

ANNUAL REPORT 2021-2022

MEETING THE Moment

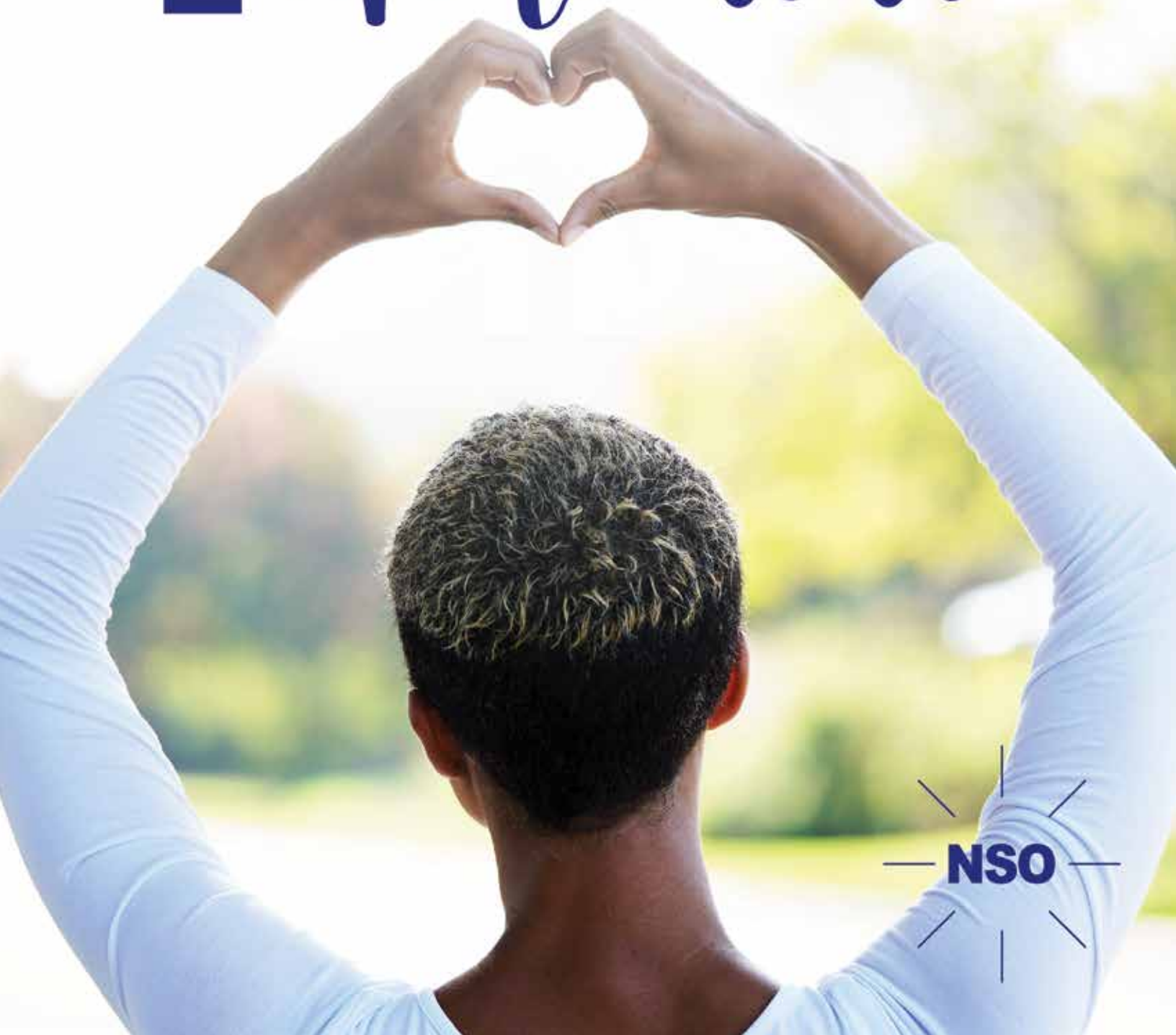


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NSO MISSION

We facilitate dreams by providing equity for all, using innovative solutions to bridge gaps in housing, health, and well-being.

NSO VISION

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

Welcome Letter

This report will convey our true testament to our commitment to sustaining growth and empowering access for our community’s most vulnerable populations.

NSO’s guiding principles are essential to our promise to deliver on our mission and our pledge to always meet the moment: continuously evolving our quality services to meet the needs of those who place their trust in us. By strengthening our foundation, we continue to build a stronger, more resilient organization that is better equipped to meet the unique needs of the populations we serve.

In 2022, our organization made notable progress in our efforts to provide housing, integrated primary and behavioral health care, substance abuse treatment, services for aging adults, and assistance for those with intellectual and developmental disabilities.

We broke ground on the Detroit Healthy Housing Center, the second phase of Healthy Housing Campus that would provide safe and stable housing for nearly one-hundred residents. The first of its kind in the country.

The DHHC would offer 17 beds of medical respite for the unhoused, a 56-bed emergency women’s shelter, and a community clinic offering primary and behavioral health care, dental services, and a pharmacy. The campus serves the most vulnerable populations across Detroit’s east side and the McDougall-Hunt Neighborhood. We secured additional Certified Community Behavioral Health Clinic (CCBHC) funding which provides our clients with comprehensive care that addresses their mental health needs.

In the fall of 2022, we brought together hundreds of community stakeholders to address an impending housing crisis average workforce, highlight real-life stories of affordable housing shortages, and emphasize the need for understanding and navigating the complex housing system.

