

2022 ANNUAL REPORT

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





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

BOARD OF DIRECTORS

- Peg Bravo
President & CEO
- Jay Hughes
Chair
- Thomas Buiteweg
Vice Chair
- Jim Birchler
Treasurer
- Marty Bodnar
Secretary
- Linda Edwards-Brown
- Toni Cotter
- Garry Faja*
- Marilyn Geiger
- Susan Goold
- Deacon Jim Kasprzak
- Jim Libs
- Father Brendan Walsh
- *in Memoriam

Dear Friends,

As we close out the 2022-year, Catholic Social Services of Washtenaw County (CSSW) continues to be blessed with an amazing workforce whose inspiration and foresight ensured our clients received life-changing care in the spirit of our mission. We provided care to thousands of people in 2022, with more than 76% living below the poverty line.

As a Catholic, faith and community-based organization, CSSW continues to identify creative ways to connect with our clients. We are proud of our welcoming environment and being able to serve our clients face to face, including collaboration with associated local nonprofits. Everyone at CSSW remains focused on helping individuals and families who face various burdens in their lives.

Here are just a few examples of the great work we provided in 2022:

- Partnering with donors, local Parishes, and Food Gatherer's to keep a steady supply of food and funding for our curbside pickup Food Pantry at Northside Community Center
- Performing home services and yard chores for older adults to remain safe in their homes
- Finalized 5 newborn adoptions
- Provided pregnancy counseling and case management to 76 clients both community and incarcerated women
- Providing in-person and virtual mental health therapies to accommodate the unique needs of individuals and families
- Significant increase in substance use support and therapy with treatment programs offered both at the Agency and within two local Michigan Department of Correctional facilities

Nonprofit organizations continue to face significant funding challenges, and we could not continue to provide such vital services without the support of our communities. We are so grateful for the generous donations we received in 2022 that totaled more than \$663,000. It is our commitment that we will be good stewards of the funds entrusted to us, we will continue our community collaborations, and we will remain steadfast in providing essential services to the people in our community in the areas of mental health, families and children, and older adults.

