

2023 ANNUAL REPORT

To share the love and presence of Christ in our community through acts of compassion and mercy in a manner that respects the inherent dignity of every person.





MISSION

To share the love and presence of Christ in our community through acts of compassion and mercy in a manner that respects the inherent dignity of every person

VISION

Create better everyday life for all people we serve

OUR CORE VALUES

- Courage
- Collaboration
- Empowerment
- Humanity

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Dear Friends,

As we close out the 2023-year, we reflect on how the mission of our numerous supporters in helping the vulnerable in our area is fulfilled by Catholic Social Services of Washtenaw County (CSSW). Your input and prayers are vital to the pursuit of CSSW's mission. The Agency 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 2023, 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 our community partners. 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 2023:

- 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
- Receiving over \$422,000 of in-kind donations
- Performing home services and yard chores for older adults to remain safe in their homes
- Finalized 5 newborn adoptions
- Provided pregnancy case management to 76 clients both community and incarcerated women
- Launching a new electronic health record for our out-patient mental health clients and providers, ensuring state-of-the-art support and privacy
- Significant increase in substance use disorders 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 2023 that totaled more than \$1,080,000, including over \$422,000 of in-kind donations to our families and the food pantry. 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

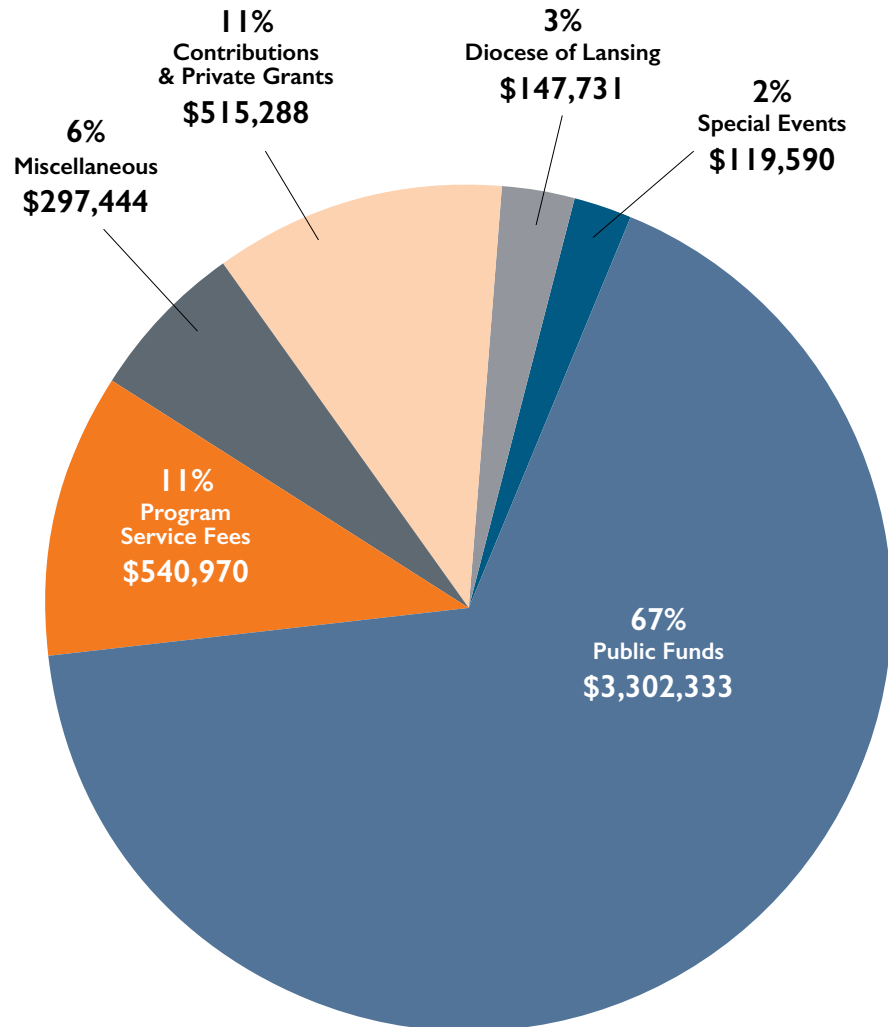
Peg Bravo

Peg Bravo
President and CEO

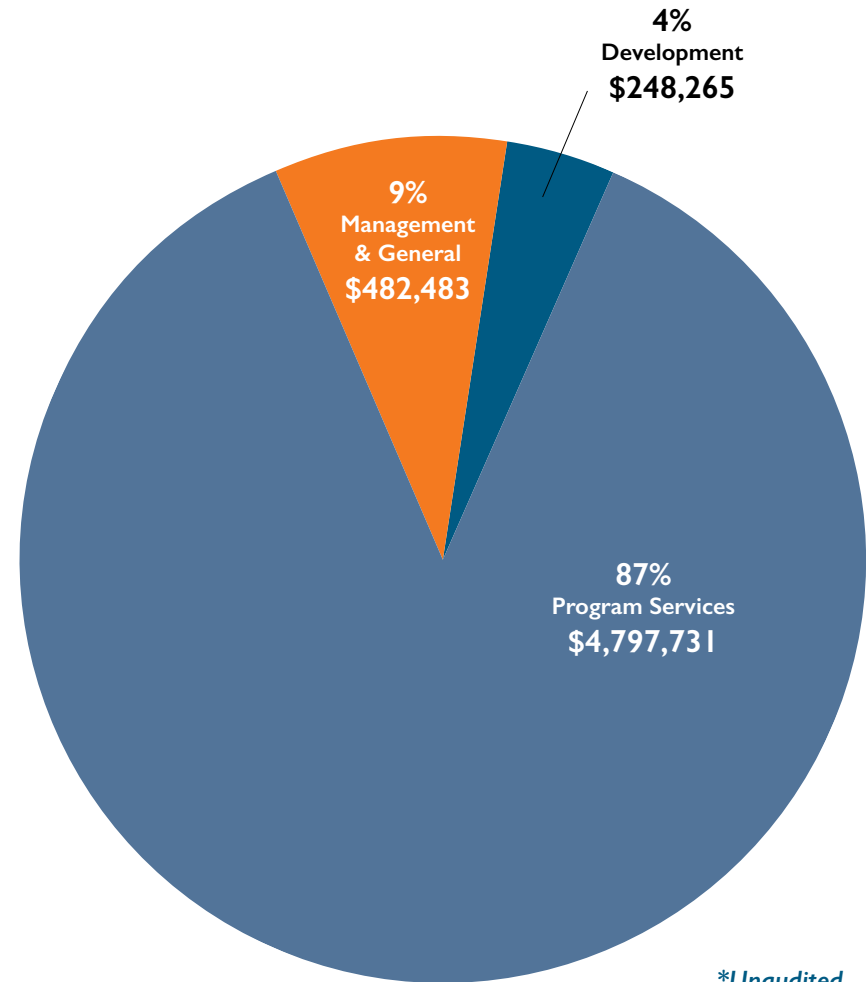


2023 FINANCIAL DATA

Total Revenue \$4,923,356



Total Expenses \$5,528,479



**Unaudited*



SENIOR SERVICES

Home Services

The Home Services program provides a variety of home maintenance and safety services to Washtenaw County community members aged sixty-years or older. The program works to promote aging in place through the provision of handy-man services and outdoor chores ensuring that older adults can maintain a safe and secure living environment and comply with municipal requirements such as lawn mowing and sidewalk clearance. 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. In 2023, the program experienced a year of growth and collaboration, working with several community partnerships to increase referrals. Thanks to the support from generous donors, the program was able to upgrade and replace service equipment including the addition of a new work van and snowplow. The program installed **457 safety devices**, with **95.3% of clients** surveyed reporting an **increased ability to remain living independently** because of the services.

