

2015

ANNUAL
REPORT

Facilitating Dreams



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MESSAGE FROM LEADERSHIP

Dreams

**BEGIN WITHIN US,
REQUIRE COURAGE AND EFFORT,
INCLUDE MISTAKES,
CAN BE MADE REAL.**

Dreams can be agents of change. Each of us at NSO embraces a fundamental mission, a responsibility to *facilitate another's dream*. Dreams begin in the abstract, within the heart and soul of another. The issues they confront, the afflictions they reflect are most real and tangible. At NSO, we are able to make the connection. We use every fiber of our knowledge, skills, experience, advocacy and compassion to help those in need express their dreams of possibilities, assist them in planning the necessary steps to reach their goals, and, ultimately, share in celebrating their successes. We *facilitate dreams*.

This is not an easy endeavor. Looking further, the people of NSO appreciate the complexity harbored in that word *dreams*. Many have stopped dreaming because their lives feel hopeless and they see no workable path to change. Many have dreams that others have tried to squash, often out of jealousy or a false sense of protection. Deterrents can be physical or mental; failed family relationships; economic; based on habit or peer pressure; or consumed in misconceptions.

Regardless, NSO has a proven track record in being able to make progress in the most daunting of circumstances; as we unlock, stimulate and facilitate the dreams of those we are privileged to help. We know and prove that it takes strong doses of tenacity, love of people, and a non-wavering belief in the potential of the human spirit to *facilitate dreams*.

Some dreams that NSO inspires and helps make real:

- ▶ Individuals who *dream* of living and choose viable options to suicide after talking with one of our emergency counselors on the suicide crisis line.
- ▶ Youth who *dream* of effectively raising their voices, organizing their communities and becoming leaders for positive change.
- ▶ Youth and their parents who *dream* to become trained, certified and placed in meaningful employment, breaking the cycle of poverty in the family.
- ▶ Parents with special needs who *dream* of successfully raising their own children.
- ▶ Seniors who *dream* of moving out of facilities and back into the community with their friends and family, living more independently, with dignity, grace and comfort.
- ▶ Homeless adults who *dream* of having a home and a judgment-free path to once again be a productive member of society.

Thank you for supporting the heartfelt work of NSO that enables us to help fulfill the dreams of the lives we are blessed to touch every day in our community. As you review our programs and accomplishments recorded in this annual report, please join us as we *facilitate the dreams* of others.



Sheilah P. Clay
President and CEO



Ray C. Johnson
Board Chairman



Sheilah P. Clay



Ray C. Johnson

Dare to Dream

ONLY 12 YEARS OLD, DETROITER SAMUEL PICKENS IS ALREADY FULFILLING A DREAM OF PERFORMING ON BROADWAY.



The talented youth and his family packed their bags and relocated to the Big Apple as Samuel performed in Broadway's Motown The Musical – playing a young Michael Jackson! Samuel doesn't know for sure when he started singing. "Maybe even before I started talking," he said. "And I was always singing Michael Jackson."

Before he stepped onto the big stage, Samuel and his family were enrolled in NSO's Home Instruction for Parents of Preschool Youngsters (HIPPY) program. HIPPY works with parents and instructs them on how to be their child's first teacher, ensuring they begin the first years of school prepared to learn and excel.

You may have seen Samuel perform as one of the lead singers in the Detroit Academy of Arts & Sciences Choir's performance of Pharrell Williams' song "Happy." The video of the choir's performance went viral and they even performed on The Ellen DeGeneres Show. Motown casting agents took notice of Samuel and asked him to audition for the role of young Michael Jackson.

Samuel Pickens

"I wasn't nervous to try out. I knew I was supposed to be on Broadway," he said. "HIPPY has helped me a lot. It helped me learn to understand shapes, helped me feel confident that I can do anything, and it even helped us all go to New York." He doesn't tire performing at night. "In the evening I sing and during the day I attend school in New York. My mom is making sure the whole family is studying, and she's working and going to school here, too."

Samuel said the HIPPY program also helped him broaden his interests so much that when he gets older he will shift from singing to...bugs! "I want to be an entomologist," he said. "I want to discover new insects. I'm not afraid of them, they are more afraid of us. But, right now, I will focus on singing."

Samuel is now back home finishing the 7th grade. He loves to read and credits this to his experience in the HIPPY program. Today he reads at a high school level. His favorite topic is Greek Mythology, and he plans to write a children's book on the subject. Since coming home he has performed in the play "Return of Mr. Scrooge" at the Millennium Theater and at the Meals on Wheels Sounds of Motown fundraiser in Birmingham, MI. He also sings in a praise group, "Perfect Praise" with his brothers and sisters. He has written, composed and released his first single "Ambulance" on the CD entitled "Saved Me" and much more.

Samuel shows us all what can be accomplished if you Dare to Dream. Congratulations on seeing your name in lights, Samuel!

MISSION

Changing lives through innovative human services that harness the power of choice.

CORE VALUES

- Access
- Collaboration
- Respect
- Compassion
- Commitment
- Quality
- Integrity

CORE AREAS

- Integrated Behavioral Health
- Youth Leadership and Workforce Development
- Ending Homelessness
- Neighborhood Revitalization
- Real Estate Development

"The biggest adventure you can take is to live the life of your dreams."

OPRAH WINFREY

Cover Photo: NSO Life Choices consumer, Charity Gayles, with the assistance of Life Choices Staff Member, Mohammed Ali, perform at the 2015 Starshine Theatre production of "The Prince with the Enormous Nose." NSO in partnership with The Players Guild of Dearborn provides a week-long Starshine Theatre workshop for youth with developmental and intellectual disabilities.



Follow NSO on social media

Behavioral Health Programs

Emergency Telephone Service/Suicide Prevention Center (ETS/SPC)

NSO's Emergency Telephone Service/Suicide Prevention Center (ETS/SPC) promotes the well-being of all individuals, including improved mental health, through crisis counseling, information and referrals to appropriate community resources.

Our trained staff fields calls from individuals for other core needs like lack of shelter, inability to pay for rent or utilities, or lack of help from family or friends, all of which can lead to depression and suicidal thoughts. NSO responds to the entirety of this complex need.

Most importantly, we demonstrate the power of a compassionate human voice, guided by knowledge and experience, in helping conquer some of the most vulnerable and darkest hours in a person's life. We make those intangible, real-life connections that deter suicidal thoughts, as we rekindle the dream of a better tomorrow and provide trusted direction to additional resources.

In 2015, ETS responded around the clock, 24/7, to more than 90,000 calls on 14 different help lines, which included nearly 700 individuals in crisis threatening suicide. In addition, ETS/SPC professionally trained staff presented and distributed more than 3,000 educational flyers about mental health services throughout our community.

