



*Community Service Council
Board of Directors Annual Meeting*

2018 HIGHLIGHTS

CSC General Highlights



- 10th annual Top of the Town fundraiser was record-breaking success with a 55% increase in net income to CSC
- CSC Conference Center opened and made available to the community
- Selected as a partner with Tulsa Housing Authority's Choice Neighborhood Revitalization HUD Grant
- Public policy work included continued efforts to restore state funding for 211 as well as a revitalized Children's Consortium
- Recognized as a "Family Positive Workplace" and "Certified Oklahoma Healthy Organization"
- Implementation of new donor/constituent tracking and communication system
- Successfully concluded a 7-year partnership with Union Public Schools delivering the Children's Aid Society-Carrera Program, an evidence-based pregnancy prevention program



Data & Information Division Highlights



- An infusion of local funding has brought the 211 Eastern Oklahoma database back up to 98.7% accuracy
- CSC's All Doors Open and Oklahoma Veteran Connections are using an invigorated 211 Eastern Oklahoma as a portal to their systems
- Preliminary planning with ODMHSAS to expand 360-degree referral system statewide
- Average wait time reduced from 83 to 26 seconds
- Average call time reduced from 294 to 181 seconds; Due to improved efficiencies in connecting people to the held they need
- 318,000 contacts made across Eastern Oklahoma
- Rebranded & streamlined process to both better communicate the work and achieve efficiencies
- Service protocol changed to *give* air conditioners to qualifying clients instead of loan them out; Removal fees were used instead to purchase more air conditioners for those in need

Data & Information Division Highlights

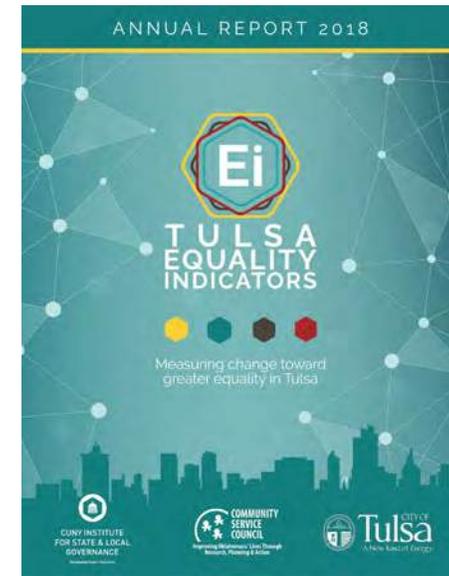


COMMUNITY SERVICE COUNCIL

Census
information
Center

OF EASTERN OKLAHOMA

- Developed the Tulsa Regional Complete Count Committee with City of Tulsa, INCOG and Blue Cross Blue Shield of Oklahoma to help ensure accurate and complete count in the 2020 Census
- Published several 2018 Community Profile Reports to highlight demographic, health and socioeconomic trends in our region
- Developed online “Data by Request” function to make it easier for community organizations to request specialized data reports



- First annual Tulsa Equality Indicators report, produced in partnership with the City of Tulsa, identified 54 areas of inequity in Tulsa
- CSC staff gave 20+ overview presentations throughout the community

Education Division Highlights



COMMUNITY SERVICE COUNCIL



The Power of Families Project

- Invited to be a partner in the Mayor's "New Tulsans Initiative" to better support our immigrant community
- Helped hundreds of Latino families in Tulsa navigate local health and education systems while providing supports to help bolster their children's successes

COMMUNITY SERVICE COUNCIL



- Provided professional development to 1,400 child care providers in four area counties to meet state licensing requirements
- CCRC is the only National Association for Education of the Young Child (NAEYC) Accreditation Facilitation Project in Oklahoma. The Quality Enhancement Initiative is certified to help raise program quality in child care centers and early learning programs
- Delivered NAEYC-certified Leadership Academy trainings to 35 child care program administrators



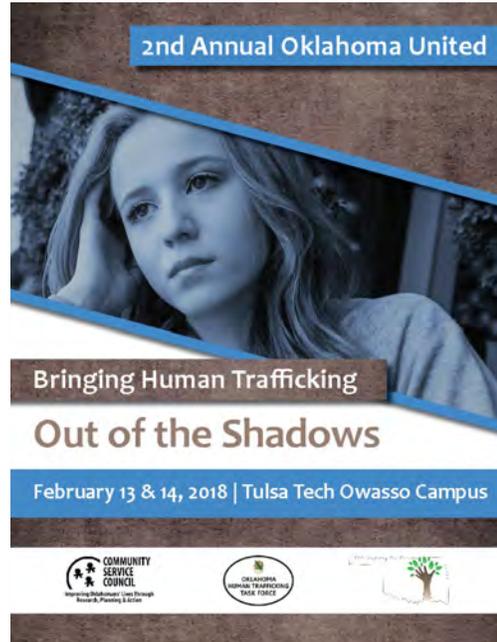
National presenter on Family Engagement and Growing Community School Systems Districtwide at the National Community Schools Conference with 2,000+ in attendance in Baltimore; Presented the Community Schools strategy at several local education events