Our substance abuse treatment programs have continued to provide critical support to those struggling with addiction, while our services for aging adults have helped older members of our community maintain their independence and dignity and live their lives to their fullest potential. Finally, our assistance programs for those with intellectual and developmental disabilities have continued to provide essential support to some of the most vulnerable members of our community.

These are just a few of the major accomplishments you’ll find within our report, and none of this would be possible without the unwavering support of our board of directors, community of donors, volunteers, partners, staff, and supporters.

We are deeply grateful for your ongoing commitment to our organization and our mission. Together, we can continue to meet the moment for those we serve.

Thank you for being part of the NSO village of support.

Linda Little, President and CEO
Diane Slon, Board Chair



Linda Little
President and CEO



Diane Slon
Board Chair



Breaking Ground

NSO broke ground on a 22,000-square-foot facility in the second phase of the NSO Detroit Healthy Housing Center, a site that aims to end chronic homelessness in Detroit. The DHHC provides emergency shelter, health and social services, medical respite, and job readiness training. It also offers a healthcare clinic for primary care, behavioral health, dental services, and a pharmacy open to the public. The DHHC’s holistic approach to homelessness will set an example for eliminating homelessness. The Clay Apartments, the first phase of the DHHC, opened in September 2020, offering permanent supportive housing and wraparound services.

“Homeless individuals are five times more likely to be hospitalized than others and have much higher rates of readmissions and emergency department visits,” says Linda Little, CEO of NSO. “The Detroit Healthy Housing Center is an innovative solution that embodies our mission to promote equity. This resource will undoubtedly positively impact the individuals served, but it also will relieve stress on the care system in Detroit. Our hope is to take these lessons learned to scale healthy housing to other communities that may benefit for services being offered at DHHC.”

The \$13 million construction project was fully funded by NSO’s capital campaign and major contributions from City of Detroit’s Housing and Revitalization Department (HRD).

“The NSO has been a tremendous partner and its new facility will help more people get out of and stay out of homelessness,” Mayor Duggan said in a press release. “The Healthy Housing Center will provide health services to the most vulnerable in our city and, with the Clay Apartments next door, offer a full range of services to support these residents’ transition out of homelessness and into a better, more stable life.”

“Access to safe, stable housing plays a critical role in a person’s health over the course of a lifetime. Lack of housing and a permanent address is also often a barrier to the basic economic stability that could help individuals and families access other resources such as health care, healthy food options, transportation and more,” said Elizabeth Hertel, Director, MDHHS. “I am excited that Detroit’s first Healthy Housing Center will take a comprehensive approach consistent with MDHHS’ priorities to prevent recurrence of homelessness and ensure people have access to the wraparound services they need.”



NSO’s Detroit Healthy Housing Campus Rendering





STRENGTHENING Our Foundation

Renovation of Life Choices

The Life Choices Building, had not seen updates or necessary repairs in decades. A complete renovation was completed in 2022 and became one of four NSO 360 Neighborhood Wellness Center locations in partnership with the Community Health and Social Services (CHASS) Center, Inc.. The building was renovated in order to provide more comprehensive services to clients and allowed for the expansion of services which now include:

- **PRIMARY CARE SERVICES:**
CHASS Center provides primary care physicians, nurse practitioners, and dentists and support integrating primary care and dental services at NSO. NSO support staff in the clinics will remain intact, and will provide all care coordination, supportive services, and behavioral health for clients receiving care at its clinics.
- **ON-SITE LABORATORY SERVICES:**
The Laboratory provides phlebotomy services and outpatient specimen processing services.
- **OUTPATIENT SERVICES:**
Outpatient services include individual and family therapy, psychological testing, and behavioral analysis. In addition, in-home support services for individuals with developmental disability and mental illness. The Supports Coordinator/Case Manager monitors progress and advocates on behalf of clients.
- **S.P.I..N (Supporting Parents' Individualized Needs):**
S.P.I..N assists parents with developmental disabilities in creating and maintaining healthy, happy, and safe homes. Referrals are limited to parents with children living in the house. Therapists provide in-home weekly visits for hands-on teaching and modeling. There are monthly group meetings to provide ongoing support.
- **RESIDENTIAL SERVICES:**
NSO residential program provides services to clients in adult foster care homes or specialized homes in Wayne County. NSO coordinates the linkage of services for clients to therapy, psychiatric, psychological, and guardianship services. The program also works with community partners and placements to ensure continuity of care.



NSO's Mission Alignment

The act of Meeting the Moment to match the infrastructure and Service Delivery Model with NSO's promise to clients, stakeholders, and the communities we serve.

Our mission is the soul of NSO. It is the core of our existence and brings life to our purpose.

In order to strengthen our foundation, NSO rolled out a new Mission Alignment with the guiding principles of

Excellence, Respect, Integrity, Innovation, Compassion, Collaboration, and Accountability.