Critical Incident Stress Management (CISM)

NSO coordinates the Wayne County Critical Incident Stress Management (CISM) team, providing urgent psychological support and crisis intervention for people who have experienced or responded to a traumatic event such as a natural or man-made disaster, assault, sudden violence or suicide. The CISM team works to help people minimize the adverse psychological effects that can come from witnessing a traumatic event. ETS/SPC responded to several CISM requests last year.

I Have a Dream

IN MAY 2015, AN ETS CRISIS COUNSELOR FIELDER A LIFE LINE CALL FROM TWO FRIENDS CONCERNED ABOUT A MUTUAL FRIEND WHO HAD JUST TEXTED TO THEM A SUICIDE WARNING.

The girls shared that their friend planned on taking an overdose of pills; and they were unable to "talk him out of it." They called the Life Line for advice on what to say next to their friend. They were hesitant to notify any adults, thinking it would only make matters worse should his parents or the police get involved. The girls then ended the call.

The ETS Counselor, concerned over a possibly desperate situation, called one of the girls back through caller ID. She quickly gained the girl's confidence and, together, they talked with her suicidal friend. The ETS Counselor and the young lady were able to convince her suicidal friend to give the counselor his contact information and he agreed to be called back, one-on-one. Speaking directly to the ETS counselor, he shared that he was hesitant to discuss how he was feeling with his parents. The ETS counselor once again worked diligently to gain assurances from the young man that he would not take his life, but, instead, get the needed help.

Ultimately, the young man confided in his mother. She was receptive and discussed working with their family doctor to access any required counseling. Both of the young ladies and the young man subsequently contacted NSO, letting us know that he was feeling much better and was no longer afraid to ask for help. NSO facilitated this dream for a renewed life.



I Have a Dream

MRS. CROSBY, A SINGLE OLDER ADULT, HAD BEEN HOARDING FOR YEARS AND, AS CAN HAPPEN WITH MANY OLDER ADULTS, SHE FELL BEHIND IN HOUSEKEEPING.

Mrs. Crosby faced eviction from her Northwest Detroit home by the city because of safety citations. Concerned for her well-being, NSO mobilized a team of our OAS Senior Support Services (SSS) staff and volunteers from Motown Mission to address the unsafe and unhealthy items of the home. We cleaned, scrubbed, removed trash, reorganized furniture, packed countless boxes that would “find” a new home, including what could be used by The Salvation Army. As a result, Mrs. Crosby passed her home inspection. OAS staff, volunteers and an understanding city facilitated her dream of remaining in her comfortable, familiar home and neighborhood.

Each year, OAS provides mental health services to more than 5,000 individuals. NSO has helped more than 1,000 individuals leave nursing homes and live more independent lives.

Dreams facilitated:

- ▶ Mr. M., a 73-year-old man with a lengthy history of mental illness and homelessness, came to the attention of OAS after he was placed in a nursing home subsequent to injuries he received while living on the street. NSO staff provided psychiatric, counseling and occupational therapy services and Mr. M. was able to leave the nursing home for a less dependent setting. The new goal is for Mr. M. to live in his own apartment.
- ▶ “Mrs. R. is a widow with a long history of depression, and most recently lost her adult daughter. This loss was devastating to her; however, with the assistance of the OAS outreach therapist, she made a choice to be proactive in her recovery. By engaging in her community, including joining a nearby church, Mrs. R. began to experience an improvement in her depression and an increase in her daily meaningful activity. In addition, Mrs. R. is now looking for a part-time job to supplement her income.



OAS Senior Support Coordination – Northwest Activities Center

In 2014, NSO partnered with Detroit Area Agency on Aging (DAAA) to provide services to northwest Detroit seniors. Housed in Detroit’s Northwest Activities Center, the Senior Support Coordination program assists seniors in such areas as personal care, homemaking, respite services, chore services, medication management and transportation, helping facilitate their dream of living within their familiar communities. OAS staff also implements Medicare Waiver and Diabetes Self-Management programs. Through the Senior Support Coordination program, 732 seniors obtained needed services.

Older Adult Services (OAS)

Active at NSO since 1978, NSO’s Older Adult Services (OAS) program helps older adults, living in group facilities and in nursing homes in Wayne and Oakland counties, to achieve the highest level of independence possible through a broad range of clinical, psychiatric, nursing and occupational therapy support.

This program features OBRA (Omnibus Budget Reconciliation Act of 1987) for which OAS has held the competitive contract since 1989. Established by the Federal Nursing Home Reform Act (OBRA ‘87), these assessments help determine whether a nursing home really is the best life setting for an individual.

The vast majority of services are provided in the senior’s place of residence. OAS staff brings the “office” to the person, whether it’s a nursing home or the family living room. Services in these more natural settings often give valuable insights into each person’s everyday challenges, while allowing friends, family or caregivers to take part in treatment.

The philosophy of OAS is that everyone deserves to live as independently as possible, that the individual’s hopes and dreams should be honored, and that all deserve required mental health services regardless of ability to pay, lack of transportation or residence.

Life Choices

Life Choices professionals serve persons with intellectual or developmental disabilities, with the goal of helping individuals learn, express themselves and join in the work, play and worship of society. In support of this goal, Life Choices provides comprehensive supportive services, as well as a variety of clinical services, including psychological testing, behavior modification planning, individual and family therapy, and psychiatric care.

Services for children include:

- Intervention for children, birth to age 3, with developmental delays
- Applied Behavioral Analysis (ABA) provided for Medicaid eligible children under 21 years of age who are diagnosed with Autism Spectrum Disorder (ASD) and who meet medical necessity criteria
- School support services for NSO Life Choices consumers who attend the five center-based schools in Detroit
- Summer program in partnership with the Players Guild of Dearborn consisting of a week-long theater camp and performance
- Individual and family therapy, as well as psychiatric care

Services for adults include:

- Individual and family therapy, as well as psychiatric care
- Referrals to skill building programs
- Art therapy programs
- Assistance with formal guardianship proceedings, as well as

community placement

- Supporting Parents' Individual Needs (SPIN) program for developmentally disabled parents raising their children

Recent Life Choices highlights include:

- Helping nearly 2,700 consumers, their families and caregivers, in addition to 61 parents in the SPIN program
- A consumer tour of the Quicken Loans offices and a Detroit Tigers baseball game at Comerica Park
- Consumers volunteering with staff of Mercedes-Benz Financial Services (MBFS) to paint areas of the Life Choices offices
- Continuing support and clinical services in schools
- Partnering with the Players Guild of Dearborn where 30 Life Choices consumers joined a week-long Starshine Theatre workshop
- A Leadership Camp and graduation party for consumers who had completed high school
- Art Therapy consumers creating and selling their artwork at several venues; many of them have started their own art businesses

Above all else, as people live longer lives, there is more need than ever to support community inclusion for individuals with intellectual or developmental disabilities. NSO Life Choices advocates for these individuals so they can achieve their dreams of being active members of a community, and benefit from enhanced self-esteem and acceptance.