Health & Mental Health Division Highlights



- Launched Sia Mah Nu program to support and educate Burmese refugee families on health and wellness in the U.S.
- Incorporated Power of Families Project promotoras into health education work to reach Latino women and families
- Only Level 2 Maternal & Child Health evidence-based practice in Oklahoma recognized by the Association of Maternal & Child Health Programs

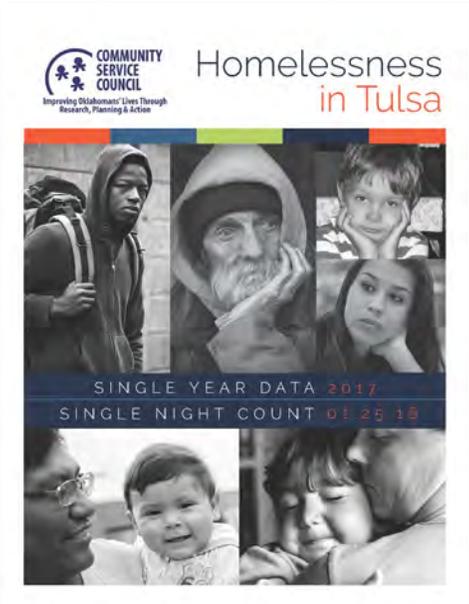


Led statewide effort bringing together 250+ participants to conference: *Bringing Human Trafficking Out of the Shadows*



- Served 1,034 women and children
- No infant deaths in 143 at-risk pregnancies
- 78% of participants entered prenatal care in the first trimester compared to 58% of the general Tulsa County Medicaid prenatal population
- Rebranded for a more contemporary look, added CSC to logo for clarification

Housing & Homelessness Division Highlights

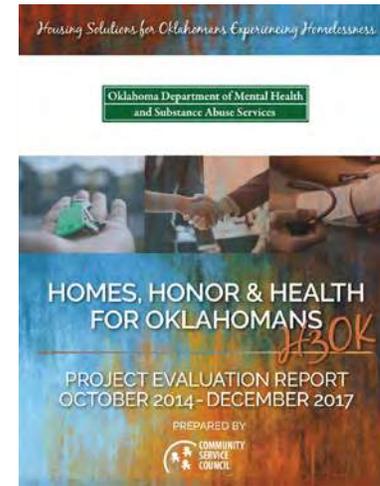


First annual Homelessness in Tulsa report highlighted the contributing factors to homelessness—that, despite our best efforts, has increased 7% in the past decade



- Launched All Doors Open, a 360-degree coordinated entry system utilizing 211 as an entry point
- Erin Willis, coordinator, named a top five “Zero Hero” in *Tulsa People* for her work as part of our Built for Zero initiative. Since the program’s inception in 2015, we have housed 1,100 chronic and veteran homeless individuals.

CSC selected to coordinate a multi-year strategic plan to prevent and end homelessness, funded by the Anne and Henry Zarrow Foundation. Part-time position created to support this process.



Coordinated final evaluation for statewide program H30K which showed the effectiveness of evidence-based practices we have been using the past six years that are now embedded statewide through ODMHSAS



AWH4T rebranding



Working to increase affordable permanent housing in Tulsa

Incarceration Reduction Division Highlights



- Rebranded from COURTS to Tulsa Alternative Courts
- 244 graduates in 2018
- Received multi-year grant to assist participants with recovery housing and medication-assisted treatment



Celebrated 10 years, transforming the lives of nearly 250 veterans



- YDD topped 6,000 participants—education for 16-24 year olds with misdemeanor DUI
- Since 1998, nearly 100,000 Tulsa-area high school students have participated in our CRASHs Court trainings



Supported 100 men and women returning to Tulsa from prison in 2018 with training and employment opportunities to increase their chances for a successful reintegration and to reduce the risk for recidivism

Veterans Division Highlights



- First anniversary of Oklahoma Veteran Connections celebrated with a press conference at the Mayor's office garnering widespread media coverage
- 35 community partners
- 1,200 referrals serving more than 700 veterans
- OKVC was recognized by the Department of Defense as a Best Practice by the Building Healthy Military Communities program
- Member of City of Tulsa task force to prevent veteran suicide—one of 20 cities participating as part of federal government grant

- Rebranded BRRX4VETS to SSVF (Supportive Services for Veteran Families) to be more recognizable to veterans in need of help and better communicate the scope of work
- Enrolled more than 400 veterans for help with housing and employment, and successfully housed 234 veterans
- Participant Jeff Hougland featured in 2018 TAUW Campaign



- Launched with the City of Tulsa, DR Consulting, Key Personnel and Oklahoma Department of Veteran Affairs to support organizations interested in recruiting, hiring and developing veterans in the workplace
- 13 organizations identified as Veteran Employer Champions
- 2019 survey is now open and on both our website and Facebook page





**Thank you CSC Board of Directors
for your leadership and support!**

 **@csctulsa**

csctulsa.org

