



the power of

CHOICE

2013 Annual Report





POWER OF CHOICE

Two thousand and thirteen (2013) was a historical year for Neighborhood Service Organization (NSO). The six-year vision of creating permanent housing for homeless adults finally became a reality. Additionally, NSO moved its headquarters into the Bell Building and into our new community, Hope Village. The realization of this vision occurred when men and women walked through the doors, signed leases, and crossed the doorway to their new home for the first time. These simple, yet significant, acts were life changing. None of these individuals chose homelessness, but they did choose to end it.

NSO's mission statement references the 'power of choice' which is the core principal that guides our work. We know that individual choice and self-determination are the 'driving forces in the change process' and we govern our work by this value. It is evident in every life we touch.

- The teenage gang member who witnessed constant violence and decides he wants a different outcome. He chose to focus on his academics and becomes a peer educator at NSO so that, not only he, but also his friends can have a better future.
- The families who decided their life in poverty must come to an end and chose to enroll in NSO's life skills classes, early childhood education, and workforce development programs.
- The youth and adults with developmental disabilities who choose not to limit their lives based on the perceptions of others, and have chosen to start their own businesses and break the stereotypes other have cast for them.

These individuals could have continued to live the lives they were living; but they chose not to. It is only when you exercise your right to choose that you can also exercise your right to change. These are the life decisions NSO encourages and supports for the people we have the honor of serving.

You will read many of our consumers' success stories on the pages of our 2013 Annual Report. We are proud of the courageous life choices our consumers have made to believe in themselves, and have faith in the possibilities ahead. This is the result of the 'power of choice'.

Our work would be impossible without dedicated and phenomenally committed staff and Board leaders who are inspired daily by the incredible lives of those we serve. We also have been blessed to have over a thousand new volunteers, donors, and supporters who chose to help us fulfill our mission. Kevin Heath of More4Kids wrote, "A true hero is not someone who thinks about doing what is right, but one that simply does what is right without thinking." On behalf of the Board of Directors and staff, we thank all our supporters and partners for exercising your power of choice to join NSO in this critical work and to be our true heroes.

Sincerely,

Sheilah P. Clay
President and CEO

Ray C. Johnson
Board Chair



MISSION

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

10-YEAR VISION

With disciplined planning and thoughtful execution, NSO has had a significant impact on changing lives.

CORE VALUES

Access
Collaboration
Respect
Compassion
Commitment
Quality
Integrity

The dedicated staff of Neighborhood Service Organization serves thousands of people each year. Many come to NSO overwhelmed by their circumstances, disengaged from their community, feeling helpless and hopeless. Some believe they are out of options, others believe they never had any options to begin with.

By delivering services one-on-one, person-to-person, NSO not only facilitates the hopes and dreams of people throughout our community, we help them see a world of choices. We encourage them to utter one of the most empowering sentences in the English language:

“I choose . . .”

No matter how the individual finishes that sentence, the beginning—the two words spoken first—endows them with the ability to take control. Once a person can truly see that they have the power of choice, the ending is up to them.

I CHOOSE . . .

*to be my child's first teacher.
to come in from the cold.
to learn to live without gambling.
a life that is led with dignity.
to stay in school and out of prison.
to accept a helping hand.
to help my community.
to lead.
to change my life.*

In 2012, NSO began to develop a new strategic plan to take the organization well into its sixth decade. While many defining components of the organization, such as the core values, were evaluated and remained the same, the mission statement was revised to more closely reflect the ideals and driving force behind all of our work.

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

With this new mission statement, NSO is committed to continually innovating to provide powerful, life changing, life improving programs and services that empower people to change their lives for the better, by harnessing their Power of Choice.



President and CEO, Sheilah Clay and Vice President of Real Estate Development & Management, Joe Heaphy accepted the National Trust for Historical Preservation Award for restoration of the NSO Bell Building.