I Have a Dream

IN SO MANY OF US, THERE IS ANOTHER HEALTHIER, STRONGER INDIVIDUAL JUST DREAMING TO COME OUT.

18-year-old Carl has been diagnosed with attention and oppositional defiant disorders (ODD) and mild mental impairment. Carl has worked with NSO Life Choices staff for nearly three years. As a young child, Carl suffered severe physical abuse by his mother; his father was absent. Carl's mother lost custody when he was seven years old and no one immediately stepped forward to provide Carl a home. Eventually, to avoid state placement, Carl's grandfather took him in and later adopted him.

One day, Carl was playing in an abandoned field in an industrial area in southwest Detroit with his 5-year-old niece when a heavy door fell on her, killing her. He was blamed for her death by relatives, who rejected him.

A compassionate and skilled NSO team has worked patiently with Carl to overcome these issues and the resulting low self-esteem. As a result, Carl has learned to control his anger and has the self-confidence and inner wisdom to walk away from physical altercations. His bouts of depression have diminished. There are noticeable improvements in his outer appearance, hygiene and attitude. Carl is scheduled to graduate from high school, has a part-time job and is looking forward to realizing more of his dreams.

Homeless Recovery Services



The Road Home, Tumaini Center, Bridges Supportive Housing and Shelter Plus Care, PATH and the NSO Bell Building all lead HOME. These programs make NSO and its people one of the largest forces in the City of Detroit for alleviating and resolving the chronic issue of homelessness in our community. Through all of our homeless programs, NSO housed hundreds of homeless individuals. In facilitating the dream of finding a safe haven and a place to call home for as many in need as possible, NSO staff, families and volunteers understand that there is no one solution or approach for each individual. Sometimes, the cry for help is violent or irrational. Sometimes, it is a quiet or reluctant plea. Regardless, we are listening and responding with our compassion, our skills and our experience, making a difference for individuals and our community.

The Road Home

NSO understands the bitter reality of life on the streets. The Road Home (TRH) is a dedicated mobile outreach program that makes direct contact with chronically homeless individuals often afflicted with both mental health and substance abuse issues. We seek out the most vulnerable of Detroit's homeless population: those without any kind of roof over their heads, those with frail health, those most likely to die on the streets without NSO's intervention.

The Road Home outreach teams rely on calls from the community and canvassing known havens for the homeless. Our first goal is to build strong relationships with those who would not use the shelter system. After assessing needs, TRH works to find barrier-free housing for these individuals. This support includes accessing and obtaining housing vouchers and providing additional services right from the streets.

The Road Home provides its services in partnership with Street Medicine Detroit, a nonprofit organization based at Wayne State University's School of Medicine that provides medical student-based, health professional-led care for homeless men and women in a compassionate and judgment-free manner.

In 2015, The Road Home served 194 homeless individuals, 71 of whom were housed in permanent, supportive housing.

Tumaini Center

In Swahili, the word "Tumaini" means "hope." Established in 1975, the Tumaini Center is NSO's crisis support center for the chronically homeless. The Tumaini Center is the only 24-hour walk-in center in the city of Detroit. It serves among the most vulnerable individuals in our community, including those with behavioral issues that would make it

unlikely for them to be accepted in traditional shelters. While following a low- to no-barrier approach toward entry, Tumaini Center staff provides services to all who enter our doors, including mental health assessment and referral, substance abuse treatment, case management, primary health care, emergency food, showers, laundry, and clothing storage.



The Tumaini Center Clinic, in partnership with Street Medicine Detroit, is the approved clinical site for the WSU School of Medicine fourth-year elective course (MD4 8046) in community medicine. The majority of the course's clinical portion, which includes guest lecturers, is overseen by Tumaini's Nurse Practitioner, Dean Carpenter.

In 2015, the Tumaini Center provided services to more than 1,400 consumers. More than 220 homeless individuals have found secure homes within the community. Our goal is to facilitate the dream - to end, not just manage, homelessness.

Bridges And Shelter Plus Care

The Bridges Program is a scattered-site supportive housing program for chronically homeless persons struggling with at least one of the following conditions: substance use disorder; serious persistent mental illness; cognitive impairment; or a chronic physical condition. Shelter Plus Care is designed to provide housing and support services to homeless individuals with disabilities including mental illness and chronic addiction. Program case managers help with accessing community-based services based on individualized service plans, coordinate care with service providers and teach daily living skills to help ensure the client successfully sustains housing. Nearly 100 adults were housed and supported through Bridges.

Projects For Assistance In Transition From Homelessness (PATH)

The PATH outreach program assists homeless individuals with mental illness, which may be accompanied by substance abuse. NSO services include case management and housing placement. In the last year, NSO PATH provided permanent supportive housing for 70 individuals; in addition to SSI/SSDI Outreach, Access, and Recovery (SOAR) services to 32 PATH-enrolled individuals. Our SOAR services are an essential component in ending homelessness, long-term, for our targeted population.

NSO Bell Building

In 2012, NSO opened the largest supportive housing apartment complex for homeless individuals in the city of Detroit. The historic Michigan Bell Building was transformed into 155 one-bedroom apartments, providing homes for formerly homeless adults. The program provides all necessary services to empower residents to take charge of their life by connecting them to life skills groups, substance abuse services, basic computer skills, employment services, and primary health care at the on-site, Federally Qualified Health Center and Mobile Dental service.



Community Programs

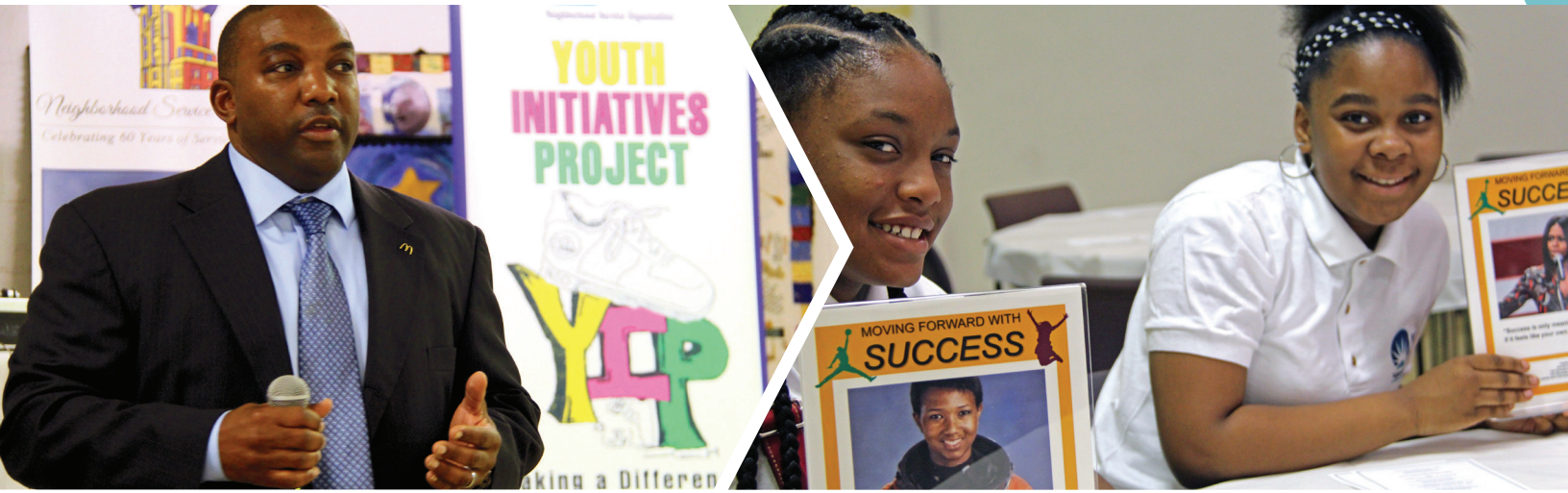
Harper-Gratiot Multi-Service Center (HGMSC)

