The Community Service Council celebrated our 80-year anniversary in 2021. Over the past eight decades, CSC has made an impact in our service area in a way that is unmatched in the nonprofit sector. Our mission and programs continually adapt and evolve to serve our community. I am incredibly proud to serve as CEO of such an exceptional organization.

When the COVID-19 pandemic hit, the Community Service Council proved that our people, carrying out our mission, can address any need—no matter how great. Our 211 Eastern Oklahoma helpline saw an unprecedented surge in calls. Our Power of Families Program worked with Hispanic/Latinx residents to provide relief checks and resources for families in need. Our Child Care Resource Center worked with child care facilities as they altered plans due to new pandemic restrictions. Again and again, CSC proved to those in need that we truly are Tulsa's lifeline to help and hope.

I want to acknowledge our devoted staff members who continue to inspire me daily with their devotion to their work. It is our people who carry out CSC's vision to create a community empowered to ignite opportunities and eliminate disparities for all people across their lifespan. It is because of the passion of my colleagues, lives are changed for the better every day.

As we turn our eyes toward this new year, I am confident the Community Service Council will remain a trusted source for resources and assistance for those most in need. With your continued support, I know CSC will be serving our community for decades more to come.

Every good thing we do is possible only because of you. Thank you for believing in us, and for believing in the promise of a better tomorrow. We are so grateful for your support and generosity.

-Pam Ballard, Chief Executive Officer, Community Service Council

FROM OUR BOARD PRESIDENT

When I look back on the year 2021, I think about the importance of community. While our community continued dealing with the impact from the COVID-19 pandemic, we supported each other. When our community faced new challenges, isolation and economic uncertainty, we supported each other. When individuals, families and businesses needed help and had nowhere else to turn, the Community Service Council supported those most in need. Now more than ever, CSC's mission to confront challenges to health, social, education and economic opportunities shaped our work. We did not let our community down.

CSC's 211 Eastern Oklahoma helpline became a go-to resource for many people in need in our community. Local health leaders, politicians, media outlets and social service agencies all used the 211 number as a place for people to call when they needed assistance. Through the pandemic, CSC's Supportive Services for Veteran Families helped connect Oklahoma veterans to crucial services, including housing for those who were homeless. Over and over, CSC programs proved they could quickly adapt and change their missions to address the needs of our community.

I am very proud of our dedicated Board of Directors. Every board member has stepped up to offer their assistance, expertise and guidance as the Community Service Council addressed the community needs during this unprecedented time. As board president, I am so honored to serve with such an incredible group of volunteers.

To our funders: I cannot thank you enough for your continued support. Your contributions allow us to serve and support those most in need in our community. As the past year has shown us, CSC's programs are always there when they are needed most. That work is possible because of you. With your help, the Community Service Council will move into this new year ready to continue our service. Together, we will build a better community for us all.

-Chris Graber, Board President, Community Service Council Board of Directors
COMMUNITY ENGAGEMENT

MORNING TOAST

The Community Service Council celebrated our 80-year anniversary in 2021. In recognition of this milestone, CSC held our inaugural “Morning Toast” fundraiser at the Tulsa Historical Society and Museum on Friday, August 6 from 7:30 am - 9:00 am. Around 150 people attended the event to hear about CSC’s work and programs, and to celebrate the impact CSC has had over the past eight decades. Attendees heard from notable presenters, including Tulsa Mayor G.T. Bynum and Tulsa Health Department Executive Director Dr. Bruce Dart.

CSC’s goal and mission and purpose is to ensure that everybody has the potential to meet their greatest possibilities,” said Dr. Bruce Dart.

CSC Chief Executive Officer Pam Ballard also spoke about the organization’s 80 year impact and how CSC’s focus continues to change to serve the needs of those in our community. Pam is CSC’s first female CEO in our 80 year history.

In addition to the speakers, guests watched a video introducing them to CSC’s many programs and the employees who work diligently to better the lives of their fellow Oklahomans. Everyone in attendance also received a comprehensive booklet detailing CSC’s 80 year history and impact, including the programs launched by CSC that still exist today, milestones showcasing how CSC has adapted its mission based on historical events and changing community needs, and an overview of the agency’s current mission and plans for the future.

211 DAY

211 Eastern Oklahoma celebrated annual 211 Day on February 11, 2021 with a special virtual presentation. With help from CSC’s communications team, 211 Eastern Oklahoma Director Ashlie Casey hosted an online event to educate the public about 211 Eastern Oklahoma services, share insights on how the COVID-19 pandemic caused an unprecedented surge in calls to the helpline, and celebrate our 211 Eastern Oklahoma resource specialists, each of whom is individually helping around 60 Oklahomans every day!

In addition to our virtual presentation, 211 Eastern Oklahoma was prominently featured on the side of the BOK Tower in downtown Tulsa thanks to our supporters at Williams.

“Tonight, on 2-1-1 Day, our headquarters in downtown Tulsa glows in honor of this lifeline in our city, state and nation,” wrote Williams on Facebook. “Never has 2-1-1 been more critical.”