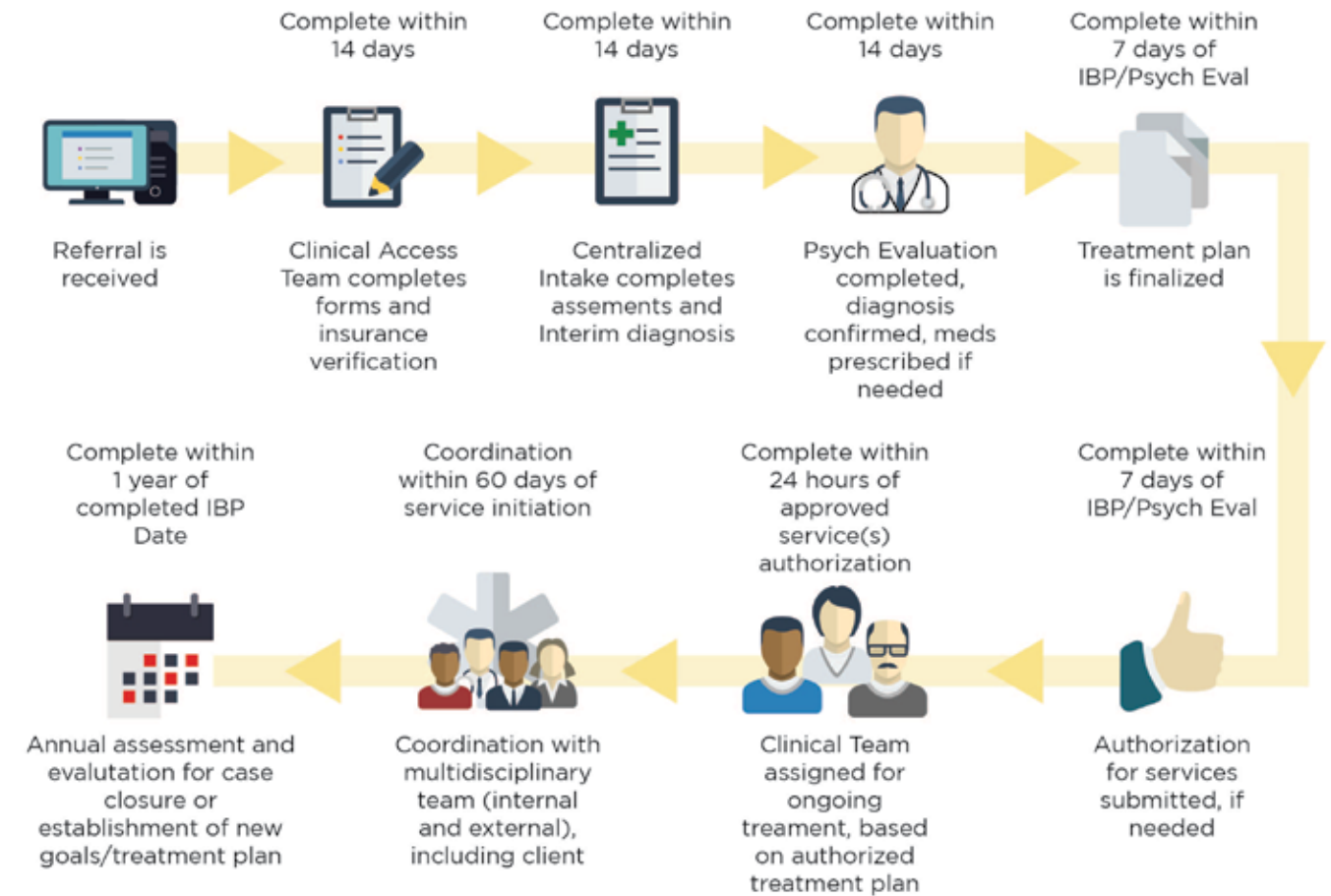


The goal of the mission alignment was to clarify our service delivery model, implement a training and development curriculum, document processes and expectations, produce clear client outcomes to strive for, increase staff satisfaction and Improve caseload management.

President and CEO Linda Little hosted more than seven staff Townhalls and Listening Tours to keep staff updated on the latest NSO news. Linda also provided organizational updates on the Mission Alignment, departmental metrics, goals, and best practices and introduced new leadership.

Staff was encouraged to give input on NSO mission alignment, internal communication, the new CHASS partnership, and the introduction of NSO's new Bio-Psycho Social Delivery Model and Clinical Workflow. Staff members weighed in on how NSO can continue to improve the Meet the Moment Employee Newsletter with suggestions like staff and department highlights, resource links, employee feedback forms, and much more. Staff provided suggestions on new funding, training opportunities, and actions toward staff safety, total rewards, and a more unified organization.

NSO's Clinical Workflow



****All clients will receive case manager, who will serve as a the coordinator for clinical and community servies. The case manager will see patients at least monthly. Therapy will be at least monthly also. Psychiatry visitis will be at least every 6 months.**

Risk-Based Interventions:

Risk tiers will be assigned using the LOCUS upon intake. The risk status can only be changed by the multidisciplinary team lead by psychiatrist.

Tier 1 (Low Risk): No ER visits or hospitalizations within the last 12 months and low risk LOCUS score: monthly case management and therapy and psychiatry visits every 6 months, or as authorised in the IPOS.

Tier 2 (Moderate Risk): Two or less ER visits and moderate risk LOCUS score: bi-weekly case management, at least monthly therapy, psych visit every 3 months, multidisciplinary case review.

Tier 3 (High Risk): Greater than two ER visits and/or one hospitalization and high risk LOCUS score: everything in Tier 2, plus monthly conferences.

CCBHC Additional Funding

NSO received \$5 million funding from the Certified Community Behavioral Health Clinic (CCBHC) – Improvement and Advancement Grant. This funding builds on Senator Stabenow’s effort to transform the way we fund mental health and addiction treatment in America through her signature Certified Community Behavioral Health Clinics.

CCBHCs were created to transform mental health and substance use treatment across the country and provide sustainable funding for robust community outpatient mental health treatment. CCBHCs are required to provide a range of services, including crisis services that are available 24 hours a day, 7 days a week.

