



MOVING FORWARD

2018/2019 ANNUAL REPORT



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LETTER

FROM THE PRESIDENT & CEO

The past year has been both exciting and challenging at NSO. We were excited to learn from the rich history of our organization and experience a deeper appreciation for our passionate and dedicated teammates. Yet, we were challenged to improve the financial health of the agency, while strategically investing in critical areas for its sustainable future. With every challenge comes great opportunity. The delicate balance required to achieve financial health and invest for the future helped us to unify the agency toward a common vision: to be the premier provider of holistic care in the communities we serve.

The health and human service industry has embarked upon a new era: holistic care. Holistic care involves integrating health approaches that address the body, mind and spirit of the individual. This past year, NSO doubled our efforts to offer more holistic programming to those we serve. The acquisition of Partners 4 Health, a community-based complex care management agency, enabled us to incorporate complex care for medical conditions including primary care and dental services. To further enhance the health of the communities we serve, NSO redesigned the clinical leadership of our team. Through the addition of a medical director of primary care, and partnerships with Authority Health, and the psychiatry division of Wayne State University's Physician Group, we are turning our vision of improving the overall health of communities into reality.

Throughout our 65-year history, NSO has adapted to the changing needs of individuals, the community and the industry. From the opening of Detroit's only 24-hour walk-in emergency shelter in 1975; to programming centered around youth development and gun violence prevention in the 1990's; through the creation of the older adult services program to improve the quality of life for vulnerable seniors...NSO has been an agency that has always been within reach to the residents who need us most. Our 2019-2022 strategic plan, "Hardwiring Excellence", paves the way for us to continue to meet the evolving needs of our community for the next 65 years.

Harnessing the passion of our dedicated employees was a major contributor to a successful year. Through their commitment to NSO and partnership in achieving operational efficiencies, we achieved a financial surplus. This surplus enabled us to issue market salary adjustments for crucial positions, provide necessary training to enhance our service delivery model, and improve technology to gain operational efficiencies and become a data-driven agency. Investing in our employees remains a top priority to continuously improve care, service and efficiency.

As we continue to adapt to the changes in the industry and metro-Detroit community, we are **Moving Forward** to build upon our legacy to lead the way in promoting housing, health, and well-being for vulnerable populations.

Thank you for the continued support and partnership with NSO.

LINDA LITTLE
PRESIDENT & CEO



LETTER

FROM THE CHAIRMAN OF THE BOARD

This fiscal year the Board of Directors witnessed a significant leadership transition for NSO. Our long-serving former CEO, Sheilah P. Clay, retired following 22 years of dedicated service at the end of the first quarter and our current CEO Linda Little assumed the reigns of leadership. The momentum of providing the best quality services to our most vulnerable neighbors continued seamlessly under our new leadership. This, I feel, is the single most important decision of a non profit Board of Directors.

Integrated care has been a strategic direction for NSO and under the leadership of Linda Little, NSO has increased our partnership and footprint with primary healthcare supporting our efforts to provide holistic care. Mrs. Little also brings a wealth of knowledge in the areas of fiscal acumen, team-based services, outcomes measurement, and cutting-edge processes in healthcare. Her background is invaluable and we look forward to continued growth as we strive toward wellness with all of our consumers.

NSO works to meet the needs of Detroit's unserved and underserved residents through location based and outreach programs. We continue to address our vision of ending homelessness through the new development on Mack Avenue, The NSO Clay Campus. This unprecedented campus will be tailored to the needs of this population. More exciting information will be shared about this development project in the future. Our goal, however, remains to provide solutions and services to meet people where they are and move them closer to living positive productive lives.

I humbly thank the Board of Directors, NSO staff, funders, and community partners for your unwavering support which keeps us as a leader among health and human service agencies in the city of Detroit.

ROSALIND DENNING
CHAIRMAN OF THE BOARD







Gratitude for you and your staff's ongoing support. I just completed the cooking class and the DPATH Program—both have been very helpful with my efforts in regaining my health and lifting my spirits. You have restored my faith in mankind!



– GERALDINE –
63 YEAR OLD DETROIT RESIDENT



OUR MISSION

We are a health and human service agency that strengthens communities through bold outreach services and holistic programs for vulnerable populations... changing lives one person at a time.