BEHAVIORAL HEALTH PROGRAMS

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

ETS/SPC has provided free, 24-hour telephone counseling, crisis intervention, suicide prevention and information and referral services since 1978. Caring professionals provide assistance and emotional support to individuals who are experiencing mental health, substance abuse or other interpersonal problems. In 2013, crisis counselors responded to almost 89,000 callers on several different help lines including:

- National Suicide Prevention Helpline, 1-800-273-TALK
- Wayne County Crisis and Information and Referral Line, 313-224-7000 or 1-800-241-4949
- Michigan Problem Gambling Helpline, 1-800-270-7117 (through 12/31/2013)
- Crisis Intervention and Information and Referral for all NSO programs and services, 1-800-811-4211
- Maternal Support Helpline, 1-800-26-BIRTH
- After-hour phone support for 6 local community agencies

In addition, ETS/SPC staff members conducted 20 informational presentations and distributed more than 10,000 educational and informational flyers throughout the community.



I CHOOSE...

to not harm myself.

When I picked up the phone, I was desperate. After completing a major project, I was called in to my boss's office expecting to be congratulated. Instead I was 'downsized'. I felt hopeless and full of shame and despair. I began to think suicide was better than facing my friends and family. I had a knife in my hand when I called the National Suicide Prevention Helpline. I spoke to someone, but hung up ready to end everything. Then my phone rang. I didn't answer. The phone rang again. It was the NSO counselor. The police arrived a few minutes later to take me to the hospital. Just knowing that someone, anyone, cared enough about me to call back and send help gave me hope. That phone call, and the one person who cared at that moment, saved my life.

I CHOOSE...TO LEARN TO LIVE WITHOUT GAMBLING.

Three years ago, I faithfully attended Gamblers Anonymous (GA) meetings while continuing to gamble. I had lost my job and my home. The longest I ever remember going without gambling was 6 months. I just didn't care. After falling lower than I ever thought I could fall, I gave treatment one last try. I committed to seeing a therapist, attending GA meetings, and most importantly not gambling. It hasn't been easy, but now that I have the support I need and have made a commitment to myself, I am living within my financial means and free from the bonds of my gambling addiction.

Gambling Treatment Program

NSO provides comprehensive treatment services to compulsive gamblers and their families. Funded by the Michigan Department of Community Health, our statewide program provides assessment and support to those experiencing gambling problems. With one call to the Michigan Problem Gambling Helpline, callers can receive immediate counseling as well as a referral to one of 56 gambling treatment counselors in NSO's statewide network. The helpline received more than 33,000 calls in 2013 and 556 people began voluntary treatment for their addiction. In partnership with the Michigan Department of Community Health, NSO hosted the Annual Gambling Symposium for more than 100 service providers, clinicians and family members affected by problem gambling.

Critical Incident Stress Management (CISM)

NSO coordinates the Wayne County Critical Incident Stress Management 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 6 CISM requests last year, debriefing 87 individuals.

I CHOOSE... THE TEAM I WANT TO WORK WITH AND THE SERVICES I RECEIVE.

They didn't think I could do it. "They" were my parents, the people at my job, and sometimes strangers at the grocery store. They saw me as different, maybe strange, and not capable of adult decisions. They talked to me like a child. When I decided to have a child of my own, they wanted to take him away. They were wrong. With the help of NSO Life Choices, I learned how to keep my son safe and to care for him. I've even met other parents just like me. Now I'm working to get him ready for school. He's a really smart boy. We are a family.

In 2013, NSO Life Choices expanded and moved its children's programs to the NSO's Harper-Gratiot Multi-Service Center. The PLAY Project (Play and Language for Autistic Youngsters) continues to grow with staff working one-on-one with autistic children age 18 months to 6 years and their families, to help them connect, communicate and build relationships with others. More than 190 children were served through the Early On program designed to address developmental delay or conditions that could lead to such a delay for children birth through 36 months. This year also featured the inaugural Leadership Camp for youth.