With this funding, NSO is addressing the needs of high-risk, underserved adults, children, and families experiencing severe mental illness, substance use disorder, severe emotional disturbance, and related issues

CCBHC Service Goals:

- Provide comprehensive, evidence-based, trauma-informed mental health and substance use treatment to adults, children, and families;
- Provide multidisciplinary, integrated behavioral health and primary care;
- Provide timely and convenient access to care through redesign, telehealth, and same-day access; and
- Improve data-driven population health management to quality of care and health outcomes.

We are exceedingly grateful to Senator Stabenow for her visionary leadership in re-imagining how we deliver behavioral health care in the US. We are honored that SAMSHA has selected NSO to receive additional funding to support the health and well-being of Detroit’s most vulnerable populations. This award is critical to enabling us to continue to advance and sustain our holistic approach to promoting equity for all.



The Community Health and Social Services Center

NSO began forming a partnership with The Community Health and Social Services (CHASS) Center, Inc. in early 2022 with the goal of providing physicians, nurse practitioners, and dentists with primary care and dental services at its four clinics.

The partnership would bring comprehensive, accessible, and affordable quality primary health care and support services to those who did not have an established relationship with a primary care provider. The partnership would also emphasize physical, oral, and behavioral health as a crucial element of an individual in a vulnerable population’s overall health and wellness. It also brought additional opportunities for community members to be the optimal version of themselves in their daily activities.

Location Information:

360 Neighborhood Wellness Centers - Medical Clinic and Wrap-Around Services

NSO 360 Wellness Center - Bell Building

882 Oakman Blvd, Suite B
Detroit, MI 48238

Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

NSO 360 Wellness Center - Westland

35180 Nankin Blvd., Suite 204-205
Westland, MI 48185

Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

NSO 360 Wellness Center - Woodward

8600 Woodward Avenue
Detroit, MI 48201

Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

NSO 360 Wellness Center -

Detroit Health Housing Center
3364 Mack Avenue
Detroit, MI 48207

Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

Appointments are scheduled through
NSO’s Central Access Center 1-888-360-WELL.

OUR MISSION in Action

NSO's Housing Services is dedicated to alleviating homelessness by providing emergency shelter, permanent supportive housing, and rapid rehousing services. The Housing Solutions Program is one of the largest, most comprehensive programs in Michigan that connects people with stable housing. We offer Street Outreach, Street Medicine, Emergency Shelter, Rapid Rehousing Medical Respite, and permanent supportive housing. The Housing department works alongside NSO's Health and Well-Being departments to provide integrated primary and behavioral health care, case management, and other wraparound services to those in need.

NSO's Clay Apartments Lobby



Key Outcomes

Housing Services

■ Permanent Supportive Housing

Individuals Served: 361

94% of Permanent Supportive Housing clients moved to stable, residential housing
98% of clients who exited the program to other permanent housing destinations



■ Rapid Rehousing

96% of Permanent Supportive Housing clients moved to stable, residential housing
100% of clients who exited the program to other permanent housing destinations

Individuals Served: 77

Emergency Shelter

■ DHHC (Shelter only)

Individuals Sheltered: 493

45% of clients exited to a permanent housing destination



PATH/Street Outreach



■ Paths

80% of these individuals moved to stable, residential housing
83% connected to mental health services
Including **400 children and individual served**

Individuals Served: 220

■ Street Outreach

Individuals Served: 79

86% of these individuals who moved to stable, residential housing
Including **105 children**



Well-Being

NSO Well-Being Services provides intensive case management, behavioral health services, substance abuse support, and other therapeutic services for children and adults with intellectual or developmental disabilities. These services help combat poverty and social inequities in vulnerable populations that cause enormous stress, increasing susceptibility to illness, substance abuse, and mental health issues.

Partners 4 Health helped navigate the healthcare delivery system to receive care at the right place and time for **427 clients**.

Case management visits: **2091 Clients were connected to wraparound resources** such as behavioral health, primary care, dental, housing, transportation, employment, utility assistance, and more. 52 of these individuals reached the wellness goals outlined in their personalized health plan.

Individuals provided therapy visits: 1226

The Life Choices team provided 20 wraparound services to 1226 individuals and helped 142 to live independently. 35 individuals participated in Art Therapy.

Health

NSO addresses health inequities and works to ensure access to holistic, multidisciplinary care through these initiatives:

- Partners 4 Health – primary care and case management services for those with complex conditions.
- 360 Neighborhood Wellness Centers (4 Locations) – integrated primary care and behavioral health care that is coordinated with supportive services to bridge gaps in fragmented health systems. 360 is a Certified Community Behavioral Health Center (CCBHC).

CCBHC

324 of NSO Integrated Behavioral Health Clients received follow-up appointments within seven days of discharge from the hospital.

130 NSO behavioral health clients with received primary care visits.

364 Substance Use Disorder (SUD) services were performed across our 360 Neighborhood Wellness Certified Community Behavioral Health Clinics (CCBHCs). SUD Therapy 213, SUD Psychiatric 15, SUD Nursing 2, SUD CM 29, SUD Assessment 28, SUD IPOS 77. Substance Use Disorder is a disorder that affects a person’s brain and behavior, leading to a person’s inability to control their use of substances such as legal or illegal drugs, alcohol, or medications. Symptoms can range from moderate to severe, with addiction being the most severe form of SUDs.

Adult Services

■ PASRR/OBRA

We completed **982 nursing home visits** to clients in our Omnibus Budget Reconciliation Act (OBRA) program, helping **1054 clients transition back into the community** to live independently.

We provided **685 health screenings** in hospitals and nursing homes through the Pre-admission Screening and Resident Review (PASRR).

■ Clinics

We Provided **14,504 services to clients with Serious Mental Illnesses (SMI) and 1017 Case management services were provided** across our 360 Neighborhood Wellness Certified Community Behavioral Health Clinics (CCBHCs).

