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Executive Summary

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RSVP of Catholic Social Services of Wayne County estimates that 700 volunteers will serve in Wayne County, Michigan. Volunteer activities will focus on providing Western Wayne County homebound seniors with nutritious meals, assist seniors to live independent by providing companionship services, provide residents of the County with emergency food distribution at community organizations, and assist community agencies with outreach direct services that support access to care and related community needs such as access to banks, home heating, tax return preparation and filing. RSVP will also tutor children after school with reading, math and homework assignments. The primary focus area we will be addressing is Healthy Futures. We anticipate as outcomes that seniors will continue to remain independent in their homes through access to nutritious food through the Meals on Wheels program, seniors will have daily socialization through the Telephone Reassurance Program, families will be able to provide food on their tables due to community neighborhood food bank programs, families will receive important resource information and services from volunteers at the Community Action Agencies, and parents will see much improvement in academic performance by better grades on report cards. The CNCS federal investment of \$288,171 will be supplemented with non-federal resources and in-kind donations of approximately \$123,642.

Strengthening Communities

Strengthening Communities

The Retired Senior Volunteer Program of Catholic Social Services serves the community of Wayne County which is located in Southeastern Michigan.

According to the 2012 U.S. Census Bureau Quick Facts, Wayne County has 672 square miles, 612 square miles of land and 60 square miles of water. The county is bordered by Oakland and Macomb Counties (to the north), Washtenaw County (to the west), Monroe County (to the south), the Detroit River and Lake St. Clair (to the east). The county has a population size of 1,792,365 individuals. There are 43 municipalities in Wayne County. With a population of 701,475 Detroit is the largest and is the county seat. Statistical data obtained from the 2012 U.S. Census Fact Finder reports the population of Wayne County is: 54 percent White, 40 percent African American or Black, 5.5 percent Hispanic or Latino, 3 percent Asian, and less than 1 percent American Indian, Native Hawaiian or other Pacific

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Islanders. The Wayne County age population statistics reveal that 6.5 percent are under 5 years old, 24.5 percent are 6 -- 18, 55.8 percent are 19 -- 64, and 13.2 percent are 65 and above. The median family income is \$41,886, and the per capita income is \$22,351. The number of Wayne County residents living below the poverty line is 22.7 percent. This rate is 7 percent above the State of Michigan's average of 15.7 percent.

The City of Detroit population continues to decrease since the 2010 U.S. Census. The noted population was 713,777, and the U.S. Census 2012 Quick Facts reports the population as 701,475. This is a 1.7 percent decrease within two years. According to the U. S. Census 2012 Quick Fact data 36.2% of the residents in the City of Detroit, live below the poverty line. As the population shrinks in the city, the problems within Detroit and its residents increase. According to Crain's Detroit Business News, Detroit is an important center for global trade; it is home to the "Big Three" automotive companies, known as the world's automotive center for the automobile industry, and is a port city located on the Detroit River for the Midwestern Region. The city has an important place in popular music history. The domestic auto industry went through numerous economic cycles due to various factors. The introduction of robotic technology, inexpensive labor (in other parts of the world), and increased competition have led to the significant changes in the manufacturing jobs in the local area. The current workforce is unskilled labor for new technology and most are unable to do the work. There are a few non-profit entities such as Goodwill Industries that are available to offer retraining workers, due to limited grant funding. The economic changes have caused the unemployment rate for Detroit to fluctuate; the current rate quoted from the Metropolitan Area Employment and Unemployment report as of July 2013 is 18.8 percent.

In February 2013, Detroit was taken over by a state appointed Financial Manager, and in July 2013 the City of Detroit filed for Chapter 9 Bankruptcy. The residents of Wayne County and the State of Michigan are affected by this filing. Neighboring counties (Oakland and Macomb) are concerned that this will lower their AAA Bond credit rating. The bankruptcy will cause retired city employee cuts in health and pension benefits, on the positive side the move will free up monies to remove blight as a result of population decline, and address crime issues.