Older Adult Services (OAS)

OAS provides mental health outreach, residential and advocacy services to help older adults with mental illness in Wayne and Oakland Counties reach their maximum potential and remain active community participants. Through the OAS residential care program, consumers receive a full range of clinical, psychiatric, nursing and occupational therapy

Less than 1/2 of 1% of OAS consumers required psychiatric hospitalization.

assistance in supported living settings. OAS provided case management and clinical services for more than 4,600 older adults in our community last year. Through NSO's efforts, 43 people were moved from nursing homes to more independent settings, 18 people were diverted from psychiatric hospitalization, and 81 people were found to not require nursing home placements. OAS staff provided more than 14,000 therapy sessions and 8,100 psychiatric clinical services to support older adults living as independently as possible. Since the inception of the OBRA (Omnibus Budget Reconciliation Act) Program, OAS has helped 963 people move out of nursing homes and into less restrictive settings.

Life Choices

Life Choices' SPIN (Supporting Parents' Individualized Needs) program provides home visits, individual and group support to help parents with developmental disabilities not only keep their children in their home, but raise thriving families. Through NSO's efforts in 2013, more than 60 parents with developmental disabilities are raising more than 70 happy and healthy children.

Life Choices provides support for children and adults with developmental disabilities including comprehensive outpatient and support services, ongoing assessment of community programs and resources, therapy, evaluation and planning, guardianship assistance, residential placement and monitoring, 24-hour crisis intervention and stabilization, parenting skills training, and art therapy. Life Choices staff provided more than 1,200 case management services per month in 2013 and hundreds of people received individual, group and family therapy as well as psychiatric services.



Mural painting



Leadership Camp



Graduation Party



Jessica Holmes ARC award

I CHOOSE... A LIFE OF... DIGNITY AND INDEPENDENCE.

I am the last of my family. My parents, brothers, and sister are gone. With no one to help care for me, I was sent to a nursing home. While a nursing home might be right for some people, it just wasn't right for me. I might be old, but I don't need to be in a nursing home. Working with Older Adult Services gave me the choice of moving out of the nursing home and into my own apartment. My case manager visits often to make sure I am OK and taking the medication I need for my bipolar disorder. I love walking around my neighborhood and my roommate and I have even decided to support each other trying to lose weight. A year later, we've lost more than 100 pounds together!



I CHOOSE...

to come in from the cold.

I've seen it all. And I used to think I knew it all. I thought I was doing fine, living in an empty building, getting money from people on their way to work. When The Road Home van first came my way, I told them I was fine. I didn't need help. Then one very, very cold night, I got in the van. I just wanted to get warm for a little while. I found myself at the Tumaini Center, or as we call it 'The NSO'. While I was getting warm, someone talked to me about seeing a nurse for the sores on my feet. They helped me get better. They helped me find a doctor and get the benefits I needed. Then they helped me find a home. Now I live in my own apartment and NSO still checks in and helps me when I need it. Now I am healthy and looking for a job. I wasn't fine before, but I am now. I've seen it all.

HOMELESS RECOVERY SERVICES

The Road Home

The Road Home is a unique mobile outreach program that makes direct contact with homeless individuals who live on the streets of Detroit. The outreach teams rely on calls from the community and the continual canvassing of known havens for the homeless to begin building trusting relationships with individuals that do not utilize the shelter systems. They then make an initial assessment of the consumer to determine their needs, and transport the individual to an appropriate facility to receive care, support and housing, helping them to rejoin their community. In partnership with Street Medicine Detroit, many homeless individuals also received basic medical care. In 2013, The Road Home engaged more than 750 people, many of whom boarded the van to the Tumaini Center—a first step on their road home. 35 people received housing this year through The Road Home.

Tumaini Center

Named for the Swahili words for ‘believe’ and ‘hope’, the Tumaini Center is a crisis support center for chronically homeless individuals. Established in 1975, the center provides services to all who enter our doors including substance abuse treatment referral, mental health assessment and referral, case management, emergency food, showers, and clothing storage. A dedicated network of churches and community groups provide meals at the center. In 2013, Tumaini Center helped more than 1,200 individuals connect with support services including mental health and substance abuse counseling, primary health care, acquiring government identification, applying for benefits, reconnecting with family and housing. The Tumaini Center helped 228 people transition to housing this year.

