



Un- inter- rupted



NSO MISSION

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

NSO VISION

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

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2020 NSO Uninterrupted

This tumultuous past year has had a significant impact on human life. The devastation of COVID-19 can be felt across this country, and the globe. The death toll has surpassed a half million in the United States with Detroit being one of the hardest hit communities, exposing the deep inequities of our vulnerable populations. The streets of the City were silenced overnight. The pain of hunger and the cries for housing were amplified. The impact of COVID-19 on families experiencing poverty and food insecurity was great.

This public health crisis is like no other, but NSO has been able to weather the storm as a direct result of your incredible generosity and continued support.

NSO quickly sprang into action to reduce the threat of COVID-19 for those we are honored to serve. To prevent disruption of services and ensure the safety of our staff and neighbors, we pivoted our operations and quickly developed protocols and guidelines to mitigate the spread of COVID-19.

We implemented Telehealth services, practically overnight, to ensure a seamless delivery of remote services to continue access to necessary care.

With help from the city of Detroit, we relocated our walk-in emergency shelter to comply with our safety protocols and guidelines.

Our dedication to address unmet healthcare and safety-net needs persisted. In addition to continuing services without disruption, we responded to the needs of the community by expanding services to close gaps caused by the pandemic.

We found innovative ways to stay engaged and connected with our seniors experiencing severe isolation due to the impact of COVID-19 quarantine. We also ensured that the basic and health care needs of our clients were met.

NSO went on a relentless pursuit to care for those families deeply affected by the pandemic. With the aid of community partners and the support of the philanthropic community, we expanded our reach into the neighborhoods. Through our aggressive response efforts, we were able to feed hungry

families, distribute PPE to those in most need, and deliver COVID testing to hard-to-reach populations.

We led the way and forged strategic partnerships with healthcare systems and other human service agencies to launch a solution to lessen the burden on hospital settings in the wake of COVID-19. The Recuperative Housing Center collaborative allowed for the homeless and housing insecure individuals to transition safely from the hospital into a safe environment for post-hospitalization care and supportive services.

NSO, without pause, continued to provide assistance for individuals needing immediate access to emergency housing and in the midst of the pandemic, we launched Detroit's first Healthy Housing Center and opened the Clay Apartments, a 42-unit state-of-the-art Permanent Supportive Housing facility which is Phase 1 of NSO's Healthy Housing Campus

Although the extent of the social and economic impact of this pandemic is still uncertain, we are forging ahead. NSO's dedication to serving the most vulnerable will not waver. We continue to serve over 10,000 individuals annually. Our financial position remains strong and evolving services to meet the needs of our neighbors will continue to be a top priority. The commitment to our mission to strengthen communities through bold outreach services and holistic programming remains **Uninterrupted**.

We are forever grateful for the continued support of our employees, board members, volunteers, partners, neighbors and donors who have been the backbone of this organization.

With heartfelt gratitude,

Linda Little, President and CEO
Diane Slon, Board Chair



About NSO

NSO is a community-based integrated healthcare organization that bridges the gaps in Housing, Health, and Well-being for vulnerable populations in the Metropolitan Detroit community.



HOUSING SERVICES

Homelessness is a public health crisis that plagues this community and housing is a major social determinant of health. Housing instability can be detrimental to one's health.

NSO is one of the largest forces in the City of Detroit for alleviating and resolving chronic issues of homelessness in our community. We connect those experiencing homelessness to housing and services through the following program models:

- Emergency Shelter
- Permanent Supportive Housing
- Rapid Re-Housing



HEALTH SERVICES

Vulnerable populations including individuals with severe or persistent mental illness, those with intellectual or developmental disabilities, and especially those experiencing homelessness are exposed to significant health disparities and inequities. NSO works to ensure access to health care services for vulnerable populations.

A holistic and multidisciplinary care model with a person-centered treatment plan are the core principles of our health initiatives:

- Partners for Health—primary and integrated health services
- 360 Neighborhood Wellness Centers—coordinated health services to bridge the gap in a fragmented care system



WELL-BEING SERVICES

Lack of access to housing and health care services and other socio-economic issues create deep levels of stress that increase co-morbidities and susceptibility to substance use and mental health issues in already vulnerable individuals.

To address the complex needs of this population NSO provides:

- Access to healthy food
- Health care wrap around services
- Intense case management necessary to help individuals navigate and access our fragmented system of care.

Expanding Services When Clients Needed Us Most

NSO's commitment to serving our most vulnerable neighbors did not waiver during the COVID-19 pandemic, we expanded and worked with strategic partners to meet the challenge.

Expanding Temporary Homeless Housing Services

Individuals experiencing homelessness and those who have recently moved from the streets to a home were at the highest risk of contracting and spreading COVID-19. Our 24/7 crisis support center for the chronically homeless (The Tumani Center) did not have the space required to meet the COVID-19 social distancing requirement.

