed safe. When returning to their home is no longer an option, adoptive parents are needed.

What does a foster care agency do? The agency determines couples and individuals that would qualify to be foster parents and provides support services to both the children and their birth parents to ensure that all steps are taken to help the birth parents or legal guardians redeem custody of their child. If the children are able to return to their home, after care services are then provided to ensure the child is nurtured and safe.

CSSW is currently looking for families that can provide foster children with nurturing and safe homes. Foster parents:

- Commit to working with a child's birth parents
- Support the effort of returning children to their homes
- Encourage teens toward independent living
- Work with children who have emotional & behavioral needs
- Provide a permanent home if necessary

The process of becoming a licensed foster parent is critical to ensuring the safety of both the parent and child. There are no costs associated with the licensing and training process to the potential foster parents. Being a foster parent is a unique and rewarding experience. Foster parents have the opportunity to bond with the child and learn how to properly handle challenges when they arise. If you are interested in becoming a foster parent or would like more information, please visit csswashtenaw.org or call 734.971.9781 ext 448.



The Marnee & John DeVine Foundation of Catholic Social Services of Washtenaw County

As the philanthropic arm of Catholic Social Services of Washtenaw County, The Marnee & John DeVine Foundation has the responsibility to both raise and invest funds to support Agency programs. The DeVine Trustees work closely with the CSSW Board of Directors, who determine budgetary priorities and expenditures.

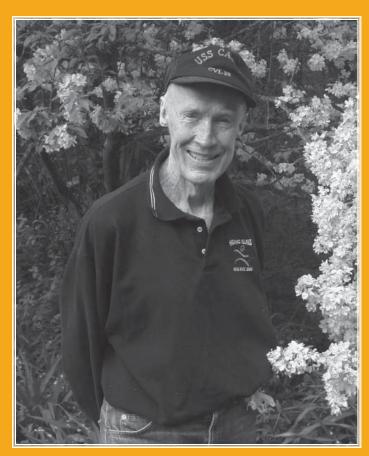
To best support the Agency and meet the need of our contributors, the Marnee and John DeVine Foundation has established permanent endowment funds that provide a source for perpetual income and stability for CSSW programs. Donors have the choice of making an outright gift to endowment, leaving a gift through a will or trust, or designating CSSW as the beneficiary of life insurance and/or retirement benefits. Gift planning assistance is available to meet your specific goals.

Gifts can be made directly to The Marnee & John DeVine Foundation Endowment Fund or can be made to the CSSW Endowment Funds at either the Ann Arbor Area Community Foundation or the Community Foundation for Southeast Michigan. Contributors to either of the community foundation funds are eligible for an additional tax credit on their state income tax returns.

Legacy Gifts: Investing in the Future

Edmond DeVine believed in the importance of being an active contributor to his community. He delivered Meals on Wheels, taught at the University of Michigan Law School, was a lifelong parishioner at St. Thomas Church, donated legal services to St. Joseph Mercy Hospital, helped with the St. Thomas School Capital Campaign and was involved in numerous other local charities. He was a family man, best remembered for his sense of humor, consideration for others, knowledge of local history, wisdom, and trial skills. Edmond was also an avid runner; he won the half-mile state championship in high school, was a member of the University of Michigan track team and ran in 5k and 10k road races from age 74 until 95.

Edmond DeVine chose to **leave his legacy** to the Marnee & John DeVine Foundation because, in his words, "the programs offered through CSSW do an outstanding job of delivering a wide range of services to those in the community most in need. Investing in the lives of individuals and families, young and old, is the Agency's purpose."



St. Patrick's Day Feast

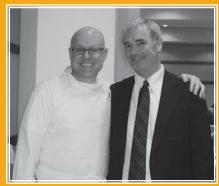
Co-chaired by Brian Kelley and Joseph Easthope, the 2012 St. Patrick's Feast raised \$22,000 to support the Father Patrick Jackson House (FPJH). Held at St. John the Baptist Parish in Ypsilanti, 125 guests enjoyed traditional Irish music and dancing along with a hearty dinner of corned beef and cabbage prepared by Paesano's Restaurant. The event concluded with a Mass of Celebration and Afterglow. Timothy and Shann Patton and Fr. Robert M. Roggenbuck served as Honorary Chairs.



Anna Schork & daughter Marina Burke



Dick Deighton, Barb Deighton-Gutowski & Father Brendan Walsh



Joe Easthope & Brian Kelley







Chip-In Fore Children

Participants enjoyed stifling heat while playing 18 holes at Travis Pointe Country Club, one of Ann Arbor's most appealing golf courses. The event raised more than \$20,000 to benefit the Father Patrick Jackson House and Washtenaw Child Advocacy Center. A special thank you to our major sponsors, Mark and Michelle Kelley & Family, The Pietrasiuk Family Foundation, and Bill Price & Colleen Vance. Golfers enjoyed prize raffles and live auction The event was emceed by the talented Lucy Ann Lance.



