Vision

The positive well-being, health and self-sufficiency of the people in the Tulsa area and much of eastern Oklahoma—furthered by an alert, proactively engaged, trusting community of informed stakeholders (policymakers, civic leaders, citizens, service professionals, and others), working together to advance thoughtful, innovative and effective action.

Mission

Provide a unique resource for leadership for community-based planning and mobilization of resources to best meet health and human service needs of people primarily in the Tulsa area and northeastern Oklahoma.
Good Physical and Mental Health, Supported by Responsible Health Decisions

COURTs
Children’s Behavioral Health
Veterans Initiatives
Family Health Coalition
Tulsa Healthy Start
LINK
MyHealth Access Network
AIDs Coalition
Disabilities

Family Health Coalition
- 106 people, 60 agencies
- 3 social marketing campaigns
- International, state, and local conferences conducted
- 2 legislative campaigns
- 4 grants developed generating $7 M

My Health Access Network
- 38 partners in northeast Oklahoma health information exchange
- 32 outcome measures
- 41% physicians with electronic medical records
- 5 major hospital exchanging data

Project LINK
- 2 teams in child care serving 1,300 children per year
- 3,500 screening exams
- 30% of children have needs requiring additional follow-up
- 1 in 160 have undiagnosed autism

The LINK Project received an award from the Autism Center of Tulsa for their contributions to forwarding the mission of the organization. LINK provides developmental screenings at the Autism Center for children suspected of autism spectrum disorder but not yet diagnosed.

Positive Early Child Development...
Getting Off to the Best Start

Child Care Resource Center
- 13 volunteer advisory board members
- 2 social marketing campaigns
- 5,223 providers received 1,881 hours of technical assistance and training
- 10,873 children served
  - 8 grants at $1,006 M
- 27,000 children in child care served

JumpStart Tulsa
- 76 people, 24 agencies
- 1 social marketing campaign

Quality Care for Every Child
- 1 international conference, 13 states and 5 countries
- 2 local conferences co-sponsored
Positive youth and family development...
promoting strong family and neighborhood supports

- 700 students from Union Public Schools and Tulsa Public Schools in concurrent enrollment
- 1,700 students engaged in Tulsa Achieves
- 70 students engaged in Middle College
- 900 students participating in LINKAGES
- Tulsa Reads Early Literacy Network
- Reduction in loss of students from the education process particularly at transition points
- Improved math scores for elementary school students in Sand Springs Schools
- Increased number of students continuing to college

Student success...advancing new approaches and decision-making structures for improving student outcomes

Tulsa Area Community Schools Initiative
- Represents 18 schools in Tulsa and Union Public Schools
- Expanding to 32 schools and 34,000 children
- Student success in math and English were better in TACSI schools than schools with similar demographics
- Roy Clark Elementary School was recognized as a Community School awardee in Washington DC
- Families see the school as center of the community
- Tulsa Public Schools has hired a Community School Coordinator
Reduced incarcerations...keeping people out of prison—essential to saving resources and increasing opportunities for success.

Mental Health Court
- 74% retention rate
- 100% decrease in arrests
- 95% decrease in jail time
- 100% decrease in hospitalizations

DUI Court
- 80% graduation rate
- 93% graduation with high school diploma
- 99% employed at graduation

Veterans Treatment Court
- 95% graduation rate
- 99% retention rate
- 100% graduate with high school diploma
- 100% employed at graduation

Drug Court
- 54% graduation rate
- 84% graduate with high school diploma
- 98% employed at graduation

Special Needs/Co-occurring Court
- 73% graduation rate
- 84% graduate with high school diploma
- 97% employed at graduation

Reduction/prevention of homelessness...developing a broad coordinated system of intervention, support, and prevention

6,000 different Tulsans spent one or more nights in an emergency shelter
- 600 people sleep each night in shelters or unsheltered on our streets
- Over 40% live with a mental illness and
- 24% have substance abuse issues
- Veterans represent 19% of the homeless
- 32 members of the Tulsa Homeless Network
- 3 grants supporting $4.0M including $200,000 in bonus funding for permanent supportive housing
- Point in Time survey facilitated for national comparison
- Continuum of Care fiscal management for the Tulsa community

Homeless Services Network
HUD Continuum of Care
Homeless Management Information System
A Way Home for Tulsa