With the help of the **City of Detroit and the American Red Cross**, NSO relocated our homeless services and clients to a temporary space providing cots, full meal service, and behavioral and primary health care. Later in the year these services would move to a permanent location providing full shelter services which is now known as the Detroit Healthy Housing Center (DHHC).

Clay Apartments Provide Additional Permanent Supportive Housing

NSO opened the Clay Apartment Building which provided 42 more individuals with permanent supportive housing. NSO also continued to maintain services for 155 formerly homeless men and women living in the NSO Bell Building and approximately 200 individuals living in other supportive housing throughout Detroit.



Partnerships Increase Health Outreach

Access to health resources are challenging for vulnerable communities during the best circumstances. During the COVID-19 pandemic, NSO developed strategic partnerships to reach these communities by providing COVID-19 testing, PPE, and access to healthy food.

- NSO hosted multiple COVID-19 testing events that included community health information and free PPE to attendees by partnering with the **Detroit Association of Black Organizations (DABO), Wayne State University School of Medicine, Kroger, and Molina Health of Michigan.**
- NSO established weekly free produce and PPE distributions at the Northwest Activities Center together with partners **Northwest Activities Center and DABO.** More than 300 boxes a week provided 79,800 individuals with produce between June and September 2020.
- NSO served 41,515 individual meals between March and September 2020 with by partnering with **individual donors, faith groups, and community organizations including Too Many Chefs in the Kitchen for Good and Pay it Forward.**

New Telehealth Services

For more than 65 years, NSO staff have provided services in client's homes, schools, nursing homes, and in other community settings. When COVID-19 prevented our ability to provide these services in person, NSO introduced technology to provide telehealth services.

In just 4 days, our health services shifted from face-to-face visits to telehealth visits. NSO's multidisciplinary team of case managers, behavioral health clinicians, and psychiatrists continued to provide critical services to our children, families, adults, and older adults with mental illness and intellectual or developmental disabilities through the pandemic.

At a time when everyone's well-being was being challenged by the pandemic, NSO clients continued to have the support they had come to rely on.

NSO Housing Services

NSO's Detroit Healthy Housing Center and Supportive Housing programs all lead HOME. These programs make NSO 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 facilitates the dream of a place to call home, there is no one solution or approach for each individual.



NSO Street Outreach—PATH & City Outreach

NSO's PATH and City Outreach programs conduct street outreach to help individuals experiencing unsheltered homelessness across the City of Detroit.

Partnering with Wayne State University, University of Michigan, and Michigan State University, NSO provides medical interventions on the spot, which might include patient education, medical referrals, preventative healthcare, and medication management.

Since March 2020, NSO's PATH and City Outreach Programs have continued to provide face-to-face client services on the street 7 days a week.

Key outcomes:

Served **280 individuals**, all of whom entered from places not intended for human habitation

Served **158 individuals** experiencing chronic homelessness

Partnered with **100 clients** to exit to permanent housing destinations (95% of exits)

Reconnected **69%** of PATH clients with Community Mental Health (CMH)

Referred **75 individuals** to Permanent Supportive Housing



NSO Supportive Housing

NSO Supportive Housing provides permanent housing for formerly chronically homeless adults. NSO's primary goal is to help clients quickly access and sustain permanent housing.

NSO's Rapid Re-Housing (RRH) Program

This program provides housing navigation and rental assistance for 3-18 months to formerly homeless individuals. In addition to access to shelter, this program provides all of the necessary services to empower residents to take charge of their life.

Clay Apartments

In response to the significant need for supportive housing in Detroit, last fall NSO opened the Clay Apartments, a 42 units of Permanent Supportive Housing complex on Detroit's east side.

Bell Building Apartments and Scattered-Site Housing

NSO also offers 155 one-bedroom apartments at the historic Michigan Bell Building as well as scattered-site housing throughout Detroit.

Key outcomes:

Provided **15,045 meals** in total, 12,420 of which were provided after the onset of COVID-19

Provided face-to-face, wraparound services to **443 clients**

Supported **98%** of clients to retain their housing or exit to other permanent housing destinations

306 Permanent Supportive Housing Units

NSO Detroit Healthy Housing Center Emergency Shelter (formerly the Tuminai Center)

NSO Detroit Healthy Housing Center Emergency Shelter provides emergency shelter, crisis and support services for adults experiencing homelessness including housing placement support, substance use disorder and mental health assessment and referrals, case management, ID restoration, education, clothing storage, food, and laundry services. Clients also receive medical and behavioral health services on-site.

Key outcomes:

Served **1,468 clients**

Referred and/or connected **1,155 clients** with Permanent Housing

79% of homeless clients were connected to permanent housing.

Provided **76,986 meals** in total, increasing meals served daily from two to three

Increased access to medical care by offering on-site medical services 5 days a week and telehealth services



Finding a Home, Building a Life and Career

Niccala Lee is a client of NSO's Homeless Recovery Services. She has overcome homelessness and is now completing her bachelor's degree.

