



2018

**IMPACT
REPORT**



**COMMUNITY
SERVICE
COUNCIL**

Improving Oklahomans' Lives Through
Research, Planning & Action

TULSA, OKLAHOMA

CSCTULSA.ORG

WHO WE ARE & WHAT WE DO

The Community Service Council (CSC) is a nonprofit social impact agency housing 20 community initiatives that work together to address Oklahoma's most critical social challenges through direct services, data and research, collective impact, and training and education. Across five core investment areas and more than 80 employees strong, we are Oklahoma's trusted organization for community improvement. csctulsa.org



Direct Services

We provide and connect Oklahomans to the help and hope they need within our five core investment areas.

Programs: 211 Eastern Oklahoma, Healthy Start, Child Care Resource Center, Abode Initiative, All Doors Open, Tulsa Alternative Courts, Tulsa Reentry One-Stop, Oklahoma Veteran Connections, Supportive Services for Veteran Families (SSVF), Tulsa Weather Coalition, Youthful Drunk Driving Program



Data & Research

We analyze and provide data on key social and demographic conditions and trends as a tool to identify, understand and respond to community needs and to shape public policy and programming to address those needs.

Programs: Tulsa Equality Indicators, Census Information Center of Eastern Oklahoma, 211 Eastern Oklahoma, A Way Home for Tulsa, Healthy Start



Collective Impact

We convene local and national partners to implement innovative, cutting-edge strategies that optimize social services and systems, empower service providers and strengthen supports for those in need.

Programs: A Way Home for Tulsa, Oklahoma Veteran Alliance, Partnership for Children's Behavioral Health, Double Up Oklahoma, Veteran Employer Champion Network



Training & Education

We equip community leaders, educators and advocates with the latest data, research and best practices to meet the needs of those they serve and to promote health, safety and well-being across our community.

Programs: Child Care Resource Center, Power of Families Project, Healthy Women, Healthy Futures-Oklahoma, CRASHs Court, Tulsa Human Response Coalition, Sia Mah Nu Program, Census Information Center of Eastern Oklahoma,

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DATA & RESOURCES

- Our **211 Eastern Oklahoma** helpline served 186,707 Oklahomans in 2018, delivering up-to-date community information to those who are in need and don't know where to turn. An infusion of local funding in 2018 helped improve program efficiencies, bringing our database accuracy to 98.7% and reducing average wait time from 83 to 26 seconds.
- In 2018, CSC's **Census Information Center of Eastern Oklahoma** disseminated hundreds of reports about demographic and socioeconomic characteristics to more than 1,000 community members and helped lead the development of 2020 Census Tulsa Regional Complete Count Committee.
- Also in 2018, CSC and the City of Tulsa released the first **Tulsa Equality Indicators** report to identify disparities and the populations experiencing them in Tulsa.
- Our **Tulsa Weather Coalition** enhanced services to Tulsans at-risk for heat-related illness in 2018 by changing our protocol to give instead of loan air conditioners to qualifying clients, and increasing the total number of A/C units available to those in need.

HEALTHY CHILDREN & HEALTHY FAMILIES



- CSC's **Child Care Resource Center** served 715 child care programs in Eastern Oklahoma in 2018, including 615 hours of direct technical assistance to improve child care environments, 253 hours of training on early childhood development, and support to increase the availability of healthy food for 650 children across nearly 50 family child care homes.
- Our **Double Up Oklahoma** program increased access to fresh produce for low-income families, redeeming \$101,060 in SNAP benefits at local farmers' markets.
- CSC's **Healthy Start Fatherhood Program** equipped dozens of fathers in 2018 with the skills and resources to become involved, supportive parents in their children's lives.
- In 2018, our **Healthy Women, Healthy Futures-Oklahoma** launched the Sia Mah Nu health education program serving Burmese women, and also partnered with CSC's Power of Families Project to teach community health classes to Hispanic/Latinx families, and provided behavioral health and pre-pregnancy health education to CSC's Healthy Start program clients.
- To improve the health outcomes of Oklahoma infants in 2018, our **Healthy Start** program helped 924 women and infants access culturally sensitive, family-centered health and social services to create favorable foundations for children's development.
- CSC's **Power of Families Project** helped over 4,500 Hispanic/Latinx families in 2018 develop skills around early childhood literacy, learn tips for healthy living, navigate local health and education systems, and access Tulsa's arts and cultural environments.



