

Catholic Social Services of Washtenaw County  
2016 Annual Report



Photo by Annie Spratt

Dear Friends,

Thank you for your support over the past year. It was a year of significant change. Thousands of lives were transformed through encounters with our many care providers and volunteers, mainly by receiving hope of a better life. Through your support more than 9,000 lives were touched by our programs and community services.

As this Annual Report demonstrates, Catholic Social Services of Washtenaw County (CSSW) is a ministry that succeeds in providing holistic, high-quality care to all, particularly to those most disadvantaged in our community. We operate specialized programs and provide a broad array of services, primarily in the areas of behavioral health, senior services, and social work. Our behavioral health services range from various forms of individual, family, and group counseling through more advanced cognitive therapies and psychiatric medication management. Our senior care extends from housing improvement and transportation assistance to in-home respite and day care services. We also provide a wide variety of case management and basic-needs services to individuals and families for the achievement of stability, self-sufficiency, and fulfillment. Yet, all of these programs and community services have a common thread. They change lives through the provision of compassionate care and hope for a better tomorrow.

Last year our ministry and community lost a powerful agent for transformed lives in Larry Voight, President of CSSW from 1997 to 2016. His unexpected death prompted us to dig deep and unite more firmly around our mission. A change of leadership now brings the opportunity to continue Larry's legacy of dedication to service with even greater resolve. Since 1959, CSSW has been providing devoted care to our community. Today, as the largest and one of the leading social services providers in Washtenaw County, our job remains clear: to support and transform the lives of our brothers and sisters in need.

Again, thank you for your ongoing support. Please keep our beloved clients, fantastic staff, and volunteers in your thoughts and prayers.

May God bless you,

  
Jim Gajewski  
CSSW President

  
Pamela Sexton, Chair  
CSSW Board of Directors

Management & General  
\$189,580

Development  
\$353,090

Program Services  
\$6,302,103

TOTAL AGENCY EXPENSES: \$6,844,773

TOTAL AGENCY REVENUE: \$6,865,104

Public Funds  
\$4,189,700

Program Service Fees  
\$938,331

Contributions & Private Grants  
\$633,171

Miscellaneous  
\$609,601

United Way  
\$240,547

Endowments  
\$109,880

Diocese of Lansing  
\$91,409

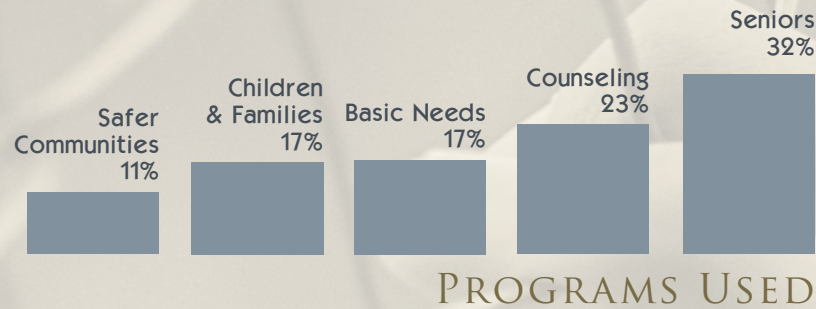
Special Events (net)  
\$52,465

## AUDITED FINANCES

An agency-wide culture of transparency and accountability facilitated a margin between expenses and revenue of under 1%. Nearly 92% of our total revenue was allocated directly to programs and services for clients.

