



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

2020 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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Jim Libs

Father Brendan Walsh

**in Memoriam*

Dear Friends,

The year 2020 marked a particularly challenging and difficult time for the entire country in the face of COVID-19. Here at Catholic Social Services of Washtenaw County, we quickly pivoted and implemented innovative ways to continue to provide compassionate care while focusing closely on our mission for the clients we serve. Collectively, we provided care and services to thousands of people in 2020. More than 80 percent of our clients fell below the poverty line.

As a face-to-face community-based organization, we had to identify creative ways to continue to connect with our clients while under state executive orders to stay home and stay safe. This was a challenge, especially for many of our clients who are victims of domestic violence, experience food insecurity, or face the day-to-day tribulations of poverty and isolation.

With a one-week planning pause at the start of the pandemic and a generous telehealth grant from the Michigan Health Endowment Fund, we accomplished implementing new caregiving strategies. *Here are just a few examples:*

- Food Pantry — conversion to an outdoor pantry for pick up and placement in vehicles, drive through style.
- Delivery of food to the homes of our vulnerable older adults.
- Park and porch visits for foster care and other vulnerable young children and families.
- Remote and in person supervised parent and children visitation.
- Remote telehealth therapy through secured Zoom and HIPAA compliant electronic forms and consents.
- Free public Wi-Fi in our parking lot.
- Providing offenders coming out of prison with quarantine in housing units, food, clothing, and assistance to weather the pandemic.

Together, with four community partners, we are part of the Vital Senior Initiative and received a \$100,000 grant from the Thome Foundation to pilot and study the delivery of medically therapeutic meals to older adults in 2020. Our partnerships are essential to care for vulnerable older adults without full reliance upon temporary grant funding.

Nonprofit organizations continue to face significant funding challenges, and we could not operate without the support of our communities. We are truly grateful for the generous donations we received in 2020. You have our commitment that we will be good stewards of the funds, continue our community collaborations, and remain steadfast in providing essential services to our community population in the areas of mental health, families, children, and older adults.