Wayne County has a diverse business community. The nonprofit sector includes human service agencies, health care centers, cultural institutions, education, and the arts. RSVP partners and provide volunteers to 117 agencies around Wayne County that have a mission of helping and providing services in the community. When we think about Healthy Futures we think about seniors and families receiving physical checkups, eating nutritious meals on a regular basis, and exercise. Wayne County

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has 36.2 percent of its residents that are classified as being below the poverty line and 13.2 percent of the population as being aged 65 and above. Existing with limited income most residents cannot find funding in their budget to take their families or themselves to the doctor on a regular basis. They are given referrals to free clinics, contact the Department of Human Services (DHS) to see if they qualify for health benefits, or they don't do anything. Families with children look forward to the start of a school year. Organizations offer free immunizations and checkups for children and it gives the parents one less thing to worry about. Senior citizens have access to a form of health coverage (Medicaid or Medicare). Many low income seniors have limited funds to pay for medication and no transportation. There are agencies in Wayne County, Michigan that can assist low income families and seniors with these challenges.

World Medical Relief (WMR) is one of the agencies based in Detroit, provides medical equipment/supplies, medication, and basic needs to Third World and poor countries all over the world. The group also provides low income residents in Wayne County with low cost prescription medication, clothing and slightly used medical equipment (walkers and wheelchairs). RSVP volunteers assist the pharmacist by sorting medication for mail distribution. This service is important to residents because it allows them to purchase medication at a small cost and it will be mailed directly to their homes, which keeps seniors safe and helps families that are low income. It allows the agency to know the number of residents they are serving. Volunteers keep distribution logs on how many prescriptions are filled weekly. RSVP has a volunteer located in the business office that ensures that all logs are copied and faxed to the RSVP office. This organization is a non-profit that relies on contributions and grant money to assist them with fulfilling their mission.

Wayne County Office of Nutrition (WCON) administers the Meals on Wheels (MOW) and Congregate Meal programs in Wayne County. RSVP volunteers pack and deliver meals to approximately 2,800 seniors weekly in Western Wayne County and serves congregate meals four days a week in senior centers around Wayne County. Daily logs of meals packed and delivered are kept at each distribution center. Monthly logs are collected from the MOW locations and volunteer coordinators at each center copy and fax the logs to the RSVP office for us to record the number of meals packed and distributed. RSVP volunteers pack and deliver out of 17 locations. For some senior citizens, the delivered meal is the only nutritional meal and conversation they have each day. The congregate meal serves as an opportunity for most to have a low cost nutritional hot meal with the ability to socialize with others. We were informed that both meal programs are facing a budget cut in the new fiscal year beginning in October 2013. How do you create a waiting list for Meals On Wheels?

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National Performance Measures is very important in this instance because it could be a determining factor on what program or project should be cut. Seniors and children are the most vulnerable population that exists in the United States, pre-existing programs that serve these two populations should never be cut.

We are all aging each day, think of our mature loved ones that are alone and want to stay in their homes as long as possible. RSVP of Wayne County did just that. We have our daily telephone reassurance project called Service With Love (SWL). Volunteers make calls daily to home bound seniors living alone. The daily call is to check and make sure they are doing fine. Each volunteer is responsible for a group of clients to check on. If a client does not answer when called, the family member or friend is contacted by the SWL Base Volunteer to report the unanswered call. We keep a log of callers and hours spent making the calls.

Wayne Metropolitan Community Action Agency provides the community with a variety of social services. The organization manages the Highland Park, Michigan Head Start Program, offers Home Weatherization Assistance, emergency and crisis assistance, rent assistance and homeless prevention, utility, dental, health care. RSVP volunteers are engaging clients of Wayne Metropolitan Community Action Agency in direct outreach services. RSVP volunteers will provide assistance with access to bank accounts, information on home heating, and assist with tax return participation and filing.

RSVP is a member of the Triad of Wayne County which consists of law enforcement entities, community groups, and seniors coming together to promote safety for seniors. One event we assist with is called "Youth and Senior Safety Fair". The Triad and Sheriff's Department coordinates the event and other law enforcement entities (such as the police and fire departments, and prosecutor's office); decide what demonstrations and safety topics will be covered at the event. Triad community partners are responsible for obtaining vendors who promote safety devices/products that children and seniors can utilize to be safe and secure. The event is held at the Detroit Belle Isle Casino in August. Attendees are entertained by law enforcement demonstrations and educated about current scams and fraud schemes, and are given informational materials. The children at the 2013 event received safety helmets for their bicycles from Children's Hospital. The main theme of the event is keeping youth and seniors safe in the community and at home.

