



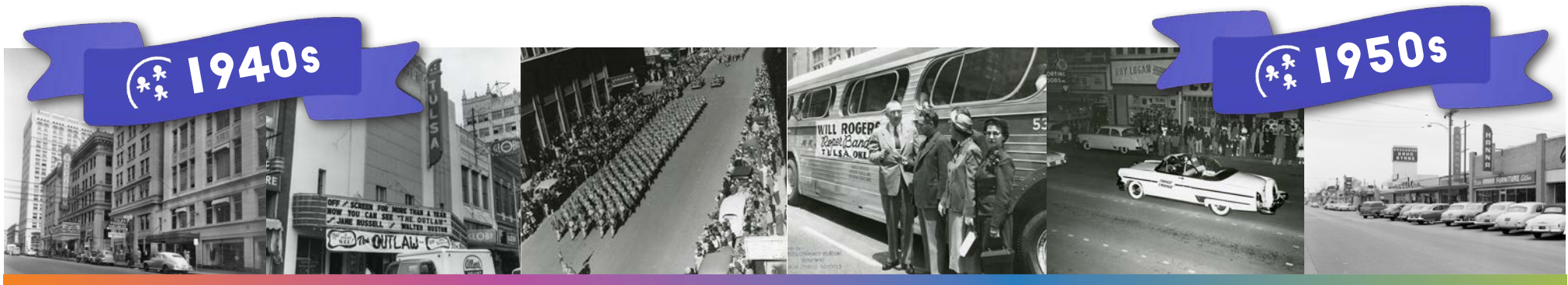
COMMUNITY SERVICE COUNCIL

Improving Oklahomans' Lives Through
Research, Planning & Action

1941 - 2021

Through the Years

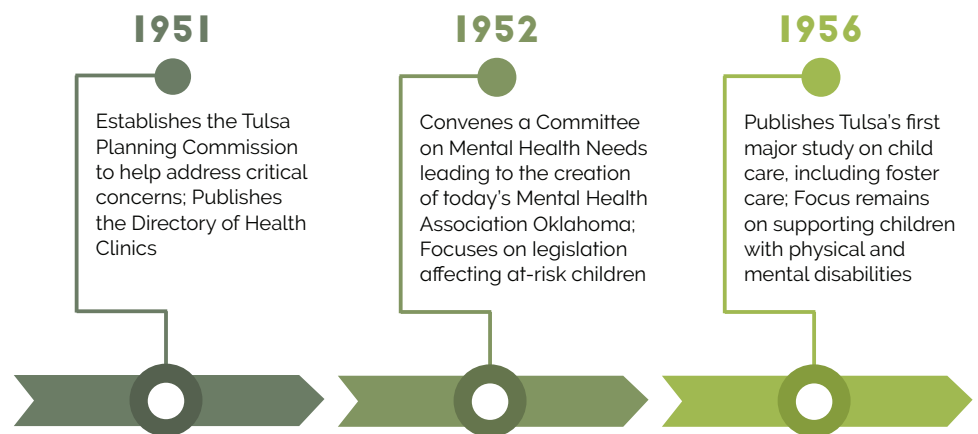
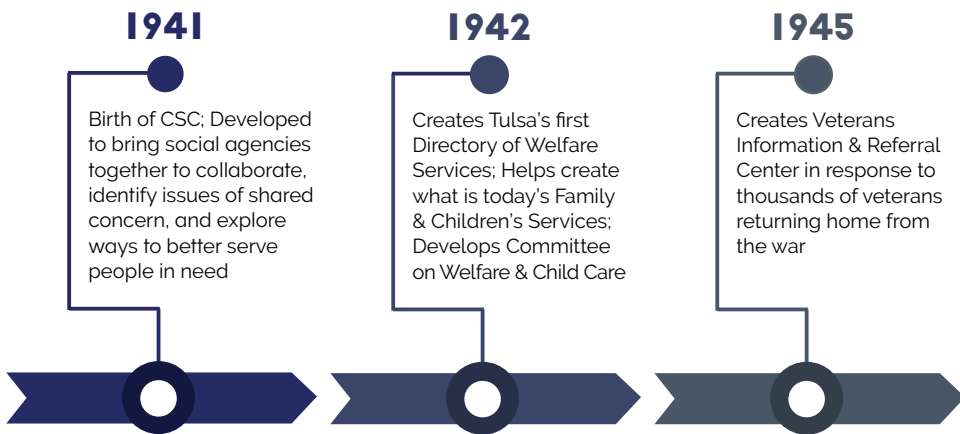
LOOKING BACK ON 80 YEARS OF SERVICE & IMPACT