Sincerely,

Eileen Slank

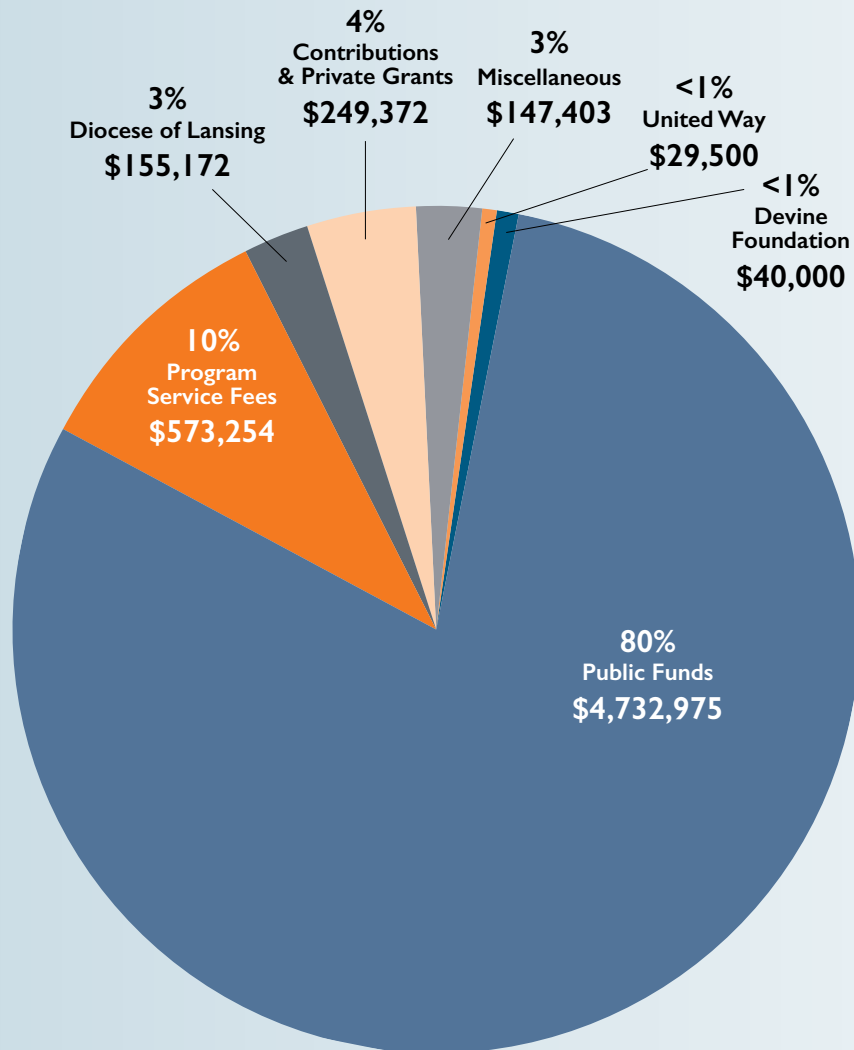
Eileen Slank
Board Chair

Peg Bravo

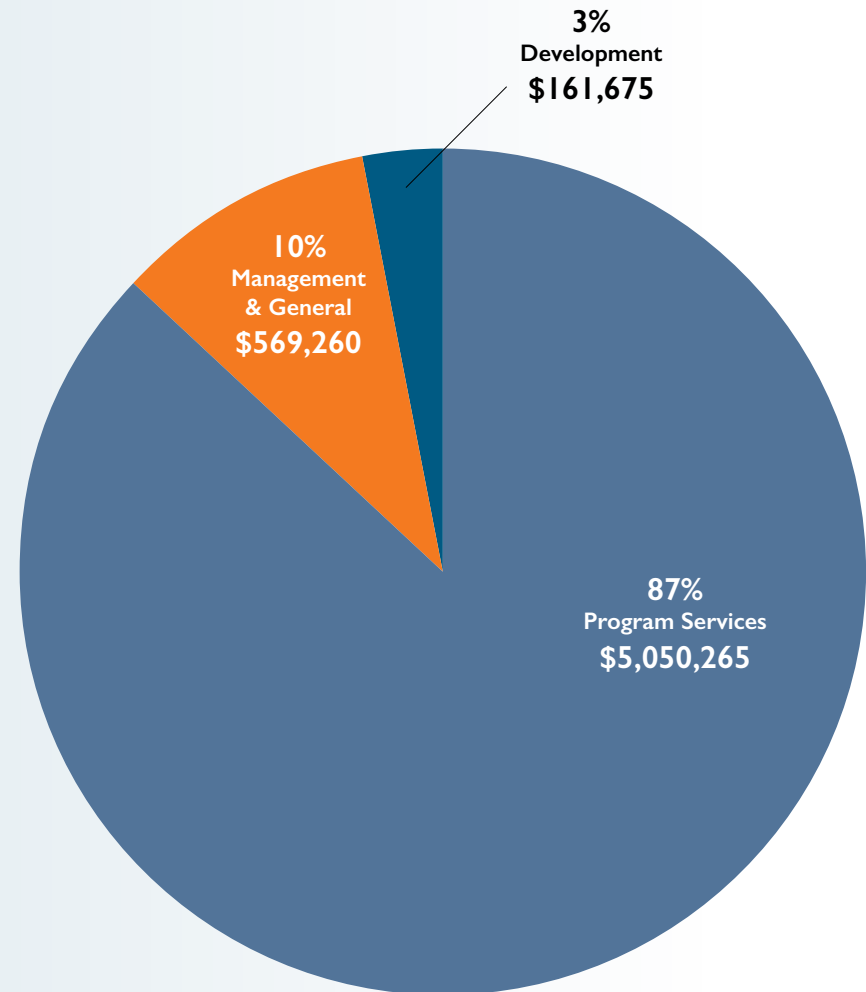
Peg Bravo
President and CEO

2020 FINANCIAL DATA

Total Revenue \$5,927,676



Total Expenses \$5,781,200



SENIOR SERVICES



Chore

Sixty clients were served in 2020. As a response to the increase in demand for indoor work, positive working relationships have been established with referral sources to meet the need in the community. The program initiated food delivery to clients from the CSSW Food Pantry and Chore and Home Safety clients. In response to COVID-19, in-home visits were suspended for most of 2020, but resumed after safety guidelines were implemented.

Home Safety

In 2020, 34 consumers received Home Safety Services and 98 devices were installed. One hundred percent of clients reported increased ability to remain home and independent. Like Chore Services, in-home visits were suspended for most of 2020, but resumed in the fourth quarter after the implementation of additional safety guidelines.



