



COMMUNITY  
SERVICE  
COUNCIL

Improving Oklahomans' Lives Through  
Research, Planning & Action

# 2016 IMPACT REPORT

Tulsa, Oklahoma



# 75 Years

**Improving Oklahomans' Lives  
through Research, Planning & Action**



# 2016 IMPACT REPORT

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### *Our Vision*

A community empowered to ignite opportunities and eliminate disparities for all people across the lifespan.

### *Our Mission*

To be a leader in confronting challenges to health, social, education and economic opportunities, and strategically advancing effective community-based solutions. We do this through research, planning, networking, and mobilizing resources.

# Letter from our CEO

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**Our community's eyes.** It can be summed up as simply as that. It is the core of how we operate at the Community Service Council. This lens drives us. It dictates our strategy, our commitment to service, and our approach to convening, connecting, creating, communicating and building capacity around community needs, so that solutions can be generated and realized for Tulsa.

In 2016, I was very fortunate to be given the chance to lead this incredible work on behalf of the community, following the outstanding leadership of Phil Dessauer who stepped down after 32 years in his role. Immediately, I found inspiration in the incredible people who work at CSC and in the membership of our partner agencies. We've embraced the opportunity to completely restructure the leadership as several senior-level retirements took place. Together we're creatively crafting a collaborative, connected, communicative, cross-divisional workspace that helps strengthen CSC.

2016 was a remarkable year in the history of CSC, and a remarkable year on many fronts in Tulsa, in Oklahoma, and in the United States. While our country waded through a bruising presidential election, Oklahomans faced another legislative session with incredibly diminished state revenues. Many of the decisions made in Washington and in Oklahoma City had a direct impact on our citizens, our schools, and our general commitment to community health. As well, those decisions directly affected CSC's ability to address the needs of our community, while creating new needs at every turn.

Looking ahead, we are poised to lead the way for new solutions in Housing and Homelessness, Education, Incarceration Reduction, Data and Information, Veterans Initiatives, and Health and Mental Health. We see the lasting benefits of continuing to lead our community with innovative approaches to solving longtime problems, in bringing out the best in our community, for our community.

Therefore, in the coming year, we commit to these tenets as we reposition CSC:

- **We commit** to being a disruptive force for change, challenging the status quo and investing in solutions that will help our world be a better place for all of its citizens;
- **We commit** to providing a safe place for innovation and a collaborative workspace to implement vision where many cannot yet see;
- **We commit** to expanding our reputation as a leader in Oklahoma and across the region for bringing solutions to social needs present in areas outside of Tulsa.

We will continue to follow the blazed trail set forth by our 75-year history and rich legacy of leadership, while looking for other pathways yet to be discovered, all designed to get us to the finish line of a well-cared-for and thriving Tulsa. We are, and will continue to be, our community's eyes.

A handwritten signature in black ink, appearing to read "Kevin Burr".

**Kevin Burr, CEO**

# Letter from our Board President

For the Community Service Council, 2016 brought a year of transition, challenges and incredible successes. A new CEO, Kevin Burr, came aboard as CSC's cherished long-time Executive Director Phil Dessauer retired. It's been exciting to watch Mr. Burr with his diverse experience, skilled leadership and boundless energy take the reins.

As these personnel changes were occurring, funding challenges rippling down from state budget woes impacted CSC just as it had state agencies, social service providers and governmental agencies. While jeopardizing essential programs, the state budget crisis has also created opportunities for CSC to tell its story to legislators, policy makers and funders. We remain hopeful that state and local funding will continue to allow CSC programs to maintain their vital role in improving lives in this community.

In spite of its challenges, CSC celebrated many accomplishments in 2016, including the development of a new

Strategic Plan which was a product of community, stakeholder, board and staff input to provide a blueprint for the work moving forward.