She grew up in Detroit with parents who struggled with drug addiction. She was frequently uprooted, moving from one place to another, and often witnessed drug deals and police raids.

She left Detroit for Columbus, OH in the early-90's in search of a fresh start. Over the next 20 years, she owned several businesses. In 2017, she was operating a domestic childcare service out of her home. She was often living paycheck to paycheck, but she paid her bills and never had to use government housing assistance.

She then met her husband, who made her feel secure and taught her how to trust again. Unfortunately, she trusted he had their financials under control, until they were evicted from their home.

She severed ties with her husband and moved back to Detroit with no place to stay. She would stay with a friend or family member for a few days before moving on to the next. She was finally connected with NSO, which changed her life forever.

NSO helped her acquire a Michigan I.D., which allowed her to apply for housing through Detroit's coordinated housing system. She was supported by an NSO case manager, therapist, and

clinician to identify the factors that led her to be housing insecure. She was eventually able to move into an apartment at the NSO Bell Building with a view of the Detroit city skyline, a beacon of hope for her future.

The wrap-around support services at the Bell Building helped her build confidence. She began volunteering and completed her Associates Degree. After two years, NSO recently helped Niccala transition from the Bell Building into an apartment in downtown Detroit.

Niccala is now finishing her bachelor's degree in Criminal Justice and Ethics. She hopes to affect social change in the housing and criminal justice systems. She serves on the NSO Board of Directors as a community member.

“There is saying I often use, ‘God brings you down to the ground so you can do all the hard work while you’re down there, so do the work.’ I would not have been able to do this work without the help of NSO. They picked me up and held me up until I was ready to stand on my own two feet” – Niccala Lee



NSO Health and Well-Being Services

Vulnerable populations including individuals with severe or persistent mental illness, those with intellectual or developmental disabilities, and especially those experiencing homelessness are exposed to significant health disparities and inequities. NSO works to ensure access to health care services for vulnerable populations.

NSO Primary and Integrated Health Services

Despite the challenges faced during the COVID-19 pandemic, NSO successfully launched integrated primary care services in June 2020 to bridge the gap in a fragmented care system for the most vulnerable populations.

Services are offered from two locations in Detroit and one in Westland and include acute and chronic disease management, preventive care and screenings, physical exams, health promotion, care coordination, telehealth visits, and on-site lab services.

Adult primary care services are part of NSO's multidisciplinary, integrated team care model serving individuals with severe or persistent mental illness, substance use disorders, intellectual or developmental disabilities, those in our homeless and housing programs, and the general community. We plan to expand our services offered, serve more individuals, and continue to build a robust, comprehensive model of care.

New 360 Wellness Center Bridges Gap in Fragmented Healthcare System

The 360 Neighborhood Wellness Center, a person-centered health home launched in June 2020, which provides integrated primary care, behavioral health, and wrap-around services. The Wellness Center fosters a holistic and multidisciplinary care model with a person-centered treatment plan. The Wellness Center bridges the gap in a fragmented care system for our community's most vulnerable populations. This includes individuals with severe or persistent mental illness, those with intellectual or developmental disabilities, individuals experiencing homelessness or our Permanent Supportive Housing residents, among others.



NSO Health and Well-Being Services

NSO Adult Services

NSO's Older Adult Services (OAS) is a nationally recognized mental health program serving Wayne and Oakland county residents age 60 and over, and adult nursing home residents age 18 and over. OAS enables adults to maintain a level of independence through a broad range of clinical, psychiatric, nursing and occupational therapy support, provided in each person's place of residence. Telehealth and virtual case management services were added to serve clients during the COVID-19 pandemic.

Key outcomes:

Completed over **1,600 PASRR screenings** and **800 assessments** to individuals needing nursing home care

Provided therapy to over **500 individuals** residing in nursing homes

Provided **2,600 food boxes** to seniors.

Conducted **grocery shopping for seniors** who did not have assistance from family or friends

Provided **Chromebook laptops** to seniors to engage in telehealth and virtual case management

NSO Community Outreach for Psychiatric Emergencies (COPE)

NSO Community Outreach for Psychiatric Emergencies (COPE) provides immediate psychiatric intervention to persons experiencing a behavioral health crisis. COPE reduces the number of inpatient psychiatric placements and offers consumers alternative levels of care. When an individual enters an emergency room experiencing a mental health crisis, a COPE clinician and certified peer support specialist respond to the crisis within two hours and provide a "bedside assessment." Following an assessment, the team facilitates the authorization of psychiatric care to best suit each consumer's needs. Services range from sub-acute detox/substance abuse treatment, transitional housing, or outpatient services, crisis residential, and crisis stabilization services.

