

# The Power OF ONE



20<sup>16</sup>/<sub>17</sub>  
ANNUAL  
REPORT



**NSO**  
Neighborhood  
Service  
Organization



# Content

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## THE POWER OF ONE

“The smallest act can ripple and spread and have a bigger impact than you ever imagined”

~ Heidi Thompson

# Letter

## FROM THE PRESIDENT AND CEO



The **POWER OF ONE** is the theme of NSO's 2017 Annual Report. We are celebrating the individuals, families, groups, and communities that have made profound differences in the lives of others at NSO through their action. Our mission statement talks about the power of the individuals we serve when we state “harnessing the power of choice.” Our team is committed to soliciting and then listening to the hopes and desires of those we serve. We understand their choices are the driving force in the change process for their lives. They have the power and our team understands our role in helping them believe in themselves to make it happen.

One of the clearest examples we can share is NSO Certified Peer Specialist Lydia Foskey. When we first encountered Lydia, she was homeless and our Nurse Practitioner Dean Carpenter met her on the street while conducting street outreach. He became the **POWER OF ONE** for Lydia and brought her to NSO, an action she states saved her life. Lydia had experienced the **POWER OF ONE** and wanted to give this gift to someone else. She worked to restore her life and eventually applied for a job at NSO. Lydia studied and became a Certified Peer Specialist conducting the same street outreach that saved her life. She became the **POWER OF ONE** for hundreds of homeless individuals living on the streets of Detroit. Dean's action had such a life changing impact on Lydia and the ripple effect continues to spread today as she continues her phenomenal and passionate work at NSO. As an unknown author wrote, “To the world you may be one person, but to one person you may be the world.”

When working in human service organizations like NSO, you must believe in the **POWER OF ONE** inside every individual we serve, every neighborhood we empower, and every volunteer who shares their most valuable resources of time and talent. Our volunteers have helped those we serve develop talents that have transformed into small businesses - the **POWER OF ONE**. Our young adults in our workforce development program are graduating from training programs with certifications that are qualifying them for jobs in their communities - the **POWER OF ONE**; our HOPE Village community came together and fought the business development that would have brought marijuana manufacturing into our community which is focused on revitalization of not only homes and businesses, but lives - the **POWER OF ONE**.

Human services is a very special place in our world. It is the place where magic happens. It is the place where men and women give of themselves to improve the lives of others. This magic happens at NSO and you will read about several of these stories on the pages inside this report. Thank you for supporting our work in this community and being a **POWER OF ONE**.

SHEILAH CLAY  
President and CEO

RICHARD L. LICHTENSTEIN, PH.D.  
Chairman, Board of Directors

IT STARTS WITH **ONE PERSON, ONE DREAM,**  
**ONE OPPORTUNITY, ONE PARTNERSHIP,**  
**ONE BOARD, ONE CARING EMPLOYEE** AND  
FROM THERE IT SPREADS, SOWING SEEDS OF  
EXCELLENCE TO IMPACT THOUSANDS.

ONE CARING EMPLOYEE EXEMPLIFYING  
COMMITMENT HARNESSSES THE POWER OF  
MANY. ONE DONOR MAKES A GIFT THAT IS  
MET BY OTHER GIFTS AND HUNDREDS OF  
OUR MOST VULNERABLE RESIDENTS ARE ABLE  
TO REALIZE THEIR DREAMS.

ONE LIFE IS CHANGED BECAUSE MANY  
CARED. A YOUNG MAN BUILDS A LIFE  
SKILL AND A WOMEN EXPERIENCING  
HOMELESSNESS FINDS A HOME BECAUSE  
OF ONE VISION CREATED LONG AGO THAT  
CONTINUES TO IMPACT LIVES TODAY.

STORIES LIKE THESE ARE UNFOLDING  
AROUND US EVERY DAY. PLEASE TAKE A FEW  
MOMENTS TO LEARN MORE ABOUT THE

*The Power*  
**OF ONE**

# Mission

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

# Care Values

Access | Collaboration | Respect  
Compassion | Commitment  
Quality | Integrity

# In Numbers

- # of housing crisis calls answered: **88,041**
- # of older adults that received mental health services (OAS): **4,260**
- # of hours 759 volunteers gave to NSO: **4,148**
- # of referrals made to emergency shelters: **3,989**
- # of consumers with intellectual developmental disabilities helped through Life Choices: **1,817**
- # of homeless consumers served at the Tumaini Center: **819**
- # of youth that obtained summer employment through YouthLink: **404**
- # of seniors we connected to services through our senior support coordination: **196**
- # of intellectually developmentally disabled participants in the Starshine Theatre Program: **32**