OUR VISION

To be the premier provider of holistic care in the communities we serve.



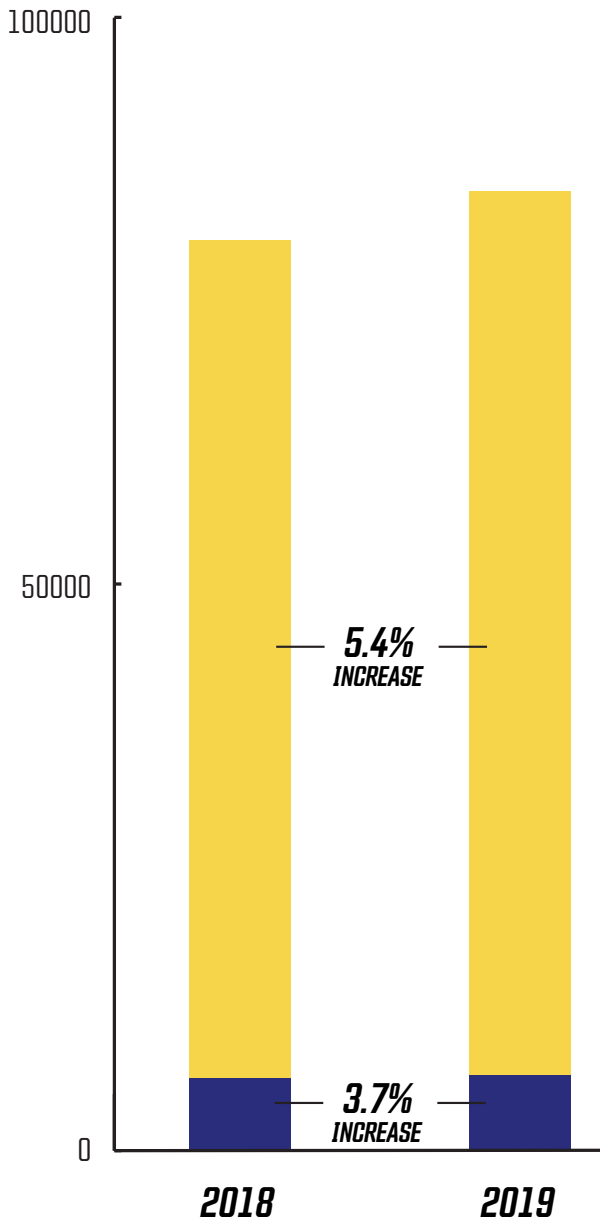
GUIDING PRINCIPLES

- Excellence
- Respect
- Integrity
- Innovation
- Compassion
- Collaboration
- Accountability

FUNDERS OVER \$25,000

- Carelink
- City of Detroit
- Community Living Services
- Detroit Area Agency on Aging
- Detroit Employment Solutions Corporation (DESC)
- Detroit Wayne Integrative Health Network (DWIHN)
- Michigan Department of Health and Human Services
- Oakland Community Health Network
- Salvation Army
- The McGregor Fund
- Total Health Care
- U.S. Department of Housing and Urban Development (HUD)
- United Way for Southeastern Michigan

MOVING FORWARD BY SERVING MORE



**Includes 4500 visits for mobile crisis in 2018; and 6222 in 2019*

- *Total # of Visits*
- *Total # of People Served*



HELPING HENRIETTA MOVE FORWARD

ONE CHOICE AT A TIME

In this world of instant everything, NSO still believes in investing time in people. Henrietta, 87 years old, has been receiving assistance from NSO for depression since October 2008. We met her when she was on the verge of suicide and have been bringing mental health services to her home since 2008. The past few years have offered her financial struggles. She recently lost her home due to back taxes. Age has brought her many challenges as well, and we noticed

a decline in her reasoning abilities. We set out to find her a new home and the one factor that really made finding her a place a challenge is also the one thing that keeps her going – her cat Buggy. We were so happy to be able to locate a subsidized apartment that accepts pets. While everyday still brings challenges for Henrietta, she knows NSO is not looking for an instant fix – we are here for her for the long haul!