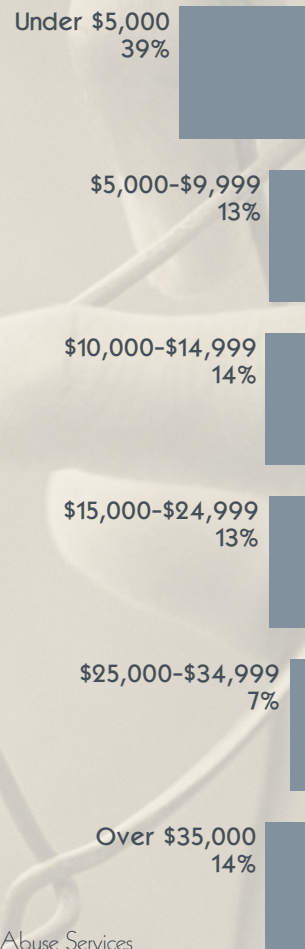
# CATHOLIC SOCIAL SERVICES OF WASHTENAW COUNTY

## 2016

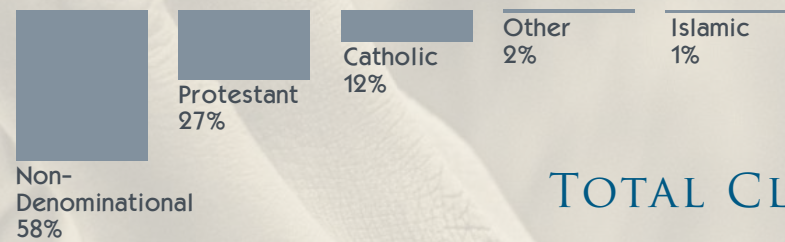


**NEARLY 40% OF ALL CLIENTS HAD ANNUAL INCOMES UNDER \$5000**

### ALL PROGRAMS INCOME



### RELIGION ALL PROGRAMS



**TOTAL CLIENTS**  
**9,379**  
 A 24% INCREASE FROM 2015  
 FEMALE: 60%  
 MALE: 40%

### COUNSELING

Therapists with Behavioral Health Counseling Services (BHCS) cared for 893 clients, 89% of whom had annual incomes of less than \$15,000. The program increased staffing of bilingual therapists to better serve the Spanish-speaking community, which is now 8% of the agency's client population. Diminishing resources for other community programs has caused an increase in the volume of BHCS clients, as well as an increase in the severity of their needs.

The Michigan Department of Corrections awarded CSSW a grant to provide Substance Abuse Services in nine counties throughout the state of Michigan, including rural areas at the top of the "mitten" where services are not easily obtained.

Behavioral Health Counseling ♦ Marriage Preparation ♦ Substance Abuse Services

### SAFER COMMUNITIES

The Offender Success program (previously named Prisoner Reentry) serves men recently released from prison, many of whom have no family support or monetary income. This program helped 252 clients secure employment and housing. Data suggests that steady income and a place to live are strong factors in reversing tendencies toward violence and recidivism after incarceration.

Domestic Violence Intervention Services (DVIS) helps batterers understand the dynamics and consequences of domestic violence and aims to persuade these clients to take responsibility for their actions. Operating both through our Ann Arbor office and within the prison system, the program served 367 clients in 2016. DVIS also provides educational programs about domestic violence for law enforcement, the Department of Health and Human Services, parole and probation agents, and other professionals in the community.

Offender Success Washtenaw & Livingston Counties ♦ RENEW ♦ Sex Offender Services

## CHILDREN & FAMILIES

CSSW counseled 126 pregnant women making parenting or adoption plans. Seventy-three of these women were incarcerated at the Women's Huron Valley Correctional Facility, where CSSW is the sole provider. All received support and resource information to make the best possible decisions for their families.

CSSW serves families seeking to adopt infants, become foster parents, or to adopt children who come from the foster care system when parental rights have been terminated by the courts. Recruiting and assisting foster parents in caring for children from families with significant difficulties is a great honor, as these parents give selflessly to children in need. Our programs served 187 individuals and placed 12 children in permanent homes.

Family Time provides supervised visitation for families under court orders in cases of domestic violence or neglect and is the only program of its kind in Washtenaw County. Sixty families received support through Family Time.

The Washtenaw Child Advocacy Center (WCAC) served 213 victims of sexual abuse, and performed 187 forensic interviews to inform a team of law enforcement professionals, health care personnel, and prosecutors about how best to advocate for child victims. WCAC staff also provides counseling for these children and their non-offending family members.

Family Assessment Clinic ♦ Families First ♦ Family Time ♦ Foster Care ♦ Newborn Adoption ♦ Nurturing Families ♦ Pregnancy Counseling ♦ Waiting Child Adoption ♦ Washtenaw Child Advocacy Center