Key outcomes:

Completed **3,493 ER screenings** through our Mobile Outreach program

- 91% of these within 2 hours
- 98% of these within 3 hours

Conducted **15.5 average calls per day**, 5.5 average calls per day



NSO Partners 4 Health

Partners 4 Health (P4H) provides case management and care coordination services to address social determinants of health and welfare for individuals with multiple or complex health conditions. Often, P4H clients experience a combination of physical and behavioral health problems. By fostering personalized and patient-centered care plans, individuals will have improved decision-making skills, self-care at home, and better engagement with the health care system.

P4H services follow the Camden Core Model, which adheres to principles of trauma-informed care and harm reduction to empower clients with the skills necessary to decrease high utilization of hospital services and improve overall well-being. P4H services include Eating Disorder diversion, Health education, Life Skill Development, Postpartum Assessments & Follow up Coordination, Supportive counseling and more.

Key outcomes:

Ensured that **3,067 community members** could understand and navigate their healthcare delivery system

Conducted **3,934 community-based** case management visits.

NSO Life Choices

NSO Life Choices provides support to children, youth, and adults with intellectual and developmental disabilities in Wayne County. Life Choices aims to help individuals reach their full potential by providing support coordination, psychiatric services, therapeutic services, guardianship services, medical clinic services, individual and family therapy, theater workshops, and parenting classes.

The COVID-19 pandemic forced us to shift on-site office, school, homes services to virtual telehealth services. It was more critical than ever to serve suddenly isolated clients, with the new mission of fostering connection to NSO and the community in creative ways. Art Therapy sessions shifted to Zoom, which increased our capacity and allowed us to serve more clients, and we added parent support group to assist with the adjustment to homeschooling for children with developmental disabilities.

Key outcomes:

Provided **13,581 services** to **1,515 individuals**

Connected more frequently with our clients than ever before, providing additional touches of support each month



NSO Health and Well-Being Services

Seniors have been one of the hardest hit groups during the COVID-19 pandemic. They are more likely to contract the virus and more likely to die from its complications. Seniors have also been hard hit by quarantine restrictions, leaving many isolated and without human interaction from their support systems and loved ones.

NSO Senior Wellness Center

At the NSO Senior Wellness Center, which offers community-based nutrition, health, and wellness services to older adults, adults with disabilities and their caregivers were dramatically affected by the pandemic. A major objective of the wellness program is to eliminate the isolation so many seniors have faced.

Prior to the pandemic, the Senior Wellness Center provided onsite, hot and nutritious group lunches Monday through Friday and delivered meals. Seniors, many of whom could not afford a health club membership, attended water aerobics twice a week or chair exercise classes three times a week. Seniors attended workshops to learn new ways to manage their chronic health conditions or ways to prepare healthier meals. Seniors stayed active engaged through activities such as art, jewelry making, and storytelling. In March 2020, however, all of these in-person activities came to an abrupt stop.

Creative solutions were used to keep senior healthy and engaged.

- Staff made daily telephone reassurance calls to check on seniors and update them on new ways they could stay active with the Center's programs.
- Telephone chair exercise classes were offered three times a week and Coffee & Chat Zoom meetings once each week.
- Diabetes and chronic disease management classes were offered by clinical staff via Zoom.
- Staff conducted monthly shopping trips for groceries and incontinence supplies for seniors without transportation or

family support and also delivering emergency food boxes, produce, and toiletries.

- In June 2020, the Center began the drive through distribution of 400 produce boxes every Tuesday to community members. In addition to produce, participants received a fresh supply of surgical masks to stop the spread of COVID-19.
- Staff also delivered produce boxes to food insecure seniors without transportation.

Many of our client's are not able to easily get to a grocery store. One of our clients, Harold, is blind, lives alone, and has limited family support. Getting to the grocery store in normal times was challenging, but during the pandemic it was almost impossible. Harold began to lose weight, had little energy, and felt hopeless.

When Harold received a reassurance call from the NSO Senior Wellness Center's staff, he learned he qualified for their new grocery shopping program. Harold signed up immediately. He now provides staff with a list of items he needs for the month and in a couple of days they deliver the food directly to his door.

Harold is now eating healthy, nutritious food daily. He recently told staff, "I don't know what I would do without you."

Without the compassionate staff and services provided by the NSO Senior Wellness Center, Harold have gone hungry, or worse. Everyday, the Center enhances and saves the lives of our community's valued seniors.





NSO Health and Well-Being Services

NSO Recuperative Housing Center

In Summer 2020, NSO launched the Recuperative Housing Center (RHC), a first of its kind, collaborative initiative to provide short-term housing for individuals experiencing homelessness who required continued care post-hospitalization.

NSO spearheaded this innovative effort in partnership with Ascension Michigan, Henry Ford Health System, Community Health and Social Services Center, Inc (CHASS), Authority Health, Coalition on Temporary Shelter (COTS), and Detroit Area Agency on Aging. The RHC was funded by the United Way for Southeastern Michigan and the McGregor Fund, and supported by the City of Detroit.

The RHC's objective was to provide short-term housing coupled with intensive care coordination to improve medical outcomes and open more hospital beds for critical COVID-19 patients.