In 1941, America was crawling out of the Great Depression and was soon plunged into World War II. Tulsa was growing rapidly due to the evolving economy influenced by oil, but needs were also rising. Because of the Depression, poverty was rampant and unemployment was at 14.6 percent. Here is where CSC is born, then named **The Council of Social Agencies**, a group of 27 organizations striving to improve the lives of Tulsans affected by the Depression and the upheaval from the war. In 1942, in response to these surging needs, the Council created the first **Directory of Welfare Services** and laid the groundwork for what would become today's **Family & Children's Services**.

By 1950, America began to look to optimism as the economy soared, families stabilized and more individuals entered the workforce. However, needs continued to change dramatically for Tulsa families. In 1951, the Council established the **Tulsa Planning Commission** to identify issues and gather information to continue helping Tulsa's most vulnerable.

In 1952, the Council was also honing in on improving the health of local families and published the **Tulsa Directory of Health Clinics** while helping develop plans for hospital outpatient services in Tulsa.



At this time, because of the war, many women were going to work outside of the home, resulting in children needing more services. The Council led the creation of the **Committee on Welfare and Child Care** to help meet those needs.

By 1945 and later, thousands of veterans returned home to Tulsa, needing an array of supports and services. The Council stepped up to create the **Veteran's Information & Referral Center** to help veterans in their transition home, a mission that is still integral to our work today.

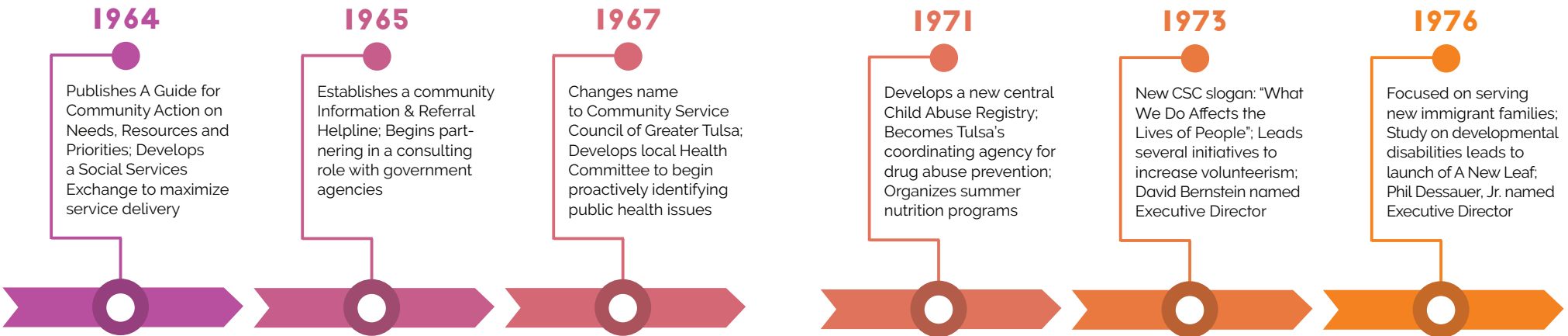
Also in the 1950s, groups of women around the country began to gather to discuss an originally "undiscussable" topic: mental health. Mental health associations began to form across the country. In 1952, the early Council convened a **Committee on Mental Health Needs** that led to the creation the following year of today's **Mental Health Association Oklahoma**.

The '50s were also a time of robust research and advocacy for the Council, publishing revealing studies on fluorine water treatment, medical care in North Tulsa, child care, foster care, aging Tulsans, and problems with general assistance and services available to the community at that time.