Grandparents Raising Grandchildren (GRG)

The Grandparents Raising Grandchildren (GRG) program is offered to those 55+ years of age raising a family child(ren) aged 18 or younger. The program coordinator offers support to program participants by navigating clients through unexpected parenting roles in later life. Services include support groups, informational newsletters, supportive listening, and resource navigation. Nominated by the GRG Coordinator, program participants were honored during Kinship Awareness Month, through the Michigan Kinship Care Coalition's 30 Days of Wishes. Honorees were recognized for their dedication to the importance of kinship care not only by providing kinship care themselves, but also through the empathetic support they provide to others in similar circumstances.



Total number of Home Services clients served in 2023.



Total number of clients served by the GRG program in 2023.



SENIOR SERVICES

Continued from p. 3

Resource Advocacy (RA)

The Resource Advocacy (RA) program assists Washtenaw County Seniors aged 60 years or older and their caregivers with information and referral giving, advocacy intervention and follow-up contact to ensure needs are met. Services can include practical assistance, completing applications, Medicare, and Medicaid counseling, and facilitating access to emergency funding to avoid utility shut-off or eviction. The program also provides community outreach and educational opportunities focused on the topics of Substance Use Prevention including the evidence based “Get Connected” workshop linking older adults to resources on medication, alcohol, and mental health resources. In 2023 RA’s provided **1,022 hours** of service and were able to access **\$14,815 in emergency funding** ensuring that participants had water, electricity, and other necessities.

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 a dual value by assisting older adults to remain connected within their community while providing service hours to meet the County’s critical volunteer needs. The CSSW sponsored RSVP 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 such as better nutrition, improved literacy of students, and the ability for seniors to age-in-place. In 2023 RSVP increased the membership roster by 11, gained new partner stations and supported **104 volunteers** who contributed **28,909 hours** of service at **28 partner stations** in **44 unique roles**.

522

Number of clients served in 2023.

Number of clients served in the Resource Advocacy program.

2023	2022	2021	2020
525	569	555	262



104

Total number of volunteers who contributed 28,909 hours of service in 2023.



SENIOR SERVICES

Continued from p. 4

Volunteer Caregiver Respite (VCR)

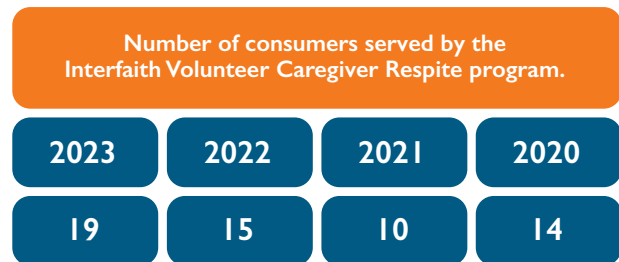
The Volunteer Caregiver Respite (VCR) program recruits, trains, and matches volunteers with caregivers in need of a respite break. Volunteers provide weekly 2–4-hour visits by playing games, doing puzzles, and encouraging reminiscing conversations. Caregivers get a break to run errands, complete tasks, or even take a nap, while care recipients experience companionship and socialization. In 2023, the VCR program strengthened collaborative partnership as it joined forces with fellow respite providers to form a more comprehensive caregiver support network. To meet the demand for service, volunteer recruitment efforts were increased including a direct mail marketing campaign reaching over 15,000 Washtenaw County residents. The program experienced an increase in participants, serving **19 caregivers** with over **793 hours** of respite support.

