



CATHOLIC
SOCIAL
SERVICES
OF WASHTENAW COUNTY

2021 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

- Peg Bravo
President & CEO
- Eileen Slank
Chair
- Thomas Buiteweg
Vice Chair
- Janice Trouba
Treasurer
- Marty Bodnar
Secretary
- Jim Birchler
- Linda Edwards-Brown
- Toni Cotter
- Garry Faja*
- Marilyn Geiger
- Deacon Jim Kasprzak
- Jim Libs
- Father Brendan Walsh
- *in Memoriam*

Dear Friends,

As we worked for a second year in the midst of the COVID-19 pandemic, Catholic Social Services of Washtenaw County (CSSW) 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. Together our team served thousands of people in 2021, with more than 79% of our clients living in poverty.

As a Catholic, faith and community-based organization, CSSW continues to identify creative ways to connect face-to-face with our clients, including collaboration with associated local nonprofits. Our Board, leadership and entire workforce remain focused on helping individuals and families who face the overwhelming burdens of illness, poverty and isolation.

During the ebb and flow of 2021, we implemented numerous much-needed caregiving strategies.

Here are just a few examples:

- Providing in-person and virtual mental health therapies to accommodate the unique needs of individuals and families
- Partnering with donors, local Parishes, and Food Gatherer’s to keep a steady supply of food and funding for our outdoor Food Pantry at Northside Community Center
- Delivering food to homebound older adults
- Performing home services and yard chores for older adults to remain safe and in their homes
- Conducting crisis counseling and forensic interviews in partnership with local law enforcement and the prosecutor’s office for victims of child sexual abuse
- Arranging for park and porch visits for foster care and other vulnerable young children and families
- Resuming visits to the prisons to provide pregnancy counseling and substance use treatment
- Providing offenders coming out of prison with quarantine in housing units, food, clothing, and job placement

Without the support of our communities, nonprofit organizations including CSSW could not continue to serve those who rely on us. We are profoundly grateful for the generous donations we received in 2021 that totaled more than \$761,000. 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, children, and older adults.

