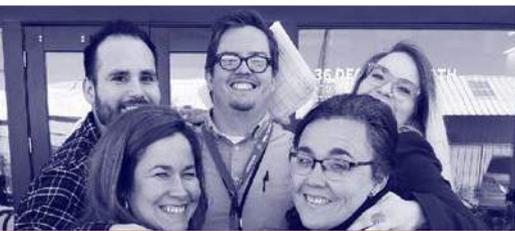




# 2017 IMPACT REPORT



COMMUNITY  
SERVICE  
COUNCIL



# 2017 Impact Report



## For 76 years,

we have provided leadership for community planning and mobilization of resources using a collective impact model to meet health and human service needs.

## Our vision

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

## Our mission

To confront challenges to health, social, education and economic opportunities, and strategically advance effective community-based solutions. We do this through research, planning, networking, and mobilizing resources.

## From our Board President

**Seventy-six years strong!** As Oklahoma's social service needs change, the Community Service Council (CSC) and its programs have led understanding of those changes and frequently forecasted them. What has not changed over the years and what remains steady, reliable and our greatest strength is the remarkable staff at CSC who are perennially engaged, compassionate, and committed to improving the lives of Oklahomans.



2017 saw many accomplishments at CSC. A new plan for 211 Eastern Oklahoma took shape to ensure we are there for our neighbors in need despite the continued state budget crisis that ended support for this important program. Enhanced technology and new partnerships will ensure a lasting legacy of help and hope for those in immediate need of basic human services.

CSC began 2017 with a listening session on implicit bias and institutional racism that led to a privileged partnership with the City of Tulsa to bring the community together to confront racial disparities. The Tulsa Equality Indicators began with public forums on perceived inequalities across the city, followed by an online survey, the results from which CSC then whittled down to annually measurable data intended to help drive policy change at the City and in our social service agencies.

CSC also continued to enhance service to Oklahoma veterans and their families through programs in its Veterans and Housing & Homelessness divisions. Oklahoma Veteran Connections launched in the fall to transform the way our community serves veterans. This person-centered service delivery system is empowering organizations to seamlessly create and receive referrals while tracking outcomes to more efficiently connect them to needed help.

With these and many other accomplishments in mind, the CSC Board is committed to ensuring CSC remains robust and resilient in its efforts to reach our shared vision of a community empowered to ignite opportunities and eliminate disparities for all people across the lifespan. We look forward to working toward this vision with our many dedicated partners and our financial supporters—without them, none of this work is possible.

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



# 2017 Highlights



## COMMUNITY EVENTS

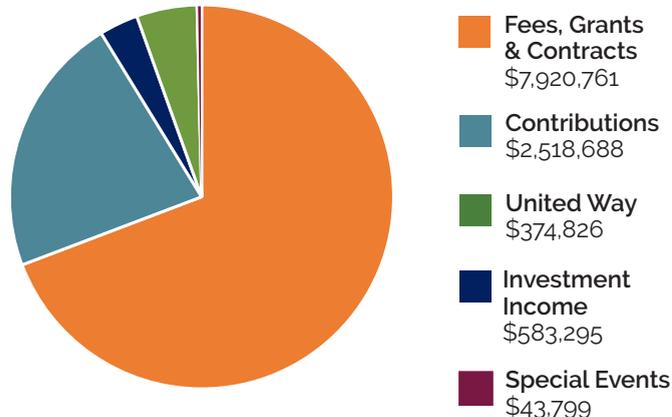
- International Infant & Toddler Conference
- Building Foundations Fatherhood Conference
- Empowering Oklahoma Women's Conference
- Working with Transgender Youth Conference
- Governor's Veteran Services Symposium
- *Making Vouchers Work for You* Information Session for Property Managers
- Dia de Los Reyes and Dia de Los Niños events
- LARC 101 and LARC 202 trainings
- Built for Zero *Journey to Zero* Action Camp
- Criminal Justice Reform Legislative Forum
- Veterans Day Parade CSC Float
- Tulsa Great Raft Race CS-Sea-Worthy Team