Senior Resource Connect (SRC)

Senior Resource Connect (SRC) is a web-based project that intends to make Washtenaw County an aging-friendly community by helping caregivers and community members identify at-risk or isolated older adults and link them to resources before a crisis occurs. The project consists of a printed resource directory, searchable online Senior Resource Directory listing more than **500 county-wide resources**, an online self-assessment quiz, and a blog that covers a range of topics from caregiving and self-care to COVID-19 and scam prevention. Our Good Neighbor Training teaches community members the signs of elder abuse, so they feel empowered to reach out if they suspect a vulnerable older adult is at risk. In 2023, the Senior Resource Connect website was visited **17,076 times** by **14,055 unique users**. Through the Resource Quiz, and “Contact Us” form, numerous website users were able to reach out to directly connect with staff for additional support.



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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, excellent reputation in the local community with collaborative relationships established with Trinity Health Ann Arbor Hospital, Michigan Medicine, and Huron Valley Women's State Prison. The program supports open adoption, comprehensive education requirements for prospective adoptive parents, and offers comparatively affordable fees so that adoption services are available to families of all incomes. The program held an annual celebration for Birth Mother's Day in May and facilitated on-going prospective adoptive parenting classes through the year. In 2023, the program worked with **78 clients** (38 couples) and facilitated **5 newborn adoption** placements.

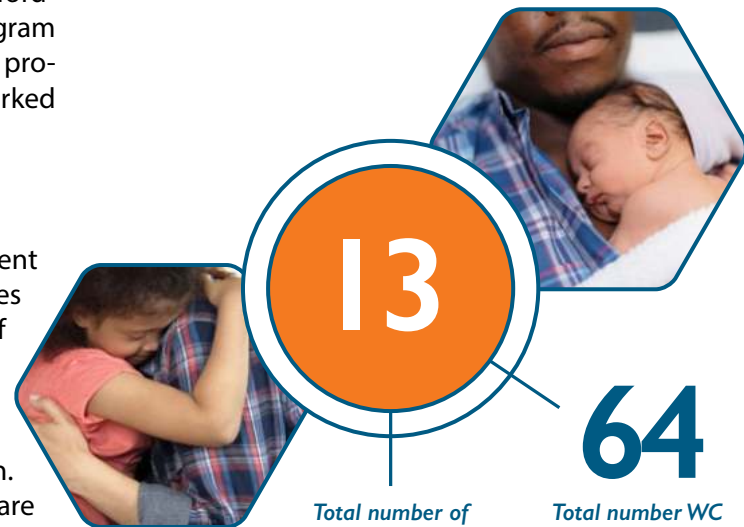
Waiting Child Adoption (WC)

The Waiting Child (WC) Adoption program provides children with a permanent home and family 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 (MDHHS). 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 prospective adoptive parents by educating them about the lifelong process and commitment of adoption. The program facilitates Adoption Orientations twice a month for those who are interested. The program worked with **64 clients** in 2023 and completed **13 adoptions**, providing loving, forever homes to children.



83

Total number of Newborn Adoption clients served in 2023.



13

Total number of foster care adoptions finalized in 2023.

64

Total number WC clients served in 2023.



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 has 23 licensed foster families to care for children until they can be reunited with their birth families. An average of **20 children** per month were in foster homes. Working closely with the Michigan Department of Health and Human Services (MDHHS), 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 2023, the program focused on strengthening community partnerships including MDHHS, to establish a well-coordinated referral system for all clients.

Food Pantry

The CSSW Northside Food Pantry distributes groceries to Washtenaw County families 2 days per week. Services include curbside pickup distribution of 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 program experienced a **30% increase** in the number visitors in 2023, providing food to **1,113 individuals** with the distribution of **175,904 pounds** of food. The pantry is supported by Food Gatherer's grant funding and multiple donations of food from local church parishes and individual donors.



Total number of Foster Care program clients served in 2023.



Total number lbs. of food distributed to **1,113** county residents by the CSSW Northside Food Pantry.