Located on Detroit's east side, NSO's HGMSC is home to multiple programs that provide a wide range of comprehensive and coordinated services to the community in one convenient location.

NSO's HGMSC benefits those who use its resources and services to find solutions. Programs available at HGMSC include:

- ▶ NSO's Home Instruction for Parents of Preschool Youngsters (HIPPY), Youth Initiatives Project (YIP), YouthLink and Life Choices children's programs
- ▶ NSO's Bridging the Gap basic needs assistance, funded by United Way for Southeastern Michigan
- ▶ The Detroit Area Agency on Aging/Bridging Generations kinship meetings, providing information, skills development and support for family caregivers
- ▶ Arab American and Chaldean Council / Women, Infants, and Children (WIC, a City of Detroit nutrition program for women who are pregnant, breastfeeding or who recently gave birth)
- ▶ Black Mothers' Breastfeeding Association (BMBFA, a nonprofit organization raising awareness of the benefits of breastfeeding throughout the African-American community)
- ▶ United Children and Family Head Start, a center-based early childhood education experience for children ages 3- to 5-years-old
- ▶ Accounting Aid Society, providing seasonal free income tax preparation services





Dreams Fulfilled

- ▶ HGMSC responded to nearly 13,000 requests for basic needs information and referral services, through phone calls and walk-in visits
- ▶ Accounting Aid Society provided free tax assistance to 250 households, generating more than \$350,000 in refunds back to the community
- ▶ Detroit Medical Center representatives helped nearly 240 individuals in the community submit Medicaid Enrollment Applications

Youth Initiatives Project (YIP)

Through quality services and programming, the youth of our next generation can achieve great things and prepare to compete in a Global economy. NSO's YIP program encourages youth activism toward preventing gun violence and substance abuse in our communities. YIP's training and technical assistance provide youth leaders with the skills to plan and organize activities that promote well-being and success in life. This proactive outreach includes youth forums, neighborhood marches, information distribution and campaigns like the annual Hugs Not Bullets youth anti-violence rally. Many YIP-trained peer educators are emerging leaders in the community, making a positive impact on young lives. With the support of additional funding, the YIP program has expanded to serve youth in the HOPE Village community in northwest Detroit.

In 2015, YIP youth-led awareness campaigns impacted and inspired more than 4,000 young people, helping them realize their dream of a safer community and a brighter future. The program also referred hundreds of students and helped them to secure employment.

In helping to facilitate positive dreams of our youth, the YIP program was nationally recognized last year for innovative strategies for engaging males of color. Additionally, Black Male Achievement recognized YIP's Program Director Frank McGhee with a \$25,000 award, underscoring that YIP is a premiere organization working with young men in Detroit. This award will help with training, coaching and marketing strategies to expand programming and funding.

Dreams Realized

In 2015, 63 YIP youth graduated from the Osborn University Campus and Central Collegiate Academy. Scholarships to YIP members for the Osborn Campus was \$807,665. Central Collegiate scholarships totaled \$42,545, for a grand total of \$850,210 in scholarship awards to YIP youth. Senior Myla Smith received the largest award - \$167,182.

YouthLink

YouthLink's focus is to see each participant achieve sustainable employment. However, the harsh reality is that many youth in our communities have limited workforce skills. Also, finding reliable transportation is an issue. YouthLink works to alleviate these roadblocks to employment with comprehensive pre-employment training for YouthLink consumers, establishing rapport with prospective employers to alleviate reluctance in hiring young people, and funding a bus ticket program. YouthLink also offers workshops led by entrepreneurs for those who would like to create a business of their own.

In 2015, the program served 375 youth, almost double the official program capacity, and facilitated the dream of securing meaningful employment for more than 85 percent of the program participants.

Operating since 2013, YouthLink works with Detroit youth ages 14 to 24 years that are certified through the Workforce Innovation and Opportunity Act (WIOA). Most of them reside in some of our area's most neglected neighborhoods. With the inception of WIOA on July 1, 2015, YouthLink's focus has shifted to youth ages 18-24. YouthLink case managers develop an Individual Success Strategy (ISS) with each participant, which becomes the platform for life coaching, accessing paid and unpaid internships, or specialized training for those who lack a marketable skill set.



I Have a Dream

WHEN GIVEN THE OPPORTUNITY, OUR YOUNG PEOPLE CAN SHINE BRIGHT. MYLA SMITH, A GRADUATE OF YIP'S LEADERSHIP INSTITUTE AND OSBORN'S ACADEMY OF MATH, SCIENCE AND TECHNOLOGY, PROVES THAT.



Myla joined YIP in her high school freshman year and worked with staff at the Detroit Urban Resource Center. Learning that a young person from the city of Detroit would be selected to introduce First Lady Michelle Obama during a visit to Wayne State University, Myla secured an interview with an

official of the Department of Education. Aided by leadership and public speaking skills acquired through YIP, she excelled in that interview and was selected to represent Detroit youth at the event. Her beautiful introduction impressed all present, leading to a priceless "photo op" with Mrs. Obama and an appearance on Entertainment Tonight, where Myla shared her experiences.

YIP nominated Myla for The Skillman Foundation's "Promising Youth Legacy Award." She received the award, which provided \$10,000 for her post-high school education. Myla now attends Michigan State University, where she is working on her next dream.