The NSO Bell Building redevelopment project received several awards in 2013 including:

Governor’s Award for Historic Preservation

Michigan Historic Preservation Network’s Building Award

American Council of Engineering Companies of Michigan’s Merit Award

Engineering Society of Detroit Construction and Design Award

National Trust for Historic Preservation Award

Judges Award: Most Advanced Financial Structure, 2013 J. Timothy Anderson Awards for Excellence in Historic Rehabilitation

Local Initiatives Support Corporation of Detroit and Community Development Advocates of Detroit—2013 Award for Excellence in Real Estate Development

Brick in Architecture Award Program

Supportive Housing

NSO utilizes a ‘Housing First’ approach to provide permanent supportive housing services to formerly homeless consumers. This approach provides homeless people with housing quickly, and then provides them with their needed services in their community.

Permanent supportive housing provides stability so the resident can begin to address the challenges that led him or her to homelessness. This stability, a caring NSO case manager, and a network of supports, help the formerly homeless individual live a more stable, productive life at great cost benefit to the community.

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 supportive services to homeless persons with disabilities including mental illness, chronic addiction, AIDS and related diseases. The program’s case managers assist clients to access community-based services based on the client’s individualized service plan, coordinate care amongst service providers, and teach daily

living skills to ensure the client successfully sustains housing. Seventy-five adults were housed and supported through Bridges and 52 people were supported through Shelter Plus Care in 2013.

Projects for Assistance in Transition from Homelessness (PATH)

Through PATH, an outreach program to homeless people with mental illness, NSO assisted 533 individuals with serious mental illness, including co-occurring substance use disorders, who were homeless or at risk of becoming homeless. 43 people received housing through PATH this year.

NSO Bell Building

By late 2012, 155 formerly homeless individuals were living in their one-bedroom apartments in the renovated NSO Bell Building. The building provides more than a place to live. On-site supportive services help residents connect to primary and health care, addiction treatment, counseling support and Illness Management and Recovery. In-house training and classes help residents with life skills and connections to GED preparation, community college, and job training. The NSO Bell Building is the largest supportive housing development in the state of Michigan.

Thanks to their new addresses in the NSO Bell Building, in November 2012 many residents were able to vote in a presidential election for the first time.

COMMUNITY PROGRAMS

Harper-Gratiot Multi-Service Center (HGMSC)

Located on Detroit's east side, HGMSC provides comprehensive, coordinated accessible health and human service programs to the community in one convenient location. Visitors can receive assistance accessing state and federal benefits, receive emergency food vouchers and utility assistance. In 2013, HGMSC received calls or walk-in visits from almost 15,000 individuals and families seeking assistance. NSO helped 219 people complete the online application with the Department of Human Services for utility, rent and food assistance, as well as health insurance. Working in partnership with St. Vincent and Sarah Fisher Center, 66 adults prepared to take the GED, and through a partnership with Accounting Aid Society, NSO helped 247 people file tax returns resulting in more than \$282,000 returned to the community. In addition, 32 families received Thanksgiving food baskets and 97 families received Christmas gifts and food baskets.

The center is also home to NSO's Home Instruction for Parents of Preschool Youngsters (HIPPY), Youth Initiatives Project (YIP), YouthLink Workforce Development, and Life Choices Children's Programs.

I CHOOSE... TO ACCEPT A HELPING HAND.

I didn't know what was in that big building on the corner. I must have passed it a million times. Someone told me that they help people. I didn't want to ask for help, but when I looked at my 3-year-old daughter, I knew I had to swallow my pride and walk through the door. I'm sure glad I did. NSO helped me sign up for SNAP benefits, and let me pick out some clothes and a warm winter coat for me and my daughter. Now they are helping both of us get an education. I'm helping her get ready for Kindergarten while I'm taking GED classes. We even got a box of food and a turkey for Thanksgiving and the doll my daughter really wanted for Christmas! I'm so glad I walked into that big building full of people who want to help.