FAMILY AND CHILDREN

Continued from p. 7

Pregnancy Case Management

Pregnancy Case Management 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 vital 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. This includes significant work for power of attorney and care transition of a newborn. In 2023, the program prevented Child Protective Services involvement and foster care placement of the children in **92.5% of community cases**, and **84% of incarcerated cases**. The program focused on building connections in 2023 by cultivating partnerships with ArborWomen/Emmaus Health and Siena Women’s Health to coordinate referrals, community engagement and the material goods program. The agency created a mother-baby closet — filled with new maternity and baby clothes, diapers, bottles, and food for donations at the ready.



Total number of clients served by Pregnancy Case Management in 2023.



92.5%

In 2023, the program prevented Child Protective Services involvement and foster care placement of the children in 92.5% of community cases, and 84% of incarcerated cases.



84%



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 included **195 child focused** forensic interviews, and **443 trauma-informed** counseling sessions for sexually or severe physically abused children and their families. The professional team members work in close collaboration with the Washtenaw County prosecutor's office, local law enforcement agencies, Child Protective Services, Trinity Health, and Michigan Medicine. Several education series include body safety and healthy boundaries sessions, preparations for victims and community awareness and involvement in addressing child abuse. Monthly support groups for adults, teens, and art expression are also offered. The program worked with **686 individuals** in 2023, with **97% of individuals** reporting services provided were effective in facilitating healing for children and families.



Percentage of individuals reporting services provided were effective in facilitating healing for children and families.

686

Number of clients served in 2023.





BEHAVIORAL HEALTH SERVICES

Behavioral Health Counseling

Dedicated to providing out-patient mental health services, CSSW offers Behavioral Health Counseling to families, couples, and individuals who are facing anxiety, depression, mood disorders and substance use disorders. 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 by a psychiatrist and/or a nurse practitioner. CSSW works in collaboration with other providers including Community Mental Health, Packard Health, Emmaus Health, Trinity Health, and Michigan Medicine. This year, Behavioral Health Services successfully implemented a new electronic medical record. The new record will increase user accessibility and improve program efficiency while adhering to privacy and confidentiality. In 2023, **782 clients** were provided with over **5,535 sessions**.

Domestic Violence and Anger Management Services

The CSSW Domestic Violence and Anger Management programs are offered to both men and women who have been primarily referred by a court system due to offenses involving assaultive behavior. Program participants learn how to effectively regulate their emotions and stop abusive or battering behavior. This year's curriculum was refined to include 26–52-week group sessions based on client progress. The program served **80 clients** in 2023.



Total number of Behavioral Health Counseling clients served in 2023.



Total number of clients served by Domestic Violence and Anger Management programs in 2023.



BEHAVIORAL HEALTH SERVICES

Continued from p. 10

Parish Outreach/Marriage Preparation

To enhance and foster collaborative relationships with local parishes, and other Catholic partners, CSSW welcomed a part-time Parish Outreach Coordinator in early 2023. **Successful efforts included various food, and toiletry drives, participation in parish picnics, and adoption events, as well as the coordination of volunteer Fall Leaf Raking days.** Through parish donations, CSSW was able to provide baby items and diapers to pregnant mothers, backpack, and school supplies to foster care clients, and hosting the annual holiday giving tree that provided gift cards to agency clients across all programs. Marriage preparation classes for engaged couples preparing to marry within the Catholic Church have occurred virtually and will return in-person in 2024.

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 food, temporary housing, clothing, counseling, job acquisition and retention, as well as bus passes and personal hygiene items. Efforts focus on helping returning citizens successfully reintegrate back into their communities. **In 2023, Michigan Department of Corrections (MDOC) recognized the agency program for exceeding key performance measures by the team in areas of job retention, as well as housing and financial stability.**

Substance Use Disorder (SUD) Treatment

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. The program continues to be the only provider of Federally contracted services within Washtenaw County. In 2023, **577 individuals** received services, with **92% of clients** reporting increased motivation for sobriety after completing group sessions.



Total number of clients served by Offender Success in 2023.



Total number of clients served by SUD Treatment in 2023.



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

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