Sincerely,

Eileen Slank

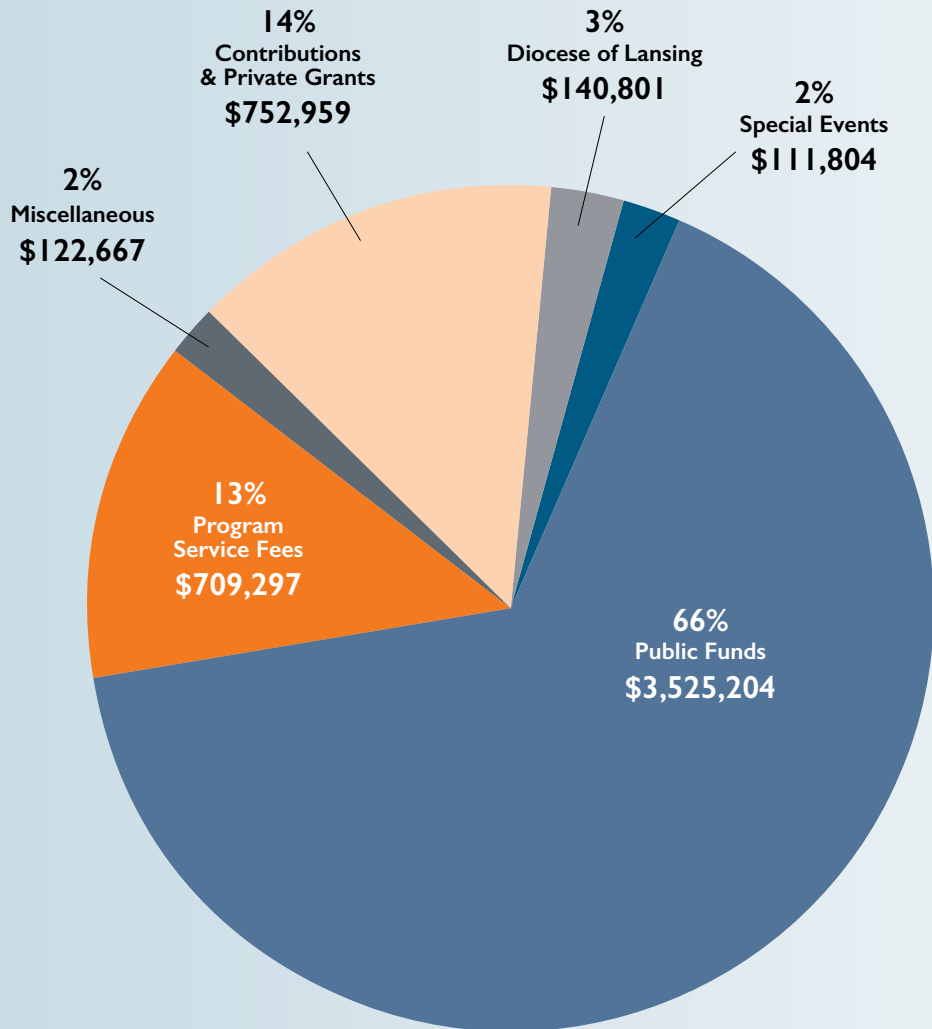
Eileen Slank
Board Chair

Peg Bravo

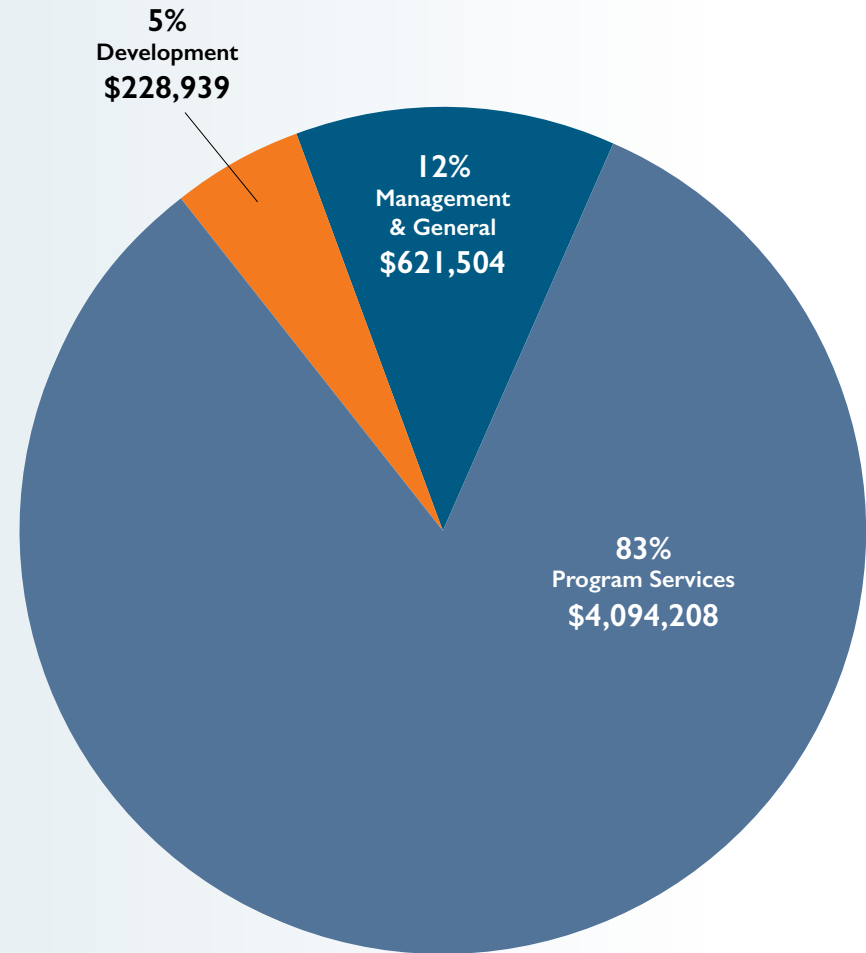
Peg Bravo
President and CEO

2021 FINANCIAL DATA

Total Revenue \$5,362,732



Total Expenses \$4,944,651



SENIOR SERVICES



Home Services

The Home Services program provided home maintenance and safety services to 268 individuals during 2021. Home Service technicians provided minor repairs and outdoor chores such as lawn care and snow removal. Several volunteer Chore Days were held throughout the year, whereby volunteers worked with CSSW staff to provide spring lawn clean up and fall leaf raking so that clients may maintain homes during seasonal changes. In partnership with the Greater Michigan Plumbing and Mechanical Contractors Association, the annual Heat's On event took place in October 2021. The event ensured that senior clients had safe, working furnaces and were prepared for the winter months.

Grandparents Raising Grandchildren

The Grandparents Raising Grandchildren (GRG) program supported kinship caregivers through information and referral giving, distributing training and informational materials, and helping participants to connect with needed resources. During 2021, the program served 15 clients. Through the support of donations, CSSW provided GRG participants with Thanksgiving Day meals, and gift cards for Christmas for the children in their care. GRG support groups will be reinstated in 2022.



967

Total number of Senior Services clients served in 2021.

268

Number of individuals that were provided home maintenance and safety services by the Home Services program in 2021.