I CHOOSE... TO STAY IN SCHOOL AND OUT OF PRISON.

In my neighborhood, friends, brothers, uncles, and cousins have chosen a life that I wouldn't want for myself. When I think back now, I was headed down that same path. My grades were lousy, I didn't care about school, I didn't see past the next weekend. A friend at school told me about YIP and asked me to go to a meeting. I think I only went for the snacks. But something changed. I saw kids my age, who grew up in my neighborhood, and they were doing something. They were putting together a press conference to reduce gang violence in our neighborhood; they were learning how to organize people around issues they cared about like safe schools and preventing drug use. I joined YIP and started working on 'Grads, Not Inmates'. People started talking to me about life after high school. I was encouraged to work more in school, YIP helped me get a summer job in an office downtown and even apply to college and for some scholarship money. Last fall, I became the first person in my family to go to college.

Youth Initiatives Project (YIP)

YIP provides youth leadership and advocacy training focused on gun violence and substance abuse prevention. Designed to encourage youth activism and peer-to-peer collaboration, YIP's training and technical assistance provide youth leaders with the skills to plan and organize activities that promote well-being and success. In 2013, YIP trained 296 students through its Leadership Institute, helped 230 youth secure summer jobs and reached more than 6,300 students with its youth-led awareness campaigns, helping young people realize their vision of a safer community and a brighter future.



Former NFL player, Greg Jones, speaks to YIP males

I CHOOSE... TO HELP MY NEIGHBORS.

I'm a busy person. Between work, my family and my social life, I am always running. I haven't always made time for myself, let alone people I barely knew. But last year I made a resolution to make the time to get involved in my community. I chose to volunteer for NSO because they have so many programs that help people. I got started helping to serve a holiday meal at the Tumaini Center. Then I helped set up apartments for new residents of the NSO Bell Building. Next year, I'm ready to help at the Life Choices Graduation Party. I love helping others and NSO makes it easy and rewarding.

NSO Volunteer Program

NSO Volunteer Program provides individuals and groups with meaningful, fulfilling opportunities to help their most vulnerable neighbors. NSO offers one-time and ongoing opportunities to engage with the individuals and families we serve. In 2013, more than 1,200 people volunteered almost 8,400 hours for NSO with an estimated value of more than \$168,000.

Home Instruction for Parents of Preschool Youngsters (HIPPY)

HIPPY empowers parents as their child's first teacher by providing them with the tools, skills and confidence they need to work with their three-to-five year old children. The 30-week program is conducted in the home with our trained coordinators. Bringing families, organizations and communities together, this internationally-recognized best-practice program removes barriers to participation such as limited financial resources and lack of parental education. In 2013, sixty families were served by NSO HIPPY.



HIPPY Graduation



Female Summit

YouthLink

YouthLink began operating in late 2013. This year-round youth program is designed to provide youth with the opportunity to invest in their future through participation in youth employment skills and career training, mentoring and tutoring. This program, a partnership with Focus: HOPE is funded by the Detroit Employment Solutions Corporation.



I CHOOSE...

to be my children's first teacher.

A little more than a year ago, I signed my daughters up for HIPPY because I wanted them to be ready for school when they turned five. At the beginning, they were given a test to see what they knew. The scores were not good. At three and four years old, they were already behind. We worked with our staff person from HIPPY every week and I helped the girls with their lessons almost every day. Just a month ago, they were tested again and they are all caught up—even better in some subjects. When we first started with HIPPY, I couldn't understand how some things like standing up and laying down lines and connecting the dots would help the girls with their learning, but I understand now because everything started falling into place. I appreciate everything HIPPY is doing for me and my family.

SPOTLIGHTS



Board Member Spotlight

Dr. Richard Lichtenstein's passion for social justice and equal opportunity for all people is evident to anyone who has ever heard him speak about these issues. As the S.J. Axelrod Collegiate Professor of Health Management & Policy in the University of Michigan School of Public Health, Richard has spent much of his career helping students learn about the U.S. healthcare system and factors, including poverty, that effect people's health. He is the founder and director of the university's Summer Enrichment Program in Health Management and Policy, encouraging undergraduates to enter public health careers through internship opportunities.