Sincerely,

Jay Hughes

Jay Hughes
Board Chair

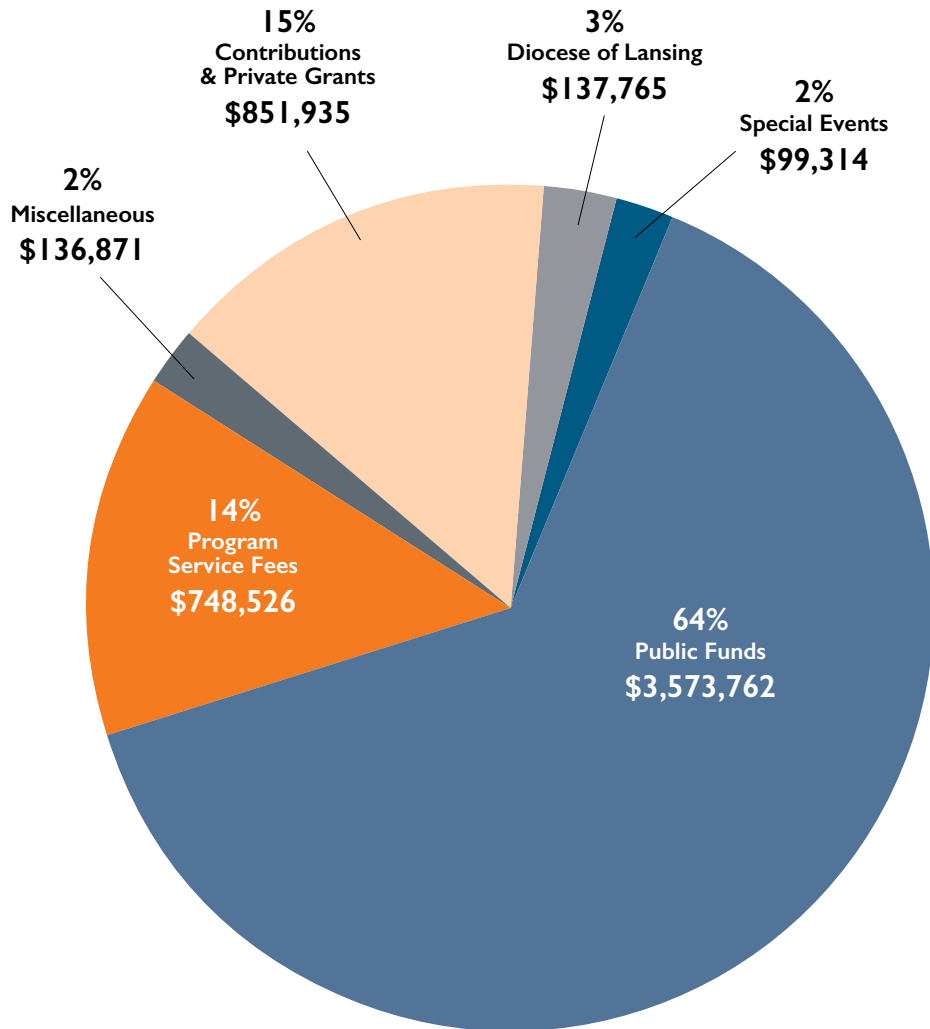
Peg Bravo

Peg Bravo
President and CEO

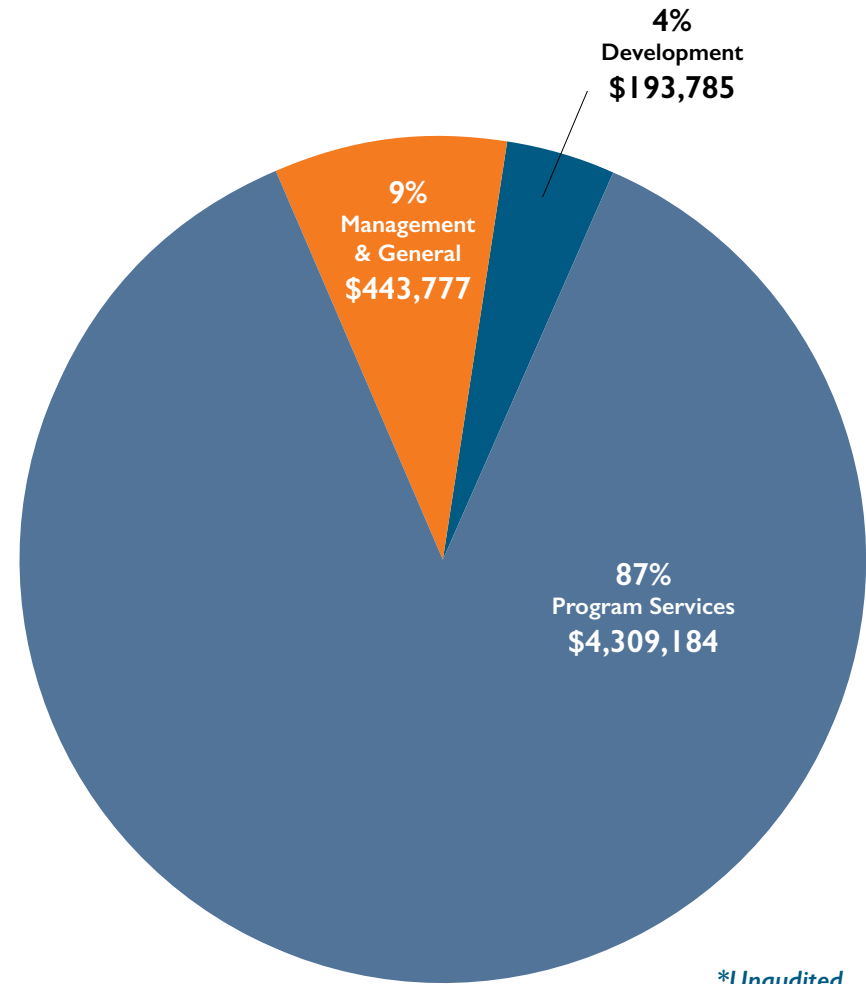


2022 FINANCIAL DATA

Total Revenue \$5,548,173



Total Expenses \$4,946,746



**Unaudited*



SENIOR SERVICES

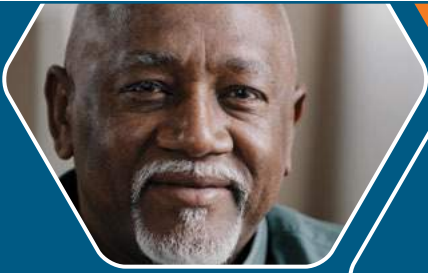
Home Services

The Home Services Program provides crucial services to seniors that allow them to maintain a safe and secure living environment. These services include minor home repairs and maintenance as well as the installation of durable medical equipment. Seasonal services including leaf raking, lawn care and snow removal are also provided. Through the generous support of local donors, the program purchased a new work vehicle this year and updated equipment that allowed for improvements to efficiency and service delivery. The program consistently receives positive client feedback, with **80% of clients** surveyed reporting feeling an increase in independence after receiving services. In 2022, the program served **198 seniors** and installed **466 safety devices**.