SENIOR SERVICES

Continued from pg. 3

Resource Advocacy

The Resource Advocacy (RA) program works alongside older adult clients (60+) to connect them with needed community resources. As a safety net service, RA utilizes the Senior Services Intake Form to assess and identify person-specific needs. Service is provided through linkage to local, state, and federal resources. RA assists with complicated assistance applications, provides Michigan Medicare/Medicaid Assistance Program (MMAP) services and facilitates access to emergency funding ensuring that participants have water, electricity, and other basic necessities. In 2021, the program worked with 555 Washtenaw County seniors.

Retired Senior Volunteer Program (RSVP)

Breaking through barriers of the COVID-19 pandemic, RSVP found ways to support volunteers and community non-profits during 2021. The program partnered with 41 Washtenaw County non-profit organizations, supporting food and nutrition programs, companionship and respite services, classroom teaching and out-of-school time programs, housing placement and assistance, and other community service areas. Recognizing National Day of Service, RSVP volunteers delivered breakfast to first responders throughout the county. 119 RSVP volunteers completed 10,558 service hours, equivalent to investing \$301,325 into the community, based on the 2021 Independent Sector that values one volunteer hour at \$28.54. Ninety-seven percent of RSVP volunteers surveyed reported that their volunteer services makes them feel positive and happy, while 97.5% reported the volunteer experience to be meaningful.

Number of clients served in the Resource Advocacy program.			
2021	2020	2019	2018
555	262	452	717



Total number of volunteers and the financial equivalent of service hours completed based on the 2021 Independent Sector rate.



SENIOR SERVICES

Continued from pg. 4

Volunteer Caregiver Respite

The Volunteer Caregiver Respite (VCR) program served 10 respite matches in 2021. 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. The program adapted to the evolving circumstances of the COVID-19 pandemic and allowed clients to continue respite visits at their comfort level, which for some included weekly virtual visits. The program consistently receives positive feedback, with caregivers in the program reporting that volunteer visits decrease overall feelings of stress.

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

2021	2020	2019	2018
10	14	29	26

FAMILY AND CHILDREN



Newborn Adoption

The Newborn Adoption program worked with 69 clients during 2021, successfully completing 4 newborn adoptions. The program had several major activities and achievements this past year including, presenting a Transracial Adoption Panel featuring 5 families who have adopted children of different races and/or cultures through CSSW. Forty families attended while panelists shared their experiences adopting transracially. The annual Birth Mother's Day event was held in the Spring at Montibeller Park; 50 people were in attendance. The program also hosted a successful Adoption Preparation Class including 6 live and 2 recorded speakers. The virtual format allowed for greater access as 8 prospective adoptive parents and many support people, from all over the nation and Mexico, were able to attend.

Waiting Child Adoption

The Waiting Child Adoption program works to find children of all ages a stable family in a forever home. Throughout 2021, the Waiting Child Adoption program saw a steady increase of interested adoptive families and connected with 183 program participants, completing 20 adoptions. The program continues to receive positive feedback from agency partners and clients. An average of 87% of 2021 program participants reported being very satisfied with services received.



810

Total number of Family and Children clients served in 2021.

87%

Percentage of program participants that reported being very satisfied with services received from the Waiting Child Adoption program.



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 child/children exchange. In 2021, the program worked with 104 participants, overseeing 461 visitations.



Food Pantry

The CSSW Northside Food Pantry distributes groceries to Washtenaw County families 2 days per week. To mitigate risk related to the COVID-19 pandemic, the pantry has operated outdoors since March of 2020. Services include curbside pickup to distribute prepackaged boxes of shelf-stable food items and bags filled with fresh produce 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 impact of Northside Food Pantry services in the Washtenaw County community is great, and for some is the sole source of groceries. In 2021, Northside distributed the equivalent to 170,368 meals to county residents.





FAMILY AND CHILDREN

Continued from pg. 7

Foster Care

The Foster Care program works to license foster families to provide a safe and loving temporary home to children who have been separated from birth families for reasons of abuse and neglect. The Foster Care program is well known in the community and collaborates with the Department of Health and Human Services to receive placement referrals. Expanding its reach beyond Washtenaw County, the program worked with 76 individuals across the counties of Hillsdale, Wayne, Lenawee, Oakland, and Branch during 2021.



76

Number of individuals CSSW staff worked with across Washtenaw, Hillsdale, Wayne, Lenawee, Oakland, and Branch counties through the Foster Care program in 2021.

Nurturing Families

Nurturing Families (NF) worked with 65 clients in 2021. Based upon the Healthy Families First model, home-based child abuse prevention services are provided to educate and encourage positive parenting, child development, health education, goal setting and how to access referrals to outside agencies. Throughout 2021, Nurturing Families created new ways to engage parents both via Zoom and in-person home visits. Extra parenting groups were hosted and featured activities such as bingo, puppet shows, fort building, and healthy cooking activities. 95% of Nurturing Family participants reported learning new ways to manage their child's behavior. Similarly, 95% felt their NF coach helped them to better understand their child.