We completed **4785 therapy visits** across our 360 Neighborhood Wellness Certified Community Behavioral Health Clinics (CCBHCs).

We completed **3238 psychiatry visits** across our 360 Neighborhood Wellness Certified Community Behavioral Health Clinics (CCBHCs).

We provided **939 Integrated Behavioral Health visits** to clients in nursing homes.

We conducted **2622 Integrated Biopsychosocial Assessments (IBP)** across our 360 Neighborhood Wellness Certified Community Behavioral Health Clinics (CCBHCs).

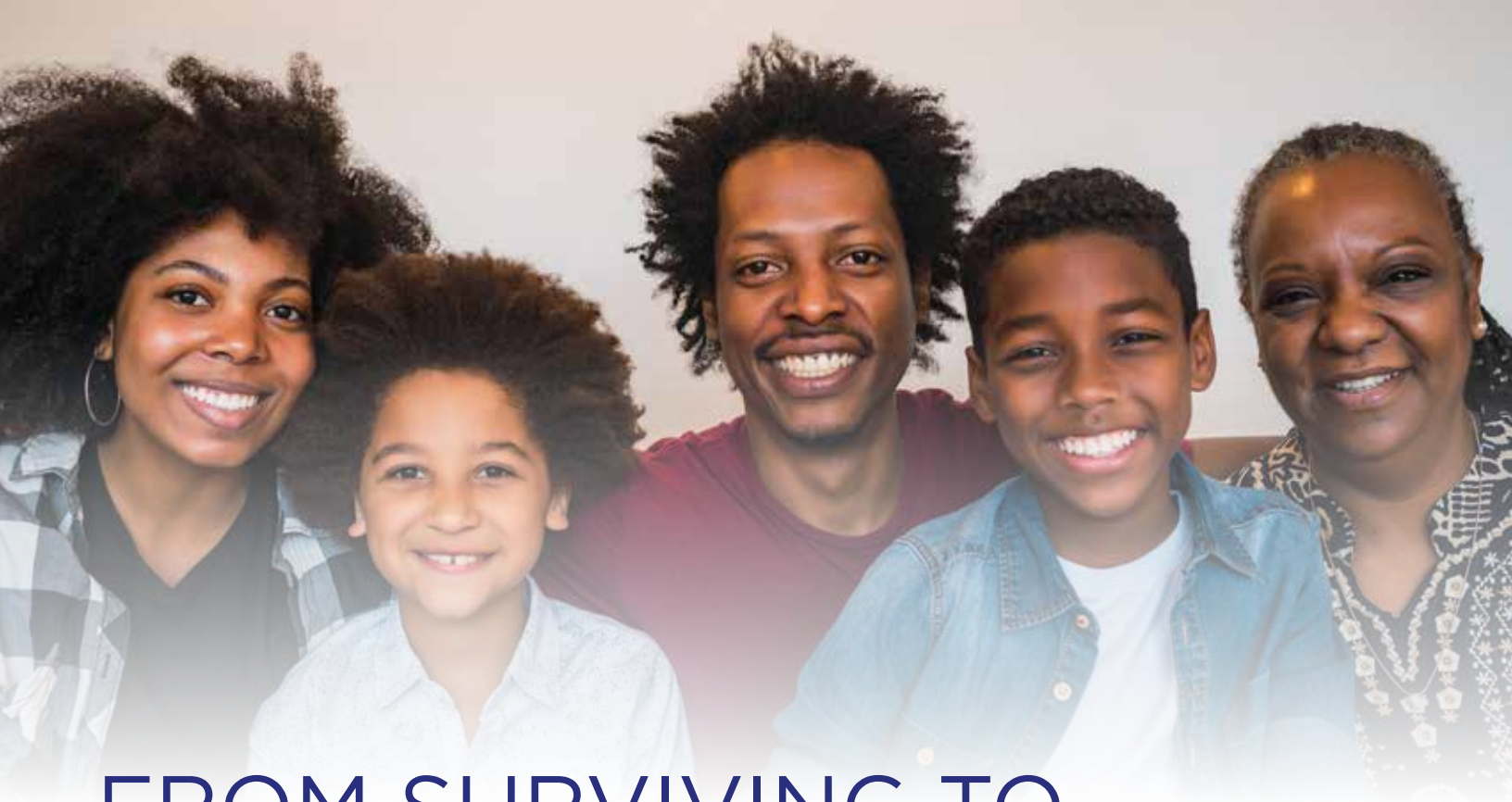
We conducted **2920 Individual Plans of Service (IPOS)** across our 360 Neighborhood Wellness Certified Community Behavioral Health Clinics (CCBHCs). The treatment plan/care plan is developed through person-centered planning. The person builds upon individual strengths and capacity to engage in activities that promote community life.

Community Outreach for Psychiatric Emergencies (COPE)

NSO’s Community Outreach for Psychiatric Emergencies (COPE) program provided **4804** Bedside assessments to NSO clients.

NSO provide wraparound services to metro Detroit’s unhoused.





FROM SURVIVING TO Thriving

Right Path to Better Health

Ms. K is a 55 year old woman, who prior to entering the shelter was residing in an abandoned building, involved in an abusive

Within the first month of the entering shelter, Ms. K overdosed three times and the shelter staff had to administer Narcan and/or contact EMS. It was apparent that her life was dependent upon a successful intervention.

After repeated engagement and encouragement, Ms. K enrolled in Medication Assisted Treatment (MAT) offered through NSO's 360 Neighborhood Wellness Center. After enrolling in primary care and substance abuse treatment, Ms. K expressed an interest in enrolling in community mental health treatment to address past traumas and relationship issues which had significantly contributed to her history of substance use.