HELPING GINA MOVE FORWARD

ONE STEP AT A TIME

At NSO, we believe that dreams are best achieved when you treat people like people and when you take care of the whole person. We know that while our Life Choices program helps young people with developmental disabilities, we also need to help them have fulfilling lives. We recently offered a Diabetes Prevention Program at Life Choices. Gina, 26, signed up for the class. She learned what to eat and how to track exercise. She started eating better almost immediately and was

always happy to share how many times she walked around the block to get her steps in. It's been eight weeks since she started the program and she has lost 24 lbs. The weight loss has also increased her self-esteem, which has led to greater personal care. Her mom shared, "I don't have to remind her to shower or brush her teeth anymore." Our lives are multifaceted and helping one area always leads to improvements elsewhere!





RON MOVING FORWARD

WITH PRIDE

Ron is 22 and has been diagnosed with Moderate Intellectual Disability and Cerebral Palsy. He relies on a wheelchair to get around and needs help with daily care. NSO's Life Choices program has been working closely with him. When we first met Ron, his physical challenges were outweighed by depression, low self-esteem, poor coping skills, and anxiety. Ron's mother passed away a few years ago and since then he has been living with his brother, John, and John's family. Ron's dream is a place of his own. While Ron is assigned to one case manager, he receives encouragement from everyone at Life Choices, even the other participants. This support has increased

his self-esteem, which is not only evident from the smile he wears, but also from his recent completion of sophomore year at Wayne County Community College. A big belief we have at NSO is that dreams are meant to be achieved, and Ron did just that as he moved into supportive housing last month. As the staff shared with Ron their pride in him, he got tears in his eyes and said that was the first time anyone said they were proud of him. NSO is looking forward to more dreams being achieved for Ron! We are so proud of you!

HELPING MAREENA MOVE FORWARD WITH COMPASSION

What do two seventeen-year-old girls from Dallas have in common with a 33-year-old previously homeless woman from Detroit? Katelyn and Andrea visited the Bell Building recently and they met Mareena, a Bell Building resident. The conversation started slowly as Mareena played bingo and Katelyn and Andrea passed out prizes, but by the time lunch was served, the three of them were past small talk and on to the importance of life. Mareena can often be found in the hallways talking to herself and sitting alone, but this day and these young girls provided the connection that she needed. Mareena

asked, "What is the meaning of life? Why do bad things happen?" Katelyn and Andrea were both quick to share their beliefs and offer a safe place for Mareena to talk about the big things. When people have little in common, conversations are not wasted on the mediocre connections. Instead, when offered a safe place, people tend to turn to the important things we all have in common. Connections change lives and that is exactly what happened – Katelyn, Andrea, and Mareena together changed for the better.

**Connections change
lives**





HELPING WILLIAM MOVE FORWARD

ONE PLAY AT A TIME

William sings around the house and is described by his case manager, Jaqueline, as “pleasant as they come.” He is inquisitive, polite, and interested in finding a job. We have had the pleasure of helping William since 2014. His challenges include autism and mild intellectual disorder. When you meet William, his incredible spirit shines through long before you notice his challenges. His mother is equally impressive, as she sought out assistance for him. Our job at NSO is to help William realize and achieve his dreams. Jaqueline has watched him grow and develop into a fine young man. His biggest joy is appearing on stage. He first appeared on stage in 2012 as part of our Starshine program, a collaboration with the Players Guild of Dearborn.

The Starshine program runs every summer and William has not missed a single performance. The week we spend rehearsing and getting ready for the production is really the highlight of his year. Dreams can be big or small but seeing them come true is a feeling we all long for. Last fall William appeared on stage in main stream theatre. He auditioned and won a role on his own because of the time he spent on the stage with NSO. We are very proud of the part we play in William’s success. We continue to watch William grow and succeed, and we are with him every step of the way. The most important thing that we do day after day is support William, and others like him that rely on us to move forward and realize their dreams.

