



# COMMUNITY SERVICE COUNCIL 2022 IMPACT REPORT





## 2022 BOARD OF DIRECTORS

**PRESIDENT:** April Merrill, Legal Aid Services of Oklahoma, Medical/Legal Partnership Statewide Coordinator

**IMMEDIATE PAST PRESIDENT:** Chris Graber, BOK Financial, Managing Director of Corporate Investments & Acquisitions

**VICE PRESIDENT:** Amy Brown, Public Service of Oklahoma, Manager of Community Affairs

**TREASURER:** Beau Brock, Brock & Associates, Financial Planner/Owner

**BOARD SECRETARY:** Pam Ballard, Community Service Council, Chief Executive Officer

### GOVERNING MEMBERS

- Aliye Shimi, Tulsa Metropolitan Ministry, Interim Executive Director
- Barbara Bucholtz, University of Tulsa - College of Law, Professor of Legal Writing
- David Blatt, University of Oklahoma - Tulsa, Professor of Practice
- Denise Reid, DR Consulting, Principal
- Erv Jansen, Retired, Psychiatrist
- Gary Percefull, The Scissortail Group Ltd, President
- George Brown, Retired, Banker
- Hayley Rose, The Persimmon Group, Consultant in Leadership Coaching
- Jan Slater, Oklahoma University - Tulsa School of Community Medicine, Director of Bioethics Center
- Joyce McClellan, Tulsa Technology Center, Chief Development & Diversity Officer
- Lanny Endicott, Oral Roberts University, Associate Professor of Social Work
- Lorena Rivas, Fry & Elder, Attorney
- Michael Riggs, T.D. Williamson, Field Operations Manager
- Rick Kelly, Blue Cross & Blue Shield of Oklahoma, Vice President of Oklahoma Network Operations
- Sarah VanEman Guardioli, Guardioli Consulting, Chief Operating Officer
- Teresa Burkett, Connor and Winters, Attorney/Partner.
- Tina Pena, Tulsa Community College, Associate Professor of Spanish and Medical Interpreter Trainer
- Walter Evans, University of Oklahoma - Tulsa, Chief of Police

### RESOURCE BOARD

- JD Colbert, CrossFirst Bank, Senior Advisor of Tribal Banking
- Carole Huff Hicks, Public Service Company, Manager of Community Affairs
- Jim Lyall, Community Food Bank, Veterans Outreach Coordinator
- Rachel Hutchings, Workforce Tulsa, Executive Director
- Heather Richetto-Rumley, Clearwater Performance Group, Certified Master Coach & Executive Development Consultant
- Beau Brock, Brock & Associates, Financial Planner/Owner

## FROM OUR BOARD PRESIDENT



Dear valued supporters and stakeholders,

As we reflect on the past year, we find ourselves immersed in a period of significant change. Our nonprofit organization has undergone a remarkable transformation, and I am proud to present to you our 2022 impact report, summarizing the key highlights and achievements.



Over the past year, our nonprofit has faced numerous challenges and embraced change with resilience and determination. We have made strategic decisions to adapt to evolving needs, leverage emerging opportunities, and ensure our continued impact on the communities we serve. Amidst the changes, we have achieved remarkable milestones. We have expanded our Veterans programs and services, reaching more individuals and making a profound difference in their lives.

Our commitment to transparency and accountability remains unwavering. We have continued to diligently optimize our internal processes and systems to ensure efficiency, effectiveness, and compliance with best practices.

None of this would have been possible without the support of our dedicated board members, staff, volunteers, and generous donors like you. Your belief in our work has been the driving force behind our accomplishments. We extend our heartfelt gratitude to each of you for your continued support.

As we look to the future, we are energized by the opportunities that lie ahead. We remain committed to our core strengths, and we will continue to adapt, innovate, and collaborate to address evolving needs.

Thank you for being an essential part of our journey. Together, we will create lasting change and build a better future.

With Gratitude,  
April M. Merrill  
Board President

## 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

# 2022 COMMUNITY ENGAGEMENT

## MORNING TOAST

The Community Service Council held its second annual “Morning Toast” fundraiser at the The Vista 21 in August of 2022. Approximately 150 people attended the event to hear about CSC’s programs and celebrate its impact over the past year. Attendees heard from CSC CEO Pam Ballard, CSC Board President April Merrill, CSC Director of Data & Research Isaiah Persson, and featured speaker Maggie Hille Yar, Co-Trustee and Executive Director of the Hille Foundation.

In addition to the speakers, guests watched a video featuring CSC partners from Pathways Adult Learning Center, The Oklahoma Center for Community and Justice, and Life Senior Services who shared why they come to CSC for data requests.