RSVP of Wayne County has gained media exposure from participating in events such as the Sheriff's Youth and Senior Safety Fair. RSVP Director Uneil Smith has been interviewed the last three years by the local Fox Broadcasting station (WJBK). RSVP is able to gain exposure for upcoming events on "Senior Solutions". Mr. Paul Bridgewater, President/CEO of the Detroit Area Agency on Aging has a

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weekly Saturday radio talk show. We have been featured numerous times on the show to inform the community about our events.

We provide volunteers to assist the American Red Cross for blood drives. Our RSVP volunteers work with the Salvation Army by serving the community on the Bread 'n' Blanket trucks; sew ditty (toiletry) bags and sort donated clothing for victims of fires or other disasters. RSVP volunteers are placed at numerous museums in Wayne County, Charles Wright African American Museum, Detroit Historical Museum, and the Henry Ford. Volunteers participate in period skits with the Henry Ford Museum, Merry-Go-Rounds, garden, act as guides, seamstresses, and ushers in the IMAX theatre. RSVP volunteers are placed in hospitals as gift shop attendants, patient advocates, transportation workers (pick up patients being discharged), and information desk and surgical waiting room clerks. The Charles Wright African American Museum like the Henry Ford has volunteers to dress in African clothing to participate with reenactments of African American periods of history, and serve as guides for numerous school children that visit the museum. RSVP volunteers will continue to work at the Epiphany Learning Center in the after school program for Detroit Public Schools. The goal is to improve grades and will be monitored by report cards. The United Way of Southeastern Michigan has a community resource help line called the United Way 2-1-1 Help Line. RSVP volunteers assist the 2-1-1 system as community resource operators. The volunteers receive many calls and the lines ring continually. It is available for residents to call if they are seeking resources for housing, food, clothing, utility assistance, health services, and various other requests.

Recruitment and Development

Recruitment and Development of Volunteers

Our program assures a high quality experience for volunteers by ensuring that they are provided the training they need to be successful in their assignments. RSVP Wayne County has 117 volunteer work stations that have signed a Memorandum of Understanding, which states the volunteer work station will provide training to the RSVP volunteer once they are placed at the site. Volunteers are notified of new volunteer opportunities and new RSVP work stations by the RSVP quarterly newsletters. But, if there is an opportunity that arises and we can find one of the current RSVP volunteers that we know can perform the assignment, we often will go to the database and review the file. The newsletter shares information to volunteers about the RSVP program, highlights special award recipients, and gives updates on RSVP news.

New RSVP volunteers are given a one-on-one orientation with an RSVP Area Supervisor. The volunteer manual explains what the program is about, how the program operates the role of a

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volunteer at the work station, liability insurance, timesheets, and mileage reimbursement information. During the registration process Volunteers are informed of special types of training and guidelines required by vulnerable population stations. There are volunteer stations that require prerequisite skills, and educational background qualifications. All volunteers that register with RSVP are given a Registration Form that requires general, demographic and pre-retirement information. We try to obtain as much additional information that we can during the registration process, by asking about special skills and hobbies. It is important that the more information that you obtain during the registration process; it can benefit you in the future for reference.

When we receive a request for a volunteer with particular skills, we access the Volunteer Information System (VIS) database and search for volunteers with the characteristic mentioned. When a volunteer with the right skills is found, we contact the Volunteer Station Coordinator for her to interview the volunteer, if accepted the volunteer is assigned at that station. It is imperative that we try to match the volunteer with the position that she/he will be serving. Every assignment is different, and all volunteers are not created the same, therefore when it comes to certain positions that require special skills, the RSVP Director conducts an interview to assess the volunteer. In cases where volunteers are dealing with the public one-on one, the Director makes sure that the volunteer is capable of communicating socially, has a pleasant voice and has a calm and professional demeanor. If she/he passes the interview, the volunteer will then be allowed to go to the volunteer station interview. RSVP Wayne currently is weak in one area which is recruiting bi-lingual volunteers. We were very diverse at one time; we had a Hispanic director, and an Arabic supervisor. We were in good shape as far as recruitment was concerned in those two ethnic groups until unfortunately, one resigned and the other became ill. Now we are back to square one. We are in the process of setting up a new venture where we need to obtain volunteers who are bi-lingual to work in the community. The agency will be providing services all around Wayne County. It is beneficial for us to obtain volunteers that can assist the agency in their mission. We have Hispanic bi-lingual volunteers, but to date have not recruited any Arab/Chaldean volunteers. Catholic Social Services of Wayne County, our sponsor has a relationship with the Arab and Chaldean Community through ACCESS (Arab and Community Center for Economic and Social Services). We are in the process (their staff members on our behalf) looking for bi-lingual RSVP volunteers. We have been fortunate that when we needed assistance with communications, ACCESS staff members have been willing to come to our aid.