PERSISTENCE + COMPASSION

HELPED EMILY + RICHARD MOVE FORWARD

Persistence and compassion helped Emily and Richard move forward. Each day, Lydia, a peer support specialist on NSO's outreach team, meets people experiencing homelessness living on the streets of Detroit. The outreach team always offers compassion, hope, understanding, and assistance in ending their homelessness. Emily and Richard are just two of the many people who have had their lives changed by the work Lydia is doing each day. They recently shared their story with us through a thank you letter to Lydia:

Lydia,

Thank you so much for all your help, compassion, understanding and generosity. The care that you provided when we were living in our car, panhandling on Milwaukee and the Lodge, struggling to take care of Cinnamon [their dog] and spiraling deeper into addiction ... truly saved our lives. You were, and are, a woman of your word. The assistance with identity restoration, coats, blankets, hand warmers, meeting Richard at the car when he was too sick to get out and keeping us updated on housing opportunities - were the building blocks that gave us hope towards a better future. I have a hard time trusting people. When we met, I was vulnerable, afraid, angry, hopeless, stuck and headed toward worse. I spent every single day at that corner. In the winter, my socks froze to my feet and every morning I would be dumbfounded that I didn't freeze to death during the night and I would be heartbroken that I had to go out and beg for another day. I was terrified to trust you. I never asked anyone for help because I didn't know who to ask or what to ask for. But you convinced me through your persistent honesty - there was hope. I never felt judged and you never made me feel insecure because I did not know the process to assistance. Rich and I truly believe that we are alive today because of you. We received housing on March 15 because of all your hard work! Not only did you save two lives, you got them into an environment where they can have a fresh start. Going from hopeless to hopeful is quite a journey and I am so appreciative and honored to have met you.

Gratefully,
Emily

**You convinced
me through your
persistent
honesty - there
was hope.**



PROGRAMS

ADULT WELLNESS SERVICES

NSO's Adult Wellness Services programs offer Wayne County adults an array of integrated health services including Primary Care, Medication Adherence, Individual Psychotherapy and Case Management Support. Services are available to anyone needing mental health support, including providing support to persons with mental health issues related to homelessness. Services are based on a treatment plan which is person centered and wellness focused.



OLDER ADULT SERVICES (OAS)

NSO's Older Adult Services (OAS) is a nationally recognized mental health program serving Wayne and Oakland county residents. OAS provides comprehensive mental health outreach, wellness programming, advocacy services to help older adults reach their maximum potential, enabling them to remain active community participants. OAS is one of the oldest and largest mental health and aging programs in the state of Michigan.



2,355 PASRR screenings
(30% increase from 2017-2018)

LIFE CHOICES

NSO's Life Choices provides services and support in Wayne County for children, youth and adults with developmental disabilities as well as their extended families. Services are provided in schools, homes, communities and our offices with the goal to help individuals achieve their full potential. Services include intake and assessment, supports coordination, positive behavior supports, individual, family and group therapy, art therapy, theatre workshops, youth leadership workshops, parenting skills classes and more.

1,548 Individuals were served by our Life Choices program



PARTNERS 4 HEALTH

Partners 4 Health (P4H) is a integrated healthcare model for "complex patients." Complex patients are patients with multiple or complex conditions, often combined with behavioral health problems and social determinants of health challenges. The model integrates behavioral health and social support services with the medical care system and removes gaps and obstacles in the current healthcare delivery systems. Effecting this model improves patient care, outcomes and satisfaction. It also saves healthcare costs by reducing repeated emergency room visits and hospitalizations.



PATH + STREET MEDICINE

PATH in Detroit is seeking to help the homeless that do not utilize the shelter system. Homeless adults are engaged on the streets by a team of case managers and para-professionals providing resources and services that often make the difference between life and death. The program provides Street Medicine in partnership with Wayne State University's, University of Michigan's and Michigan State University's School of Medicine.



211
Individuals served through our Street Outreach program

COMMUNITY OUTREACH FOR PSYCHIATRIC EMERGENCIES (COPE)

COPE is a new community-based program that provides immediate psychiatric intervention to Wayne County Medicaid consumers in crisis. COPE teams, consisting of a clinician and a peer support specialist member, are contacted by medical officials to respond to hospitalized individuals experiencing a mental health crisis. Following an assessment, the team determines and facilitates the authorization of psychiatric care to best suit each individual's needs such as detox/substance abuse residential treatment, transitional housing or outpatient services. In later phases the COPE team may intervene at the consumer's place of residence at times of crises.