The 1960s were a time of immense change. At the beginning of the decade, the United States continued to enjoy the prosperity of the 1950s' economic boom as many revolutions were underway for women's liberation, civil rights and a pushback on what Americans viewed as tradition. Furthermore, America was reeling after the assassination of John F. Kennedy and the onslaught of the Cold War. Needs in Tulsa were high. In 1964, the Council developed a **Social Services Exchange** to prevent duplication of services and completed one of its most groundbreaking studies to date—**A Guide for Community Action on Needs, Resources and Priorities**—securing our role as a critical source for data.

By 1970, the new CSC had evolved into a multi-dimensional service agency for Tulsa. Early work in that decade remained focused on child well-being, specifically child care, summer nutrition, youth services and child abuse. In 1970, CSC published **A Study of Child Abuse in Greater Tulsa** which led to the development of a new central **Child Abuse Registry** later that year. New issues with substance abuse were emerging, and CSC served as the first **Coordinating Agency for Drug Abuse Prevention** in 1971. Also that year, CSC expanded its **I&R Services** across Tulsa, and expanded its role as a data hub by publishing housing and transportation studies, and developing **Poverty Indices**.



Throughout the 60s, the Council generated numerous reports and work committees around the well-being of Tulsa's children, including topics such as child welfare, emergency services, juvenile detention services, indigent health care, school nutrition and summer youth activities. In 1966, the Council published a formal **War on Poverty Report** for the City of Tulsa further emphasizing Tulsa children's needs at the time.

In 1967, the Council officially changed its name to the **Community Service Council of Greater Tulsa (CSC)**, and was known in the community for not only for addressing social issues, but proactively identifying and analyzing them.

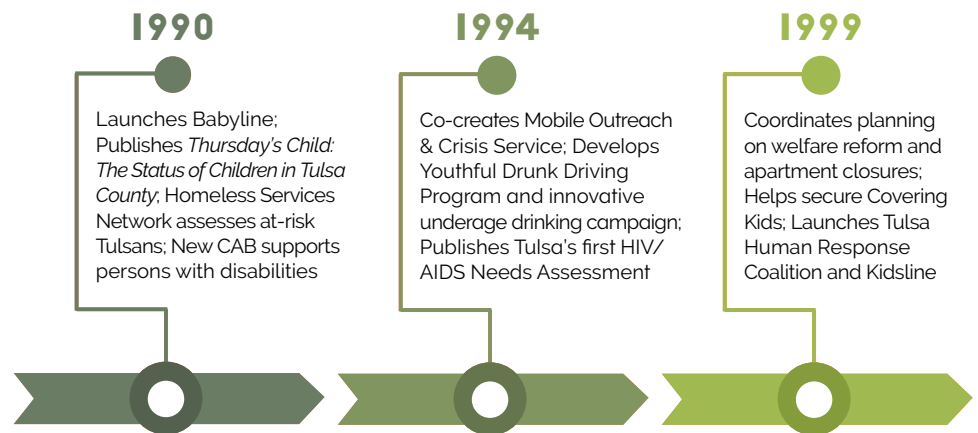
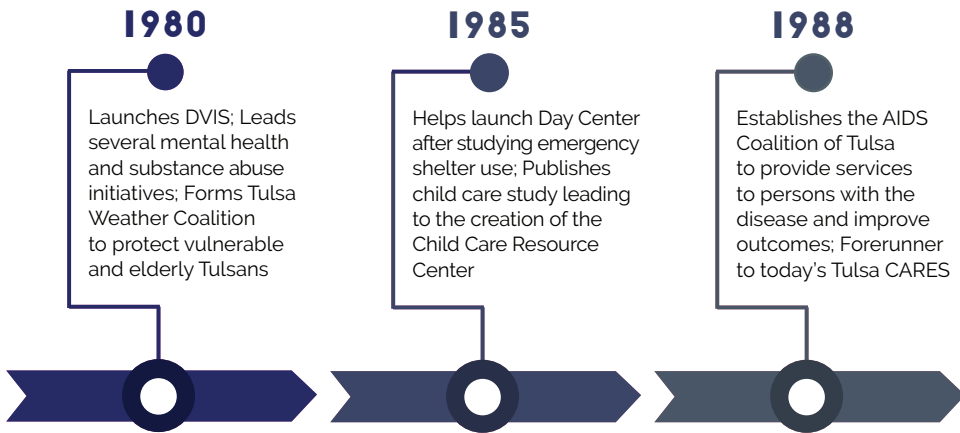
In 1975, CSC's expertise in children's issues helped create a **Children's Protective Services Coordinating Committee**. Demographics were changing quickly, and CSC responded to new immigrant populations from Mexico, Central America and Vietnam by establishing the YWCA Multicultural Service Center in 1976, and creating **I&R services for non-English speakers** in 1977.