485

Total number of Senior Services clients served in 2020.

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

2020	2019	2018	2017
100%	85%	96%	91%



SENIOR SERVICES

Continued from pg. 3

Grandparents Raising Grandchildren

The Grandparents Raising Grandchildren (GRG) program provided service to 30 clients in 2020. An average of 88 percent of clients reported that the GRG program has increased their sense of having additional social support. Support groups resumed in October 2020 after a pause due to COVID-19. Regular mailings are sent to program participants with resource and information approximately once per month. Outreach was conducted throughout the year and contact was made with St. Francis of Assisi, Ann Arbor Public Schools, local senior centers, local health care providers focused on geriatric care, local Meals on Wheels programs, and others.



Resource Advocacy

The Resource Advocacy (RA) program served 262 clients in 2020. The program works to assist older adults in meeting basic and immediate needs by providing practical assistance. Social distancing and times of quarantine made the work provided by Resource Advocates even more essential. In April 2020, RA began conducting wellness calls to past and present participants, focusing efforts to provide social interaction, and ensuring all basic needs were being met.

Number of clients served in the Resource Advocacy Program.			
2020	2019	2018	2017
262	452	717	416



SENIOR SERVICES

Continued from pg. 4

Retired Senior Volunteer Program (RSVP)

Despite COVID-19, RSVP identified several ways to serve the community safely. This included two fall chore day events helping older adults to prepare the home and yard for winter, as well as the creation of a virtual music group provided to caregivers and older adults in need of socialization and stimulation during quarantine. Volunteers are especially important for senior nutrition programs. Goals for next year include expansion and growth, especially through virtual volunteer opportunities.

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

Volunteer Caregiver Respite

The Volunteer Caregiver Respite (VCR) program served 14 consumers in 2020. 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. VCR is a vital community program that is successfully accomplishing the goal of making caregiving less of a burden on the caregiver. Clients feel comfortable reaching out to staff when other, non-respite related needs arise, such as the need for emergency funding or food assistance. The program is operational after a pause due to COVID-19. Eighty-five percent of caregivers reported reduced stress, and an average of 95 percent 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.			
2020	2019	2018	2017
14	29	26	17

FAMILY AND CHILDREN



Newborn Adoption

Seventy-four clients were served in 2020. Strengths of the Newborn Adoption program include long-term excellent reputation of the program in the community and the State of Michigan, belief in and support of open adoption that is consistent and meaningful, comprehensive education requirements for prospective adoptive parents, comparatively low fees so that adoption services are available to all incomes, and the pregnancy counseling that CSSW provides free of charge. During COVID-19, technology made it possible to have weekly team meetings, conduct home studies, supervisory visits, and intakes, attend court hearings, hold monthly information meetings, and teach two days of classes weekly. Clients have responded with resilience in mailing and delivering paperwork, participating in remote sessions, and using laptops and phones for tours of their homes.

Waiting Child Adoption

The Waiting Child Adoption program continues to find forever homes for children. There were 22 state adoptions finalized in 2020, one more than in 2019, 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.



767

Total number of Family and Children clients served in 2020.



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 210 individuals this year. The program receives multiple sources of funding and has a positive reputation in the referral community (Courts, Friend of the Court, attorneys, and mediators). The program is flexible and adaptable which has led to sustainability of the program for nearly 14 years. In 2019, the program reported visits to 837 families and 164 exchanges over the year, in 2020 the program reported 496 visits and 41 exchanges.

Food Pantry

The Food Pantry responded to COVID-19 by shifting to a twice-weekly outdoor operation in March. Distributing 242,679 pounds of food in 2020, the program instituted a drive through style pickup and delivered food to older adults at home.





FAMILY AND CHILDREN

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Foster Care

The Foster Care program assisted 78 clients in 2020, 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. Long established in the community as a positive agency to work with, the program serves the counties of Washtenaw, Hillsdale, Branch, Jackson, and Oakland. Recently expanding into Lenawee County, the goals for next year are to build more relationships with surrounding counties and recruit additional foster families.



78

Total number of clients assisted in 2020 with offering foster care.

