



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

2018 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



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

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 - Pamela Jones-Sexton
 - Deacon Jim Kasprzak
 - Father Brendan Walsh
- *in Memoriam

Dear Friends,

2018 marked a year of change and renewal at the agency. The Board of Directors and Leadership Team held a retreat and completed a three-year Strategic Plan. The Mission and Vision were refreshed, and core values that best describe how we do our work were identified. Programs and Services were carefully evaluated for sustainability and commitment to the Mission.

We categorized our services into three main areas:

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

As nonprofit organizations continue to face significant funding challenges, we remain committed to providing services that align with our core mission, that fill a need in the community and is reflective of the best work we can do. Our shared work provided services and programming to close to 10,000 people in 2018. We are so grateful for the funders that allow us to provide services to some of the most disadvantaged people in our communities. We continue to collaborate with many community partners to identify grants to support more work in our three main service areas. We were the recipient of a \$240,000 grant from the Michigan Health Endowment Fund to develop Ahead of the Curve — an innovative new web-based program that aims to make Washtenaw County a caregiver-friendly community. The goal 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. Ahead of the Curve will consist of a searchable online Senior Resource Directory website listing more than 300 county-wide resources for older adults, an online quiz to help older residents and their caregivers get connected with resources. The website will launch in 2019.

Amazing time, talent and generosity is given to Catholic Social Services through numerous volunteers and donors. We truly could not operate without the collective support and are grateful for the donations we received in 2018. You have our commitment that we will be good stewards of the funds and continue our collaborations throughout the county to bring needed services in mental health, families and children and the senior population.