6,222
ER screenings through our Mobile Outreach program

97.5
Within 3 hours
(same as prior year)



87.2
Within 2 hours
(10% improvement)



16.95
Average per day
(57% increase)



SUPPORTIVE HOUSING

NSO's Supportive Housing uses a "Housing First" approach to provide permanent supportive housing services to formerly homeless adults. Our immediate and primary goal is to help individuals to quickly access and sustain permanent housing. NSO's commitment to Supportive Housing includes the renovation of the historic Michigan Bell building into 155 one-bedroom apartments for formerly homeless adults as well as supportive scattered-site housing throughout the city. NSO continues its mission to end homelessness through the development of 42 apartment supportive housing project -The Clay Campus, a campus to end homelessness on the corner of Mack and Gratiot Avenue in Detroit. The Campus is scheduled to open in 2020.

306
Permanent supportive housing units with a 95% retention rate



TUMAINI CENTER

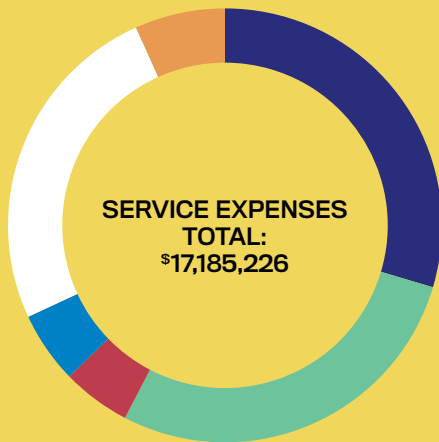
1,965
Individuals received services at the Tumaini Center



NSO's Tumaini Center is a 24-hour drop-in center. The Center provides crisis and support services for the homeless adult population in the city of Detroit. Services include housing placement support, substance use disorder and mental health assessment and referrals, limited primary healthcare, case management, ID restoration, education, clothing storage, emergency food, shower and laundry services for some of the most disenfranchised adults in our community.

FINANCIALS

EXPENSES FY 2017-2018

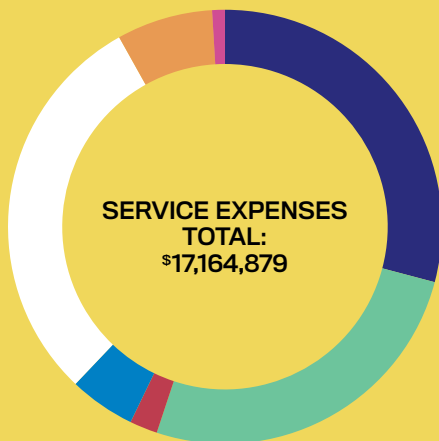


OAS \$5,087,985	CRISIS INTERVENTION \$919,135
LIFE CHOICES \$4,815,636	HRS \$4,329,010
YOUTH SERVICES \$876,645	REAL PROPERTY ACTIVITIES \$1,156,815