## INITIATIVES LAUNCHED

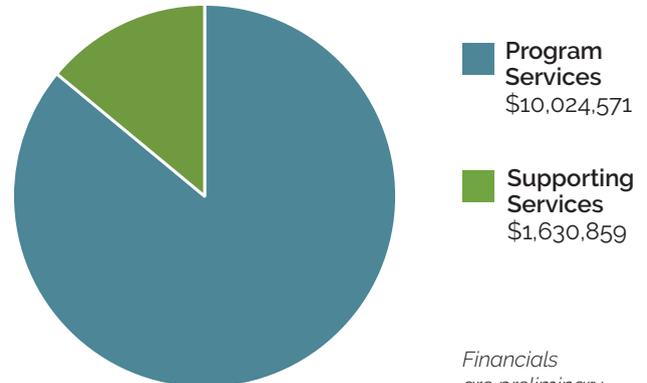
- Oklahoma Veteran Connections
- Tulsa Equality Indicators with the City of Tulsa
- Tulsa Fatherhood Coalition
- Abode Initiative
- Healthy Women, Healthy Futures - Oklahoma
- Power of Families Project *Promotora Certification Course* with Tulsa Community College
- Veteran Employer Champion Network
- Jenks East Elementary Community School in partnership with CSC's Center for Community School Strategies
- Tulsa Alternative Courts Food & Clothing Closet
- CSC *Impact* Marketing & Social Media Campaign
- CSC Employee Portal & Internal Newsletter

# Financial Review

TOTAL REVENUE \$11,441,369



TOTAL EXPENSES \$11,655,430



Financials are preliminary and unaudited.



CSC Staff Eclipse Watch Party, August 2017

# Six Core Investment Areas

In 2017, we developed a new organizational structure for CSC made up of six divisions. This allowed us to be more strategic and collaborative in our approach to data, research, policy and mobilization for community improvement. Individually and together as a whole, our six divisions serve as catalysts for seeking and driving solutions to meet the critical needs of Oklahomans.



# Thank You to our Donors

We want to extend our appreciation to our donors and grantors who generously supported our work in 2017. Your commitment has helped make a difference in the lives of thousands of Oklahomans, as outlined in the following pages. Thank you for valuing and believing in our mission!



CSC Healthy Start Program Participant

# 30 Community Programs

In 2017, CSC had 100+ employees working across nearly 30 community programs and initiatives to improve Oklahomans' lives. Here is a snapshot of how we organized our work in 2017 to strengthen our collective impact:



CSC Alternative Courts "Justice League" Team Costume, October 2017



## Data & Information Division // 2017 Impact



**149,053**  
families were connected to assistance

In Oklahoma, 610,828 residents lived below poverty level in 2015. In 2017, CSC's 211 Eastern Oklahoma connected 149,053 families to needed help and hope, in areas such as food, housing, healthcare, clothing, legal assistance, mental health/substance abuse and more. Additionally, we expanded to include a live text messaging feature and online search function at 211OK.org.

U.S. Census data are a vital resource for communities, influencing the distribution of Congressional seats, community services, and the allocation of billions of federal dollars. In 2017, CSC's Census Information Center of Eastern Oklahoma disseminated more than 200 reports of census and other data about demographic and socioeconomic conditions in Oklahoma to more than 1,000 community members to help them effectively address and respond to the critical needs of our community.

**200+** data reports disseminated



**54** indicators of inequality identified & measured

In 2017, CSC partnered with the City of Tulsa as one of five cities in the country to create an Equality Indicators tool under the guidance of the City University of New York with funding from the Rockefeller Foundation. To launch this critical work, CSC conducted a series of community feedback sessions from which we identified annually measurable data as indicators of inequality to advance policy changes and increase equity in Tulsa.

In Tulsa County, 237 calls to the Emergency Medical Services Authority in 2017 were heat-related involving Tulsa's most vulnerable individuals. Since 2013, CSC's Tulsa Weather Coalition has provided 282 at-risk individuals with a loaner air conditioner to prevent death or worsening of health problems during extreme, life-threatening heat.

**282**  
at-risk Tulsans have received air-conditioner assistance since 2013



# Education Division // 2017 Impact



At-Promise Youth. Empowered Future.