The RHC admits discharged patients with non-COVID-19 medical issues that do not have a safe place to recover post-discharge from the hospital. RHC clients receive a comprehensive needs assessment upon arrival to identify post-hospital medical, behavioral, and social needs. The RHC

support team provides intensive care coordination to support post-hospital follow-up appointments primary care and behavioral healthcare, and medication management.

Once ready for discharge, the team provided clients with personalized case management to safely transition to a shelter or another housing solution, for which they qualified.

Key Outcomes:

100% of clients served were linked to primary care providers and **73%** were linked to behavioral health services.

Of the clients served, **88%** completed their transitional care appointments within 24-48 hours of discharge.

The team coordinated **94 appointments** with primary care, behavioral health, and 3 specialty care providers.

Of individuals served, **89%** suffered from at least one chronic condition.

81% of individuals served suffered from two or more chronic conditions.



A Place for Healing

Roland is a Recuperative Housing Center client. He had no place to go to recover once he was released from the hospital. Fortunately, his doctor just happened to be an NSO physician.

Roland had been homeless since his release from prison in 2010. He bounced from shelter to shelter, occasionally staying in abandoned homes or, when he was able to make a little money, a motel or boarding house.

In June 2020, Roland was staying at a local shelter, sleeping on the floor, when the pain in his legs became so great that an ambulance was called to transfer him to the emergency room. He was diagnosed with severe leg swelling and cellulitis, a potentially serious and painful bacterial skin infection. Roland was admitted to the hospital where his legs were elevated, and he was treated with antibiotics. While in the hospital, he met Dr. Richard Bryce, lead physician for NSO's Recuperative Housing Center (RHC).

"If I see a patient that doesn't need inpatient rehabilitation, but just needs a couple weeks to get stronger, recuperative housing is an incredible resource. We can deal with their medical condition, give them time to heal, and get them off their feet while they don't have to deal with the harshness of being on the street or in a shelter," said Dr. Bryce.

After a couple of days in the hospital, Roland was slated for discharge. Dr. Bryce thought Roland would be the perfect candidate for the RHC, but it took a little convincing before Roland agreed to participate. After hearing that he would be able to stay off his feet, have video visits with Dr. Bryce, get his medications, and eat three meals a day, all while he could heal, Roland agreed.

Just a week into his stay at the RHC, Dr. Bryce was pleased with how quickly Roland was healing and how much healthier he looked. "He even asked me to be his primary care physician. I'm so excited by that and honored to help him work on his other health challenges," said Dr. Bryce.

While at the RHC, Roland shared personal stories about his life with the NSO staff assigned to his case. He told them how when he was a young boy, he was taken in by his grandparents because his mother was incarcerated in federal prison. His life was a series of high-highs and low-lows. He was once

married, owned a beautiful home on Detroit's far westside, and was financially stable. However, he became involved in illegal activities that put him in prison for many years. While in prison, his wife passed away and he lost everything he owned. Now out of prison, it was hard to find a job with a felony conviction. He once had many dreams for the future but hit so many walls. He was just trying to survive.

There was little the RHC could do about his past, but they could help him with his future. Before he was discharged from the RHC, they connected Roland with resources to maintain his medications and a way to stay connected with Dr. Bryce. They also helped him complete an application for housing.

Roland left the RHC much healthier than he entered, but he was still homeless. Weeks went by and he was still living in shelters because very little supportive housing was available. Roland's hopes turned into dark depression. He felt his life would never change...and then he got the call.

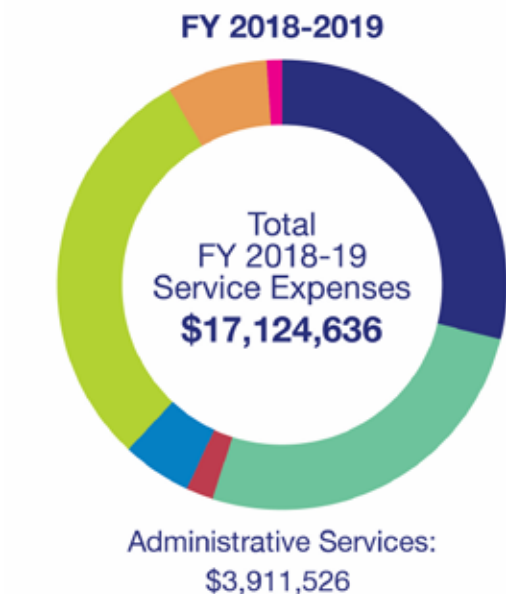
His application had been accepted for a brand-new apartment at the NSO Clay Apartments. Roland would be the first person to live in one of the forty-two one-bedroom apartments, where he would have access to NSO's support services. Since moving into his apartment, Roland found a job, has consistently paid his rent, and is making new plans for the future.

Recuperative Housing is meant to heal more than just a person's body. It's also a place to help a person begin to heal their life.