Community Service Council wants to again thank Williams for this incredible display of support for 211 Eastern Oklahoma!
In January, our Power of Families Program team hosted a Three Kings Day cultural celebration at the historic Vernon A.M.E. Church in Tulsa’s Greenwood District. The event doubled as a meal and resource distribution event for 300+ families in need to address food insecurity and other financial hardships brought on by the pandemic. Our Power of Families team and volunteers dressed up to sing and dance in celebration of Three Kings Day, or El Dia de Reyes, which is an important holiday for Latin America.

In October 2021, CSC’s Healthy Women, Healthy Futures and Healthy Start teams organized a special event in May to celebrate new moms and their families, and bring awareness to maternal mental health complications. More than 60 staff and partners from 20 different organizations attended the “Making Over Motherhood” advocacy event held at Veterans Park.

In October 2021, CSC’s Oklahoma Veteran Alliance held our second annual benefit dinner at the National Guard Combined Services Center in Broken Arrow. Through the support of our sponsors and guests, we raised around $50,000 to bring resources to veterans in need and help in statewide efforts to prevent veteran suicide.
**2021 Key Highlights**

**Community Service Council** is the official Census Information Center of Eastern Oklahoma. CSC's data analysts spent months preparing 2020 U.S. Census data for distribution throughout our area. We used the U.S. Census data to prepare media stories, community presentations, our newly reignited *Data Blast* newsletter, and the 2021 Tulsa County Community Profile.

Download the 2021 profile, or view our all new online data dashboard at [CSCTULSA.ORG/TULSA-PROFILE](http://CSCTULSA.ORG/TULSA-PROFILE).

In December 2021, CSC also released the fourth annual Tulsa Equality Indicators report in partnership with the City of Tulsa. Explore the data at [TULSAEAI.ORG](http://TULSAEAI.ORG).

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**Tulsa Weather Coalition**

CSC's Tulsa Weather Coalition provides free air conditioning units for Tulsa County residents who are elderly or medically fragile. In 2021, our team assisted dozens of families in need with 63 free A/C window units, including installation and box fans to cool their homes.

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**Census Data**

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**Tulsa Immigrant Relief Funds**

Between January 2020 and December 2021, CSC's Power of Families Program provided $500 checks to 950 Hispanic/Latinx families who were facing pandemic-related financial hardship as part of the Tulsa Immigrant Relief Fund initiative. In addition to financial support, our teams also provided referral and connection to additional services specific to the Hispanic/Latinx community. This incredible resource is made possible due to partnerships with George Kaiser Family Foundation, Tulsa Community Foundation and the City of Tulsa.

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**Early Childhood Job Board**

In July 2021, CSC's Child Care Resource Center (CCRC) launched a free, statewide early childhood job board to address a growing need in our community for a centralized, easy to use resource to recruit and hire qualified child care workers. CCRC developed this tool to serve the many child care programs that were critically impacted by the pandemic. CCRC's Stephanie Daniels interviewed with several media outlets locally and nationwide to share information about this valuable resource.

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**Burmese Peer Educator Program**

In June 2021, Nem Lun joined CSC as the Community Coordinator for our Sia Mah Nu (Burmese Community Peer Educator) Program. Nem is fluent in English, Burmese and Zopau. As a member of Tulsa's Burmese community, Nem personally understands the experiences and needs of those in the growing Burmese refugee community who now call Oklahoma home. Her role is to help Burmese families navigate U.S. systems such as education and healthcare so they can lead healthy, thriving lives here in Tulsa.
CSC honors 80th anniversary year with commemorative logo

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<tr>
<th>Requests for Assistance</th>
<th>Burmese Women</th>
<th>Child Care Providers</th>
<th>Pregnant Women</th>
<th>Rural Counties</th>
<th>Frail/Elderly</th>
<th>Community Members</th>
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Requests for assistance were answered by our 211 Eastern Oklahoma Helpline, resulting in 280,000+ referrals to local, nonprofit social service agencies.

Burmese women completed our Sia Mah Nu training course to serve as peer leaders in helping the Burmese refugee community navigate life here in Tulsa.

Child care providers completed trainings provided by our Child Care Resource Center to ensure best-in-class care for Oklahoma's young children.

Pregnant women received personalized support from our Healthy Start Program to eliminate barriers and improve birth outcomes for healthy moms and babies.

Rural counties now have a more robust support system for veterans in need through coordination provided by our Oklahoma Veteran Alliance team.

Hispanic/Latinx families were helped by our Power of Families Program through financial assistance clinics, resource events and meal distribution initiatives.

Veterans who were homeless or facing eviction found safe housing and life-saving assistance through our Supportive Services for Veteran Families Program.

Frail and/or elderly Tulsans received free air-conditioner units for their homes to keep them safe during the summer heat through our Tulsa Weather Coalition.

Community members attended our Tulsa Equality Indicators Data for Action Learning Series designed to encourage dialogue around increasing equity.

Thank you Tulsa for your support!

Donate at CSCTULSA.ORG/DONATE