



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

2019 ANNUAL REPORT

Through compassionate service, we help people
live meaningful and independent lives.



Family & Children
SERVICES



Senior
SERVICES



Behavioral Health
SERVICES



MISSION

Through compassionate service, we help people live meaningful and independent lives

VISION

To become known for excellence in all we do

OUR CORE VALUES

- Stewardship
- Acceptance
- Dignity
- Care for the disadvantaged

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Deacon Jim Kasprzak

Father Brendan Walsh

*in Memoriam

Dear Friends,

2019 marked Catholic Social Services of Washtenaw County’s Diamond Celebration — 60 years of dedicated service to those who needed our help. Our ability to have provided six decades of services would not have been possible without the vast outreach of compassion and generosity from our donors, volunteers, employees and community partners.

We are so grateful for the funders that allow us to offer support to the most disadvantaged people in our communities. We remain committed to responding to the needs that align with our core mission and to provide the very best services. Our shared work provided care and services to approximately 6,300 people in 2019. More than 80% of our clients fall below the poverty line.

Together with our community partners, we collaborate to identify grants that leverage more work in our three main service areas:

- Behavioral Health Services
- Family and Children, and
- Senior Services

This year, CSSW was the recipient of an additional \$240,000 grant from the Michigan Health Endowment Fund to continue to develop Ahead of the Curve — an innovative new web-based program that aims to make Washtenaw County a caregiver-friendly community. The primary objective is to help traditional caregivers and community members identify at-risk, isolated older adults and link them to existing community resources before a crisis occurs. CSSW launched the Ahead of the Curve website this year, which consists of a searchable online Senior Resource Directory website listing more than 300 county-wide resources for older adults. It also includes an online quiz to help older residents and their caregivers get connected with resources unique to their needs.

Nonprofit organizations continue to face significant funding challenges, and we could not operate without the collective support of our communities. We are truly grateful for all the generous donations we received in 2019. You have our commitment that we will be good stewards of the funds and continue our collaborations throughout the county to provide essential services to our community population in the areas of mental health, families and children, and seniors.