Ms. K's health, appearance, and demeanor had dramatically changed from when she first arrived at the shelter. She slowly began talking and visiting with family members from whom she had been estranged.

In late December, she was welcomed back into her family's home. She continues to receive primary care, substance abuse, and mental health services via NSO using telehealth which she has learned to use on her phone.

Thanks to the amazing staff at NSO Ms. K is on the right path to better health.

NSO does more than provide shelter, it gives clients a new lease on life

Mr. R is a 60-year old man who had been experiencing homelessness since 2019 following a divorce.

He was also diagnosed with schizoaffective disorder which was marked by hallucinations, delusions and severe mood swings. Because he was also opioid dependent, his severe behavioral patterns were amplified, prompting severe manic depressive episodes that resulted in numerous short stays at various shelters, with each stay lasting only a few days due to relapses in which he would end up staying outdoors, in vacant homes, or in the hospital.

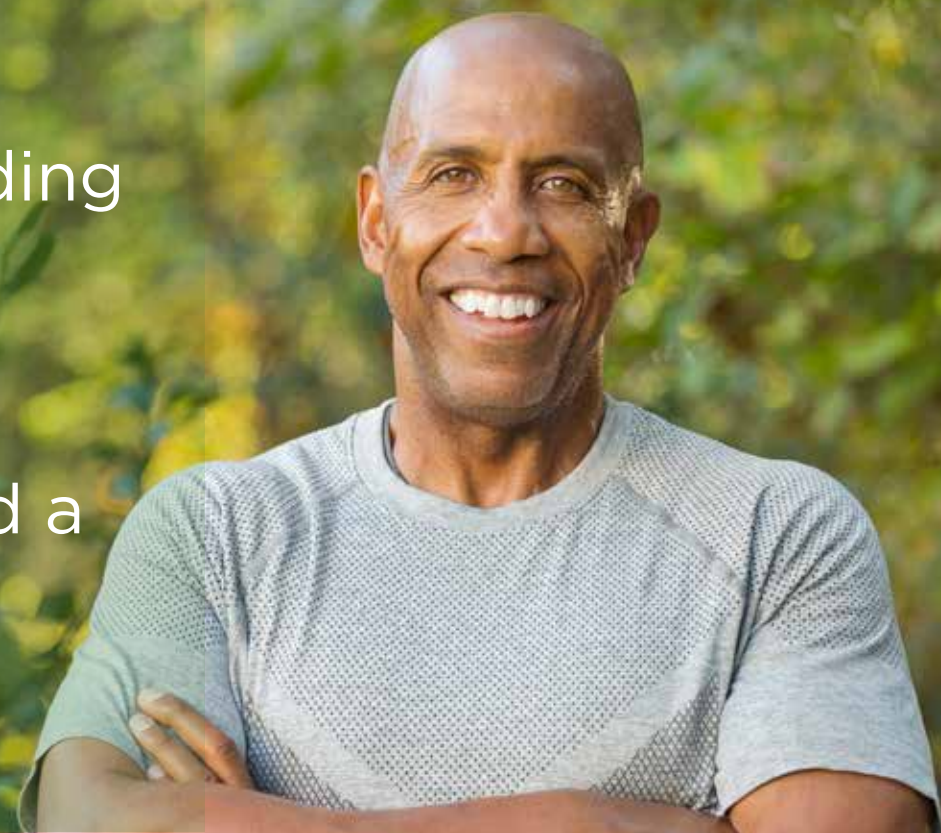
Mr. R entered shelter at NSO DHHC this past summer 2021, where he was immediately enrolled in behavioral health services and Medicated Assisted Treatment (MAT). Since beginning co-occurring treatment, Mr. R has not had any relapses with either his substance use or behavioral health and has not had any hospitalizations.

These support services has had a stabilizing effect on his life as he has been very active in his recovery and has been utilizing various services that NSO offers. He has recently been approved for a Housing Choice Voucher as well as an apartment. He is expected to move in within the next 30 days.

Once Mr. R moves into his apartment, his behavioral health services will follow him as he will be able to continue attending appointments via telehealth or by visiting the NSO 360 Neighborhood Wellness Center.

More than providing shelter services, NSO Healthy Housing Center helps people find a new lease on life by putting them on a path to physical and mental health along with permanent housing.

More than providing shelter services, Detroit Healthy Housing Center helps people find a new lease on life





Overcoming Challenges and Reaching Independence

For many parents, the moment when their children grow up and learn to be independent is one of the proudest of their lives. For NSO, our greatest joy is knowing that our services have empowered a client to no longer need our help.

We'd like to introduce you to Michael. Michael had been receiving services from NSO's Life Choices Children's Unit since he was a child. Michael was diagnosed with intellectual and developmental disabilities creating many challenges for him to overcome. At NSO, he received much needed support coordination, visits with our psychologists and therapists, skill building classes, and community living support.

Michael was a teenager trying to find his way when he began working with a new Supports Coordinator, Letitia W. Five years later, Michael

had become a young man who recognized his strengths and limitations. He was a legal adult and anxious to start an independent life.

When Michael and Letitia met in August, Michael told her he wanted to get a job. He decided that he would be responsible for completing four applications a month, following up on them, scheduling interviews, and attending the interviews.

Each month, Michael worked hard to meet his goal. He applied to places like Walmart, Dollar

Tree, and Tropical Cafe but either received no response or was told they were not hiring. Michael was not deterred and continued to apply for jobs with Letitia's support through their monthly Zoom meetings.