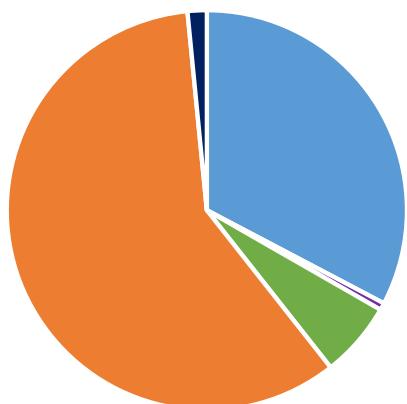
CSC also celebrated its 75th anniversary in 2016. Much has changed in our community since 1941, including the critical issues CSC has addressed through the years. Yet with change comes CSC's enduring determination to identify current challenges and bring people together to address those challenges. CSC will continue to improve lives through research, planning and action, and will remain committed to prevention and investing in people across the lifespan. We are proud that CSC has launched many of Tulsa's best-known and successful agencies and initiatives, and we will persist onward in that effort.

**Ann Domin, Board President, 2016-2017**

## Financial Review

### Revenue

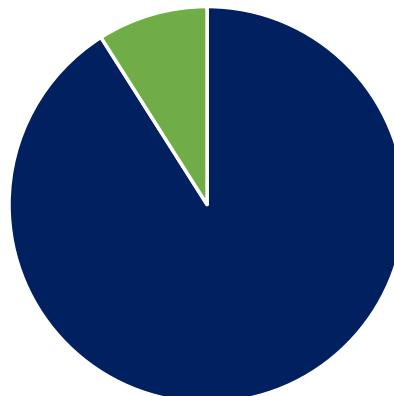
TOTAL REVENUE \$13,864,378



- Fees, Grants & Contracts \$8,189,234
- Contributions \$4,533,977
- United Way \$845,813
- Investment Income \$214,913
- Special Events \$80,441

### Expenses

TOTAL EXPENSES \$13,104,976

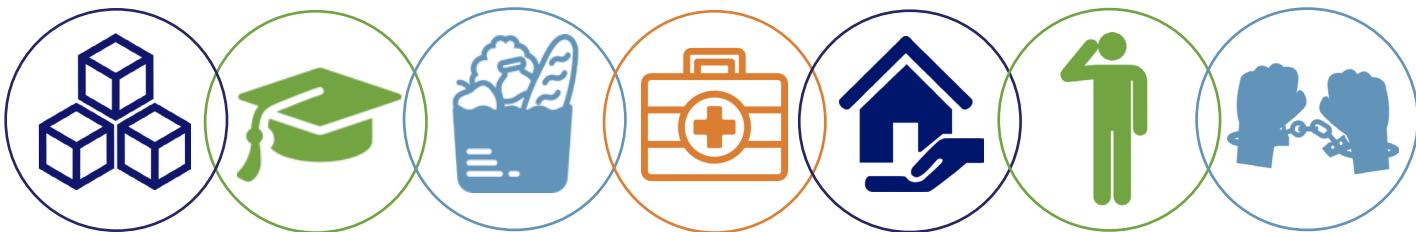


- Program Services \$11,925,528
- Supporting Services \$1,179,448

*Financials  
are preliminary  
and unaudited.*

# Investment Areas

In 2016, we focused on the following **seven core investment areas** to best create cost-efficient solutions for driving successful human development and overall community well-being. We analyzed each area to determine the most important issues and concerns to address, the most effective actions to pursue, and the existing opportunities to build upon for greatest success.



EARLY CHILDHOOD DEVELOPMENT	EDUCATION/YOUTH SUCCESS	ACCESS TO CRITICAL RESOURCES	HEALTH/HEALTHCARE	HOUSING/HOMELESSNESS	VETERANS INITIATIVES	INCARCERATION REDUCTION
We help ensure children are off to the best start through developing quality early learning and support systems, reducing early adverse experiences, and engaging, educating and empowering families.	We focus on a Whole Child Approach to education, using schools as hubs for linking families and communities to the school to give children and teens the support they need to be successful in school and life.	We link people in need to over 10,000 human services programs, connect families to high quality child care, and keep vulnerable Oklahoma residents safe during health related and other community emergencies.	We promote good physical and mental health supported by responsible health decisions through established widespread community support allowing for specific community interventions and strategies to emerge.	We assist homeless persons through a systematic local strategy, providing the forum in which service providers, landlords, public officials, and citizens can work together toward the prevention of homelessness.	We strive to create a community ready for returning warriors and ensure programs are in place to care for them. Our goal is to create a plan for our region to best address the priority needs of returning veterans and their families/caregivers.	We implement strategies to reduce incarcerations in Oklahoma and keep people out of prison and on the path to recovery and employment, an essential element to saving resources and increasing opportunities for success.