Sincerely,

Eileen Slank

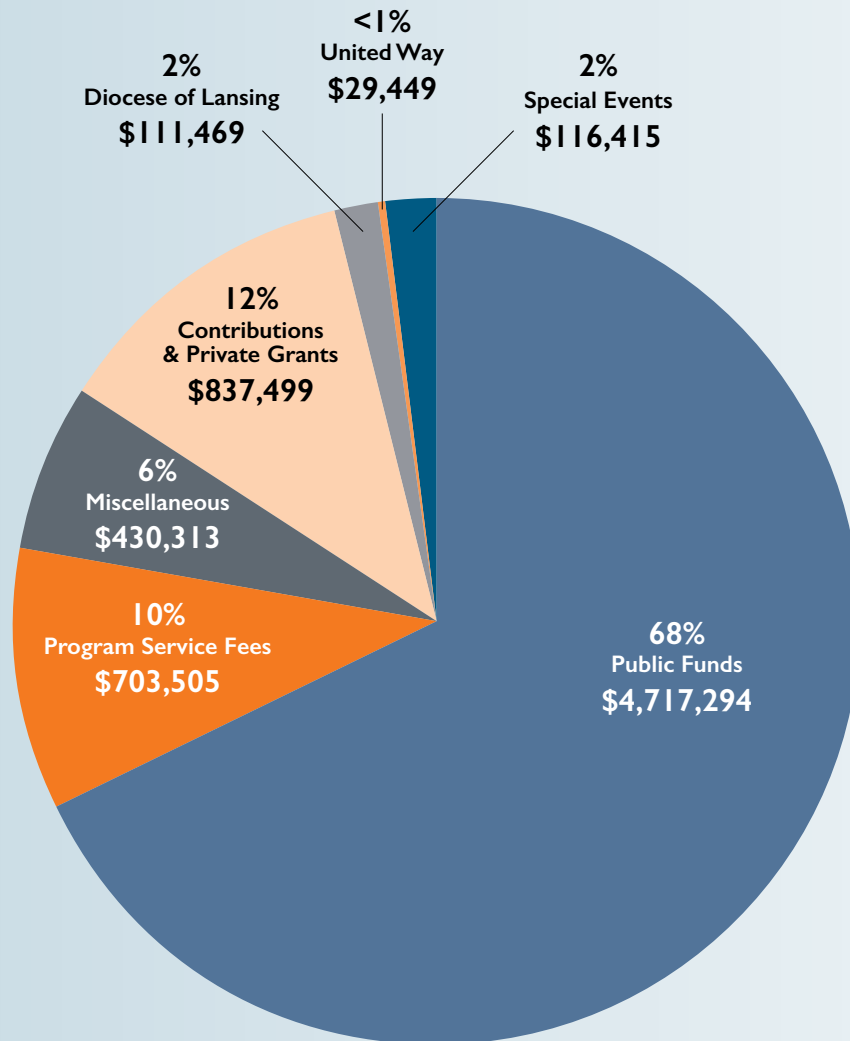
Eileen Slank
Board Chair

Peg Bravo

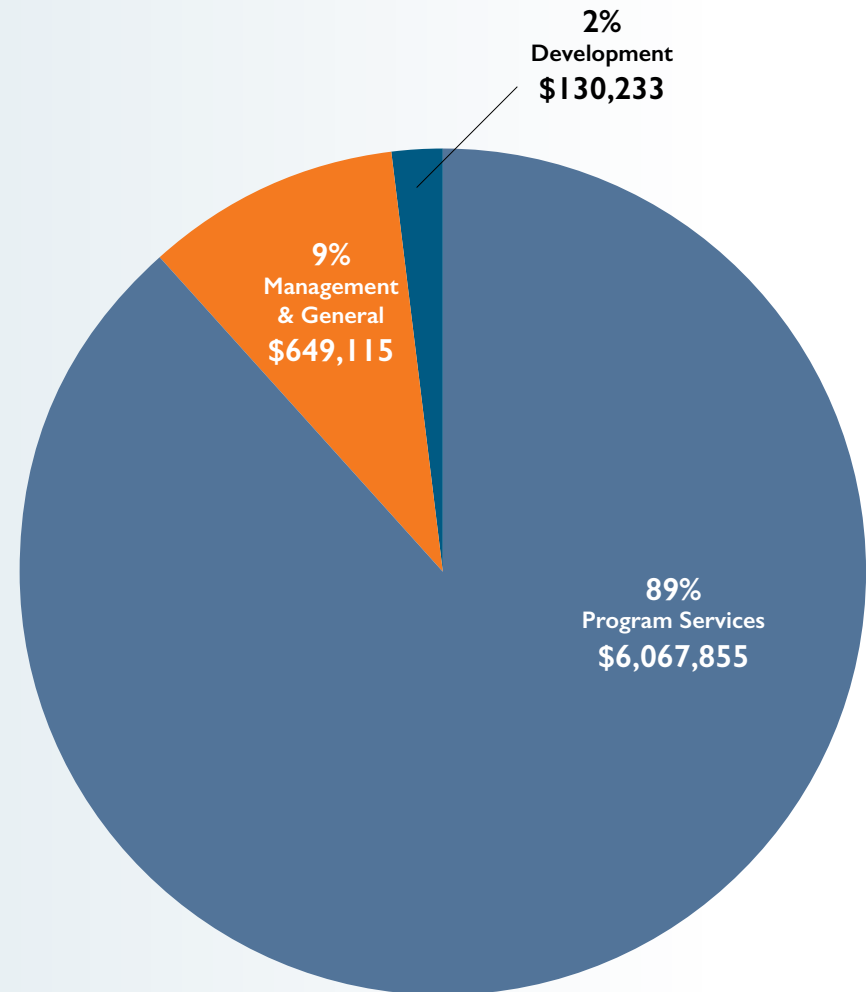
Peg Bravo
President and CEO

2019 FINANCIAL DATA

Total Revenue \$6,945,944



Total Expenses \$6,847,203



SENIOR SERVICES



Chore

Chore service staff and volunteers provided 1,176 hours of service in 2019 to 286 consumers. The program provides services such as basic household repairs, routine maintenance, basic plumbing, lawn mowing, snow removal, window washing, gutter cleaning, and various other chores in and outside the home. The percentage of clients who report that the services provided increased their ability to remain in their home and independent continues to be above 90%.



Home Safety

In 2019, 138 consumers received Home Safety Services, 146 services were provided, and 407 safety devices were installed with the most common safety device being a bathroom grab bar. The average number of devices per person remains at approximately three. The average cost share contribution by clients receiving services was \$17.00. Eighty-five percent of clients reported increased ability to remain home and independent.

Percentage of clients that reported Home Safety Services increased their ability to remain home and independent.

2016	2017	2018	2019
84%	91%	96%	85%



1,303

Total number of Senior Services clients served in 2019.



