



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

2017 ANNUAL REPORT

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



Family & Children
SERVICES



Senior
SERVICES

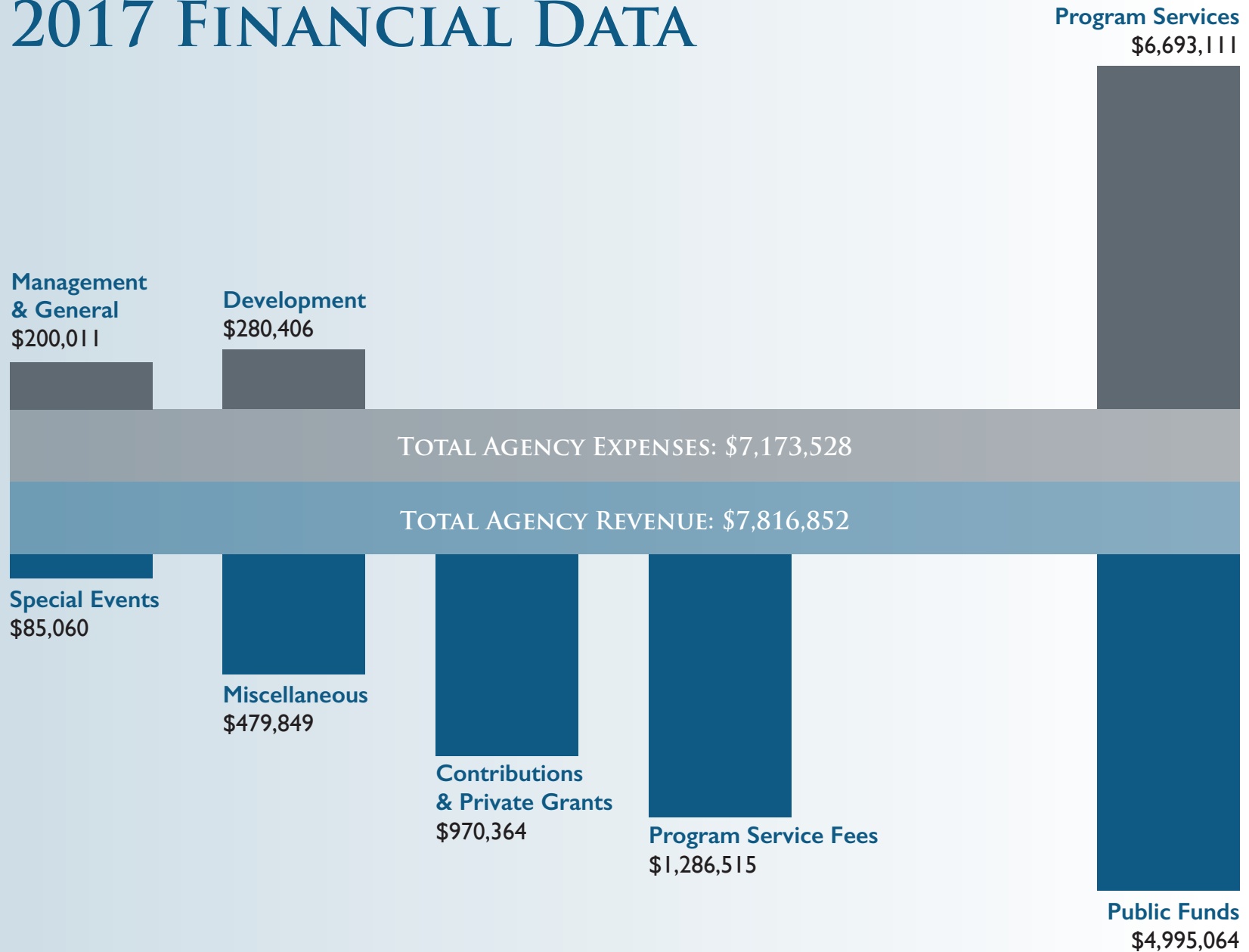


Behavioral Health
SERVICES

4925 PACKARD ROAD | ANN ARBOR, MI 48108 | 734-971-9781

www.csswashtenaw.org

2017 FINANCIAL DATA



SENIOR SERVICES



Chore

Chore Services served 133 clients in 2017, providing services such as basic household repairs, routine maintenance, basic plumbing, lawn mowing, snow removal, window washing, gutter cleaning, and various other services. 266 volunteers donated 835 hours of service. The percentage of clients feeling safer in their homes due to these services has steadily increased since 2015:

Percentage of clients feeling safer in their homes due to Chore Services.

| 2015 | 2016 | 2017 |
|------|------|------|
| 50% | 80% | 90% |

Home Safety

The Home Safety Program for seniors installed over 300 safety devices including grab bars, shower chairs, raised toilet seats, handheld showers, and other adaptive equipment, for 126 clients in 2017. 91% of participants surveyed said that the installation of their device(s) has enabled them to remain safely in their home, up from 84% in 2016, and 76% in 2015.

Percentage of clients that said the installation of safety devices enabled them to remain safely in their home.

| 2015 | 2016 | 2017 |
|------|------|------|
| 50% | 80% | 90% |



2,079

Total number of Senior Services clients served in 2017.



SENIOR SERVICES

Continued from pg. 2

GAP

The Grandparents as Parents Program (GAP) provided service to 37 clients in 2017, providing 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. Support groups, educational workshops, and newsletters, and assistance with finding additional resources are among the services provided. 86% reported being able to utilize a resource provided by the program, and 100% reported that GAP helps them gain skills to parent more effectively.



Resource Advocacy

The Resource Advocacy Program served 416 clients in 2017, providing information and referrals that best meet the needs of individual seniors. Services may include help with complicated applications, transportation, respite, and assistance with more immediate or emergency needs for food, shelter, or other basic needs. The number of clients served is down from 2016 (729) and 2015 (620), as clients from the Tax Assistance Program are now counted separately.

| Number of clients served in the Resource Advocacy Program. | | |
|--|------|------|
| 2015 | 2016 | 2017 |
| 620 | 729 | 416 |

RSVP

In 2017, the Retired Senior Volunteer Program 333 Seniors volunteered at 41 non-profits. As a result, over 36,000 hours of volunteer service was donated to the community. Volunteers are matched with a non-profit that matches their interest and skill set, and the program continues to add volunteers.

| Number of Volunteers in RSVP (Retired Senior Volunteer Program). | | |
|--|------|------|
| 2015 | 2016 | 2017 |
| 290 | 305 | 333 |



SENIOR SERVICES

Continued from pg. 3

Tax Program

957 individuals were assisted with their tax returns in 2017 through the Tax Assistance Program. This is a decrease in service from the past 2 years. Funding has been decreased, which has resulted in lower numbers, and priority is now given to lower income households.

| Number of clients served in the Tax Assistance Program. | | |
|---|-------|------|
| 2015 | 2016 | 2017 |
| 1,183 | 1,454 | 957 |

Oaks Adult Day Program

The Oaks Adult Day Program served 60 seniors in 2017, providing much needed respite to their caregivers, and helping to improve social interaction and mental acuity for seniors coping with cognitive, physical, or mental disabilities. The Oaks has remained at capacity this year and a waitlist was started in July, with an average of 4 weeks waiting time for placement.

Numbers remain consistent at the Oaks year after year, including satisfaction. A waitlist was started in July, with an average of 4 weeks waiting time for placement.

IVCP

The Interfaith Volunteer Caregiver Respite Program served 17 consumers in 2017, a considerable drop from previous years. Recruitment to the program has been challenging, and an action plan has been put in to place to improve recruitment.

| Number of clients served in IVCP (Interfaith Volunteer Caregiver Respite Program). | | |
|--|------|------|
| 2015 | 2016 | 2017 |
| 62 | 87 | 17 |

FAMILY AND CHILDREN



Newborn Adoption

The Newborn Adoption Program facilitated 11 adoptions in 2017, up from 8 in 2016. The Adoption Program continues to provide a large pool of prospective parents, who are counseled before, during, and after the adoption process.

Waiting Child Adoption

The Waiting Child Adoption are children adopted from Foster Care. 27 adoptions were finalized in 2017, up from 9 in 2016, and 22 in 2015. The Waiting Child Adoption Program continues to work on expanding the pool of potential adoptive families.