Financials

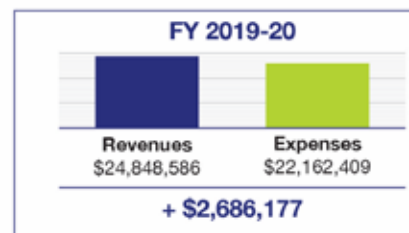
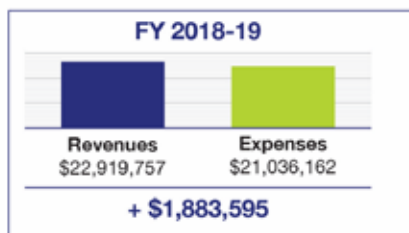
Expenses



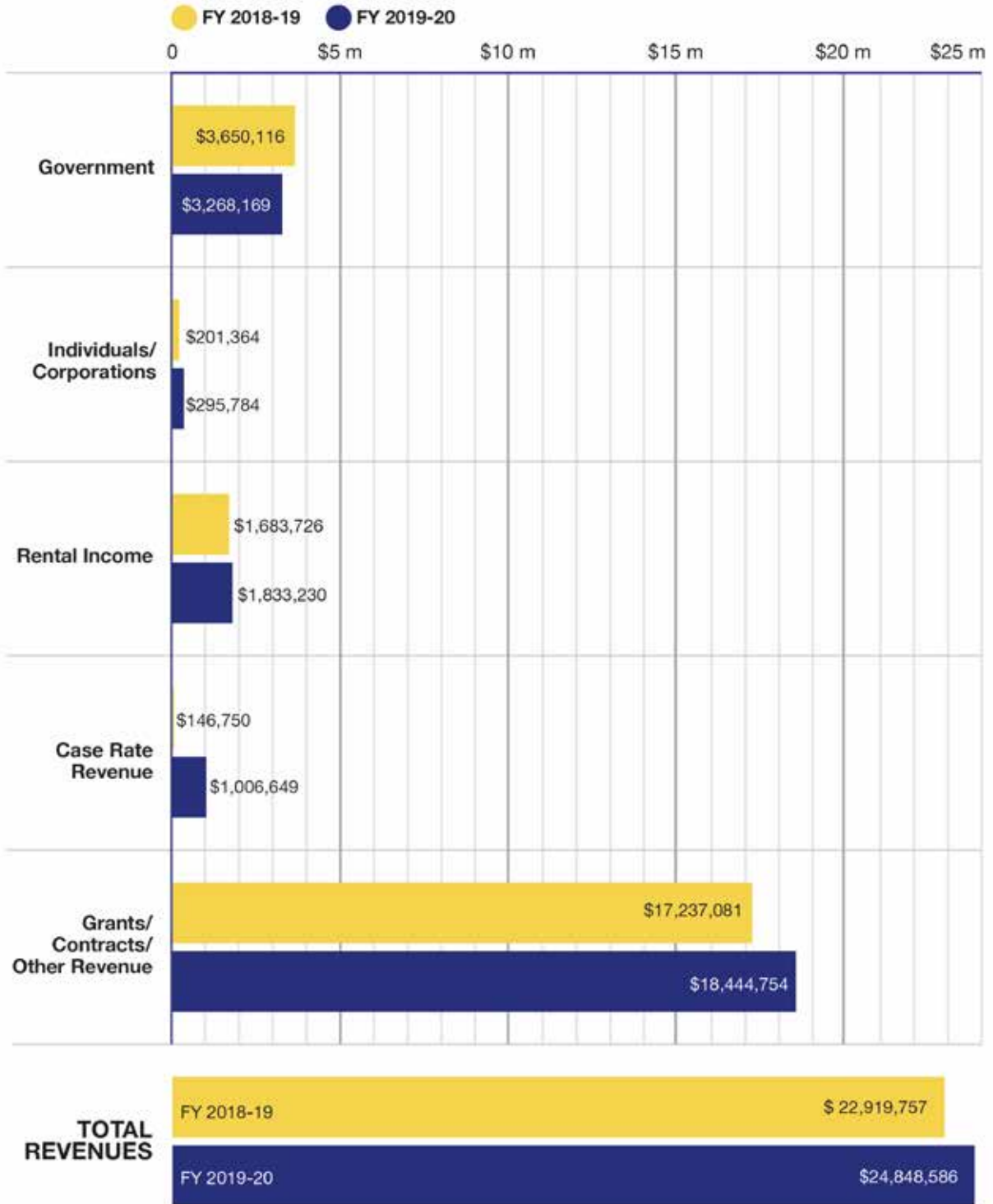
- **OAS:**
\$4,958,790
- **HRS:**
\$5,114,049
- **Life Choices:**
\$4,459,204
- **Youth Services:**
\$355,279
- **Crisis Intervention:**
\$847,097
- **Real Property Activities:**
\$1,227,235
- **Partners 4 Health:**
\$162,982