**1,342** youths received personalized support

In Tulsa County, 34 out of every 1,000 teen females give birth, higher than the national rate of 22 per 1,000. During the 2016/17 year, the 1,342 Union Public Schools students enrolled in CSC's Carrera Program received an average of 24 hours of personalized support from our staff in areas such as access to health care, academic progress, avoidance of drug use, and prevention of early sexual activity, in addition to their Carrera classes.

In Oklahoma, 66% of children live in households where all adults are in the workforce. In 2017, CSC's Child Care Resource Center helped strengthen 349 child care programs serving 16,627 children in the Tulsa area by providing trainings and assistance in areas such as quality enhancement, child care standards/accreditation, and children's health, safety and overall wellness.

**349** child care centers supported

**10,000+** children attended Community Schools

61% of children enrolled in Oklahoma public schools live in poverty. In 2017, nearly 10,000 children attended partner schools of our Center for Community School Strategies where educating the whole child - academically, socially, emotionally and physically - and meeting families' basic needs are prioritized, increasing student success and educational equity.

In Tulsa, an estimated 82% of Latino children do not receive any type of formal early childhood education. In 2017, CSC's Power of Families Project *promotoras* helped 900+ Latino families prepare for Kindergarten with resources and supports related to early childhood development and school readiness to promote the success of Latino children in school and in life.

**900+** Latino families received help to prepare for Kindergarten





# Health & Mental Health Division // 2017 Impact

In Oklahoma, 40% of youth who need mental health services are not receiving them. In 2017, CSC's Tulsa Partnership for Children's Behavioral Health convened 28 community organizations and agencies monthly to create an accessible system of care for children, youth and families.

**28** mental health organizations helped children access needed services



**\$114,030** redeemed for fresh & local produce

In Oklahoma, 850,855 individuals received Supplemental Nutrition Assistance Program (SNAP) food benefits in 2017. Our Double Up Oklahoma program ensured that \$114,030 in SNAP benefits were matched for fresh, local produce at Oklahoma farmers' markets in 2017.

60% of Oklahoma births are supported by Medicaid. In 2017, our Family Health Coalition hosted 18 trainings and conferences on maternal and child health for 1,105 community health professionals. Topics included pre-existing conditions in pregnancy, opioid use in pregnancy, and maternal mood disorders.

**1,105** health professionals attended 18 trainings



**995** women & infants were supported to improve infant health outcomes

In Tulsa County, the infant mortality rate for black infants is 15 out of 1,000 live births, 3x higher than for white infants. To improve the health outcomes of Oklahoma infants, in 2017 CSC's Healthy Start program helped 995 women and infants access culturally sensitive, family-centered, community health and social services to create favorable foundations for children's development.



**\$407,000** secured to improve women's health

Tulsa County has higher premature birth and infant mortality rates compared to those of Oklahoma and the nation. The poor health of women is the major contributor to these statistics. In 2017, CSC's Healthy Women, Healthy Futures-Oklahoma program secured \$407,000 in funding to launch community pre-pregnancy health education and case management efforts to improve the health of underserved women.

# Housing & Homelessness Division // 2017 Impact



## 304 landlords engaged

In Oklahoma, for every two families in poverty, there is only one safe and affordable housing unit available for rent. In 2017, our Abode Initiative engaged 304 property managers and landlords to promote affordable housing options for Tulsa families transitioning out of homelessness or those most at risk for entering homelessness.

In Tulsa County, 5,854 individuals and families resided in emergency shelter and transitional housing programs between October 2016-September 2017. In 2017, A Way Home for Tulsa, a collaboration of 24+ agencies coordinated by CSC, secured \$2.7 million in funding for rapid rehousing and permanent supported housing for Tulsans experiencing homelessness.

## \$2.7 million secured to support Tulsans experiencing homelessness

## 90 chronically homeless individuals housed

In 2017, A Way Home for Tulsa was the lead partner for Built for Zero Tulsa, one of 70 local initiatives launched from a New York-based campaign to end homelessness nationwide. In 2017, Built for Zero Tulsa helped house 90 chronically homeless individuals and veterans while optimizing local resources, tracking goals and driving strategies.