## Early Childhood

In 2016, our early childhood programs and initiatives supported the healthy development of thousands of children from birth through age eight in and around the Tulsa area.

### Child Care Resource Center

In Oklahoma, 66% of children live in households where all adults are in the workforce. In 2016, responding to this need, our Child Care Resource Center supported and strengthened

#### 305 child care programs

in the Tulsa area through resources, information and trainings.

### Power of Families Project

In Tulsa, an estimated 82% of Latino children do not receive any type of formal early childhood education. In 2016, our Power of Families Project helped

#### 200+ Latino families

prepare for Kindergarten with personalized resources and supports related to early childhood development.

### Sprouts Child Development

In Oklahoma, only 28% of children under five receive a developmental screening, yet 35% of children screened nationally require follow up services and/or intervention. In Tulsa County,

#### 2,000+ children

were screened free of charge in 2016 through our Sprouts Child Development Initiative.

In 2016, Sprouts obtained 501(c)3 status, and will remain an integral partner of CSC moving forward.

### JumpStart Tulsa

In Tulsa County, 3,040 children eligible for public Pre-K did not attend in 2015. In 2016, to address this need, our JumpStart initiative convened

**20+ early childhood professional organizations**  
monthly to strategize ways to increase Pre-K enrollment in Tulsa County.



## Education/Youth Success

In 2016, our education/youth success initiatives promoted a whole child approach to education, which seeks to ensure every student is healthy, safe, engaged, supported and challenged.

### Tulsa Carrera Program

In Tulsa County, 34 out of every 1,000 females ages 15-19 give birth, higher than the national rate of 22 per 1,000. Our Tulsa Carrera Program, a holistic, comprehensive program for at-promise youth, reports

### 94% of students

enrolled in the program in 2016 improved their sexual and reproductive health knowledge scores.



### Children's Behavioral Health

In Oklahoma, 40% of youth who need mental health services and 80% who need substance abuse services are not receiving them. To address this issue, our Children's Behavioral Health initiative convenes

### 30+ mental health professionals, educators & community members

monthly to strategize ways to increase access to behavioral health services for children and families.

### Center for Community School Strategies

In Oklahoma, 62% of children enrolled in Oklahoma public schools are living in poverty. In response to this need, nearly

### 17,000 children in Tulsa

and Oklahoma City attended partner schools of our Center for Community School Strategies in 2016, which prioritize helping meet families' basic needs, developing partnerships between schools and communities, and educating the whole child.



*Our 2-1-1 Oklahoma helpline responded to 10,177 requests for food/meals assistance in 2016.*

# Access to Critical Resources

In 2016, through innovative solutions and strong community partnerships, our initiatives below responded to thousands of Oklahomans in need through the provision of community information and access to services.

## Double Up Oklahoma

In Oklahoma, 874,873 individuals received Supplemental Nutrition Assistance Program (SNAP) food benefits in 2016. To increase the accessibility of fresh fruits and vegetables for all people across Oklahoma, our Double Up Oklahoma program ensured that

### \$85,854 in SNAP benefits

were matched for an additional \$85,854 redeemed for fresh local produce at Oklahoma farmers' markets in 2016.

## 211 Oklahoma

In Oklahoma, 610,828 residents lived below poverty level in 2015. In 2016, 211 Oklahoma, a statewide program of the Community Service Council in Tulsa and HeartLine in Oklahoma City, connected

### 291,515 families

to needed help and hope, in areas such as food, housing, healthcare, clothing, legal assistance and more.

In 2016, 211 Oklahoma launched 211 on Demand texting and a new website at 211OK.org, designed to work on any device and built around a powerful search engine.