Families First

Families First, an intensive, in-home crisis intervention to families impacted by child abuse and/or neglect, served an average of 19 clients per month in 2017. The interventions last 4-6 weeks and serves families in Jackson, Hillsdale, and Branch counties.



4,035

Total number of Family and Children clients served in 2017.

Average number of clients served per month by Families First Program.

| 2015 | 2016 | 2017 |
|------|------|------|
| 20 | 18 | 19 |



FAMILY AND CHILDREN

Continued from pg. 5

Family Time (Parenting Support)

Family Time staff monitor interactions between noncustodial parents with one or more of their children, in an impartial and fair setting at CSSW, through the use of supervised parenting and exchange. They have consistently served over 200 clients a year since 2011, serving 204 in 2017.

Food Pantry

The CSSW food pantry served 2,759 individuals in 2017, higher than both of the past two years. The food pantry distributes food and personal hygiene items to low income families on a monthly or emergency basis.

Foster Care

The Foster Care Program assisted 126 clients in 2017. Foster care was provided to 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.

| Number of individuals served by Food Pantry in 2017. | | |
|--|-------|-------|
| 2015 | 2016 | 2017 |
| 799 | 1,531 | 2,759 |



FAMILY AND CHILDREN

Continued from pg. 6

Nurturing Families

Helping new parents learn effective parenting skills, Nurturing Families Washtenaw is a home-based child abuse prevention program that emphasizes positive parenting, child development, health education, goal setting and referrals to outside resources. In 2017, Nurturing Families served 67 clients, having increased each of the last three years since its inception.

| Number of clients served by Nurturing Families. | | |
|---|------|------|
| 2015 | 2016 | 2017 |
| 20 | 65 | 67 |

Pregnancy Counseling

Pregnancy Counseling had another consistent year operating at capacity. 126 clients were provided counseling, parenting education, service referrals, and support through the first-year post-birth. Satisfaction rates have remained near 100% for the past three years.

Washtenaw Child Advocacy Center

The Washtenaw Child Advocacy Center (WCAC) is a child-focused program in which the 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. 411 children and family members were served in 2017.

BEHAVIORAL HEALTH SERVICES

Counseling Services

Behavioral Health Services has been through an expansion since 2015. Client referrals increased when Community Mental Health could no longer serve some of the Medicaid population.

Domestic Violence Intervention

DVIS referrals have decreased the last two years, primarily due to fewer probation agents with higher caseloads, and many new agents who aren't as familiar with the program. DVIS has added an anger management program this year, and served a total of 324 clients in the ADA program, which specializes in working with men to stop their use of abuse, and RENEW program, which is an advocacy, intervention, and support group program for women who have used force in their relationships.

Marriage Preparation

CSSW administers the We Care Program to about 130 couples per year for the last three years at a variety of area Parishes. We Care is a highly acclaimed communication and relationship enhancement program for engaged couples. Along with communication skills, We Care emphasizes techniques for handling conflict while promoting intimacy in a Christian relationship.

Number of clients that received counseling services through referrals.

| 2015 | 2016 | 2017 |
|------|------|------|
| 387 | 893 | 889 |



3,203

Total number of Behavioral Health Services clients served in 2017.



BEHAVIORAL HEALTH SERVICES

Continued from pg. 8

Offender Success

CSSW operates the Offender Success Program (previously Prisoner Re-entry) for Washtenaw, Livingston, Jackson, Hillsdale, Lenawee, and Monroe counties. In 2017, 187 previously incarcerated individuals were served by the program, with consistently high rates of satisfaction. The State of Michigan has partially credited this statewide program with the steady drop in the recidivism rate.

Substance Abuse Treatment

In 2017, CSSW provided substance abuse treatment to 411 clients through the Early Intervention and Redirect programs, and an additional 588 in the prison-based programs. Counseling is provided to individuals with moderate to serious drug and alcohol abuse issues, in addition to the Early Intervention program, which assists low to moderate substance abusers develop coping skills to help create a healthy and productive lifestyle.

Sex Offender Treatment

The Sex Offender Treatment Program served 1,239 clients in 2017. Having taken on several counties in Northern Michigan in 2016, the program has grown considerably.