Richard first became involved with NSO in 2001 working as a researcher facilitating enrollment in the children's Medicaid program on Detroit's east side. His dedication to this work with NSO's Harper-Gratiot

Multi-Service Center was clear and it was not long before he was asked to serve on the board of directors. Richard notes both the renovation of the NSO Bell Building and Youth Initiatives Project as two NSO programs he views as attacking public health issues in innovative, non-traditional ways.

In addition to his commitment to NSO, Richard also serves on the board of directors of Corner Health Center, a Ypsilanti adolescent medical center, and as a trustee for two Voluntary Employee Beneficiary Associations.



Volunteer Spotlight

NSO is proud to have the support of hundreds of individuals and community groups volunteering to help improve the lives of the individuals and families we serve. One of our special group relationships is with the Detroit Chapter of Jack and Jill of America, Inc.

Jack and Jill is a nationwide organization with more than 230 chapters representing more than 30,000 family members. The core of the Jack and Jill of America philosophy is that every child—if given the proper guidance and opportunity—can be developed into a leader.

More than a year ago, the Detroit Chapter adopted NSO as their charity partner and since then their parent and youth members have made a lasting impression on many of the people we serve. Jack and Jill Members have;



- prepared apartments in the NSO Bell Building for their new tenants;
- assisted developmentally disabled adults and children at NSO Life Choices Art Therapy each month;
- created ornaments to be delivered to seniors served in the NSO Older Adults Services program;
- adopted seven low-income families from the NSO Harper-Gratiot Multi-Service Center Adopt-A-Family Holiday program providing them with gifts and food;
- partnered with the NSO Youth Initiatives Project (YIP) on a teen bowling and dialogue activity;
- served as adult female role models at YIP female youth empowerment events;
- donated \$5,000 to sponsor an apartment in the NSO Bell Building.

We are grateful for the ongoing support of Detroit Chapter of Jack and Jill of America and all of the individuals and groups that help NSO improve the lives of our most vulnerable neighbors.

Staff Member Spotlight

For Dr. Staci Hirsch, faith, family and her NSO clients are the most important parts of her life. She has been serving NSO's homeless and formerly homeless clients for the past seven years. Staci, who holds a Psy.D. in clinical psychology from the Illinois School of Professional Psychology (now Argosy University) in Chicago, is currently the Program Supervisor of the NSO Supportive Housing/Bridges program. She and her team provide services to help formerly homeless clients maintain their housing while addressing the challenges that led them to homelessness. These challenges quite often seem insurmountable to the clients without the guidance and partnership of Staci and her team.



A tireless advocate for people battling mental illness and addiction, she was selected to the National Council for Behavioral Health's Middle Management Leadership program. With just the right balance of academic knowledge and a true love for the people with whom she works, Staci is changing lives. She visualizes her work as, "My client and I have big swords and we are battling life together." Staci admits to never completely leaving her job and thoughts of her clients, but she enjoys what she describes as a quiet, drama-free life at home with her husband and daughter.

Special Recognition

Congratulations to the organizations and individuals who were honored by NSO this year.

President's Award

Carol A. Goss, Former President and CEO of The Skillman Foundation

Carl Levin, U.S. Senator

Champion Award

Karla Henderson, former Group Executive of Planning and Facilities, City of Detroit

Shaunda Minley, Volunteer

North Oakland Vocational Association

McGregor Fund

Inspired Life Award

Maurica Daffin, Youth Initiatives Project

Sarah Presson, Older Adult Services

Roberta McFadden, Homeless Recovery Services

Sequoia Pegues, Life Choices

Percy Blount, Life Choices

Employees of the Quarter

NSO instituted an Employee of the Quarter recognition program in 2013. Honorees are nominated and selected by peers and supervisors.