SENIOR SERVICES

Continued from pg. 3

GAP

The Grandparents as Parents program (GAP) provided service to 38 clients in 2019. Continued growth outreach will be a focus in 2020. Through support groups, educational workshops, newsletters, and assistance with finding additional resources, GAP provides grandparents and other relatives caring for children information about self-care, children’s needs, and the assurance that families with generational gaps are not alone. Eighty-six percent of clients reported that the GAP program has increased their sense of having additional social support and 71% reported that they used other community resources as a result of their participation in GAP.

Resource Advocacy

The Resource Advocacy program served 452 clients in 2019. The program works to assist older adults in meeting basic and immediate needs by providing practical assistance. Services may include help with complicated forms and applications, transportation, respite, and assistance with more immediate or emergency needs for food, shelter, or other basic needs. Sixty-six percent of participants reported that they feel as though they have the support needed to continue living independently at home. Client surveys also showed that 77% of clients reported that the program helped increase their access to state, federal, and local benefits.

RSVP

The Retired Senior Volunteer Program provided volunteer opportunities for 309 seniors in 2019, expanding its reach to 53 nonprofit organizations, up from 45 in 2018, and 41 in 2017. As a result, more than 34,000 hours of volunteer service, at an estimated value of \$868,000, were donated to the community. Volunteers are matched with a nonprofit organization that matches their interest and skill set, while addressing the needs of the nonprofit sector.



Number of clients served in the Resource Advocacy Program.			
2016	2017	2018	2019
729	416	717	452

Number of Non-profit organizations reached through RSVP opportunities.		
2017	2018	2019
41	45	53



SENIOR SERVICES

Continued from pg. 4

Oaks Adult Day Program

The Oaks served 51 seniors in 2019. Providing much needed respite to their caregivers, The Oaks helps improve social interaction and mental acuity for seniors coping with cognitive, physical, and/or mental disabilities. One hundred percent of caregivers reported that having respite services has increased their sense of having additional social support.

Volunteer Caregiver Respite Program

The Volunteer Caregiver Respite Program (VCR) served 29 consumers in 2019. VCR provides much needed respite care to caregivers at no cost. Volunteers form meaningful connections and provide socialization to isolated community members while providing caregivers with the most meaningful gift of all, a break from the responsibility of caregiving. Eighty percent of caregivers reported reduced stress and 90% of caregivers reported that the volunteer respite visits contributed to the delayed placement of the care recipient into a long-term care facility.



Number of consumers served by the Interfaith Volunteer Caregiver Respite Program.			
2016	2017	2018	2019
87	17	26	29

FAMILY AND CHILDREN



Newborn Adoption

The Newborn Adoption program facilitated five adoptions in 2019, an increase of two adoptions in 2018. The Adoption program continues to provide a large pool of prospective parents, who are counseled before, during, and after the adoption process. CSSW sets the standard for quality and ethical adoption practices, and the program is regarded that way by courts, clinicians, and other agencies throughout the State of Michigan.

Waiting Child Adoption

The Waiting Child Adoption program continues to find forever homes for children. Finalized adoptions remain steady from last year, and the program continues to work on expanding the pool of potential adoptive families. Although some are adopted by relatives or foster families, there are hundreds of children in Michigan who do not have an identified family. Because of their difficult histories, some children may have special needs. All of them need a loving, stable family in a forever home.

Families First

Families First is an intensive, in-home crisis intervention to families impacted by child abuse and/or neglect. The interventions last 4-6 weeks serving families in Jackson, Hillsdale, and Branch counties. For the year of 2019, 75% of families remained intact at the 12-month follow up visit.



2,963

Total number of Family and Children clients served in 2019.

75%

Percentage of families that remained intact at the 12-month follow up visit.



FAMILY AND CHILDREN

Continued from pg. 6

Family Time (Parenting Support and Supervised Visitation)

Family Time staff monitor interactions between noncustodial parents with one or more of their children, in an impartial and fair setting at CSSW, using supervised parenting and exchange. The only program of its kind in Washtenaw County, the program served 286 individuals this year. One hundred percent of participants stated that they felt supported in the supervised visitation and/or exchange process. The program was awarded new federal funding from Victims of Violent Crime Act (VOCA), which began October 2018, giving the program potential to provide significantly enhanced and expanded services. In 2018, the program provided 553 visits and 52 exchanges in the year, in 2019, the program increased visits to 837 families and 164 exchanges over the year.



Food Pantry

The largest and busiest in Washtenaw County, CSSW Food Pantry served 1,980 individuals in 2019, distributing food and personal items to low income families on a monthly or emergency basis. Ninety-seven percent of individuals going to the food pantry surveyed claimed that all their needs were met at their previous visit.