In Tulsa, around 300 chronically homeless individuals interact with emergency shelters, street outreach and other crisis systems annually. In 2017, our Pathways Program, a Housing First model selected by the Oklahoma Department of Mental Health and Substance Abuse Services, held an 88% housing retention rate among the homeless Tulsans we served.

## 88% of Tulsans we served retained housing





# Incarceration Reduction Division // 2017 Impact

**265** Tulsans received court-supervised treatment as an alternative to incarceration

In 2017, Oklahoma ranked first worldwide in the incarceration of women and second in men, per capita. Our Tulsa Alternative Courts Program reduces incarcerations through court-supervised treatment for non-violent felony offenders as an alternative to incarceration. After 18 months+ in our program, 265 Tulsans graduated in 2017 from CSC's Drug/DUI, Mental Health and Veterans Treatment Court where addictions were treated, repeat offenses prevented, and public funds saved.



In 2016, 37 young people in Oklahoma died in alcohol-related incidents and 789 were involved in texting and/or distracted driving-related crashes. In 2017, CSC's CRASHs Court reached 3,189 high school students through onsite education at schools throughout Tulsa about the dangers of driving while impaired or distracted.

**3,189**

students were educated on the dangers of impaired or distracted driving

**67%**

of program participants obtained employment

In Tulsa, 24% of formerly incarcerated individuals return to prison. In 2017, our Tulsa Reentry One-Stop completed a three-year pilot program for the Department of Labor, Employment Training Administration, Reentry Employment Opportunities program, exceeding 86% of the goals and maintaining a 6% recidivism rate. Among 261 participants, 67% found employment and 76% participated in occupational training in a high-demand industry.



In 2016, 189 people were killed in alcohol-related crashes in Oklahoma, nearly 15% of which were young drivers ages 16-25. In 2017, 223 first-time impaired drivers under age 30 completed CSC's Youthful Drunk Driving Program designed to reduce repeat alcohol or drug-related offenses through our progressive prevention curriculum. Since 1994, 6,223 drivers have participated in our program.

**223**

first-time impaired drivers under age 30 completed our program to prevent future offenses

# Veterans Division // 2017 Impact



## 261 homeless veterans found housing

In Tulsa, 126 veterans were identified as homeless in a January 2017 survey. In 2017, CSC's BRRX4VETS program, a rapid rehousing program for veterans funded by the U.S. Department of Veterans Affairs, helped 261 homeless veterans find housing, and supported 432 veteran households in need across 19 counties in Northeastern Oklahoma.

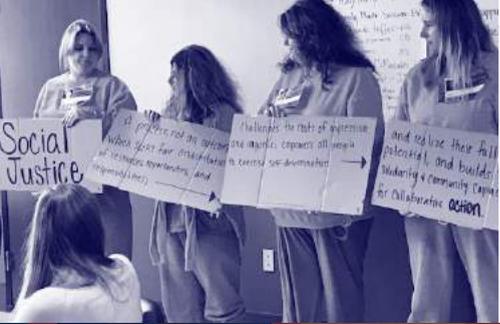
Thousands of Oklahoma veterans look for help each day, but struggle to find it. In October 2017, CSC launched Oklahoma Veteran Connections to align veteran service providers, equip them to confidently create and receive referrals, and more efficiently deliver services to veterans. By end of December 2017, 15 service providers had joined the network in support of our mission to transform service delivery for Oklahoma veterans.

## 15 providers joined our network to enhance service delivery to veterans

## 40+ partners collaborated to support Oklahoma veterans

In Oklahoma, 23,000 veterans live below poverty, 28% aged 18-64 are either unemployed or not in the labor force, and 94,000 have a disability. Throughout 2017, CSC's Warrior Partnerships of Eastern Oklahoma facilitated six specific work groups involving 40 veteran-focused organizations and nearly 100 individuals to address the diverse and extensive needs of veterans and their families.





# Improving Oklahomans' Lives through Research, Planning & Action for 76 Years



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A Tulsa Area United Way Partner Agency

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