Older Adult Services

Mary Cunniffe, Outreach Therapist

Samantha Carducci, Outreach Therapist

Gary Goldstein, Outreach Therapist

Life Choices

Janis Kaufman, Art Therapist

Evelyn Respress, Supports Coordinator

Deborah Smith, Supports Coordinator

Homeless Services

Wesley Williams, Consumer Advocate

Leah Tollini, Mental Health Case Manager

Joyya Pettus, Recovery Coach

Harper-Gratiot Multi-Service Center

Kathy Carson, Intake Coordinator

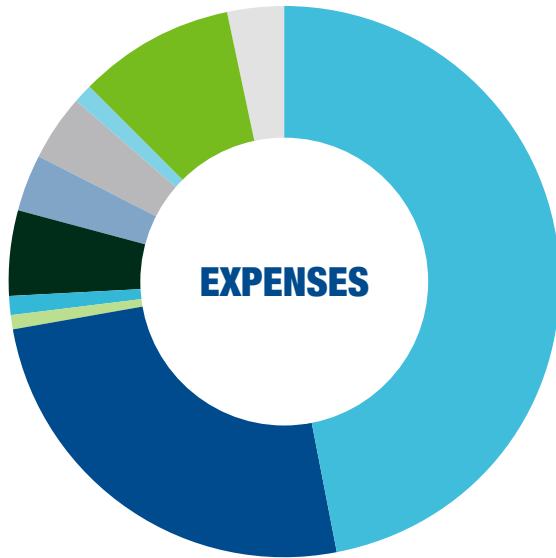
Central Office

Cindy Mazak, HR Generalist

Lisa White, Help Desk Representative

Lauren Firebaugh, Manager of Properties

FINANCIALS



Expenses by Program Area

FY 12-13 Expenses

Older Adults	\$9,731,295
Developmentally Disabled Consumers	\$5,226,901
Basic Needs	\$122,738
Youth Services	\$249,280
Supportive Housing	\$1,014,290
Addiction/Gambling Services	\$693,800
Crisis Intervention	\$845,028
Early Childhood Education	\$227,891
Homeless Services	\$1,890,379
Bell Building Expenses	\$633,630
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Sub-total Service Expenses	\$20,635,232
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Administrative Services	\$4,469,821
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TOTAL EXPENSES	\$25,105,053

Revenue Sources

FY 12-13 Revenue by Funder

Government	\$14,445,241
Foundations	\$309,190
Individuals/Corporations	\$159,304
Grants/Contracts/Other Revenue	\$14,587,755
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TOTAL REVENUE	\$29,501,490



FUNDERS, PARTNERS & DONORS

(Fiscal Year Oct. 2012 – Sept. 2013)

Corporate & Community Funders

Advance Counseling	Detroit Area Agency on Aging	Michigan State Housing Development Authority	Spaulding for Children
Bank of America Charitable Foundation	Detroit Receiving Hospital	National Suicide Prevention Lifeline	Substance Abuse and Mental Health Administration
Behavioral Health Professionals, Inc.	Detroit Wayne County Community Mental Health Agency	Northeast Guidance Center	U.S. Department of Housing and Urban Development
Charter One Bank	Development Centers, Inc.	Pioneer Behavioral Health	United Way for Southeastern Michigan
City of Detroit	Ethel and James Flinn Foundation	Salvation Army	W.K. Kellogg Foundation
Consumer Link Network	Michigan Department of Community Health	Skillman Foundation	Wayne RESA
Corporation for Supportive Housing		Southwest Counseling Solutions	