## Tulsa Weather Coalition

In Tulsa County, 256 calls to the Emergency Medical Services Authority (EMSA) in 2016 were heat-related involving Tulsa's most vulnerable individuals. In 2016, our Tulsa Weather Coalition provided

### 60 at-risk individuals

living throughout the Tulsa area with air conditioner and heat protection assistance.





## Health/Healthcare

In 2016, our health/healthcare initiatives sought to provide the best possible healthcare transformation education and support in pursuit of a higher level of healthcare delivery and overall health for Oklahoma.

### Family Health Coalition

60% of Oklahoma births are supported by state Medicaid agency SoonerCare. In response to this, our Family Health Coalition educated

### 475 community health professionals

in 2016 across Oklahoma serving SoonerCare patients on methods to improve health outcomes for women and infants.

### Tulsa Healthy Start

In Tulsa County, 53% of births were supported by Medicaid in 2015. To improve the health outcomes of mothers and infants in Tulsa, our Tulsa Healthy Start program served

### 998 women & children

in 2016 through education, support, and access to prevention services.

### Claim Your Coverage

In Oklahoma, 14% of individuals were uninsured in 2015. To assist these individuals, our Claim Your Coverage events in 2016 helped

### 961 Oklahomans

with referrals and information on health coverage, while our 2-1-1 Oklahoma helpline made **1,982 referrals** for affordable care act assistance.

### Healthy Hearts for Oklahoma

In Oklahoma, cardiovascular disease is the most frequent cause of premature death, claiming 610,000 lives each year. Across Oklahoma,

### 260+ health care practices

received quality improvement and provider education through our Healthy Hearts for Oklahoma initiative in 2016 to improve health outcomes for Oklahomans.



# Housing/Homelessness

In 2016, these initiatives led and convened multiple partner agencies in an effort to unite our community around ending longterm homelessness, and ensuring safe, affordable and stable housing for all Oklahomans.

## Abode Initiative

In Oklahoma, for every two families in poverty, there is only one safe and affordable housing unit available. This represents a need for nearly 70,000 additional safe and affordable housing units.

In 2016, our Abode Initiative worked with numerous service providers and landlords to

**increase affordable housing options in Tulsa.**

## A Way Home For Tulsa

A Way Home for Tulsa, a U.S. Department of Housing and Urban Development (HUD) Continuum of Care Program, consists of 23 agencies in Tulsa that collectively aim to prevent and end homelessness. In 2016, A Way Home For Tulsa secured

**\$2.7 million for rapid rehousing and permanent supported housing.**

## Pathways Program

In Tulsa, an estimated 300 chronically homeless individuals interact with emergency shelters, street outreach and other crisis systems annually. In 2016, our Pathways Program, a Housing First Intensive Case Management Program, held a

**96% housing retention rate**

among the chronically homeless Tulsans receiving support and services through our program.

## Built for Zero

In 2016, our A Way Home For Tulsa initiative remained a lead partner in the Built for Zero Tulsa Campaign focused on streamlining interagency coordination with local housing systems to ensure all people experiencing homelessness are assessed and matched to available housing through a consistent, coordinated and evidence-informed process.

In 2016, Built for Zero helped house **319 veterans and chronically homeless Tulsans.**



## Incarceration Reduction

In 2016, the following initiatives aimed to reduce incarceration rates in Tulsa County, saving resources, finding alternatives, and increasing the success of formerly incarcerated men and women in Tulsa.

### Tulsa CRASHs Court

In Oklahoma, 74 young people died in alcohol related incidents in 2015, and 702 young people ages 16-24 were involved in texting/distracted driving related crashes. In 2016, we responded to this growing issue by reaching

### 5,460 high school students

through effective education onsite at schools throughout Tulsa about the consequences and dangers of driving while impaired or distracted.

### Youthful Drunk Driving Program

In Oklahoma, 188 drivers died in 2015 as a result of impaired driving, which includes illegal drugs. Of those fatalities, 53 were drivers between the ages of 16-25. To respond to this issue,

### 390 first time impaired drivers

under age 30 entered our Youthful Drunk Driving Program designed to reduce repeat alcohol or drug-related offenses by educating young people and motivating them to make different choices regarding driving while impaired.