Also in 1977, CSC launched today's **A New Leaf** after studying the needs of persons with developmental disabilities. In 1979, CSC revolutionized linkage to service by merging its own I&R Services with the city's Hotline, becoming the new **"Helpline"** of Tulsa (today's 211 Eastern Oklahoma).



In the 1980s, mental health challenges and substance abuse became major issues in the United States, although stigma for diagnosis and treatment remained. In 1980, CSC prepared a Mental Health Plan for Tulsa, coordinated the **Tulsa Mental Health Council**, and helped establish a Crisis Stabilization Unit and three new mental health centers. Also in 1980, CSC responded to a lethal summer heatwave by forming the **Tulsa Weather Coalition** to prevent heat-related deaths. In 1981, CSC launched today's **Domestic Violence Intervention Services (DVIS)** and throughout the decade led multiple domestic/child abuse prevention efforts and campaigns.

By the 1990s, CSC was a sophisticated agency that was developing countless initiatives through data-informed, community-driven action. Partnering with the City of Tulsa and other nonprofits and coalitions, CSC tackled a number of issues facing Tulsans. Continued work on AIDS prevention throughout the '90s led to local and national partnerships and the first **Tulsa AIDS Walk** in 1999. Expectant and new mothers had a new **Babyline** program by 1990 that centralized appointments, creating easier access to services. Also in 1990, CSC continued its role in homelessness prevention and outreach through the fruition of Tulsa's **Homeless Services Network**.



In 1984, CSC began conducting a nightly census of emergency shelter use and the following year, helped launch today's **Day Center for the Homeless**. In 1987, after studying child care issues for decades, CSC launched today's **Child Care Resource Center** to ensure high quality care and learning. In that same year, CSC drew on its years of work in child abuse prevention and launched today's **Child Abuse Network**. In 1988, in response to the AIDS epidemic, CSC helps establish the **AIDS Coalition of Tulsa**.

Throughout the 80s, CSC launched many more life-saving initiatives, including but not limited to the Metropolitan Human Services Commission, Women's Resource Center, Elder Watch Program and Tulsa Area Alliance on Disabilities.

Community integration of persons with developmental disabilities remained a key focus area for CSC after the creation of a Community Advisory Board in 1990. More work around mental health needs and substance abuse treatment led to collaborations with Mental Health Association Oklahoma and Parkside to create the **Mobile Outreach and Crisis Services** in 1994 (now COPES), and a new **Drug Court** as an alternative to incarceration in 1996.

In 1997, CSC started an enduring emphasis on early childhood development awareness and action. In 1998, CSC and partners established **Covering Kids**, new health insurance coverage for children of low-income families.

A CSC HISTORY: 80 YEARS OF SERVICE.

COLLABORATION, INNOVATION & IMPACT



By 2000, Tulsa's population was a reflection of a changing America. Diversity in both business and the community was beginning to change dramatically. An early study of the Hispanic/Latinx population in Tulsa, ethnic minority women and other immigrant populations led to the creation of several services designated to mitigate challenges faced by these groups.

Also in this decade, CSC expanded its priority on early childhood development and whole child education, creating the **Partnership for School Readiness** in 2001 and **JumpStart** in 2004. In 2007, the **Tulsa Area Community Schools Initiative (TACSI)** and **Conexiones** launch to improve outcomes for students.