In November, Michael told Letitia about a Family Dollar store within walking distance from his home. She strongly encouraged him to apply. In December, Michael emailed Letitia to tell her he got the job. When they spoke after the holidays, Michael said, "I am very happy to be working at Family Dollar. I work the register and I also help with stock. I know I emailed you to tell you I got the job, but I wanted to tell you how I got the job."

Michael excitedly told Letitia, "I interviewed with one supervisor, but she couldn't hire me until I talked with the other supervisor. I kept going to the store until one day she was there, but she couldn't talk because she was the only one there to unload the delivery truck. I told her I could help her unload her truck if she wanted me to do so. I just needed to go home and let my family know my whereabouts. She was shocked and told me what time to come back. When I came back, she told me she was hiring me because I volunteered without worrying about if she would hire me. She saw that I really wanted a job and was willing to be a team player. She paid me for my time that day and I have been working ever since. I wanted to thank you for pushing me to always check on my application."

Letitia was beyond proud of this young man. She wished everyone could have seen the excitement in his face and the pride he had for getting a job on his own. Letitia told her co-workers, "This is why I keep doing this job. When I am blessed to see people begin to believe in themselves, I know that I am doing a good job."

But this is not the end of the story.

Letitia and Michael were scheduled to talk in February, but Michael missed his scheduled appointment. When he did not show up in

March, Letitia was worried. Letitia contacted his mother.

A few more weeks passed before Letitia received a phone call from Michael. He was fine, but that he decided to move to Texas to live with some friends. He used the money from his Family Dollar job to purchase a bus ticket to Texas. He had found a job that paid well, had a place to live, and was saving money to buy a car.

Michael ended his call by once again thanking Letitia for encouraging him to do things that other people thought he could never do. He also told her that he would no longer need the services that she and NSO had been providing. He ended by promising to make her proud and told her he would keep in touch.





Empowering Access THROUGH ADVOCACY

Affordable Housing Isn't Affordable

Neighborhood Service Organization (NSO), Senator Adam Hollier, Real Times Media, and McKinsey as Thought Partner hosted an Affordable Housing Summit, bringing together over one hundred game changers and critical stakeholders from around the city. The Summit produced candid conversations about the Affordable Housing crisis. Also, it addressed housing budgets for the average workforce, highlighted real-life stories of affordable housing effects, emphasized the need for understanding and navigating the complex housing system, and much more!

Little and Hollier wrote an op-ed and put out a call to action to attendees and committee at large to think creatively to thwart a housing crisis in Detroit. Participants represented corporations, nonprofits, foundations, real estate, housing development, government officials, healthcare workers, landlords, and business owners to help find housing solutions.



Handlebars for the Homeless

We heard the rumblings, read the posts on social media, and deliberated internally about whether NSO should bring the fundraising bike tour of Detroit's hidden treasures back live and in person. We need not wonder anymore if it was the right decision. The support NSO received on Sunday, August 14, was nothing short of amazing! Close to 300 beginner and avid cyclists showed up to Bell Building bright and early to see old friends and teammates, have some refreshments, and pick up their high-performance t-shirts before the ride began at 9 am. Fox 2 News aired six live segments on-site featuring CEO Linda Little, Handlebars for the Homeless creator and board member David Rudolph, and Bell resident Theresa Taylor.

With the return of Handlebars for the Homeless to in-person, a new route was designed by committee member and former board member Tom Page that took riders through a number of Detroit's historic communities that, included Boston Edison, Piety Hill, Virginia Park, Poletown, as well as the North End and Milwaukee Junction neighborhoods. This year, the midway point was also changed to the

Clay Apartments, NSO's 42-unit permanent supportive housing facility on Mack Avenue, named after former NSO Chief Executive Officer Sheilah Clay. The Clay Apartments is the first of two phases of a \$20 million Detroit Healthy Housing Campus, including an emergency shelter and health care services. While riders took a water break gathered on the lawn and basketball half-court at the Clay Apartments, resident Allah Young, one of the first residents to move into the building, shared words from his heart about how NSO has impacted his life. Proceeds raised at this year's event support NSO's Homeless Recovery Services, including The Clay Apartments and DHHC.

The day would not have been as successful without tremendous execution help from Darvell Powell, founder and president of Black Young Professionals (BYP) of Metro Detroit, and his team of fellow BYP members who volunteered to help set up the parking lot of Bell and manage the registration stations. NSO is extremely grateful for the partnership with BYP that dates back to 2016.

Financial - Fiscal 2021-22

Service Expenses

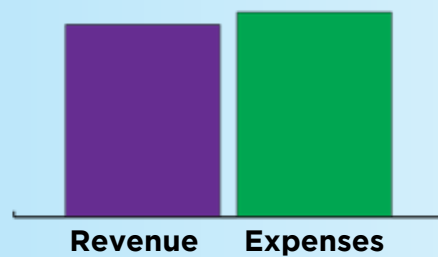


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|----------------------------|-------------|
| Older Adult Services | \$3,374,925 |
| Life Choices | \$3,197,144 |
| Crisis Intervention | \$1,122,122 |
| Clinics | \$2,540,371 |
| Homeless Recovery Services | \$5,631,696 |
| Real Property Activity | \$3,337,791 |
| Partners for Health | \$982,517 |

Revenues



| | |
|--|--------------|
| Grants & Contracts | \$20,363,680 |
| Public Support | \$210,314 |
| Client fees and insurance | \$455,233 |
| Rental Income | \$2,389,651 |
| Case Rate and Other Revenue | \$ 740,445 |
| Donor Restricted and *Other Changes in Net Assets | \$4,856,947 |