HOUSING & HOMELESSNESS

- In Tulsa County in 2018, over 5,600 individuals and families resided in emergency shelter and transitional housing programs. In 2018, CSC produced the first annual **Homelessness in Tulsa Report** to highlight the data and facts about homelessness in our community, and our **A Way Home for Tulsa**, a collaboration of 27+ agencies, secured \$2.7 million in funding to support housing for Tulsans experiencing homelessness.
- Also in 2018, CSC launched **All Doors Open Coordinated Entry**, a system that uses cutting-edge technology to streamline access to housing and services for Tulsans facing homelessness.
- Our **Abode Initiative**, which supports landlords' efforts to run a profitable property while helping Tulsa end homelessness, engaged with multiple property owners in 2018 around accepting Section 8 housing choice vouchers, a solution that would prevent many Tulsans from becoming homeless.

INCARCERATION REDUCTION



- In 2018, Oklahoma had the highest incarceration rate in the world. CSC's **Tulsa Alternative Courts** program is the largest of its kind in Oklahoma, operating as an alternative to incarceration for offenders in the criminal justice system in need of treatment. In 2018, 244 participants graduated from our intensive program, completing a minimum of 18 months of regular court appearances, treatment appointments, supervision visits and opportunities to further their education and career.
- The unemployment rate for people who have been justice-involved is nearly 5x higher than that of the general population. Our **Tulsa Reentry One-Stop** provides employment and training services for young adults involved in the criminal justice system, with 100 participants enrolled in 2018 and 80% retaining employment for three or more consecutive quarters.
- CSC also works to reduce impaired and distracted driving offenses, with our **CRASHs Court** team educating 3,648 high school students in 2018 on the dangers of driving while drinking, using drugs or texting, and our **Youthful Drunk Driving Program** worked with 182 first-time DUI offenders to educate them and reduce potential repeat DUI arrests.



VETERANS SUPPORT

- Thousands of Oklahoma veterans are struggling everyday to integrate into civilian life. In 2017, CSC launched **Oklahoma Veteran Connections**, Oklahoma's first coordinated, 360-degree referral network for veterans, to align service providers and more efficiently deliver services to veterans. By the end of 2018, we had served more than 800 veterans and their families, and 40 service providers had joined our network.
- In 2018, we helped launch the **Oklahoma Veteran Employer Champion Network** to support organizations interested in recruiting, hiring and developing veterans in the workplace. In 2018, the City of Tulsa honored 13 organizations as "champion employers."
- CSC is also home to the **Supportive Services for Veteran Families (SSVF)** program, the largest provider of wraparound services for homeless veterans in Eastern Oklahoma. In 2018, SSVF helped 267 homeless veterans find housing or avoid eviction, and we helped 417 additional veteran households with accessing benefits, landlord/tenant support and temporary financial assistance.



TO OUR
PARTNERS &
FUNDERS

THANK YOU

FOR YOUR SUPPORT!

The word **community** is the name, spirit and foundation of the Community Service Council - the work we do is by, with, and for the community. Our results are only possible through the support of our community - YOU - our partners, champions and supporters.

With each of you by our side and with a strong and talented staff of community-minded professionals, we are progressing in our mission of addressing the challenges facing Oklahomans and advancing solutions that improve the lives of those in need. Every day, we're increasing access to:

- **Critical, life-saving services** through our 211 Eastern Oklahoma helpline and other direct service programs;
- **Affordable housing solutions** and services for those facing homelessness;
- **Family health and child development education** that strengthen the well-being of Tulsa families, especially within our African American, Hispanic/Latinx and Burmese populations;
- **Therapeutic alternatives to incarceration** for nonviolent offenders who need treatment for addiction and/or mental health issues;
- **Support for Oklahoma's veterans** who are struggling to transition and integrate into civilian life;
- **Data & research** that identifies areas of opportunity and inequality to inform policy and programming for Tulsa's disadvantaged and marginalized populations.



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