Grandparents Raising Grandchildren (GRG)

The Grandparents Raising Grandchildren Program is offered to those 55+ years of age raising a child(ren) aged 18 or younger. The program coordinator offers support to program participants by navigating through unexpected parenting roles later in life. Services provided include support groups, informational newsletters, supportive listening, and resource navigation. The program focuses on community partnerships collaborating with service providers to best meet participant needs. Major collaborations in 2022 included Big Family of Michigan who have provided backpacks filled with age-appropriate school supplies and individualized Christmas Wish List fulfillment. The program assisted The Ypsilanti Senior Center in coordinating speakers for a Kinship Care Seminar hosted by the center.





SENIOR SERVICES

Continued from p. 3

Resource Advocacy (RA)

The Resource Advocacy (RA) program works alongside older adult clients (60+) to connect them with community resources. As a safety net service, RA's work with seniors to identify person specific needs and assess for risk of elder and substance abuse/misuse. Service is provided through linkage to local, state, and federal resources. RA's help with the completion of complicated assistance applications and provide Michigan Medicare/Medicaid Assistance Program (MMAAP) services. The program provides community education through elder abuse prevention presentations and the evidence based "Get Connected" workshop linking older adults to resources on medication, alcohol, and mental health resources. In 2022 RA's worked with **569 older adults** and were able to facilitate access to **\$16,669 in emergency funding** ensuring that participants had water, electricity, and other necessities. The chart indicates the continued growth in volume post COVID-19 pandemic.

Number of clients served in the Resource Advocacy program.

2022	2021	2020	2019
569	555	262	452

Retired Senior Volunteer Program (RSVP)

RSVP of Washtenaw connects seniors and retirees aged 55 and over to volunteer engagement opportunities within Washtenaw County. RSVP provides dual value by assisting older adults in remaining connected to their community while providing service hours to meet the County's critical needs. The CSSW sponsored RSVP program performs its mission in collaboration with dozens of local partner stations, and through funding by AmeriCorps Seniors and Michigan Department of Health and Human Services (MDHHS). Through the expertise, commitment, and service of our volunteers—RSVP has become a dedicated resource for both the agencies and the underserved populations they serve, with measurable outcomes like increased nutrition, improved literacy of students, and ability for seniors to age-in-place. In 2022, RSVP Washtenaw launched an outreach and recruitment campaign that included a mailer reaching **40,000 households** and resulted in doubled volunteer membership. Additionally, the program cultivated **10 new partnerships** with established and emerging non-profit agencies providing services ranging from food distribution, farm Community Supported Agriculture learning and distribution, drop-in center support, disaster relief, and tutoring.



In 2022, RSVP Washtenaw launched an outreach and recruitment campaign that included a mailer reaching 40,000 households and resulted in doubled volunteer membership.



SENIOR SERVICES

Continued from p. 4

Volunteer Caregiver Respite (VCR)

The Volunteer Caregiver Respite Program (VCR) recruits, trains, and matches volunteers with caregivers in need of a respite break. Volunteers provide weekly 2–4-hour visits by playing games, doing puzzles, and encouraging reminiscing. Caregivers get a break to do errands, complete tasks, or even take a nap, while care recipients experience companionship and socialization. The VCR respite coordinator supports caregivers through supportive listening, and resource navigation. The demand for respite care proved to be great as in-person visits resumed in 2022. The program served **15 caregivers** providing over **656 hours** of respite. Program participation remained high, as **100%** of participants surveyed reported satisfaction with volunteer visits, while **75%** agree that the VCR program has decreased their stress levels.

Senior Resource Connect (SRC)

Senior Resource Connect (SRC) is a healthy aging website developed to enhance the local service delivery system and improve access to comprehensive services for older adults and their caregivers. SRC provides the tools and training so that all community members can be prepared to act as a caregiver for an older adult in need, intervening before crisis occurs. Initially introduced as “Ahead of the Curve” the program restructured in 2022 and with the feedback of community stakeholders, usability and accessibility experts, the site was reintroduced and marketed through direct mail and billboards in the surrounding County communities as Senior Resource Connect. In addition to providing access to available community services, visitors to the site can reference the Good Neighbor Training videos that provide instruction on how to help senior community members get connected to the resources they need. In 2022, **1.8 thousand users** visited the website and approximately **4,000 printed directories** were distributed to seniors and organizations in Washtenaw County that complement the online resource.