Partners

Accounting Aid Society	Detroit Wayne County Community Mental Health Authority	Language Line	Quicken Loans
Adult Well Being	Detroit Youth Division	MAN Network	Sacred Heart Church
Advance Counseling	Detroit Youth Violence Prevention Initiative	Matrix Center	Share Our Strength
ARISE Detroit	Development Centers, Inc.	Medical World Relief, Inc	Skillman Foundation
Beaumont Hospital	DMC Hospital Transition Workgroup	Michigan Association on Problem Gambling (MAPG)	Southwest Counseling Solutions
Behavioral Health Professionals, Inc.	Families Building Faith	Michigan Department of Community Health	Spaulding for Children
Black Family Development	Farmer John Market	Michigan Rehabilitation Services	St. Leo Catholic Church
Black Mothers' Breastfeeding Association	Focus: HOPE	Michigan State University Extension Program	St. Vincent and Sarah Fischer Center
Capuchin Soup Kitchen	Franklin Wright Settlements	Mike's Fresh Market	Street Medicine Detroit
Center for Senior Independence	GESU Parish	National Suicide Prevention Lifeline	Teach 4 Detroit
Charter One Bank	Gleaners	Northeast Guidance Center	The Heat and Warmth Fund
City Connect Detroit	Grannies Moving Forward	Oakland University	Truck Ministries
Detroit Area Agency on Aging	Here-to-Help	Oakman Boulevard Community Association	United and Children Head Start
Detroit Asian Youth Project	Hmong United Church of Warren	Osborn Neighborhood Alliance	United Way for Southeastern Michigan
Detroit Police Department	Homes for Black Children	Pharmor Pharmacy	University of Michigan School of Public Health
Detroit Public Schools	Jack and Jill of America	Pioneer Behavioral Health	Women, Infants, and Children
Detroit Urban Research Center	Jesuit Volunteer Corps		Youthville Detroit
	Jewish Vocational Services		

2013 RiverRun Sponsors

Cash Sponsors

1st City, LLC	Health Alliance Plan
Behavioral Health Professionals, Inc.	Henry Ford Health System
Daly Merritt, Inc.	KMG Prestige, Inc.
Delta Dental Plan of Michigan	P&C Real Estate Investment Co. LLC
DTE Energy	PCE Systems
Fusco, Shaffer & Pappas, Inc.	

In-Kind Sponsors

Angelina Italian Bistro	Pizza Papalis
DoubleTree Suites Detroit	Robin Cole
Downtown—Fort Shelby	Slows Bar-B-Q
KMG Prestige	The Hudson Cafe
Meijer	The Whitney

Courage to Change Society Members

Linda Alexander	Wendy Hamilton	Jerome Morgan	Gregory Terrell
Sheilah & Harold Clay	Ray C. Johnson	Timothy O'Brien	William & Terese Weld-Wallis
Jeffery & Lois Collins	Alger LaHood	Reginald & Kathleen Pelzer	Crystal L. White
David & Amy Curtis	Mildred Matlock	Curtis M. Smith	

Individual Cash Donors (\$250+)

\$5,000+

Robert Mazur

\$1,000 – \$4,999

Linda Alexander
Harold & Sheilah Clay
Robin Cole
John Daly
Allyson Farquhar-Boyle & Joseph Boyle
Samuel & Lauren Firebaugh
Darin & Amy Francis
Joseph Heaphy & Anne Osmer
Keith Hullum
Mildred Matlock

Jerome Morgan
Claudia Orr
Reginald & Kathleen Pelzer
Kathiravelu Thabalingam
William & Terese Weld-Wallis
\$250 – \$999
Anonymous Donor
Wanda Bailey Jenkins & Randy Jenkins
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- Crisis Intervention: Mental Health (Adults)
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- Integrated Developmental Disabilities (DD)/Mental Health (Adults)
- Integrated DD/Mental Health (Children and Adolescents), Mental Health (Adults)
- Supported Living: Mental Health (Adults)

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-Graiot 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
313.967.7830

Homeless Recovery Services
—NSO Bell Building
882 Oakman Blvd., Ste. B
Detroit, MI 48238
313.820.1904

Homeless Recovery Services
—NSO Supportive Housing
5470 Chene
Detroit, MI 48211
313.967.5320

Homeless Recovery Services
—NSO The Road Home
3430 Third Ave.
Detroit, MI 48201
313.832-3100 x1742

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—NSO Tumaini Center
3430 Third Ave.
Detroit, MI 48213
313.832.3100

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
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
313.965.6924

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