- **OAS:**
\$3,809,975
- **HRS:**
\$5,863,084
- **Life Choices:**
\$3,799,510
- **Crisis Intervention:**
\$608,674
- **Clinics:**
\$1,651,735
- **Real Property Activities:**
\$901,216
- **Partners 4 Health:**
\$884,469

Change in Unrestricted Net Assets



Revenues



Major Funders

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

City of Detroit

Detroit Area Agency on Aging

Detroit Wayne Integrated Health Network (DWIHN)

Hegira Health

Impact Assets

KLA Foundation

Michigan Department of Health and Human Services

NFL Foundation & Players Coalition

Oakland Community Health Network

Priority Health

Total Health Care

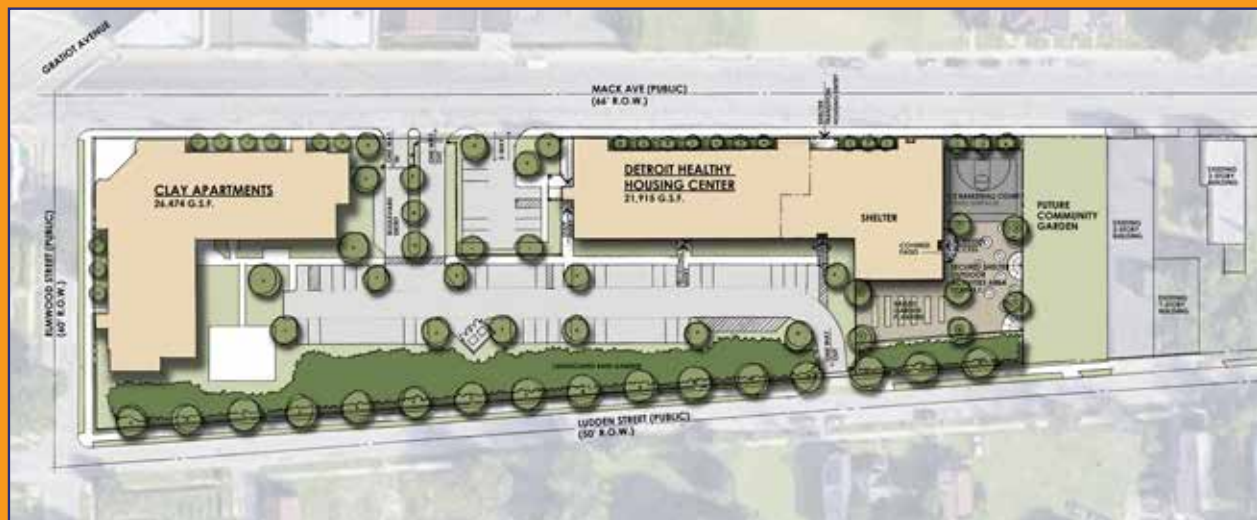
The Kresge Foundation

The McGregor Fund

The Salvation Army

U.S. Department of Housing and Urban Development (HUD)

United Way for Southeastern Michigan



NSO's Detroit Healthy Housing Campus, a comprehensive site with a unique, all inclusive service model, pairing housing and an emergency shelter with healthcare, case management, and services that will focus on ending homelessness in Detroit and the entire community. For more information about this project please contact corporateaffairs@nso-mi.org.

United Way for Southeastern Michigan

The United Way for Southeast Michigan (UWSEM) has been serving families for over 100 years with a mission to mobilize the caring power of Southeastern Michigan to improve lives in measurable and lasting ways. United Way is a force in addressing the health and education needs of this community and has helped children thrive and stabilize households since their inception.

Neighborhood Service Organization (NSO) is a proud partner and has a longstanding relationship with UWSEM; NSO was founded with support from United Way 66 years ago.

UWSEM continued its long history of addressing the region's most pressing needs when it launched the COVID-19 Community Response Fund at the height of the pandemic. The fund raised \$37 million of which \$36 million has been granted to over 650 organizations.

NSO was the proud beneficiary of over \$300,000 from United Way through the BET COVID-19 Relief Fund. These funds enabled us to extend our reach to those who were severely impacted by this pandemic. NSO has always focused on reaching vulnerable populations. We are always within reach of those who need us most, now more than ever.

In a recent interview with UWSEM Chief Executive Officer, Dr. Darienne Driver Hudson, we asked how NSO has helped advance the work of United Way for Southeastern Michigan.

How has investing in NSO furthered the mission of United Way?

United Way is committed to ensuring the health needs of our community members are met in compassionate and equitable ways. This commitment is shared by NSO. This shared mission focus, coupled with a shared passion for innovation and best practices creates a powerful alliance that continues to push toward improved and increased outcomes.

When looking at funding organizations for COVID-19 relief efforts why did you choose NSO?