Number of consumers served by the Interfaith Volunteer Caregiver Respite program.

2022	2021	2020	2019
15	10	14	29



In 2022, 1.8 thousand users visited the website and approximately 4,000 printed directories were distributed to seniors and organizations in Washtenaw County that complement the online resource.



FAMILY AND CHILDREN

Newborn Adoption

The Newborn Adoption program facilitates infant adoptions and offers support services, education, and counseling to both birth and adoptive parents, before, during and after the adoption process. The Newborn Adoption program has a long-standing positive reputation within the local community, which was maintained in 2022 through collaboration and relationship building with community partners, including Trinity Health Ann Arbor Hospital, Michigan Medicine and Huron Valley Women's State Prison for pregnant women that need birth planning support during incarceration. The program supports open adoption, comprehensive education requirements for prospective adoptive parents, and offers comparatively lower fees so that adoption services are available to families of all incomes. In 2022, the program worked with **64 individuals** and finalized **5 newborn adoptions**.

Waiting Child Adoption (WC)

The mission of the Waiting Child (WC) Adoption Program is to provide children with a permanent home and family. The adoption program fulfills this mission by facilitating adoptions for legally available children of all ages in collaboration with the Foster Care program and the Michigan Department of Health and Human Services. These children have been involved in the foster care system but cannot be returned to their birth families due to past neglect or abuse. The adoption program works with potential adoptive families in educating them about the lifelong process and commitment of adoption. *The program finalized **19 adoptions** in 2022.*



64

Total number of Newborn Adoption clients served in 2022.



19

Total number of WC finalized adoptions in 2022.



71

Total number WC clients served in 2022.



FAMILY AND CHILDREN

Continued from p. 6

Foster Care

Dedicated to providing a safe and loving temporary home to children who have been separated from their birth families, the CSSW Foster Care Program licenses foster families to care for children until they can be reunited with their birth families. Closely working with the Michigan Department of Health and Human Services, the program works within Washtenaw, Jackson, Hillsdale, Monroe, Wayne, Oakland, Macomb, and Branch Counties to place and care for children in need of foster homes. In 2022, the program worked with **76 individuals**.



Total number of Foster Care program clients served in 2022.

Food Pantry

The CSSW Northside Food Pantry distributes groceries to Washtenaw County families 2 days per week. Services include curbside pickup to distribute prepackaged boxes of shelf-stable food items and bags filled with fresh produce, dairy and protein options to program participants. Baby formula, and other child and adult nutritional drinks are provided for those with infants and people with special dietary needs. The impact of the Pantry services in the Washtenaw County community is great, and for some it is their sole source of groceries. In 2022, Northside distributed **164,990 lbs.** of food to **779 individuals**.



164,990

Total number lbs. of food distributed to **779** county residents by the CSSW Northside Food Pantry.



FAMILY AND CHILDREN

Continued from p. 7

Nurturing Families (NF)

Nurturing Families (NF) is a home visitation program designed to work with overburdened families at higher risk for child abuse or children maltreatment. Utilizing an evidence-based model, services are provided at no cost and are targeted to meet the needs of high risk and low-income families. Nurturing Families helps build parental resilience by addressing areas that increase maltreatment risk factors such as mental health issues, unemployment, homelessness, legal matters, and domestic violence. At the conclusion of service, **100% of clients** report having new ways to manage their child or children's behavior, understanding their child or children better, and know how to access other services that their family needs.

Pregnancy Counseling and Case Management

Pregnancy Counseling is a free service available to anyone during their pregnancy and through one year post-birth. The program provides a wide range of services that include counseling, emotional support, parenting education, and assistance in obtaining baby items and other resources. Pregnancy counseling is also provided to women at Women's Huron Valley Correctional Facility (WHV) to coordinate a birth plan for the baby before they are born. The program worked with **76 women** throughout their pregnancy and/or post-birth in 2022 and helped coordinate numerous kinship caregiving plans for babies born to incarcerated mothers, effectively avoiding Child Protective Services (CPS) involvement, and preventing the baby from being placed in foster care after birth. According to client satisfaction surveys, **100% of clients**, both community and incarcerated, reported feeling respected, supported, able to safely report information to their counselors, and were provided helpful information by their pregnancy counselor.