In April the Veteran’s Administration Medical Center Homeless Program hosted an event called Stand Down for Homeless Vets. It’s a nationwide program but only the second one put on in Tulsa. Over 175 homeless vets were able to get free food, clothes, manicures and facials at First Baptist Church downtown. About a dozen employers were there looking to hire some of the vets.
Community prepared for emergency/disaster response...keeping residents safe during health related and other community emergencies

- Weather Coalition placed 150 air conditioners
- Heat Coalition prepared crisis plans for extended heat episodes
- Tulsa Human Response Coalition prepared crisis plans and responded to local weather, flood, and community crisis...EMSA responded to 398 heat related emergencies with 5 deaths
- Tulsa Human Response Coalition assures Tulsa is ready to respond to emergencies collaboratives include
- CSC, EMSA, the National Weather Service, Tulsa Area Emergency Management Agency, Tulsa Health Department, American Red Cross, Tulsa County Social Services, The Salvation Army, and the Tulsa Fire Department

Informed decisions about resources, policies and laws affecting the human service system...data, information, community education, and targeted policy development and advocacy

- 9 agencies participate on data committee
- 740 data sets prepared for community
- 24 CIC publications
- 9 Community Profiles
- 70 presentations
- 12 CIC e-newsletters with 4,500 users
- 4 commissioned studies
- 2 occasional papers
- Census Information Center only 1 of 57 in the United States
- 2010 Census partner
- 15 agencies used data to prepare grants to improve capacity or service
- 7 agencies prepared strategic plans
People are linked with community services to effectively access help early, and easily...increasing efficiency for providing and receiving critically needed aid

- 37 counties served
- 151,317 callers with 139,814 callers receiving services from referral agencies
- 2 legislative campaigns (2-1-1 Act)
- 7 grants generating $500,000
- 1 social marketing campaign
- Refer-web with 5,800 users in 3 months
- Consolidation of seven 2-1-1 sites into 2 sites statewide
- Refer-Web fully operational for state with providers and consumers able to access based on key words, location, or agency name
- 74% of callers completed service

Effective Community Service Council operations...assuring cost effective infrastructure for overall support of the organization

- Audit without compliance letter
- ARRA audit without findings
- Insurance review
- 99% employees with 12 hours or more continuing education per year
- 5 board committees
- 6 internal committees
- Grant management program established

Melanie Poulter was named to the national Census Information Center Steering Committee. Announced on April 5 as a unanimous vote, Melanie is recognized for her contributions to the census analysis in eastern Oklahoma. Ms. Poulter has actively participated on workgroups, and national conferences. Last year, over 740 data reports, community profiles, and e-newsletters were produced for use by agencies, businesses, and individuals in Oklahoma.
Financials

Expenses

Program Services $9,830,757
Administrative $705,302
Total $10,598,289

The financial statements of Community Service Council have been examined by Heatherington & Fields Certified Public Accountants. The complete financial statements and auditors’ report are available at Community Service Council’s offices, 16 East 16th Street, Suite 200, Tulsa, OK, 74119.

Income

United Way $776,906
Contributions $1,304,409
Grants and Contracts $8,451,774
Fees $155,484
Other Income $169,332
Total $10,857,905
Leadership

**Officers**
Charlie Jackson  
*President*
Steven Nell  
*Vice President*
Michael P. Evason  
*Treasurer*
Jill Willey  
*Past President*

Phil Dessauer, Executive Director  
Jim Lyall, Associate Director  
Jan Figart, Associate Director  
Virginia Utter, Director of Operations, Human Resource, and Procurement  
Mary McCrackin, Director of Finance

**Governing Members**
Wayne Bland  
Teresa Burkett  
Gena Duvall  
Lanny Endicott  
Major Walter J. Evans  
Ruth Ann Fate  
David Guier  
Robert D. Ireton  
Kerry Lewis  
Terry McGee  
Judge Rebecca Nightingale  
Gary Percefull  
John Richer  
Annie Tomacek  
Larry Wofford

**Resource Members**
Alison Anthony  
Phil Brown  
James Chavez  
Karen L. Davis  
Francie Day  
Nancy Feldman  
D. Sentell Fox  
Carole Huff Hicks  
Erv Janssen  
Stephen Kennedy  
Dr. Luis A. Reinoso  
Maynard Ungerman  
Sarfraz Shaikh

**Presidential Appointees**
Robert Burton  
Ann Domin  
Nancy McDonald  
Heather Rahhal  
Dave Zemel