ADMINISTRATIVE SERVICES \$4,070,090

TOTAL: \$21,255,316

EXPENSES FY 2018-2019

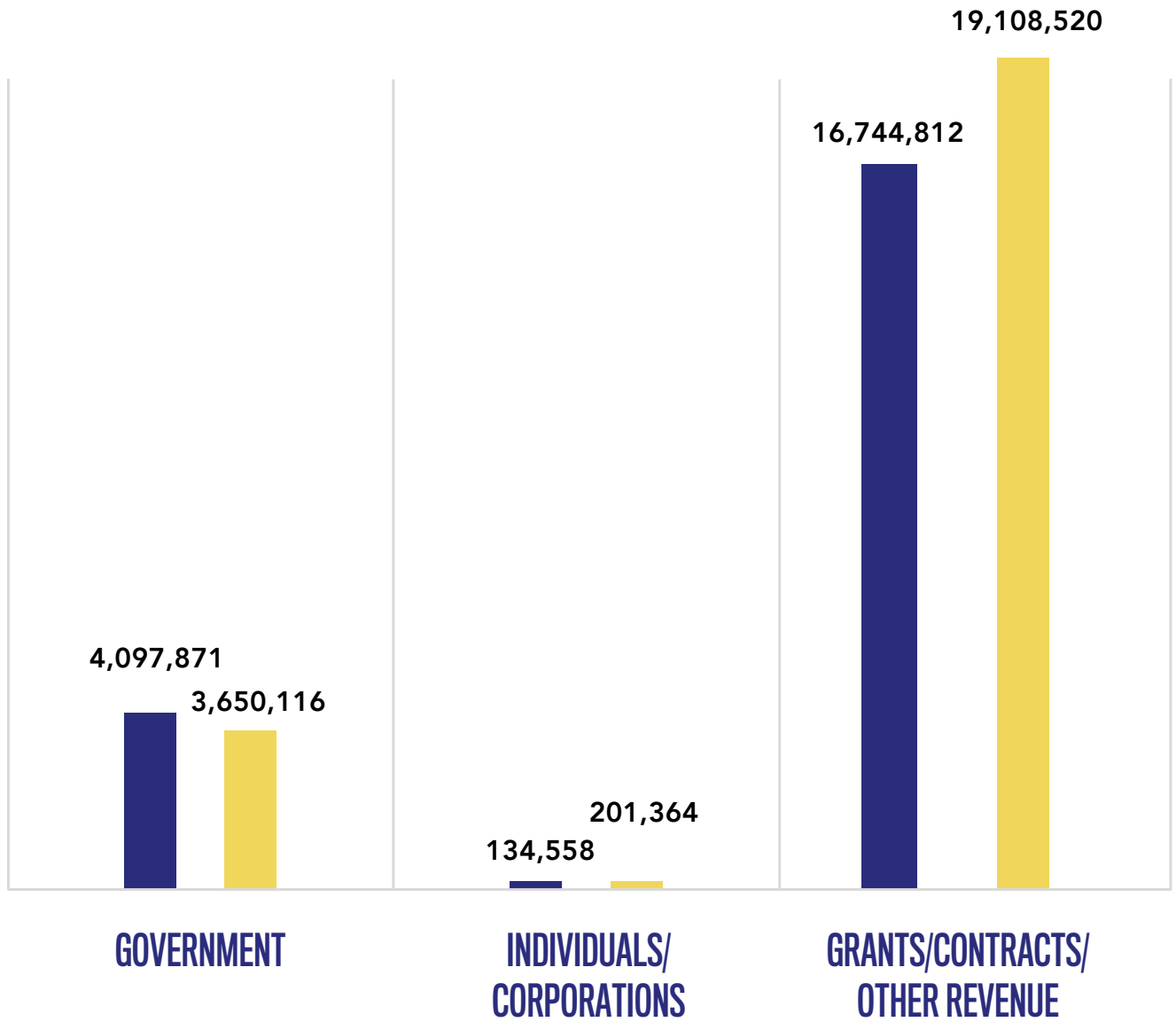


OAS \$4,997,608	CRISIS INTERVENTION \$847,097
LIFE CHOICES \$4,459,204	HRS \$5,114,049
YOUTH SERVICES \$355,279	REAL PROPERTY ACTIVITIES \$1,228,660
	PARTNERS 4 HEALTH \$162,982

ADMINISTRATIVE SERVICES \$3,911,526

TOTAL: \$21,076,405

REVENUES




● **2017-2018**
\$20,977,241

● **2018-2019**
\$22,960,000

LOCATIONS

 **NSO CENTRAL OFFICE**
ADMINISTRATION
FINANCE/ ACCOUNTING
REAL ESTATE DEVELOPMENT
HUMAN RESOURCES
FUND DEVELOPMENT
VOLUNTEERS
PERFORMANCE IMPROVEMENT
MANAGEMENT INFORMATION
SYSTEMS
CUSTOMER SERVICE
882 Oakman Blvd., Ste. C
Detroit, MI 48238
313.961.4890

 **NSO LIFE CHOICES**
CHILDREN'S PROGRAMS
9641 Harper Ave.
Detroit, MI 48213
313.875.7601

 **HOMELESS RECOVERY SERVICES**
NSO TUMAINI CENTER
THE ROAD HOME
PATH
3430 Third Ave.
Detroit, MI 48213
313.832.3100

 **HOMELESS RECOVERY SERVICES**
PERMANENT SUPPORTIVE HOUSING
NSO Bell Building
882 Oakman Blvd., Ste. B
Detroit, MI 48201
313.967.5950