Total number of families served by Nurturing Families in 2022.



Percentage of clients, both community and incarcerated, reported feeling respected, supported, able to safely report information to their counselors, and were provided helpful information by their pregnancy counselor.



FAMILY AND CHILDREN

Continued from p. 8

Washtenaw Child Advocacy Center (WCAC)

The Washtenaw Child Advocacy Center (WCAC) serves children from ages 3–17 and adults with developmental disabilities within Washtenaw County. Services provided include child focused forensic interviews, trauma-informed counseling for sexually or severe physically abused children and their families, body safety/healthy boundaries sessions, support groups for children and their families, court preparations for victims and community awareness and involvement in addressing child abuse. Focusing on growth, the WCAC has demonstrated significant programmatic volume growth and expanded to add a teen support group. In total, the WCAC worked with **556 individuals** in 2022, increasing forensic interview rates by **59%** and increasing counseling sessions by **312%**. *The program consistently reported client satisfaction of over 90% respondents.*



The WCAC program consistently reported client satisfaction of over 90% respondents.

556

Number of clients served in 2022.





BEHAVIORAL HEALTH SERVICES

Behavioral Health Counseling

Dedicated to providing out-patient clinical services to the most vulnerable populations, CSSW offers Behavioral Health Counseling to families, couples, and individuals. Licensed social workers and psychologists provide in-depth, person-centered therapy to meet the unique needs of each client. Psychiatric evaluation and medication monitoring are provided when appropriate. Programming is provided via telehealth or in-person. Several new service options were added over the past year including educational and support groups for women and those experiencing depression and anxiety. In 2022, the BHS department worked to successfully reduce wait times for those seeking services. The program served **366 clients**, with **8,438 total sessions**.

Domestic Violence Intervention Services (DVIS)

The only program of its kind in Washtenaw County, Domestic Violence Intervention Services meets a unique community need by working with clients who have been convicted of domestic violence or offenses that include aggression. Program participants learn how to effectively regulate their emotions and stop abusive or battering behavior. In collaboration with other programs, DVIS contracted with Michigan Department of Corrections, (MDOC) Offender Success agency program to offer services to Washtenaw County parolees. **The program continues to be successful, with 98% of clients completing the program in 2022.**





BEHAVIORAL HEALTH SERVICES

Continued from p. 10

Marriage Preparation/Parish Outreach

CSSW maintained a steady partnership with local parishes throughout 2022. The collaboration included several food, toiletry, and diaper drives. Through parish donations, CSSW was able to host the annual holiday giving tree providing gift cards to agency clients across all programs. Marriage preparation classes have occurred virtually; parish referrals are given access to the class which can be completed self-paced, at any time online.



Through parish donations, CSSW was able to host the annual holiday giving tree providing gift cards to agency clients across all programs.

Offender Success

The Offender Success program works with previously incarcerated individuals in Washtenaw, Livingston, Jackson, Hillsdale, Lenawee, and Monroe Counties. Prioritizing client success, staff support participants to meet essential needs including temporary housing, clothing, counseling, food, job acquisition and retention, as well as bus passes and personal hygiene items. Over the past year, the program experienced substantial growth, including expanded transitional housing in Monroe and Jackson Counties, as well as the addition of several programmatic services including mentoring, alternatives to domestic aggression groups, occupational therapy and a piloted women's trauma group. In 2022, Michigan Department of Corrections (MDOC) recognized the Agency and Program Coordinator for the program's success.



Total number of clients served by Offender Success in 2022.

Substance Use Disorder Treatment (SUD)

For those struggling with substance use disorder (SUD), outpatient treatment programs are offered both on-site at the Agency and within two local Michigan Department of Correctional (MDOC) facilities. SUD programs have seen steady growth receiving referrals from Michigan Department of Corrections, Community Mental Health, local court systems and self-referrals. In 2022, the programs have worked with **508 individuals** and have logged **9,709 clinical contact hours** consisting of group and individual sessions. **100% of clients** surveyed at the end of 2022 reported an increased motivation for sobriety after completing group work.



Percentage of clients surveyed at the end of 2022 reported an increased motivation for sobriety after completing group work.



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

4925 PACKARD ROAD | ANN ARBOR, MI 48108 | 734-971-9781
www.csswashtenaw.org