Doug and Judy Houlihan & Dave and Rita Kauppi





Debbie Williams-Hoak & Debbie Locke-Daniel



More than 150 guests celebrated on the last day of the traditional Bavarian Oktoberfest in oompah-pah style with music, brats, pretzels and a special beer-tasting sponsored by 0 & W Inc. Mr. and Mrs. Hugh Wanty were Honorary Chairs with Doug and Suzanne Wanty & Jim and Diane Wanty serving as the Honorary Committee. The camaraderie of a great group of CSSW friends resulted in a successful and entertaining afternoon raising more than \$60,000 to support the programs and services of CSSW.



Gerard & Colleen Spencer, Dr. Kimberly Brown, Tony Glinke and Susan Edwards



The Wanty Family

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2012 Supporters – Catholic Social Services of Washtenaw County and the Marnee & John DeVine Foundation

The following list includes all unrestricted, program-restricted, special event and endowment gifts. CSSW makes every effort to ensure gifts are acknowledged accurately. If you find any errors or exclusions, please call the Development Office at 734.971.9781 ext. 334.

\$15,000

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Fifteen members of the Ann Arbor Notre Dame Club painted group rooms and hallways at the Packard Office. A special thank you to Herb Black, Jr, fellow Notre Dame Club member, who was instrumental in recommending CSSW for this wonderful donation of time and talent.

The Notre Dame Club of Ann Arbor is active in the community through voluntary public service, including a balance of social, spiritual, fund raising and community service efforts.

Mr. Craig Vrooman and Ms. Laura Dykstra

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Participants in the Mission Driven Tour traveled by bus to three CSSW programs: Washtenaw Child Advocacy Center (WCAC); Housing Support Services (HSS); and Intentional Communities of Washtenaw (ICW). Clients and staff shared their experiences and contributed a greater understanding of how the programs change lives in a positive direction. The WCAC's new program video had its debut on the tour.

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FUSE (Frequent Users System Engagement)

In February 2012, CSSW, in collaboration with thirteen nonprofit organizations, was awarded a \$400,000 sub-grant by the Corporation for Supportive Housing (CSH) Social Innovation Fund



The goal of this initiative is to address one of supportive housing it works the most pressing policy problems currently

facing states and the nation as a whole: rising public health care costs associated with fragmented and uncoordinated care.

The consequence is poor health outcomes for adults who are homeless or struggling with physical and behavioral health issues. Washtenaw FUSE (Washtenaw Frequent Users System Engagement) is one of four pilot programs selected by CSH to lead in a nationwide effort integrating housing, care management and health services to improve health outcomes for high risk adults caught in a revolving door of crisis services.

FUSE will serve men and women who are:

- Very low-income
- Diagnosed with a mental health condition or substance abuse disorder and/or one or more chronic physical health conditions
- Homeless or experiencing persistent housing crisis
- High utilizers of crisis health services

This small subset of individuals has the greatest impact on rising Medicaid costs. Potential candidates meeting this criteria are identified by CSSW and its partners through analysis of administrative data from hospitals, shelters and the Community Mental Health System.

Once FUSE participants are selected, health care services are facilitated by an intensive case management team that collaborates with psychiatrists, medical doctors, medical case managers, substance abuse providers, outreach workers and shelter staff. The end result is a patient-centered medical home for clients.



- Cost-savings to hospitals, public and private insurance utilization
- Improved health care for vulnerable populations
- Improved system of health care delivery for patients with complex problems

FUSE is already changing the lives of Washtenaw County residents. To read a case study, visit www.csswashtenaw.org.

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FUSE long-term benefits include:

- plans, ambulance services, emergency response teams, law enforcement as a result of reduction in emergency health care

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CSSW was pleased to have a leadership role in the Elder Justice Summit in March. The conference was the result of a broad based collaboration between Blueprint for Aging, community agencies and businesses, state officials and law enforcement. Support from local funder Ann Arbor Area Community Foundation brought national experts to educate and challenge our community to meet the escalating problem of elder abuse. The venue was filled to capacity with a passionate and responsive crowd of advocates for older adults.

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CSSW hosted the fifteenth annual Birth Mother's Day Celebration on May 12, 2012. There were 75 people in attendance, including twenty birth mothers. Birth mothers presented songs, poetry, or readings reflecting their own experiences. There was also an opportunity to honor a birth mother, adoptee, or adoptive parent with public words of affirmation. Several businesses and individuals donated to CSSW for the event.

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Mr. and Mrs. Allan V. Young

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Barry's Bagels

Barton Hills Country Club Bay City Country Club Bella Vista Golf Course

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Mr. Jim Chaconas and Ms. Athena Thompson Chelsea First United Methodist Church

Chemung Hills Country Club

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Green Oaks Golf Course Inverness Country Club

Mrs. Judy Johns Kendall Academy of Golf Ms. Joanne Ladio Mr. Paul Laeder



The Frohriep Family Continues to Grow in Love

It has been three years since Cindy and Bill Frohreip along with their son Aiden adopted triplets Andrew, Mark and Luke through Catholic Social Services of Washtenaw County; and life is good.