RSVP uses its quarterly newsletter as a form of printed media coverage to recruit volunteers. The newsletter is delivered to many stakeholders in the community such as community partners, Catholic

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Social Services Board of Directors, Volunteer Sites, volunteers and Advisory Council Members. The newsletter reports on volunteers and their accomplishments, lists new volunteers, volunteer opportunities, special events and reports on the progress of the program. RSVP is able to update our events on the agency website as a recruitment tool. Volunteer Match will feature volunteer opportunities on the website.

RSVP Wayne County continues to support the Ambassador Council to recruit and enhance the experience of older adults. The Council consists of ten volunteers who have worked with the program for at least five years and above. The Council is handpicked by both Area Supervisors. Member criteria include leadership capabilities, pleasant personality, and loves volunteering. The Council is responsible for scheduling recruitment events for RSVP. While assisting at an event site, Council and volunteers distribute program information and provide positive feedback on the value of volunteer engagement. Council members are goodwill ambassadors for RSVP, they will introduce themselves and share their personal volunteer experiences during these events. The Council meets monthly to provide feedback to central staff as well as to organize and plan outreach activities. Events will be held in several different locations in Wayne County including work stations to emphasize how volunteerism can impact the quality of lives for older adults and the community. A working relationship with the work station coordinators provides an opportunity to receive a referral to your program. Volunteer stations are approached by individuals wanting to do volunteer work; the station coordinator gives us a call, they have someone wanting to volunteer. We go to the work station, meet the candidate and talk about the RSVP program. If the person is impressed we sign them up as a volunteer as long as they meet the age eligibility of 55 years old.

RSVP of Wayne County tries not to turn anyone away that is 55+ from volunteering. We try to find a volunteer placement for everyone who wants to volunteer. I've had some success with this venture, and failure with a few others. We try to match the volunteer with their abilities, which means sometimes thinking where the person will be most comfortable. RSVP has a couple of volunteers that are blind and serve as clerks and tape re-winders at the Wayne County Library for the Blind. RSVP provides the volunteers with van transportation service from their homes and they are delivered to the front door of the Library, where they are met by library personnel. And after serving their time rewinding tapes of books, they are picked up by the RSVP driver and returned back home. RSVP has a wheelchair assessable passenger van for use if we need it.

The best thing about being a RSVP volunteer is that we recognize their accomplishments at the end

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of the year. RSVP invests a considerable amount of resources to volunteer recognition. Program volunteers are honored at an annual luncheon event, where volunteers are treated to entertainment, door raffle prizes and a special raffle. The event pays tribute to the dedication and talents of the volunteers and their community work. Volunteers are recognized through various volunteer awards like the "Gift of Time" and the "1000 Hour Club". Everyone receives a Certificate of Achievement for volunteering, and a gift. Worksites and volunteers are also highlighted in our quarterly newsletter.

Program Management

Program Management

RSVP brings the skills and interests of seniors to sites that address community needs in all aspects of the community. Site service areas extend from caring for infants in hospitals, to tutoring students, and assisting seniors in hospice. RSVP has developed a network with community service agencies, law enforcement agencies, and civic organizations in Wayne County. Each worksite is unique in its needs and requirements for volunteer assistance. A Memorandum of Understanding (MOU) is developed for each site. The MOU is used to evaluate the worksite, identify needs, and outlines volunteer/sponsor duties and responsibilities, work schedule and other operational information which may impact volunteer interaction. Where one site may require a pleasant attitude to be a greeter, another may require extensive training in universal precautions and evacuation procedures.