95%

Number of participants that reported learning new ways to manage their child's behavior, as well as participants that felt their Nurturing Family coach helped them better understand their child.



FAMILY AND CHILDREN

Continued from pg. 8

Pregnancy Counseling

CSSW Pregnancy Counseling Services are provided free of charge to all pregnant women seeking support during pregnancy. In 2021, the program assisted 88 individuals through counseling, parenting education, service referrals, and support throughout the first 12 months post-birth. The program is a valued and unique community resource, as there is no other program offered in the Washtenaw County area. Program services continue to be offered to and utilized by diverse populations (including racial, socioeconomic, and religious diversity) and services have been adapted to fit the unique needs of each client. The program continues to be the primary referral source utilized by the Michigan Medicine and IHA health systems, University of Michigan Hospital, and St. Joseph Mercy Hospital Ann Arbor, Women's Huron Valley Correctional Facility, and various crisis pregnancy counseling centers and social service agencies.



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. An average of 97.2% of caregivers reported that WCAC services were effective in facilitating healing for children and caregivers.



97.2%

Percentage of caregivers on average that reported WCAC services were effective in facilitating healing for children and caregivers.

BEHAVIORAL HEALTH SERVICES

Behavioral Health Counseling

Dedicated to providing clinical services to the most vulnerable populations, CSSW offers Behavioral Health Counseling to families, couples, and individuals. 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 also provided when appropriate. Programing is provided via telehealth or through in-person visits. Flexibility in service delivery has allowed for greater accessibility and is appreciated by clients. During 2021, 501 clients were served, with 9,141 total sessions, an increase of 17% from 2020.

Domestic Violence Intervention Services

CSSW's Domestic Violence Intervention Services (DVIS) worked with 77 individuals in 2021. DVIS programs include Alternatives to Domestic Aggression (ADA) educating men to stop abuse or battering behavior; RENEW a program which provides advocacy, intervention, and support groups to women who have used force in their relationships; and LOTUS, a 12-week self-paced program aimed at teaching participants tools to effectively regulate their emotions. The re-opening of court systems resulted in increased referrals throughout the year. Clients have also become more educated on the use of virtual platforms which has led to increased engagement in virtual groups. Cross agency collaboration has allowed opportunity for ADA programing to be offered to the Michigan Department of Corrections, Offender Success clients.



1,010

Total number of Behavioral Health Services clients served in 2021.

9,141

Total number of Behavioral Health sessions provided to 501 clients in 2021. This is an increase of 17% from 2020.



BEHAVIORAL HEALTH SERVICES

Continued from pg. 10

Marriage Preparation/Parish Outreach

CSSW continued to maintain steady partnership with local parishes throughout 2021. Collaboration included several food, toiletry, and diaper drives as well as the filming of Agency videos on site at St. Francis of Assisi, Ann Arbor. Through parish donations, CSSW was able to host the annual holiday giving tree providing gift cards to CSSW clients. Marriage preparation classes have continued virtually; parish referrals are provided access to the online class which can be completed self-paced, at any time.



Through parish donations, CSSW was able to host the annual holiday giving tree providing gift cards to CSSW clients.

Offender Success

The CSSW Offender Success Programs for Prosperity Region 9 program works with the Michigan Department of Corrections as a part of a statewide collaborative. The program works to create a seamless system for offenders from the time of incarceration through transition and reintegration into their community. Services provided include housing, clothing, food, employment assistance, and counseling to clients returning to their communities from prison. Working collaboratively with regional parole offices, the program has been successful in stabilizing the most challenging populations; the homeless, returning prisoners, and those living with mental illness. Reaching beyond Washtenaw County, the program worked with 246 individuals in Washtenaw, Livingston, Jackson, Hillsdale, Lenawee, and Monroe counties during 2021.



246

Total number of clients served by Offender Success in 2021.



BEHAVIORAL HEALTH SERVICES

Continued from pg. 11

Substance Use Disorder Treatment

Outpatient Substance Use Disorder (SUD) counseling is provided to individuals struggling with drug and alcohol abuse. An intervention-based model is used to focus treatment on setting goals that enable clients to create a healthier and more productive lifestyle. During 2021, the SUD program provided services to 186 individuals. Treatment referrals are largely provided through Community Mental Health, however during the year the program began to accept clients with private insurance. Working within MDOC Correctional Facilities, SUD programs target those inmates who are close to release from prison. Didactic SUD treatment and intensive therapy groups are provided to prepares clients with coping skills and relapse prevention skills to aide in their recovery once they return to their communities.



186

Total number of clients served by the SUD program in 2021.