NSO Jobs for Michigan's Graduates Out-of-School Program (JMG)

In collaboration with Detroit Employment Solutions Corporation (DESC), Jobs for Michigan's Graduates (JMG) is a statewide initiative to raise Michigan's and Detroit's high school graduation rate and ensure successful transition into post-secondary education or employment. The program targets young people ages 16 through 24 who have left the education system. The goals of the program include attainment of a high school diploma (or GED), occupational skills training and a quality job with career advancement opportunities. JMG programs that fully implemented the JMG model have consistently recorded extraordinary success. Key components of the JMG Out-of-School program include: JMG specialists to work with youth, Individualized Development Plans (IDP), competency-based curriculum, remediation and basic skills help, year-round contact, social services, wrap-around services, community-based and work-based learning experiences, employer marketing and job development and 12 months of follow up after program completion.

Home Instruction For Parents of Pre-School Youngsters (HIPPY)

NSO understands that a healthy and engaging life begins in the home. Home Instruction for Parents with Pre-School Youngsters (HIPPY) helps parents with the skills and confidence they need to prepare their children, ages 3- to 5-years-old, for the start of kindergarten. This comprehensive, 30-week program, which NSO proudly offered for 23 years, is conducted in the home by trained HIPPY coordinators. This internationally recognized, best-practice program breaks down barriers to participation such as limited financial resources or lack of parental education, as it strengthens families and enriches communities.

In FY 2014-2015, NSO's HIPPY program served 76 families. Thanks to additional funding in 2014, the HIPPY program expanded to serve families in the HOPE Village community.

Events & Special Initiatives



NOVEMBER 2014

PhotoVoice

Through a partnership with Oakland University, 17 NSO Bell residents joined the PhotoVoice research project. This program uses participatory photography to help individuals improve self-understanding and self-expression, and also explore factors that impact their health and wellness.

The project culminated in an exhibition of their photos at the Swords into Plowshares Gallery and Peace Center with an opening reception on November 20, 2014. The resident photographers attended the event to talk about their work and the PhotoVoice experience. Matted copies of the photos were available for purchase, with net proceeds going to the photographers.



JANUARY 2015

Detroit Tigers Winter Caravan

NSO was selected as one of 30 stops on the Detroit Tigers Winter Caravan in honor of NSO's 60th Anniversary. In advance of the visit, NSO sponsored a Rally that unveiled our 60th Anniversary logo, setting the stage for an exciting, well-attended visit by prominent Detroit Tigers players, management and a team broadcaster. The stop included a Q&A, presentation of a custom Tigers' jersey by the team, and a \$10,000 donation from Ilitch Charities in support of NSO's The Road Home program.

Detroit Tigers fans were invited to bring new men's or women's socks to benefit our Homeless Recovery Services program to Hockeytown Authentics in Troy, in exchange for a photo with Tigers players Joe Nathan and Nick Castellanos.



Homeless World Cup President Visits NSO

Mel Young, president and co-founder of the Homeless World Cup, is recognized as one of the world's leading social entrepreneurs. The idea for the Homeless World Cup grew out of a conference on homelessness in Cape Town in 2001. Mel Young and Harald Schmiel believed that it would be possible to change the lives of homeless people through football (soccer). Two years later, the first Homeless World Cup was held in Graz, Austria.

NSO Team Resilience coach Andy Kotsovos invited Young to visit NSO and share his inspirational vision with us. Team Resilience is the NSO Bell Building resident soccer team, which competed in a regional World Cup Tournament in Times Square, New York in August 2014. Mr. Young's visit coincided with the generous donation to NSO of a top quality synthetic turf by Act Global and ProGrass.



APRIL 2015

J.K. Simmons

Detroit native, Academy Award Winner, life-long Tigers fan and NSO supporter J.K. Simmons visited with NSO while in Detroit to throw out the first pitch on Opening Day 2015 at Comerica Park. His "extended stay" with NSO included an Actor's Studio format Meet & Greet at MotorCity Casino Hotel Sound Board, moderated by WDIV anchor Rhonda Walker. Following a Q&A, Simmons graciously posed for individual photos with all in attendance before heading off to Comerica Park for his pitching assignment.

Following the game, NSO President & CEO Sheilah Clay hosted Simmons and his good friend Bill Fagerbakke (best known as "Dauber" from the TV Series "Coach") on a tour of the NSO Bell Building which included conversations with residents.



AUGUST 2015

Handlebars for the Homeless Bike Tour

2015 marked the 4th annual NSO Handlebars for the Homeless (H4H) Bike Tour. The number of cyclists tripled with more than 300 participants, including many teams of cyclists. The 16-mile route started at the NSO Bell Building taking cyclists through some of Northwest Detroit's hidden treasures including the University of Detroit Mercy, Sherwood Forest, Boston Edison and more before returning for a light lunch and prize drawing. A special thanks goes out to event sponsors Daly Merritt Insurance, AAA of Michigan, KMG Prestige, Meijer, Fusco, Shaffer & Pappas, O'Brien Construction, Detroit Bikes and Absopure.



SEPTEMBER 2015

Mary McBride – The Home Tour

Acclaimed singer and songwriter Mary McBride and her band brought The Home Tour to the NSO Tumauni Center and NSO Bell Building as part of a weeklong visit to Detroit. The Home Tour, founded by McBride, brings concerts to people, including the homeless or disadvantaged, who would not otherwise have access to live performances of music. NSO consumers were invited to join in, which resulted in some amazing performances. The event produced wonderful harmonies, fulfilled a few dreams and inspired even more.

Partnerships



Partners 4 Health (P4H)

Four leading human service agencies in Wayne and Oakland counties (Common Ground, Neighborhood Service Organization, Oakland Family Services and Southwest Solutions) developed the nonprofit P4H in 2014. Its mission is to integrate the social determinants of health with a patient-centered plan to achieve significant improvements in patient satisfaction, health outcomes and to save costs. The model focuses on complex patients with multiple conditions characterized by frequent use and high cost to the health care system. Often these patients have an underlying behavioral health problem accompanied by other social determinant challenges: economic, transportation, nutrition, literacy, safe housing, etc., that create barriers to achieving healthy lifestyles and wellness. The P4H high-touch, coordinated care approach is improving patient care, outcomes and satisfaction. As a result, emergency room visits and hospitalizations are reduced and healthcare costs are saved.

HOPE Village Initiative

NSO is pleased to be an active partner in the HOPE Village Initiative. HOPE Village is a long-term, comprehensive, place-based initiative designed to radically change the odds of success for children, their families and the neighborhoods around NSO and the Focus: HOPE campus. The initiative aims to create a pipeline of opportunity, with

strong supports and access to opportunity from cradle to post-secondary education, so that by the year 2031, 100% of its residents will be educationally well-prepared, economically self-sufficient and living in a safe and supportive environment.

Over the past four years, the HOPE Village partnership has begun to implement significant pieces of the plan. In addition to existing adult education and training programs, it has focused on programs which move forward the three "E's" of the HOPE Village Initiative goal: education, economic self-sufficiency and the environment. NSO, in collaboration with the following partners, is a participant in the Neighborhood Network, a UWSEM-funded effort in HOPE Village designed to coordinate services to community residents.