Sincerely,

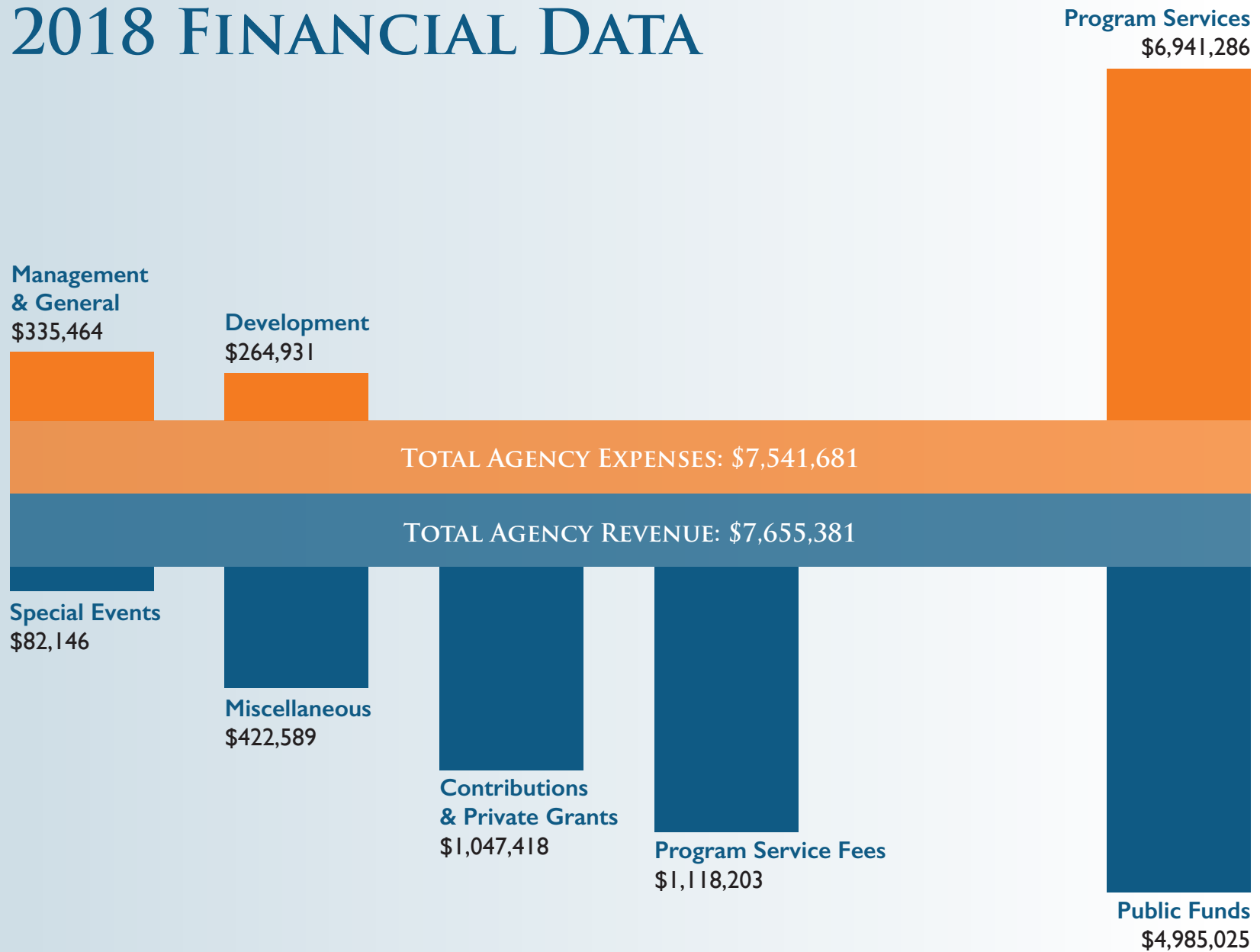
Eileen Slank

Eileen Slank
Board Chair

Peg Bravo

Peg Bravo
President and CEO

2018 FINANCIAL DATA



SENIOR SERVICES



Chore

Chore service staff and volunteers provided 2,489 hours of service in 2018, providing a total of 938 services such as basic household repairs, routine maintenance, basic plumbing, lawn mowing, snow removal, window washing, gutter cleaning, and various other services. The percentage of clients satisfied with their services continues to be above 90%.

Percentage of clients satisfied with their Chore services.

2016	2017	2018
89%	95%	93%

Home Safety

143 consumers received Home Safety Services, 188 services were provided, and 520 safety devices were installed with the most common safety device being the bathroom grab bar. The average number of devices per person remains at about three. 42% of the consumers had the ability to contribute a cost share contribution based on their circumstances. The average cost share contribution was \$17.00. 96% of clients reported increased ability to remain home and independent, a continuing increase since 2015.

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

2015	2016	2017	2018
76%	84%	91%	96%



2,136

Total number of Senior Services clients served in 2018.



SENIOR SERVICES

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GAP

The Grandparents as Parents Program (GAP) provided service to 43 clients in 2018, up from 37 in 2017. However, there is room for growth and this will be a focus in 2019. 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. 86% reported being able to utilize a resource provided by the program, and 85% reported that GAP helps them gain skills to parent more effectively.



Resource Advocacy

The Resource Advocacy Program served 717 clients in 2018, up considerably from 416 clients in 2017. The program provided 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.

Number of clients served in the Resource Advocacy Program.			
2015	2016	2017	2018
620	729	416	717

RSVP

The Retired Senior Volunteer Program (RSVP) provided volunteer opportunities for 281 Seniors in 2018, expanding its reach to 45 non-profit organizations, up from 41 in 2017, and 35 in 2016. As a result, over 35,000 hours of volunteer service, at an estimated value of over \$866,000, were donated to the community. Volunteers are matched with a non-profit organization that matches their interest and skill set, while addressing the needs of the non-profit sector.

Number of Non-profit organizations reached through RSVP opportunities.		
2016	2017	2018
35	41	45



SENIOR SERVICES

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Oaks Adult Day Program

The Oaks served 57 seniors in 2018 and remains at capacity. Providing much needed respite to their caregivers, the Oaks continues to help improve social interaction and mental acuity for seniors coping with cognitive, physical, or mental disabilities. Over 80% of caregivers credit the Oaks with helping their seniors remain at home.