The couple had always dreamed of having a large family. "Amazing — is the number one word that comes to mind", says Bill, about a dream come true.

The triplets are all big, happy and healthy boys. Each has a distinct personality with every boy's unique combination of charm and cunning.

Andrew is the first to try new things and sometimes is a little sneaky. Luke is more emotional and knows just how to antagonize his brothers. Mark is the most affectionate and the most stubborn. Aiden, now eight, is the extraordinary big brother. At first, the Frohrieps were worried about how adopting triplets would affect Aiden, but he is proud of his important role. He loves having them around and hates to be away for too long — he misses them too much.

Bill's job requires him to travel every week, so superwoman Cindy holds everything together at home. With four active, creative boys, she doesn't get a lot of down time. Everyday tasks like doctor appointments and haircuts can take hours, but as business and service staff get to know the boys, they work out ways to accommodate them to make it easier. And the family has been astonished at the amount of food, diapers and general necessities needed on hand at all times. But with a welcoming extended family of support — grandparents, aunts, uncles, and cousins — the blessings are many as well.

To learn more about adoptive services at Catholic Social Services of Washtenaw County, please visit our website at www.csswashtenaw.org or call 734.971.9781, ext. 322.



LaFontaine Automotive Group Liberty Athletic Club Ms. Lisa Lindquist Ms. Mary Lou Linke Mainstreet Ventures

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Whispering Pines Golf Course Mr. and Mrs. Donald Wieland Ms. and Mrs. John M. Williams

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United Way of Brown County United Way of Grand Rapids United Way of Greater Milwaukee United Way of Washtenaw County

United Way Truist Special Distribution Account

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Ms. Julia Davies Mr. Michael J. Vanek Ms. Daniela Vil

Mr. and Mrs. James J. Walsh Dr. and Mrs. Walter Whitehouse Mrs. Mary A. Wisniewski

Ms. Traci L. Young Mr. Todd M. Zarotney Mr. Leon P. Zukowski





Lenten Project

We want to express our appreciation to St. Francis of Assisi Parish for donating more than \$12,600 to support our programs through the "Neighbors in Need" Lenten project. Parishioners assisted their neighbors, including the poverty stricken elderly and those who are struggling for food and housing. Client stories focusing on senior citizens, those who face housing and/or food insecurity, pregnant and imprisoned women and people with disabilities, were highlighted weekly throughout Lent.

A heartfelt THANK YOU to the generosity shown by all St. Francis parishioners, with a special acknowledgment to parishioners and long time supporters: Tony Glinke, Brian Kelley, Andy Nash, Susan Edwards and Herb Black, Jr.



"Our nine industrious, courteous, and capable Social Welfare students from both Daejin University and Shingu University, Korea, made a lasting difference in the lives of our clients, volunteers and staff here at CSSW. Their work at the Oaks, Intentional Communities Washtenaw, Emergency Food, and Alternatives to Domestic Aggression among others, leave so many touched and hopeful.

We wish each student — Sun-Hee Lee, Kyeong Mi Kim, Eiseul Kim, Hee Ran Back, Aeri Na, Hanbit Kang, Hyoung Joon Kim, Youngkyo Seo and Jae Young Lim — the very best in their future.

We are honored to work with our partner Universities in Korea and are especially grateful for the coordination and leadership shown by Professor Soo Kyung Moon, Daejin University, and Professor Seoyoung Park, Shingu University."

-Larry Voight

2012 Revenue & Expenses

732,499	10.80%
4,521,548	66.30%
344,430	5.10%
623,252	9.10%
92,909	1.40%
323,413	4.70%
77,395	1.10%
99,752	1.50%
99,752 6,815,198	1.50% 100.0%
6,815,198	100.0%
6,815,198 6,303,328	100.0% 90.6%
	4,521,548 344,430 623,252 92,909 323,413

As of 12.31.12. Audited financials represent the consolidated financial statements of Catholic Social Services of Washtenaw County and The Marnee & John DeVine Foundation. The Marnee & John DeVine Foundation was established in 1992 to solicit, receive and administer funds for distribution to Catholic Social Services of Washtenaw County.

WCAC Photo Contest

In Spring 2012, CSSW sponsored an open-themed photography contest seeking images for display at the Washtenaw Child Advocacy Center (WCAC). The winners — three adults, three youth and two honorable mentions — were honored at a reception Thursday, June 14 at the WCAC office in Ypsilanti.



Grand Prize: Denise Rohde, "Hot Dogging in Ypsi"



Second Place: Elaine Ang, "Let Your Sparkler Shine"



Third Place: Scott Kueffner, "Before the Water Balloon Fight"



Intentional Communities of Washtenaw (ICW) hosts monthly potlucks throughout the year. These events provide an opportunity for members of the extended ICW community to socialize and build friendships and networks. The fourth Annual Independence Lake Picnic was held in July 2012 and was attended by over 65 ICW residents, family and friends.