Partners:

Detroit Public Library, Parkman Branch
 Focus: HOPE Center for Working Families
 Accounting Aid Society
 Joy Preparatory Academy
 New Paradigm Glazer Academy
 Wellspring Lutheran Services, Oakman Place

Spotlights



BOARD MEMBER SPOTLIGHT

Marsha Brogdon

Marsha Brogdon, board member and long-time NSO supporter, is passionate about helping others give voice to “what’s inside; the story or message everyone has to share” as a beginning to facilitating one’s dream.

Marsha has served NSO in many ways, including a member of NSO’s Board of Directors’ Development and Nominations Committees. Marsha’s passion shines through in her work teaching public speaking with the NSO Youth Initiatives Project (YIP) peer educators and members of the NSO Bell Building Speakers Bureau.

In these activities, Marsha draws on her career experience and exceptional accomplishments in marketing, training and communications, including her tenure as faculty member of Wayne Community College’s Speech Communications department. Through Marsha, young men and women are learning to become organized, confident and effective public speakers. Marsha encourages and guides youth in expressing themselves, telling their own stories and, ultimately becoming change agents through the power of speech.

Thank you, Marsha, for the rich gifts of expression you have shared and nurtured with so many in the NSO family.

DONOR SPOTLIGHT

MotorCity Casino Hotel

For many years, MotorCity Casino Hotel’s “Helping Hands” volunteers have remained steadfast and tireless supporters of NSO’s mission to bring comfort home and “a way ahead” to others in need in our community.

For these men and women it’s “What can we do?” Financial contributions and volunteering with NSO speak to their dedication to help make a difference in the lives of others. Not only has Helping Hands furnished NSO Bell Building apartments with brand new household goods, they hosted a New Orleans-style Spring Fling for Bell residents. Their generous support of NSO’s YouthLink program was evident as they provided backpacks and school supplies for nearly 200 youth. A YouthLink family was one of two families chosen by MotorCity to experience a 12-course meal of a lifetime prepared by the winner of MotorCity’s Battle of the Chefs Competition. During the Christmas season, MotorCity adopted 14 NSO families and “pulled out all the stops” by making their wishes and dreams come true.

In April 2015, MotorCity Casino Hotel generously hosted and underwrote NSO’s visit by Detroit native, Academy Award winner and NSO supporter J. K. Simmons in a special Meet & Greet fundraiser at MotorCity Casino’s Sound Board.

Thank you to Helping Hands and MotorCity Casino Hotel for helping to facilitate dream after dream for consumers of NSO. You are making many dreams come true.

MotorCity
CASINO • HOTEL





VOLUNTEER SPOTLIGHT

Second Baptist Church of Detroit

Greektown's Second Baptist Church of Detroit has supported NSO's Homeless Recovery Services by providing a welcome respite for over 10 years to homeless individuals.

During the coldest winter months each year, Second Baptist Church opens its heart and doors to homeless men and women one weekend each month, providing hot meals, toiletries and clothing, cots to sleep on, and someone to talk with, creating a valuable extension to NSO's sheltering capacity.

Caring, advocacy and "getting involved" are a Second Baptist Church tradition. Priscilla Robinson, a Board of Missions member says it best, "When you help someone, you are helping yourself."

Founded in 1836 and the oldest African-American church in the U.S. Midwest, Second Baptist Church holds a revered role in our community, including its earliest days of providing a safe haven along the Underground Railroad.

Today, in an era facing new and different challenges, we are blessed to have Second Baptist Church of Detroit's family of volunteers assisting NSO's efforts to provide compassion, shelter and support for homeless individuals and help them move closer to their dreams of being housed.

STAFF MEMBER SPOTLIGHT

Crystal White

Crystal White has realized many of her own dreams while facilitating those of so many others, as a determined and compassionate team member and leader at NSO.

The former actor and Katherine Dunham-trained professional dancer joined NSO in 1994 as a youth coordinator with PROJECT GUIDE. While attending Spring Arbor University, Crystal was led to NSO by a fortuitous class assignment in her Family Life Education program. Since that day, Crystal has made NSO's Harper-Gratiot Multi-Service Center a welcoming place, overseeing NSO's HIPPIE program for several years. Her dedication to helping facilitate the dreams of others shone as well through her work with grandparents raising their grandchildren in our PROJECT GUIDE Program.

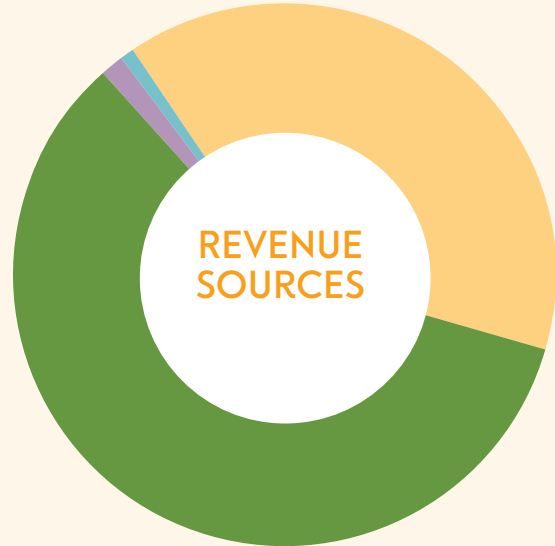
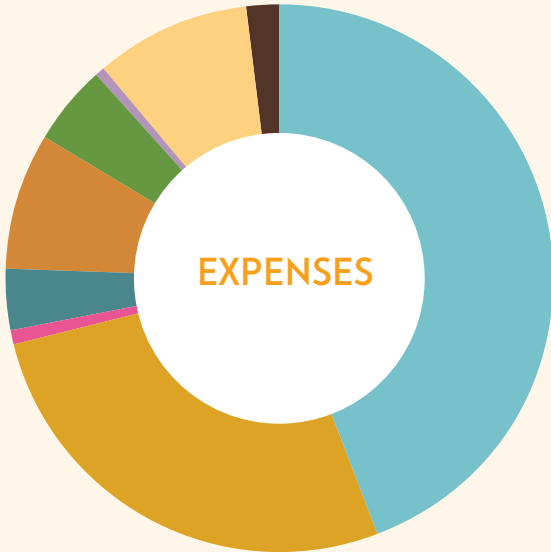
Today, Crystal now leads NSO's new ParentLink workforce development program in partnership with NSO's YouthLink initiative – another approach to bridging generations and facilitating dreams for stability as we work to help strengthen families.

In addition to her responsibilities at NSO, in 2010 Crystal founded the nonprofit Grandkids Educated and Motivated (GEM) to Succeed, as an extension to carrying out the work, in many ways, of PROJECT GUIDE.