Change in Net Assets

*Including Donor Restrictions

| | |
|----------|--------------------|
| Revenue | \$29,016,270 |
| Expenses | \$25,716,160 |
| | \$3,300,110 |




Health Screenings/Testing




General Health
SCREENINGS:
19



High Blood Pressure
SCREENINGS:
14



COVID-19
Nasal Swabs
SCREENINGS:
35



VACCINATIONS

Pfizer 12+
1st: 20
2nd: 12
Boosters: 25

Moderna
1st: 3
2nd: 3
Boosters: 56

Janssen (J&J)
1st: 0
Boosters: 0

Flu Shots
Doses: 56

Throughout 2021 and 2022, NSO remained steadfast in our commitment to health. We continued to offer comprehensive health and COVID screenings to vulnerable populations as the COVID-19 pandemic began to shift to a smaller number of cases. For individuals who are already at a disadvantage due to socioeconomic, health, or other disparities, accessing timely medical screenings can be a lifeline. By ensuring that these essential services remained available, NSO played a pivotal role in safeguarding the health and well-being of many, detecting potential cases early, preventing wider spread, and reinforcing the overarching message of community solidarity in times of crisis.

Collaborative Partnerships

NSO is grateful to all our partners and donors. Their dedication and support gives NSO the ability make a difference in our community.

\$4,500

Anna McWherter, founder of Blessing Bags, collected over \$4,500 from a successful social media campaign. She purchased personal care products, blankets, cleaning products, clothing, and so much more!

850 Pairs of Socks

NSO received 200 socks from Donor Christine Sickel. Staff and students at the Detroit, Redford, and Oak Park Service Learning Academy locations provided 200 socks for a service project called Socktober. Additional donors also contributed to this much needed necessity.

150 Coats

NSO partnered with Detroit Pistons Jerami Grant and his foundation, Hour Generation, to distribute coats to clients and community members, feed shelter residents and provided over 100 clothing items.

100 Colorectal Kits

NSO distributed 100 Colorectal kits using Detroit Medical Center (DMC) clinics through a Colorectal partnership.

25 Laptops

Comcast and Older Adults Technology Services (OATS) donated 25 laptops to NSO's Older Adults Services program to bridge the technology gap among senior populations.

15 Welcome Home Kits

NSO provided 15 Welcome Home Kits to clients through a United Way grant with kit donations from Renaissance Links.

2 Shelter Computers

United Way for Southeastern Michigan donated two laptops and other technology equipment to NSO Shelter.



DONOR HIGHLIGHT

Arrow Strategies and CEO Jeff Styers:

Empowering Change through Generous Support for NSO

Arrow Strategies, led by CEO Jeff Styers, has established itself as a significant supporter and major donor of the Neighborhood Service Organization (NSO). This article highlights the personal journey of Jeff Styers and the philanthropic endeavors of Arrow Strategies, focusing on their unwavering commitment to NSO's mission. Through their generous contributions and support, Styers and his organization have become champions for positive change, empowering individuals facing developmental challenges and contributing to the betterment of the community.

A Shared Vision of Empowerment:

Jeff Styers, a Native American Indian, embraces his heritage and values, which have shaped his life and accomplishments. Styers' boxing career, where courage, dedication, and hard work were vital, paved the way for his entrepreneurial journey. After leaving boxing, Styers ventured into sales, staffing, and management, ultimately founding Arrow Strategies. Guided by a people-centric leadership philosophy, Styers prioritizes his employees, fostering a culture that allows them to thrive and significantly impact the community.

Supporting NSO's Mission:

Arrow Strategies' partnership with NSO extends beyond business, reflecting Jeff Styers' philanthropic spirit and commitment to making a positive difference. NSO, dedicated to serving individuals with developmental challenges and supporting vulnerable populations, aligns closely with Styers' core values. Through his family foundation, Styers focuses on poverty alleviation, education, and providing opportunities to those in need. Recognizing the grassroots efforts of NSO in addressing mental and emotional challenges in inner-city communities, Styers passionately supports their mission.

Major Donor and Transformative Impact:

Arrow Strategies' substantial contributions to NSO have impacted the lives of individuals facing developmental challenges. Their financial support has enabled NSO to provide essential programs and services, bridging housing, health, and well-being gaps. Of particular significance is Arrow Strategies' support for NSO's Life Choices - Art Therapy program, which has flourished due to its generous contributions.



JEFF STYERS
PRESIDENT & CEO
ARROW STRATEGIES

A Culture of Giving Back:

Arrow Strategies embodies a culture of community and philanthropy. In addition to supporting NSO, they contribute to various causes such as veterans' support, disadvantaged youth, homelessness, education, and healthcare. With a commitment to donating 10% of their earnings each year, Arrow Strategies empowers its team members to choose and support charitable initiatives, amplifying their impact on those in need.

Jeff Styers, CEO of Arrow Strategies, and his organization exemplify the transformative power of philanthropy and compassionate leadership. Through their partnership and generous support for NSO, Styers, and Arrow Strategies have empowered individuals facing developmental challenges, enabling them to overcome obstacles and realize their full potential. Their unwavering dedication to making a positive impact serves as an inspiration, demonstrating the profound difference that a compassionate and driven leader can make in our communities. NSO is grateful for Arrow Strategies' ongoing support and commitment to our mission, as together, we continue to create meaningful change and uplift those in need.

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Our major funders have generously donated gifts over \$25,000. Their gifts support our work today and make future growth possible. Thank you!

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**Welcome to
the Neighborhood**

For more information about our services, please contact us.

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