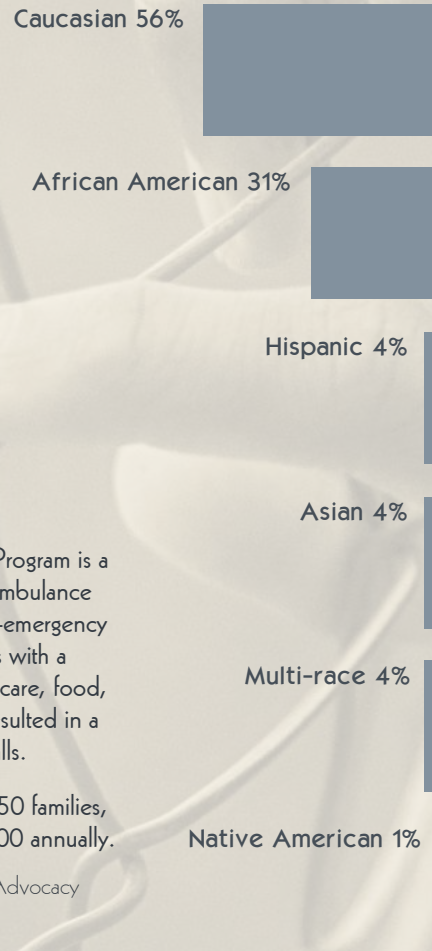
## BASIC NEEDS

The Huron Valley Ambulance Patient Advocacy Program is a partnership between CSSW and Huron Valley Ambulance to assist individuals who call 911 frequently for non-emergency assistance. Case workers connected 23 individuals with a variety of services, including medical and personal care, food, clothing, and transportation. These interventions resulted in a 62% decrease in the number of non-emergency calls.

The Emergency Food Program served more than 550 families, 94% of whom are living on incomes under \$25,000 annually.

Emergency Food ♦ Huron Valley Ambulance Patient Advocacy

### ALL PROGRAMS RACE



## ALMOST HALF OF ALL PROGRAMS INCREASED THE NUMBER OF CLIENTS THEY SERVED

### SENIORS

The Interfaith Volunteer Caregiver program offers much-needed, weekly breaks to caregivers of frail, elderly clients who cannot be safely left alone. Seventeen new volunteers were recruited to handle a large increase in demand for services. New services being offered include companionship, friendly visits, and medical transportation.

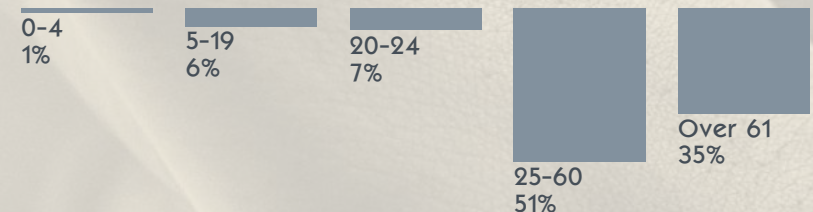
The Resource Advocacy program helped 729 seniors get the support they needed to maintain independence at home. Of those, 169 received home repair and safety services, including installation of 308 devices, such as smoke alarms, carbon monoxide detectors, and shower grab bars.

The CSSW Tax Assistance program helped 1,454 low-income seniors complete their tax forms, a 25% increase from last year. Of these clients, 45% planned to use their tax refunds for food, heat, and utilities, while 35% hoped refunds would help them meet rent, prescription drug, or other critical needs.

The Oaks Adult Day program maintains a 1:4 staff-to-client ratio to help the 54 vulnerable members of the program expand their social interaction among peers and stimulate their interest in activities.

Grandparents as Parents ♦ Interfaith Volunteer Caregiver Program ♦ The Oaks Adult Day Program ♦ RSVP Senior Volunteer Program ♦ Senior Services Chore & Home Safety ♦ Senior Services Resource Advocacy ♦ Tax Assistance

### AGE ALL PROGRAMS



**Catholic Social Services  
of Washtenaw County  
Leadership Team**

Jim Gajewski  
President  
Christopher Mishler  
Chief Financial Officer  
David Garvin  
Chief Operating Officer  
Jan Wisniewski  
Vice President  
Development & Marketing  
Jill Kind  
Senior Director Grants Management &  
Community Partnerships  
Lynn Mullins  
Director of Human Resources

**Catholic Social Services  
of Washtenaw County  
Board of Directors**

Pamela Jones-Sexton, Chair  
James Libs, Vice Chair  
Eileen Slank, Secretary  
Janice Trouba, Treasurer  
Thomas Buitevweg  
Toni Cotter  
Edward Frutig  
Marilyn Geiger  
Janie Herrera  
Jim Kasprzak  
Delphia Simpson  
Father Brendan Walsh

**The Marnee & John DeVine  
Foundation Board of  
Trustees**

James Libs, President  
Laura Conlin  
John K. DeVine  
Katie Elliott  
Judy Johns  
Pamela Jones-Sexton  
Ashley Mumby  
Jennifer Pinto  
Judy Turner  
John DeVine, President Emeritus\*  
Marnee DeVine, Trustee Emeritus  
Dorothy Farhat, Trustee Emeritus

\*In Memoriam



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**We Seek Justice  
And Change Lives**