Crystal White understands making dreams come true, from her own life experiences, and exemplifies compassion and dedication every day to helping others attain their dreams.



Financials



Expenses by Program Area

FY 14-15 Expenses

Older Adults	\$9,600,038
Life Choices	\$5,891,054
Harper-Gratiot Multi-Service Center	\$174,854
Youth Services	\$754,797
Supportive Housing	\$1,738,435
Crisis Intervention/Emergency Telephone	\$1,023,024
Early Childhood Education	\$117,453
Homeless Services	\$2,014,857
Bell Building Services	\$386,682

Sub-total Service Expenses \$21,701,194

Administrative Services \$4,640,411

TOTAL EXPENSES \$26,341,604

Revenue Sources

FY 14-15 Revenue by Funder

Government	\$15,888,992
Foundations	\$232,959
Individuals/Corporations	\$213,207
Grants/Contracts/Other Revenue	\$10,444,569

TOTAL REVENUE \$26,779,727

This report reflects gifts, expenses, and revenue between October 1, 2014 to September 30, 2015



Funders, Partners & Donors

NSO Funders (FUNDING PROGRAM NEEDS AT A LEVEL OF \$25,000 OR MORE)

Behavioral Health Professionals, Inc. (CareLink/ConsumerLink)	Detroit Wayne Mental Health Authority	The Bank of America Charitable Foundation, Inc.	W.K. Kellogg Foundation
City of Detroit	Michigan Department of Health and Human Services	The Salvation Army	Wayne Regional Educational Service Agency
Detroit Area Agency on Aging	Oakland County Community Mental Health Authority	The Skillman Foundation	Wellplace Pioneer
Detroit Employment Solutions Corporation	Substance Abuse and Mental Health Services Administration	United States Department of Housing & Urban Development	
		United Way for Southeastern Michigan	

NSO Partners (THOSE WITH WHOM NSO WORKS TO ACHIEVE POSITIVE OUTCOMES FOR NSO CONSUMERS)

Accounting Aid Society	Diann Banks-Williamson Educational Center	Michigan State University College of Osteopathic Medicine (Detroit Street Care)	Sisters Making It Happen Foundation
AmeriCorps Volunteers	Drew Transition Center	Mike's Fresh Market	The Players Guild of Dearborn
Black Family Development, Inc.	Durfee Middle School	MotorCity Casino Hotel	The Salvation Army Harbor Light: Denby Center Veterans GPD Shelter
Black United Fund of Michigan	EMBODI (Delta Sigma Theta Sorority, Inc.)	Nemak, Inc.	The Salvation Army Harbor Light: Lawton Veterans GPD Shelter
City Airport Renaissance Association	Grannies Moving Forward	Oakland University	The Salvation Army Christ Church Detroit Warming Center
Detroit Parent Network	Homeless Action Network of Detroit	Osborn Neighborhood Alliance	University of Detroit Mercy
Detroit Pistons	Jesuit Volunteer Corps	Quicken Loans Inc.	University of Michigan
Detroit Public Library	Jobs for America's Graduates	St. Vincent and Sarah Fisher Center	Wayne State University School of Medicine (Street Medicine Detroit)
Detroit Scholarship Fund (Detroit Regional Chamber)	Michigan State Housing Development Authority	Service. Employment. Redevelopment. (SER)	
Detroit Tigers		Metro-Detroit	

Individual Cash Donors (\$250+)

\$5,000+	Claudia D. Orr	Byna Elliott	Mildred C. Matlock
General Motors Foundation	George T. & Robin M. Paulson	Denise A. Figurski	Doneen McDowell
Keith R. Hullum	John & Lois Sczomak	William H. & Susan Francis	Michigan First Foundation
Ilitch Charities	J.K. Simmons	George P. Gaerig	Mark A. & Ksenija Ostach
Robert T. & Kim M. Mazur	Christopher M. & Diane Slon	John Gayer	Christopher Parks
	Curtis M. Smith	Susan Gilmore	Susan Pierson-DiTomasso
\$1,000 - \$4,999	Kathiravelu Thabolingam	Eric Gold	Chris Polk
Joseph Boyle & Allyson Farquhar-Boyle	The Denning Family Fund	Ethel D. Greene	Roy L. & Patricia Ryder Williams
Harold & Sheilah P. Clay	William & Terese Weld-Wallis	Hanover Insurance Group Foundation, Inc.	Paul & Pat Sabatini
Samuel G. & Lauren Firebaugh	Youthville Detroit	Juliane Herzig	Karen A. & Karen A. Seefelt
FirstMerit Foundation		Thomas E. Horn	Gregory Terrell
Hammond & Associates	\$250 - \$999	Ruth E. Jones	Nicolas & Amanda Van Huis
LaHood Properties LLC	Anthony E. Balavitch	Lawrence Kaiser	Patricia Verrill
Lawrence N. Larson	Black United Fund of Michigan	Rolf B. & Rachel Karlsson	Vietnam Veterans of America Chapter #9
Robert J. & Marysue Livingston	Noah M. Chhibber	David M. Kozlowski	WSU Arab American Pharmacists Association
MotorCity Casino Hotel	K. Noelle Clark	Brent A. & Lori M. Kuhn	Clara Webb
Luke & Rowena Norman	Linda Cobb-McClain	Sanford Lax	Robert Williams
	Arthur B. & Edith Davidson	Michael Layne	

In-Kind Donors (\$100+)