 **HOMELESS RECOVERY SERVICES**
WELLNESS CENTER
STREET MEDICINE
3430 Third Ave
Detroit, MI 48213
313.832.3100

 **NSO OLDER ADULT SERVICES (OAS)**
OAKLAND
35 West Huron, Ste. 10
South Pontiac, MI 48342
248.335.0632

 **NSO OLDER ADULT SERVICES (OAS)**
WAYNE
882 Oakman Blvd., Ste. D
Detroit, MI 48238
313.961.7990

 **NSO SENIOR WELLNESS CENTER**
SENIOR SUPPORTS SERVICES
NORTHWEST ACTIVITY CENTER
18100 Meyers Rd.
Detroit, MI 48235
313.864.7828

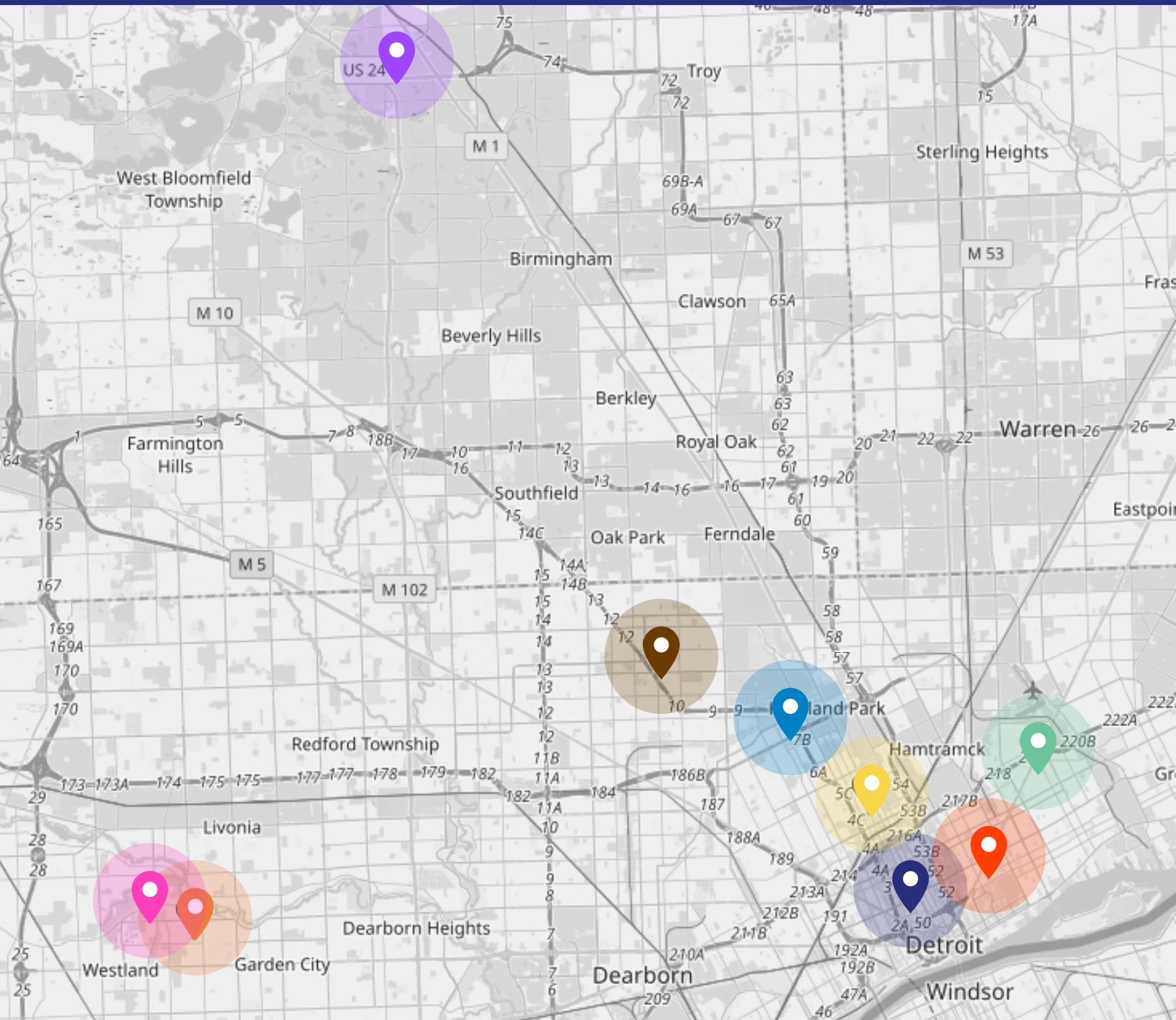
 **NSO OLDER ADULT SERVICES (OAS)**
CLINICAL SATELLITE OFFICE
33250 Warren Road, Ste. 11
Westland, MI 48185
734.261.1032