IVCP

The Interfaith Volunteer Caregiver Respite Program (IVCP) served 26 consumers in 2018, rebounding from 17 in 2017, providing over 1,500 hours of respite care. Volunteers provide much needed respite care for 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.

The Oaks continues to remain at capacity. Over 80% of caregivers credit the Oaks with helping their seniors remain at home.

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

2015	2016	2017	2018
62	87	17	26

FAMILY AND CHILDREN



Newborn Adoption

The Newborn Adoption Program facilitated 2 adoptions in 2018, down from 11 adoptions in 2017, which is part of a nationwide trend. 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. Serving an average of 21 clients per month in 2018, the program remains at capacity. The interventions last 4-6 weeks and serves families in Jackson, Hillsdale, and Branch counties.



3,771
Total number of Family and Children clients served in 2018.

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

2015	2016	2017	2018
20	18	19	21

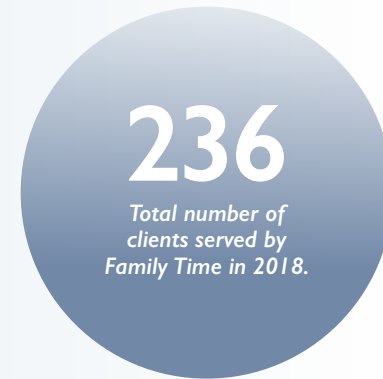


FAMILY AND CHILDREN

Continued from pg. 6

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. The only program of its kind in Washtenaw County, the program has consistently served over 200 clients a year since 2011, serving 236 in 2018. The program was awarded new funding from VOCA (Victims Of violent Crime Act) which in began October 2018, giving the program potential to provide significantly enhanced and expanded services.



Food Pantry

The largest and busiest in Washtenaw County, CSSW food pantry served 2,224 individuals in 2018, distributing food and personal items to low income families on a monthly or emergency basis.

Number of individuals served each year by Food Pantry in 2015 through 2018			
2015	2016	2017	2018
799	1,531	2,759	2,224

Foster Care

The Foster Care program assisted 78 clients in 2018. 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

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Nurturing Families

In 2018, Nurturing Families served 85 clients, up from 67 the prior year. 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.

Number of clients served each year by Nurturing Families in 2015 through 2018.			
2015	2016	2017	2018
20	65	67	85

Pregnancy Counseling

As the primary referral source utilized by U of M health system and St. Joseph Mercy hospital, Women’s Huron Valley Correctional Facility, the Washtenaw County Jail, and various crisis pregnancy counseling centers and social service agencies, Pregnancy Counseling had another consistent year operating at capacity. 147 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 four 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. 264 children and family members were served in 2018.

BEHAVIORAL HEALTH SERVICES

Counseling Services

Counseling Services has been through an expansion since 2015. Serving clients from every segment of the community, our therapists treat clients with a wide variety of diagnoses. Counseling services also provides medication monitoring services, helping to fill a desperate need in the community.

Domestic Violence Intervention Services

DVIS referrals have decreased the last two years, primarily due to fewer probation agents with higher caseloads. DVIS has added an anger management program this year, and served a total of 324 clients in the 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 continues to administer the We Care Program to about 120 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.



1,645

Total number of Behavioral Health Services clients served in 2018.



BEHAVIORAL HEALTH SERVICES

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Offender Success

CSSW operates the Offender Success Program (previously Prisoner ReEntry) 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.

Substance Abuse Treatment

As the sole referral source for MDOC clients in Washtenaw County, CSSW provided substance abuse treatment to 359 clients through the Early Intervention and Redirect programs, and hundreds more in the prison-based programs. As the MDOC Substance Abuse (SA) program targets those clients on parole supervision within Washtenaw County, most of our clientele 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.