### Tulsa Reentry One-Stop

In Tulsa, 24% of formerly incarcerated individuals return to prison. Through our Tulsa Reentry One-Stop program, we help reduce Tulsa's recidivism rate by providing training and employment opportunities for men and women returning to Tulsa from prison. Of the individuals who participated in our program in 2016,

**only 5% returned to prison and 64% found employment.**

## Incarceration Reduction

Statistics show that only 1 in 3 people released from prison will be arrest-free three years later. We focus on reducing incarcerations because this cycle of incarceration has a significant impact on our entire community.

### Tulsa County COURTS Program

In 2016, 8,060 people were incarcerated for drug and alcohol offenses in Oklahoma, totaling 29% of all prisoners statewide. Our Tulsa County COURTS Program seeks to reduce the number of incarcerations through court-supervised treatment for non-violent felony offenders as an alternative to incarceration. In 2016,

#### **160 people graduated**

from our Drug/DUI Court docket, where addictions are addressed, repeat offenses are prevented, and public funds are saved that would have gone to the prison system.

Our COURTS Program also strives to provide mentally ill offenders with the treatment they need to live productive lives. The Mental Health Court docket, much like the Drug/DUI docket, is a therapeutic courts program designed as an alternative to incarceration. In 2016,

#### **55 graduates with mental illness**

received their completion certificates from the minimum 13-month program that includes intensive mental health treatment, court appearances and regular drug testing.

### Tulsa Veterans Treatment Court

Additionally, our Veterans Court docket within the Tulsa County COURTS Program provides addiction recovery and mental health support for those who have served our nation and have been charged with a criminal offense. In 2016,

#### **46 veterans graduated**

from our program, which holds a strong **89%** completion rate.



# Veterans Support

In 2016, these veterans-focused initiatives worked to develop and implement strategies to best support and address the priority needs of returning veterans and their families or caregivers.

## BRRX4VETS



In Tulsa, 108 veterans were identified as homeless in a January 2016 survey. In 2016, through our BRRX4VETS program, a rapid rehousing program for veterans, across Northeastern Oklahoma

**302 homeless veterans found housing,  
and 550 veteran households received  
needed support.**



## Warrior Partnerships of Eastern Oklahoma

In Oklahoma, 23,000 veterans live below poverty, 28% of veterans aged 18-64 are either unemployed or not in the labor force, and 94,000 veterans have a disability. In response to this need, our Warrior Partnerships of Eastern Oklahoma initiative regularly convened

**multiple veteran-focused individuals  
and organizations**

in 2016 to address the needs of returning veterans and their families, and increase access to information and services for veterans.



# Census Information Center of Eastern Oklahoma

In 2016, our Census Information Center of Eastern Oklahoma (CIC) furthered its mission of helping underserved communities by producing informative demographic and socioeconomic census data trend reports.

Several data publications and reports we produced in 2016 are below. Additionally, our CIC manager became Chairperson of the national CIC Steering Committee, and our CSC Data Committee developed into a valuable resource for data experts across the organization to learn from each other and discover ways to collaborate.

- **CIC Weekly** and **Data Blast** e-newsletters,
- **County-Level Community Profile** reports highlighting conditions, trends and needs affecting Oklahoma,
- **Who Is Tulsa? Young Children** report showcasing data related to children under age five in Tulsa County,

## A Special Farewell

On November 30, 2016, Phil Dessauer retired after more than 32 years as the Executive Director of the Community Service Council. Throughout these years, Mr. Dessauer worked tirelessly to advance community-wide understanding of critical cultural and systemic changes. His persistence and voice has summoned Tulsa to be vigilant and mindful to conditions affecting community, family and personal well-being. He has called upon all of us to respond with thoughtfulness and determination.



To honor his work and years of service to the Tulsa community, then Mayor-Elect G.T. Bynum presented Mr. Dessauer with a formal city council proclamation.

## Thank You to our Donors

We want to extend our sincere appreciation to all of our donors and grantors who have generously supported our work. Thank you for valuing and believing in our mission.

# 75 Years

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A Tulsa Area United Way Partner Agency

[csctulsa.org](http://csctulsa.org)