Absopure Water Company	Clifton Downs	Park Place Caterers	Ellorie Silver
Alana's Foundation (flu vaccines)	Tina Edgar	Paulette G. Means	Slows Bar-B-Q
Act Global	Janice F. Edwards	Men for a Better Society	SMART
Dan & Kimberley A. Alleman	Kurk Edwards - Community Ministry	Mercedes-Benz Financial Services	Starbucks
Jabari Archer	Emily's Delicatessen	Metropolitan Church of God	Chip & Diane Stevens
Bagger Dave's	Empower My Future	Nemak, Inc.	Kevin Storai
Patricia Baumgarten	Debra Ervin	Nicolas W. & Amanda L. Van Huis	Paul J. & Dorothy I. Sullivan
Ann Bedekar	Families Building Faith	Ann Millben	Swords into Plowshares Gallery & Peace Center
Behavioral Health Professionals, Inc.	Denise A. Figurski	Bill Milliken	TAD & Associates, LLC
Berkley Front	Melvin Blight & Donna Figurski	Virginia Moore	Bridget Taylor
Better Made Snack Foods, Inc.	Fresh Corner Cafe	Moosejaw	Keela Terrell
Steve & Michelle R. Bosau	Friends of Unity	MotorCity Casino Hotel	The Dynamic Sisters of Beatrice Grant #282
Brotherly Love Truck Ministry	Steven A. Gentz	Mudgies	The Eimers Foundation
Toria Butler	Chris Gerhardt	Marianne Mulloy	The Garden Theater
Phillip Caldwell	Genesis Lutheran Church	Randal T. Murphy	The Players Guild of Dearborn
Paul & Joanne Candela	Gesu Church Choir	Rita Nabor	The Shifters
Capuchin Soup Kitchen	Ingrid Geter	Nemak Corporation	Dale Thomson
Central United Methodist Church	Girl Scout Troop 70505	Benjamin F. Neubia	Bill Tuckfield
Chicken Shack, Inc.	Evangelia Glenn	Rick Nowakowski	UAW Local 600
Harold & Sheilah P. Clay	Gregory Terrell & Company	Carol OBrien	United Airlines
Tia Cobb	Grosse Pointe North High School	Mark A. & Ksenija Ostach	Nicolas & Amanda Van Huis
Robin Cole	Al Hartman	Our Hearts to Soles	Billie Waddell
Patricia Collins	Juliane Herzig	Jules Palms	Carole Watson
Jeffery G. & Lois T. Collins	David Holmes	Julia Penn	WDVD 96.3 Stuff-A-Bus
Core City Neighborhoods, Inc.	Islamic Center of Detroit	Jim & Cindy Pierson	Clara Webb
Corinthian Baptist Church	Ray C. Johnson & Shahida Mausii	ProGrass	Westin Book Cadillac Detroit
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Patricia Davis	LaHood Properties LLP	Romulus Athletic Center	Word of Faith International Christian Center
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Detroit Bikes	Little Caesars	Rebecca Sabatini	Michael Oaks & Joanna Zakrzewski
Detroit Fire Department	LogistiCare	Paul & Pat Sabatini	Zaman International
Detroit Hope Center	Mary McBride Band	Melissa Schumaker	Zeta Amicae of Detroit
Detroit Tigers	Michael Mayne Video Productions	Demetries Scott	Zipcar
Detroit Yoga	Marx Layne & Company	Charles V. & Margaret M. Sears	
Denise Dorigo-Jones	Pete & Gladys Mays	Janell Shaw	

Corporate Sponsors

1st City, LLC	Daly Merritt Insurance	P&C Real Estate Investment Co., LLC
AAA Michigan	Fusco, Shaffer & Pappas, Inc.	Peter Chang Enterprises, Inc.
Allied-Eagle Supply Co.	KMG Prestige, Inc.	O'Brien Construction Company, Inc.
Behavioral Health Professionals, Inc.	Meijer	Rickman Enterprise Group

NSO Volunteer Program

NSO IS GRATEFUL TO THE INDIVIDUALS AND GROUPS THAT DONATE TIME AND ENERGY IN SUPPORT OF SO MANY HEARTFELT, INNOVATIVE AND CRITICAL PROGRAMS AND SERVICES.

Individuals and groups make a huge difference in the lives of our most vulnerable neighbors by volunteering with NSO. Volunteer opportunities include one-day events or activities, hosting of larger events by groups, or participating in an ongoing engagement supporting one of NSO's programs. In FY 2014-2015, nearly 500 people volunteered more than 3,300 hours with NSO, at an estimated value in excess of \$70,000.

Whether you joined us for one day, weekly or monthly; assisted at our art therapy program; provided support in our computer lab; taught a class; mentored a youth; planned an activity for our consumers or worked in the office; please know that you have helped NSO facilitate the dreams of all we serve.

We would like also to give a special thank you to those donating needed resources, ranging from art supplies to birthday cake and bingo prizes to warm socks, hats and gloves and new household goods. All donations, no matter the size, are needed and appreciated by NSO and its consumers.



Accreditations



CARF Accreditation

CARF is an international accrediting body that establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. NSO is accredited through October 2017 in seven categories:

- ▶ Case Management/Services Coordination: Mental Health (Adults)
- ▶ Case Management/Services Coordination: Mental Health (Children and Adolescents)
- ▶ Crisis Intervention: Mental Health (Adults)
- ▶ Outpatient Treatment: Integrated Developmental Disabilities (DD)/Mental Health (Adults)
- ▶ Outpatient Treatment: Integrated DD/Mental Health (Children and Adolescents)
- ▶ Outpatient Treatment: Mental Health (Adults)
- ▶ Supported Living: Mental Health (Adults)

American Association of Suicidology (AAS) Accreditation

NSO's Emergency Telephone Service/Suicide Prevention Center received a 5 Year Accreditation from the American Association of Suicidology (AAS) in February 2016. AAS accreditation validates service delivery programs that are performing according to nationally recognized standards.

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 Emergency Telephone Service/
Suicide Prevention Center (ETS/SPC)
882 Oakman Blvd., Ste. E
Detroit, MI 48238
313.961.1060
Crisis Line 313.224.7000

NSO Harper-Gratiot Multi-Service Center
(HGMSC)
9641 Harper Ave.
Detroit, MI 48213
313.923.5050

NSO Home Instruction for Parents of
Preschool Youngsters (HIPPY)
9641 Harper Ave.
Detroit, MI 48213
313.923.5050

Homeless Recovery Services—
NSO Tumaini Center, The Road Home &
PATH
3430 Third Ave.
Detroit, MI 48213
313.832.3100

Homeless Recovery Services—
NSO Bell Building
882 Oakman Blvd., Ste. B
Detroit, MI 48238
313.967.5950

Homeless Recovery Services—
NSO Bridges and Shelter Plus Care
5470 Chene
Detroit, MI 48211
313.967.5320

NSO Life Choices
8600 Woodward Ave.
Detroit, MI 48202
313.875.7601

NSO Life Choices Children's Programs
9641 Harper Ave.
Detroit, MI 48213
313.875.7601

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 Youth Initiatives Project (YIP)
9641 Harper Ave.
Detroit, MI 48213
313.305.0308

NSO YouthLink / ParentLink
9641 Harper Ave.
Detroit, MI 48213
313.305.0322

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President & CEO

William Weld-Wallis, M.P.A.⁺
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Allyson Farquhar-Boyle, M.B.A.
Chief Financial Officer

Richard Marcolini, M.D.
Medical Director

LaNeice Jones, LMSW
Vice President of Programs

Cassandra "Sandy" Harvey, M.B.A.
Vice President of Talent Management &
Corporate Development

* Term ended June 2015

** Resigned

+ Non-Voting Board of Directors Member

For more information about supporting or volunteering for NSO,
please contact our Corporate Development team at (313) 961-4890
or email corporateaffairs@nso-mi.org.



882 Oakman Blvd., Ste. C
Detroit, MI 48238
www.nso-mi.org

Nonprofit
Postage
Permit
No. 218

Changing lives through innovative human services that harness the power of choice.
Join us and become a Facilitator of Dreams in our community.