Nurturing Families

Serving 83 clients in 2020, 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. During COVID-19, the program started contactless drop offs of food and essential baby supplies. The program created eight extra parent groups a month when families needed information about what was happening during the quarantine, how to navigate caring for small children, breaking the isolation, creating safe sharing space, games, and child friendly activities. The program provided puppet shows, guest speakers, crafts, parenting classes, and fun during the hardest part of the quarantine. One hundred percent of clients said that they were taught to work with other agencies to obtain community resources more effectively.

Number of clients served each year by Nurturing Families in the last 4 years.

2020	2019	2018	2017
83	83	85	67



FAMILY AND CHILDREN

Continued from pg. 8

Pregnancy Counseling

In 2020, 102 clients were provided counseling, parenting education, service referrals, and support through the first 12 months post-birth. Satisfaction rates have remained near 100 percent for the past five years. In 2020, Child Protective Services removal was prevented in an average of 91 percent incarcerated pregnancy counseling cases and 100 percent of community cases for clients who completed services. The program continues to be viewed as a valuable referral source and is the primary referral source for Women's Huron Valley Correctional Facility, St. Joseph Mercy Ann Arbor and Michigan Medicine Health Systems, and various agencies in the community. Services are provided, remotely as necessary, and adapted for various populations including incarcerated mothers.



Washtenaw Child Advocacy Center

The Washtenaw Child Advocacy Center (WCAC) is a child-focused program in which 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 2020, 141 children and family members were served. When asked what they most appreciated about their experience at WCAC, caregivers' responses included, "the care and loving atmosphere they provided," "the staff's demeanor and care for my child, as well as me," and "my anxiety about the interview was put at ease."



BEHAVIORAL HEALTH SERVICES

Behavioral Health Services

In 2020, Behavioral Health Services (BHS) treated 427 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. Quickly transitioning to telehealth services, the BHS program was well positioned to respond to the high demand for services in the community during COVID-19.

Domestic Violence Intervention Services

Domestic Violence Intervention Services (DVIS) served a total of 142 clients between the Alternatives to Domestic Aggression (ADA) program, specializing 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. The closure of the courts during the COVID-19 pandemic is reflected in a lower referral rate and program attendance. In 2020, an average of 81 percent of clients reported ADA helped them recognize signs that they are being abusive and 77 percent of clients reported that ADA is helping them in stopping their violence. An average of 75 percent of RENEW clients reported that their survivorship was appropriately acknowledged during the course of the program and 97 percent of RENEW clients reported that they expect to improve their ability to use non-forceful behaviors in their personal interactions as a result of their participation in the program.



974

Total number of Behavioral Health Services clients served in 2020.

77%

Percentage of clients that reported ADA is helping them in stopping their violence.



BEHAVIORAL HEALTH SERVICES

Continued from pg. 10

Marriage Preparation and Parish Outreach

Since March 2020, most of parish meetings have been held remotely due to the COVID-19. The program conducted several food, toiletry, and diaper drives with local parishes and received contributions to the giving trees. Marriage preparation classes have been offered in a self-paced, online format since March 2020.



Giving tree contributions included gift cards for clients instead of presents to minimize contact.

Offender Success

This year, Offender Success served 304 clients. Within a week of the shut-down, Offender Success obtained emergency housing for clients needing COVID-19 quarantine in each of our service counties. Staff continued to provide clients with housing, food, clothes, and program services despite working from the road and in-home offices. Offender Success plans to collaborate with other agencies to begin a Mentoring Program during the next year.

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.



304

Total number of clients served by Offender Success in 2020.



BEHAVIORAL HEALTH SERVICES

Continued from pg. 11

Substance Abuse Treatment

The outpatient Substance Abuse (SA) program services clients referred within Washtenaw County by Community Mental Health. The clients are primarily male with little to no income. The SA program works in conjunction with the Offender Success and Behavioral Health programs to provide housing, employment, clothing, food, and mental health services. The Michigan Department of Corrections (MDOC) Correctional Facility Programs target inmates who are close to release from prison. The program entails a treatment group and a more intensive therapy group that prepares clients with coping skills and relapse prevention skills to aid in recovery once they return to their communities. Survey data indicates that 94 percent of 1st quarter clients felt that they could accomplish their goals upon discharge from the program. Data was not collected for 2nd, 3rd, or 4th quarters due to the COVID-19 pandemic.