 **INTEGRATED HEALTH CLINIC WESTLAND**
WELLNESS CENTER
35180 Nankin. Blvd,
Suite 205 (Behavioral Health) and
Suite 204 (Primary Care)
Westland, MI 48185

 **INTEGRATED HEALTH CLINIC DETROIT**
NSO LIFE CHOICES
8600 Woodward Ave.
Detroit, MI 48202
313.875.7601

 **NSO PARTNERS 4 HEALTH**
882 Oakman Blvd. Ste. B
Detroit, MI 48238
313.203.4083

 **NSO CLAY CAMPUS**
(COMING SOON!)
3364 Mack Ave.
Detroit MI 48207



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Basketball League
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Christine & Mark Barton
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Nina Bishop
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Carolyn Burdi
Shunda Burks
John Burns
Mary Burr
Freddie Burton
Freddie Burton, Jr.
Helen Burton
Robert Bury
Loretta Bush
Sam Bushala
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Toria & James Butler
CABB Community Supports LLC
Adonyah Cabine
Anne Cahalan
Called To Serve
Mya Calloway
Lisa Camerone
Carol Campbell
Tina Campo
Joanne & Paul Candela
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Adam Carpenter

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Marvin Cato
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Causecast
Sandra Cavette
CDW Corporation
Central Florida Gliders Track
Shirley Chamblis
Anita Charwick-Boie
Rita Chastang
Tonita Cheatham
Nancy Azure Childs
Christ The Redeemer Church
John Christ
Christian Road Ministries
Arden Ciaciuch
Christine & James Ciaramella
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City of Detroit
City Year Detroit
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Karen Clark
Krystal Clavon
Sheilah & Harold Clay
Gerlanda Coach
Coffee Express Roasting Co.
Andrea Cole
Robin Cole
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For Southeast Michigan
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Adam Coopersmith
Diane Corcoran
Cookie & Andrew Corej
Stephanie Corona
Costaff Services LLC
Robert Cowans
Eugenie Cravens
Diane & Brad Cromwell
Kenneth Crowder
Crown of Glory International Ministries
Cristhell Ramos Cruz
Megan Cummings
Patrick Cunningham
Donna Curran
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Ken Czarnecki
D & D Transportation
Daly Merritt Insurance - Assured Partners
DTE Energy
Daniel Lipnik DDS,
Family & Cosmetic Dentistry
Claudia Daniels
Eleah Daniels
Christine Davis
Graham Davis
Mary & Willie Davis
Peraline Davis
Percy Davis
John De Wald
William DeGenaro
Andrew Delmenherst
Delta Dental Of Michigan
Rosalind & Blaine Denning
Kathryn DePlancke
Detroit Area Agency On Aging
Detroit Historical Society
Detroit Pistons
Detroit Recovery Project, Inc.
Detroit Tigers
Detroit Woodworking, LLC
Detroitters Working For
Environmental Justice
Destiny On Purpose Deliverance Center
James Devereaux
Diane Johnson Agency
Disney Worldwide Services
Robert Dewaelsche
Charles A Dickerson III
Rachel & Barry Dinkle
Megan Dinkel
Divine Resources Of Hope
Jacqueline Dixon
Sarah Jayne Dobski
Marly Doerr
Kadie Dominick
Serena Donadoni
Patty Dorsey
Ebbin Dotson
Laura Drabison
Nik Drankoski
John Drop
Dt Angels
Ann Duke-Zawislak
Agnes Dunbar
Delores Dunbar
Michele Dunham
Jacqueline Dunn-Bell
Donna Dziak
EEOC - Detroit Field Office
Tracey Eaddy

Jan & John Eagan
Mary Echols
Jessica Eckmeter
Eastern Star Trinity #674
Edward Jones Trust Co.
Brenda Edwards
Emily Eisbruch
Genola Ekanem
Ali El
Elite Expressions
Elite School Management
Dr. Elizabeth Eldon
Elliott Family
Valerie Elliott
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