RSVP maintains a relationship with the volunteer coordinators/supervisors. RSVP area supervisors have been instructed by the director to visit a sampling of volunteer stations quarterly. The visits are not scheduled and it gives RSVP an opportunity to observe the volunteer and station uncut. The element of surprise can reveal a lot of things. The visits give the volunteers an opportunity to show RSVP staff what they do. It gives the volunteer supervisors an opportunity to let the RSVP staff know if the volunteer is working out. I consider the visits as reconnaissance calls. If one volunteer is not working out we can switch out for another. We aim to please the volunteer stations. There are times that we uncover important things on unannounced visits. Due to the climate of non-profit agencies in our area, I'm sure we have not been the only program to discover this incident. On another unannounced visit to a station we found RSVP volunteers working without a site supervisor. The volunteer supervisor retired four months before the visit, and the volunteers were signing their timesheets with her name. We immediately contacted the Director of the agency and gave him notice that they were in violation of the MOU and the volunteers could be removed. He informed us that a

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volunteer supervisor had been hired. The volunteers were told they could not go back to the center until the station supervisor was in place at the agency. This center continues to be monitored.

RSVP receives at least five telephone calls from non-profit groups that are looking for volunteers to assist with their mission. The initial call is very sincere; they need at least six volunteers to tutor children in an after-school program. As the days go by you get daily telephone calls asking when the volunteers can start working. A meeting is set up to discuss the program and MOU and other specifics. When I met the Director face-to-face in the interview and found out that they were not set up as the literacy program. They didn't have any hired employees other than the Director, and there are no children enrolled in the program to date. The volunteers were needed to work in the office answering telephones, because no one else was there. The interview revealed the true reason why the volunteers were needed immediately. This non-profit agency needed personnel to work at a fundraising event (that would benefit the agency) at Tiger Stadium the same weekend. The volunteers were needed to cover a concession stand (all-day) at the ball park. It is because of situations like this that I am very cautious about rushing to add new stations under our program. There is a climate in the area where non-profit agencies are multiplying like rabbits. I like to get as much background information on the agencies that I can. This situation happens often. People are looking for free labor and they think the program will survive without having to hire employees. This is not the reason why we send our volunteers into the community.

As times change, RSVP has been changing with time. It has been a battle after 40 years of conducting business one way to implement new rules and regulations within the past four years. I started informing volunteers of changes in our quarterly newsletters. I gave facts about the new focus areas, explained what they meant, told them about performance measures and why we needed them, and at every change to date, I made sure they were aware of all information. I don't believe in waiting until the last minute to do things. RSVP staff has been reviewing volunteer assignments and stations to sort out obsolete stations and to retire and reassign volunteers to other stations to meet the needs of CNCS and the community. Change is good, but it is not an easy task. We have enlisted assistance from our Advisory Council and other community partners to get ideas of how to make it occur. We had long discussions with our Advisory Council about eliminating certain types of volunteer activities, versus leaving those intact and recruiting more to be placed in focal areas. It has not been easy. As we add new volunteers we will place them in areas of focus to keep in line with our goals of serving the community. RSVP staff is informed that we have to be ready because "the gauntlet has been

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thrown down", the challenge is on. We've received telephone calls from the senior centers that provide activities for the seniors, wanting to know what they are going to do without the volunteers. I inform the station supervisor that the volunteer will be given the opportunity to be reassigned with RSVP or if their heart is with the center, they can choose to remain, not as an RSVP volunteer, but as a volunteer for the senior center. That way it is a win/win situation for the center, and a way for RSVP to recruit a new volunteer that can be placed in a focal driven placement. Our Advisory Council members have been with us throughout this transition. We are appreciative of their time and input with all the changes we are experiencing. They have been very encouraging and insightful.

Data collection is an important component of ensuring program goals and objectives are achieved. Volunteers must report hours in a six-month period to remain on active status. The amount of volunteer hours can vary. All volunteer hours submitted are entered into an RSVP computer database, where the data is utilized for internal performance measures as well as statistical data required by the program's funding sources. Meals on Wheels data is collected weekly at volunteer stations, and forwarded to the RSVP office via fax from the station supervisor. These logs are kept in a log book to tally monthly totals of meals packed and delivered.

As a Catholic Social Services of Wayne County program, RSVP is subject to an internal monitoring program that is a part of the Quality Assurance Plan (QAP) which assesses and improves the quality of agency services and programs. QAP requires all service areas to conduct quality indicator reviews. The review process provides feedback on performance standards to improve programming, resource allocation and ultimately enhances financial management. Measurable quality components used by RSVP are site accessibility, appropriateness, continuity, efficacy and efficiency, and volunteer feedback. The ability to measure the impact of services on the population we serve is an important part of the QAP. The information is used in long range planning, budgeting and quality assurance. The information is gathered quarterly and written reports are submitted to QAP and presented at monthly meetings of agency managers, supervisors, and administrators. The information presented quarterly is incorporated in the program's annual evaluation report and presented to the Board of Directors and other appropriate board level operating committees. The report also identifies strengths and weaknesses and requires corrective action plans for programs that do not meet their program goals/objectives.