United Way for Southeastern Michigan has many partner organizations which receive grant funding to increase their ability to drive positive community impact. However, few organizations have been a United Way partner for as long as NSO. When seeking organizations with the adaptability and leadership capabilities necessary to respond to the spike in community need driven by the pandemic, NSO was in the top tier. The organization is committed to remaining in service during the crisis, maintaining their focus on health services and emergency shelter. This made NSO a critical community-based organization to partner with in the effort to support residents during these very challenging times.

What are you hoping to achieve with NSO in the future?

We are certain the future will bring increased partnership opportunities leading to even more impactful service delivery and improved quality of life for Detroiters. United Way will continue to invest in organizations like NSO that bring a spirit of collaboration and human-centered approaches to care. Our partnership will continue to drive improved care coordination, data-sharing, and a consistent focus on best practices and innovation. Together, we will continue working to meet the needs of our community and explore new ways to remove systemic barriers which have historically challenged our collective success.



**United Way
for Southeastern Michigan**

The Bollinger Foundation

Robert Bollinger is the Founder of Bollinger Foundation. Mr. Bollinger, a former haircare entrepreneur turned organic beef farmer and now automotive pioneer, recently sat down with Linda Little, President & CEO of NSO to talk about his affinity for our mission.

Mr. Bollinger first encountered NSO in 2018 as he was passing by the Tumaani Center (NSO's former Drop-In Shelter) while driving down Third Avenue. He witnessed crowds of people coming in and out of the doors every day as he drove past. It was not the type of hustle and bustle he had seen on the streets of New York City. Mr. Bollinger's curiosity would not let him rest so he researched what the facility offered and discovered it was operated by NSO.

He shared with CEO Little that he was moved by the mission of the organization and the operation at the Tumaani Center.

“NSO does not shy away from those most difficult to help. NSO does not give up and does not forget those people like everyone else. What NSO does every day is extraordinary.” – Robert Bollinger

NSO's mission to serve the most vulnerable and often-forgotten population inspired Mr. Bollinger to invest a major gift the following year through his foundation. When asked, what motivates him to stay involved, he humbly responded, “After visiting NSO and meeting the people behind all that work, it's hard not to want to be part of that wonderful spirit. NSO has so many wonderful plans for how to help the community. To be able to support that in any way is a blessing. I would say to anyone considering a gift to immediately help those in most need, NSO is the most direct way to do so. You can be certain NSO is working diligently on many fronts to create a comprehensive safety net for the community. I know nothing about providing shelter, medical help, job training — but NSO does”. Donations are a beautiful way to put funds to work! “

Mr. Bollinger continues to be a generous supporter of NSO and most recently gifted NSO a large donation to support the Feeding the Homeless GivingTuesday Campaign. Philanthropy is very important to Mr. Bollinger. It is the small way for him to be a part of a team that is working so hard to help others. We at NSO are glad to be a part of his philanthropic efforts.



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Bollinger Foundation supports charitable organizations in the Detroit area that focus on the needs of housing, food, physical and mental health.

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“As the NSO team worked tirelessly to pivot operations against an ever-changing landscape of the COVID-19 pandemic, ensuring emergency services remained available for those in the most compromised positions. To say we are proud to be able to support the important work they do feels almost inadequate.”

— Mercedes Benz Financial Services USA LLC

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“For ten years, we have been blessed to support the clients at NSO. We have had so much fun making people smile, even for a short period of time. That has always been our mission”.

— Brotherly Love Truck Ministry

** Donation list includes donations received between October 1, 2020 and September 30, 2021. If you have any questions about the list please contact corporateaffairs@nso-mi.org*

Neighborhood Services Organization is CARF Certified



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 31, 2023 in seven categories:

- Case Management / Services Coordination: Integrated: IDD / Mental Health (Adults)
- Case Management / Services Coordination: Integrated: IDD / Mental Health (Children and Adolescents)
- Case Management / Services Coordination: Integrated: SUD / Mental Health (Adults)
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 Detroit, MI 48238
 313-961-4890

2 Homeless Recovery Services
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 882 Oakman Blvd., Ste. B
 Detroit, MI 48238
 313-967-5950

3 NSO Life Choices – Adult Services
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 313-875-7601

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5 NSO Older Adult Services (OAS) – Oakland
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6 NSO Older Adult Services (OAS) – Wayne
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 Detroit, MI 48238
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7 NSO 360 Wellness Center – Westland
 35180 Nankin Blvd.
 Suite 204-205
 Westland, MI 48185
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8 NSO 360 Wellness Center – Life Choices
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Thank you to our Supporters!

Despite all the heartaches and challenges 2020 has brought us, NSO has been able to press forward uninterrupted and expand its services to continue addressing the needs of the most vulnerable populations.

NSO thanks all the many volunteers, donors, funders, and partners for believing in our mission and investing in our work to make bold impact and change lives one person at a time.

Help Us Continue to Make a Difference!

Sign up for the NSO newsletter at corporateaffairs@nso-mi.org. Donate and learn more at www.nso-mi.org.





For more information about our services,
please contact us.

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