Number of individuals served each year by Food Pantry in 2016 through 2019			
2016	2017	2018	2019
1,531	2,759	2,224	1,980

Foster Care

The Foster Care program assisted 70 clients in 2019. Offering foster care for children who have been separated from their birth families for reasons of abuse and/or neglect. CSSW licenses foster families to provide a safe, loving temporary home until the child can be reunified with the family.



FAMILY AND CHILDREN

Continued from pg. 7

Nurturing Families

Serving 83 clients in 2019, Nurturing Families of Washtenaw is a home-based child abuse prevention program that emphasizes positive parenting, child development, health education, goal setting and referrals to outside resources. Ninety-six percent of clients said that they were taught to work with other agencies to obtain community resources more effectively and 100% of participants stated that the program helped them understand their child/children better.

Pregnancy Counseling

As the primary referral source utilized by Michigan Medicine, St. Joseph Mercy Health System, Women’s Huron Valley Correctional Facility, Washtenaw County Jail, and various crisis pregnancy counseling centers and social service agencies, Pregnancy Counseling had another consistent year operating at capacity. Last year 148 clients were provided counseling, parenting education, service referrals, and support through the first 12 months post-birth. Satisfaction rates have remained near 100% for the past five years. In 2019, Child Protective Services removal was prevented in 99% of incarcerated pregnancy counseling cases and 100% of community cases for clients who completed services.

Washtenaw Child Advocacy Center

The Washtenaw Child Advocacy Center (WCAC) is a child-focused program in which the CSSW, Michigan Department of Health and Human Services, Washtenaw County Prosecutor’s office, local law enforcement agencies, mental health and medical professionals, and victims’ advocates work together to conduct forensic interviews and make team decisions about the investigation, treatment, and prosecution of child sexual abuse cases. In 2019, 170 children and family members were served.

Number of clients served each year by Nurturing Families in 2015 through 2018.			
2016	2017	2018	2019
65	67	85	83



BEHAVIORAL HEALTH SERVICES

Counseling Services

Counseling Services has been through an expansion since 2015. In 2019, therapists treated 444 clients from every segment of the community, with a wide variety of diagnoses. Medication monitoring services are also available to counseling clients, helping to fill a significant need in the community.

Domestic Violence Intervention Services (DVIS)

DVIS served a total of 271 clients in the Alternatives to Domestic Aggression (ADA) program, which specializes in working with men to stop their use of abuse, and the RENEW program, which is an advocacy, intervention, and support group program for women who have used force in their relationships. Referrals have not increased, as arrest rates continue to decline. In 2019, 86% of clients reported ADA helped them recognize signs that they are being abusive and 84% of clients reported that ADA is helping them in stopping their violence. Seventy-five percent of RENEW clients reported that their survivorship was appropriately acknowledged during the course of the program and 97% of RENEW clients reported that they expect to improve their ability to use non-forceful behaviors in their interactions with family, friends, co-workers, etc. as a result of their participation in the program.



2,015

Total number of Behavioral Health Services clients served in 2019.



BEHAVIORAL HEALTH SERVICES

Continued from pg. 9

Marriage Preparation

CSSW continues to administer the Lasting Promise program to about 110 couples per year for the last four years at area parishes. Lasting Promise is a highly acclaimed communication and relationship enhancement program for engaged couples. Along with communication skills, Lasting Promise emphasizes techniques for handling conflict while promoting intimacy in a Christian relationship. Ninety-six percent of couples reported that the class was “excellent” or that they were “glad they took the class.”

Offender Success

CSSW operates the Offender Success program (formerly Prisoner Re-entry) for Washtenaw, Livingston, Jackson, Hillsdale, Lenawee, and Monroe counties with consistently high rates of satisfaction. The State of Michigan has partially credited this statewide program with the steady drop in the recidivism rate. This year, Offender Success served 308 clients and reported that 85% of referred clients obtained employment in 60 days.

Substance Abuse Treatment

As the sole referral source for Michigan Department of Corrections (MDOC) clients in Washtenaw County, CSSW provided substance abuse treatment to 846 clients, a marked increase from 359 clients in 2018, through the Early Intervention and Redirect programs and in the prison-based programs. As the MDOC Substance Abuse program (SA) targets clients on parole supervision within Washtenaw County, most are male with little or no income. The SA program works in conjunction with the CSSW Offender Success program and CSSW Behavioral Health Services to provide housing, employment, clothing, food and mental health services. Survey data indicates that 95% of clients felt that they could accomplish their goals upon discharge from the program.

