



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**



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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Linda Edwards-Brown

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Deacon Jim Kasprzak

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

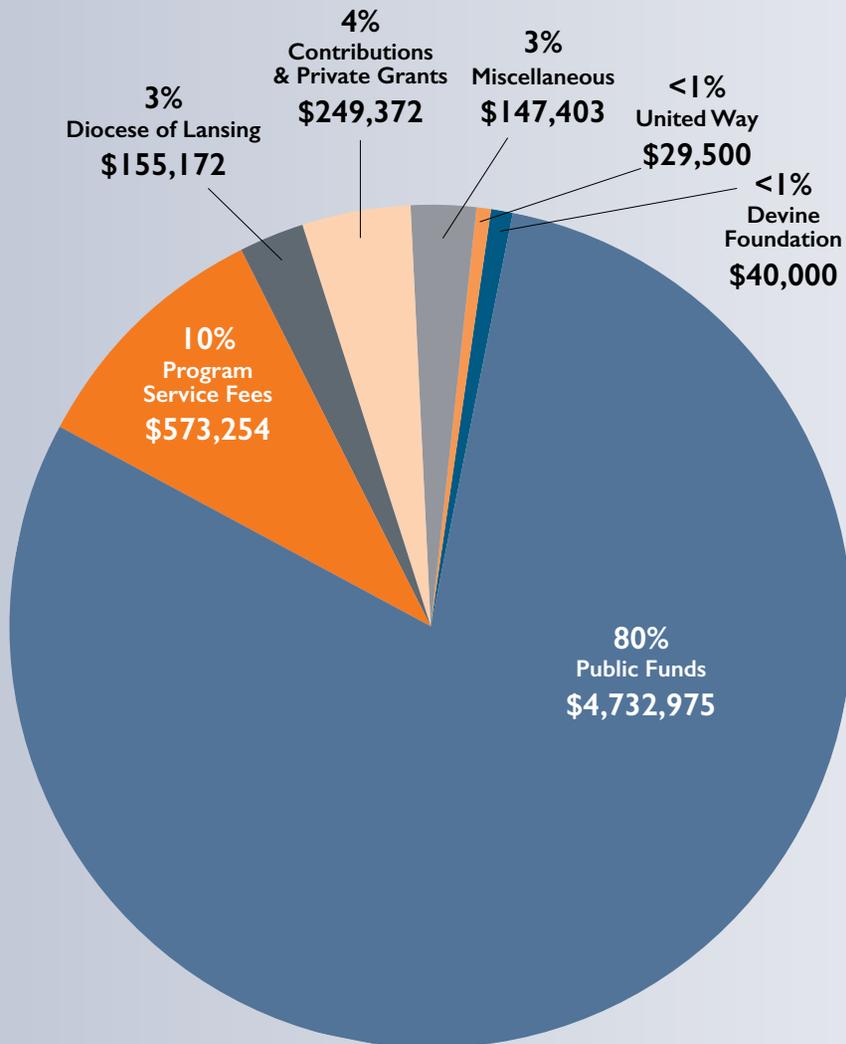
Eileen Slank
Board Chair

Peg Bravo

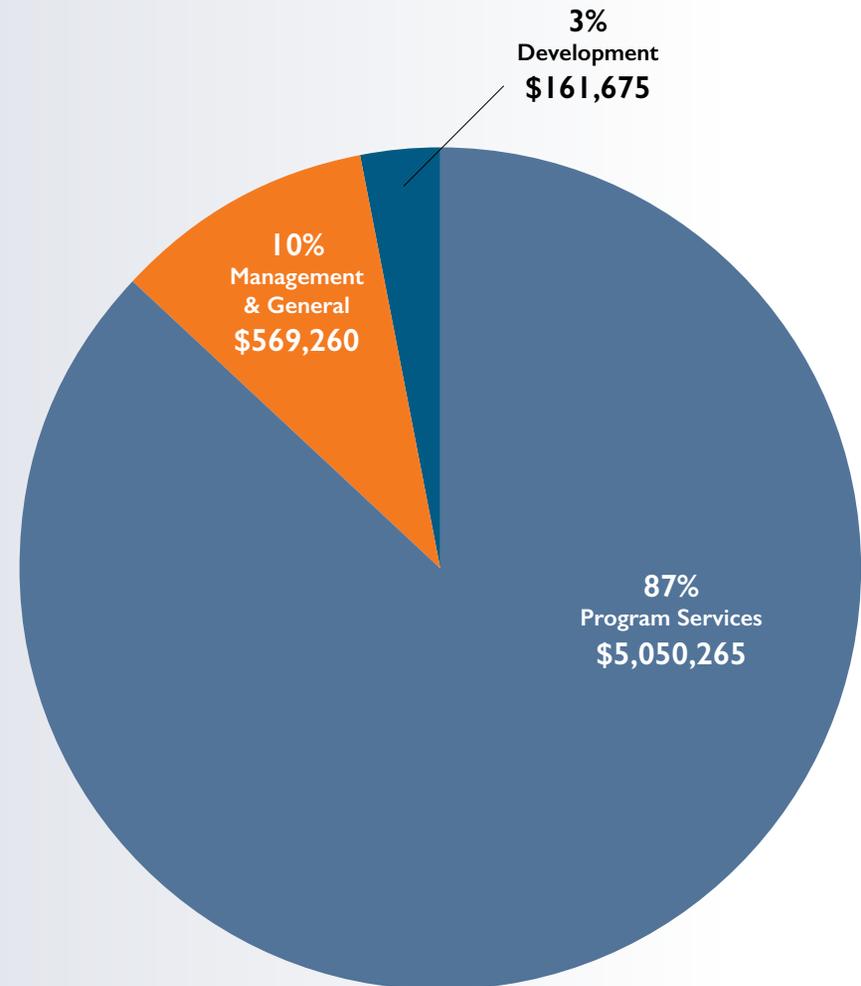
Peg Bravo
President and CEO

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.