By 2010, CSC was one of Tulsa's most important resources for programs, data, action and service. Long a champion of the needs of veterans, CSC created a new **Veteran's Advisory Board** to address the needs of returning veterans of the Iraq and Afghanistan wars. In 2011, this priority grew into homelessness prevention efforts, leading to today's **Supportive Service for Veterans (SSVF)**.

Keeping a high priority on family health and wellness, in 2014 CSC launched our **Healthy Start** program to prevent infant mortality, and in 2017, adopted the **Healthy Women, Healthy Futures** program to help new Tulsa families thrive.

2001

DUI Court joins CSC's Drug Court as an alternative to incarceration; Launches pilot for new statewide 2-1-1 system; Extensive initiatives underway to support Hispanic families

2005

CCRC becomes the state's only resource for child care NAEYC accreditation; New study on needs of LGBT population; Developmental screening/early intervention become key focus areas

2009

Hosts first International Infant/Toddler Conference; Launches Prisoner Reentry Program; A Way Home for Tulsa strategic planning begins; TACSI rapidly gains momentum in school districts

2012

BRRX4VETS program (now SSVF) underway for veteran homelessness; CSC's LINK Project (now Sprouts Child Development) providing developmental screenings for early intervention

2015

Healthy Start is serving hundreds of families to combat stark racial health disparities; Power of Families grows out of TACSI to meet the needs of Hispanic families

2018

First Tulsa Equality Indicators annual report published; Sia Mah Nu program supports Burmese refugees; Pam Ballard becomes first female CEO in early 2019

Knowing that Tulsans needed an even greater system of help, CSC established the **211 Tulsa Helpline** in 2005, which will later expand to today's **211 Eastern Oklahoma** to serve an unprecedented 37 counties. Providing an array of linkage supports by compassionate, certified specialists, the program responded to thousands of calls annually to help citizens find assistance.

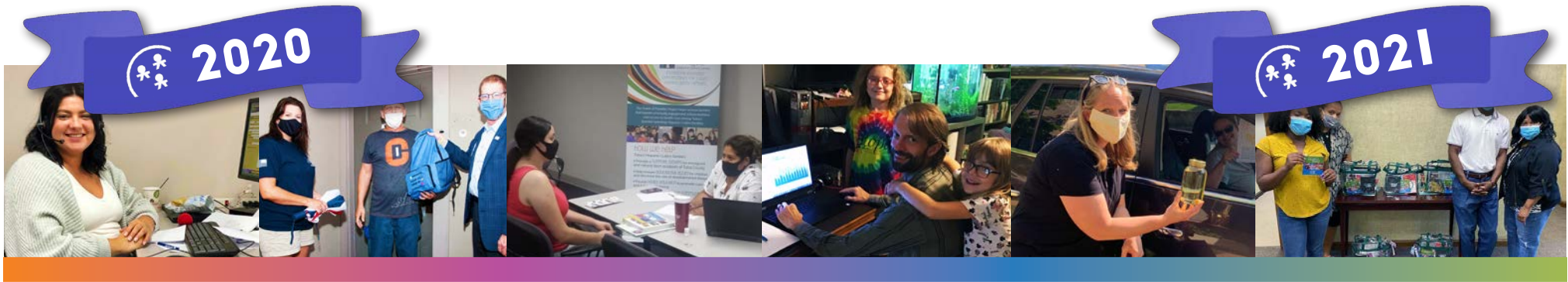
In 2006, CSC partnered with the U.S. Census Bureau to become the official **Census Information Center for Eastern Oklahoma** to bring census data to the forefront of community planning. In 2007-08, **Mental Health and Veterans Treatment Court dockets** join CSC's Tulsa Alternative Courts.

In 2012, CSC worked with collaborators to create the Oklahoma Health Information Exchange Trust to establish exchange protocols statewide, leading to the creation of today's **MyHealth Access Network**. In 2017, CSC brought an innovative technology to Tulsa's social services scene—**Unite Us**—which transformed service delivery for veterans and homeless Tulsans.