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In addition to the QAP process, the agency has strong financial management through a dedicated financial officer assigned to the program. The financial officer monitors expenses and prepares detailed statements for reporting financial information including monthly expenses and projections. These reports are shared with program staff and checked for accuracy. The monthly reports and the performance measures listed above are the primary vehicle used to direct the program. Outside donations, in-kind contributions and Advisory Council fundraising activities of value are also recorded as part of the overall financial picture of the program. CSSWC is also subjected to an annual audit conducted by an independent CPA firm to conform to Generally Accepted Audit Practices and OMB mandates. The agency also follows a cost allocation plan for reimbursements for utilities, office space and other central services. All of the above procedures are reviewed annually and authorized by our Board of Directors.

Organizational Capability

Organizational Capacity

The Retired and Senior Volunteer Program of Catholic Social Services of Wayne County has provided volunteer services in Wayne County since 1973. We have approximately 117 non-profit volunteer sites and currently 824 volunteers that provided 181,241 volunteer hours in fiscal year 2012-2013. The RSVP staff attends monthly staff meetings to discuss goals and accomplishments, community needs, concerns and special projects.

The current staff is comprised of a director with 31 years of previous experience at the sponsoring agency with an extensive background in accounting and senior corps financial reports as well as personnel management. She is responsible for the overall operation of the program, program growth and supervision of staff. In addition, she serves on committees of the sponsoring agency such as the Health and Safety, Program Development, and Quality Assurance Committees. An administrative assistant has 40 years experience with RSVP and assists the director in the overall management of the program, including managing volunteer data. She assists with volunteer recruitment and community outreach projects as needed. She has extensive computer skills, including desktop publishing and is responsible for the creation of program recruitment flyers, brochures, media events, fundraising, newsletters, recognition events, etc. Currently, the program has two full-time area supervisors who cover the 672-mile area of Wayne County. The senior supervisor is assigned to the Western Wayne

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and Downriver area and assists other area staff when needed. The Metro East area supervisor covers the City of Detroit and eastern cities of the county. All area supervisors/recruiters have vast community networking experience and have worked with non-profit agencies. They are responsible for recruiting volunteers and sites, successfully matching volunteer interests with community needs and follow up. They actively participate in community events and serve on organization committees involved with volunteerism and senior issues. The program accountant / financial officer are responsible for the financial records and reports; RSVP pays for 25% of the CSSWC program accountant/financial officer's salary.

CSSWC financial and administrative have segregated systems in place to provide check and balances for all program and financial work including grant management. Program directors are responsible for the achievement of program performance goals and objectives. Accounting and finance staff is responsible for financial recordkeeping, input of employee time, monitoring expense, financial reporting along with other items normally associated with our business office. The agency has a full range standard operating procedures, rules and personnel manual and various directives which are used to manage the organization.

Program expenses are requested by program staff, authorized by the program director and transmitted to the business office. The business office checks for fund availability and eligibility. Check drafts are presented to the president's office (administrative and management office) for review and authorization. Final checks are prepared by the business office. Revenues and expenditures are all logged and added to the agencies general ledger reflective of financial transactions and time obligations associated with the operation of the program. Equipment including vehicles are tagged and added to the agency's inventory and assigned to appropriate staff for use. Staff is required to report on the use of equipment or maintain a service log for transportation related equipment. All financial records are reviewed monthly and the agency is subjected to an annual independent audit of revenue, donations and expenses.

Catholic Social Services of Wayne County has 67 years of service as a family and children's agency offering services regardless of race, age, sex, origin, or handicap. The agency receives funding from the United Way of Southeastern Michigan, Wayne County Department of Community Health, City of Detroit, and the State of Michigan. CSSWC is a member of the following organizations: Alliance for

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Children and Families, Michigan Catholic Conference, Federation of Private Child and Family Agencies and National Conference of Catholic Charities. Catholic Social Services of Wayne County is accredited by the Council on Accreditation of Services for Families and Children. Program audits are conducted annually by professional audit firms.

Other

N/A

PNS Amendment (if applicable)

N/A