*“We heard many comments from people who attended about how they were going to be able to use [the data presented] in their organizations to better serve the needs of our community,” said CSC CEO Pam Ballard.*



Watch event video



Watch event video



211 DAY★02.11.22

*Stronger Together*

## 211 DAY

211 Eastern Oklahoma celebrated annual 211 Day on February 11, 2022 with a special virtual presentation. Attendees heard from CSC CEO Pam Ballard, 211 Eastern Oklahoma Director Ashlie Casey, and community partners to learn how 211 Eastern Oklahoma has continued to provide crucial services over the past year as well as the new ways 211 has connected with our partners to better serve them and our community.



# OKLAHOMA VETERAN ALLIANCE DINNER

In September 2022, Oklahoma Veteran Alliance (OKVA) held the third annual benefit dinner at the National Guard Combined Services Center in Broken Arrow to raise awareness and help in statewide efforts to prevent veteran suicide.

## VETERAN EMPLOYER CHAMPIONS

Mayor G.T. Bynum recognized 26 Veteran Employer Champions in a ceremony at City Hall who are taking a lead effort in expanding employment opportunities for veterans within the Tulsa community.



## SSVF EXPANSION

Supportive Services for Veteran Families (SSVF) expanded into Oklahoma City, adding an additional seven counties to the program. SSVF now offers services to veterans who are homeless or facing eviction in 42 Oklahoma counties. SSVF welcomed 15 new staff members this year to assist in the expansion.



THANK  
YOU.

This year OKVA raised \$44,000 to bring resources to veterans in need.

“The opportunity to incorporate the Oklahoma City area and its surrounding counties has enabled us to collaborate with the VA and many community partners we already shared through OKVA to better serve low income veterans in finding and obtaining stable housing across the state.

- Rachel Runfol, Director of Veterans Programs, SSVF Director

SSVF  
SERVED  
516  
VETERANS  
IN 2022








# 211 EASTERN OKLAHOMA



211 Eastern Oklahoma Resource Specialists spent a total of **7,184** hours on the phone connecting Oklahomans to resources.

## TOP COMMUNITY NEEDS IN 2022

-  Housing
-  Utility Assistance
-  Food/Meals
-  Health Care
-  Mental Health/Substance Use Disorders

Watch 211  
video 



The 211 Eastern Oklahoma team received national AIRS (Alliance of Information and Referral Systems) Accreditation for another five years. It takes an entire team to uphold 211 Eastern Oklahoma's standards of excellence, and we are so proud to be among a limited group of call centers in the U.S. and Canada to receive this accreditation.



## TULSA WEATHER COALITION



**57** 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.



# HEALTHY START

COMMUNITY SERVICE COUNCIL  
**Healthy Start**



Baby Buggy Walk in  
The Park



Moving For Mental Health

Our Healthy Start team hosted four major events and attended 10 community events to help meet the needs of mothers, fathers, and infants living in Tulsa, focusing on healthy outcomes to reduce infant mortality and maternal morbidity.



Community Service Council served 42 fathers through the Healthy Start Fatherhood Program, connecting father figures to resources and services to strengthen their role as an involved father.



Climb Out of Darkness



Lift Every Baby

# CHILD CARE RESOURCE CENTER

CSC's Child Care Resource Center (CCRC) offers quality child care resources and referral services to Oklahoma families and child care providers in Creek, Rogers, Tulsa, and Wagoner counties. Formed in 1987, CCRC employs a staff of child care professionals with expertise in child development, early childhood, nutrition, nursing, social work, and more.

In 2022, CCRC provided multiple learning center makeovers for clients, transforming their spaces with new toys and education materials.



In 2022, our CCRC team provided online training to more than **10,000** participants and successfully assisted all providers assigned to their region by DHS to help facilitate them through the new QRIS system.

Hear more from clients who received learning center makeovers by watching our impact video.

Watch impact video



# HEALTHY START

The Alliance for Innovation on Maternal Health Community Care Initiative (AIM CCI) honored our team by awarding a certificate in recognition of communication for overall awareness through our newsletter. Our team diligently provides clients with updated, accurate information each month. We are so thankful to receive this award.



HEALTHY START  
CONDUCTED 12 LIFE  
SKILLS TRAINING CLASSES  
TOTALING 200 CLIENTS IN  
ATTENDANCE.

## 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.



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53 WOMEN  
COMPLETED  
THE BURMESE  
PEER EDUCATOR  
PROGRAM.

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# 2022 BY THE NUMBERS



**TULSA  
EQUALITY  
INDICATORS**



The fifth annual Tulsa Equality Indicators report is now available!

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

**87,000+**

requests for assistance were answered by our 211 Eastern Oklahoma Helpline, resulting in 220,000+ referrals to local, nonprofit social service agencies.

**53**

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.

**12,079**

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

**203**

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

**26**

Veteran Employer Champions were recognized for actively prioritizing recruiting, hiring, retaining, and developing veterans in the workplace.

**312**

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

**57**

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.

**30+**

(on average) community leaders attended each 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](http://CSCTULSA.ORG/DONATE)



*Donate*



**COMMUNITY  
SERVICE  
COUNCIL**

**Improving Oklahomans' Lives Through  
Research, Planning & Action**