In 2015, CSC launched the **The Power of Families** to support Tulsa's Hispanic/Latinx community through peer education, connection to resources, and other peer-led supports. In 2018, CSC launched the **Sia Mah Nu Program**, a peer education support system for Tulsa's growing Burmese refugee population.

A CSC HISTORY: 80 YEARS OF SERVICE,

COLLABORATION, INNOVATION & IMPACT



In 2020, Community Service Council stood strong and united in our purpose to serve Tulsa's most vulnerable populations in a time of great need for our community. Following are just some of the ways we responded to the needs of our neighbors during the COVID-19 pandemic:

211 EASTERN OKLAHOMA

- Official COVID-19 Resource Center for all of Eastern Oklahoma
- 100,000+ Oklahomans helped; 200,000+ referrals made
- Primary Eviction Prevention Resource Center for Tulsa County

SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)

- Homelessness support and eviction prevention for 400+ veterans
- Case management and regular meal assistance for 100+ veterans

POWER OF FAMILIES

- Assistance for meals, rent, utility and critical needs for nearly 3,700 Hispanic/Latinx families including ongoing Eviction Prevention Clinics and Immigrant Relief Clinics (March 2020 to June 2021)
- Online early literacy lessons and COVID-19 resources in Spanish

COMMUNITY DATA AND RESEARCH

- Premiere COVID-19 Cases by ZIP Code Map
- COVID-19 Community Needs Dashboard
- Tulsa Equality Indicators report and website tracking disparities

CHILD CARE RESOURCE CENTER

- Pandemic safety supplies distributed to 200+ child care centers
- Online COVID-19 assistance portal for child care centers
- Virtual infection control training and online courses for 2,400+ providers

HEALTHY START

- Health care coordination and education for 600+ moms, dads and infants
- COVID-19 Resource & Safety Guide produced for new/expecting parents
- Infant supplies, PPE and meal delivery to hundreds of families in need

A CSC HISTORY: 80 YEARS OF SERVICE.

CSC TODAY

We prepared this history to highlight some of the innumerable ways the Community Service Council has served Tulsa throughout eight decades of extraordinary work. Today in 2021, CSC is poised to build on our remarkable past, and remain Tulsa's responsive, adaptive hub for community action and data. Today, like yesterday, we remain strongly committed to strategically address the current, pressing needs of our community.

As shown during the unprecedented COVID-19 pandemic, CSC demonstrated just how quickly, boldly and creatively our agency pivots to respond to the acute demands of a community in crisis. This flexibility and willing responsiveness is who CSC always has been, as our history shows. However, in 2021, we're different too. We're a more centralized agency, more streamlined and more focused on our core flagship programs.

Today, at the heart of everything we do is the desire to serve as a lifeline for Tulsa's most vulnerable populations. We do this through customized, client-focused direct service programs, partnerships and data projects that are on the ground and in step with the community.

What makes us who we are today?

We walk with those we serve, we listen to their stories, we develop meaningful, culturally-informed, community-based solutions alongside our clients and partners, and we never stop innovating and collaborating to better serve those in need.

We are not bound to a single cause, demographic or life situation. Instead, our doors and hearts are open to anyone who needs us, at whatever time. and in whatever circumstance.

Ever present. Always there. Tulsa's lifeline to help and hope.

COLLABORATION, INNOVATION & IMPACT

TODAY



**COMMUNITY
SERVICE
COUNCIL**

Improving Oklahomans' Lives Through
Research, Planning & Action

CSC PROGRAMS & ADVOCACY WORK IN 2021

211 Eastern Oklahoma
Alliance for Innovation on Maternal Health
Community Care Initiative
Child Care Resource Center
Census Information Center of Eastern OK
Fatherhood Coalition
Healthy Start
Healthy Women, Healthy Futures
Oklahoma Veteran Alliance
Oklahoma Veteran Employer Network
Power of Families
Sia Mah Nu Burmese Program
Supportive Services for Veteran Families
Tulsa Equality Indicators
Tulsa Weather Coalition