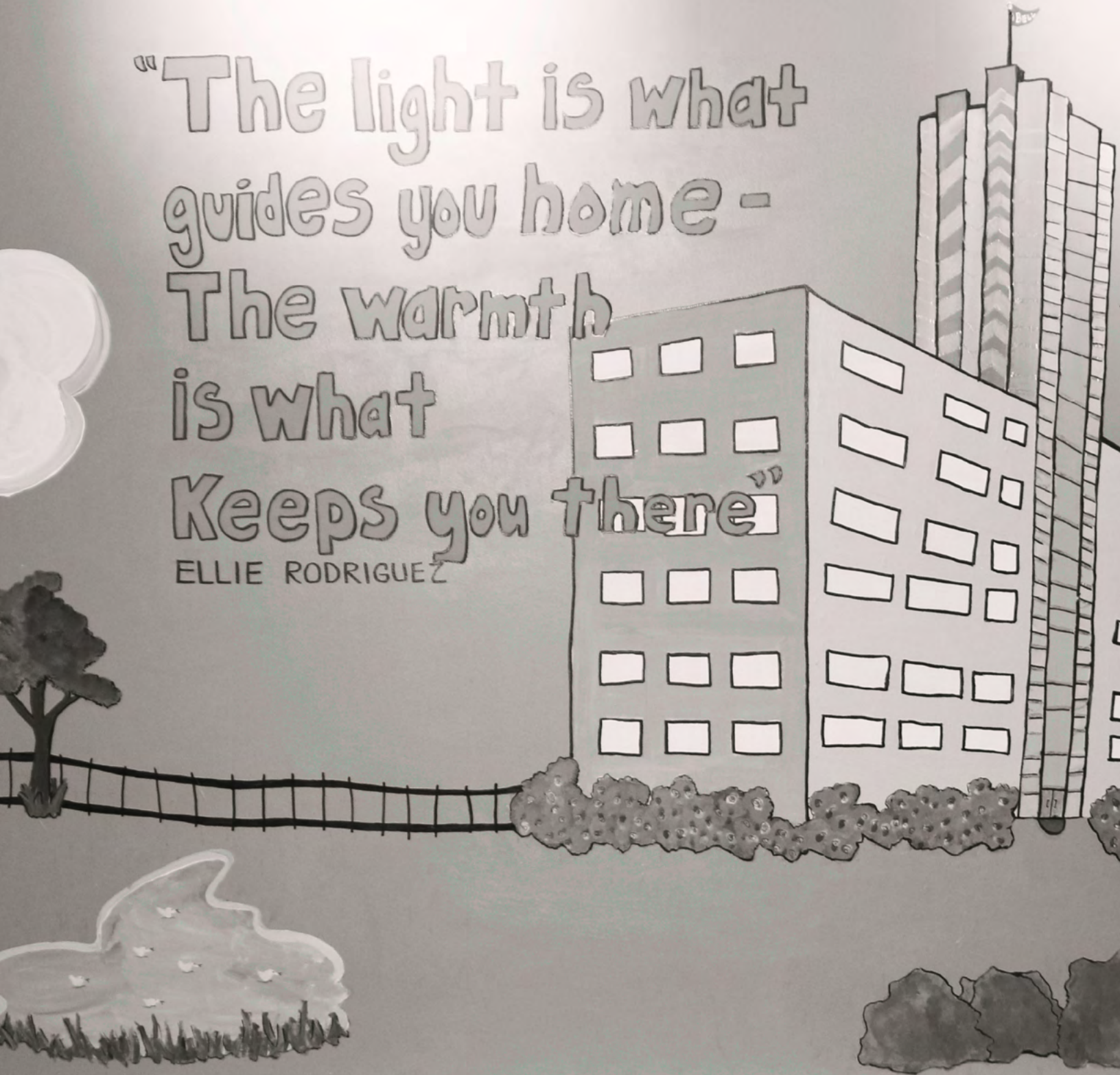


# Funders over \$25,000

- / Carelink
- / City of Detroit
- / Community Living Services
- / ConsumerLink
- / Detroit Employment Solutions Corporation (DESC)
- / Detroit Receiving Hospital
- / Detroit Wayne Mental Health Authority (DWMHA)
- / DTE Foundation
- / Integrated Care Alliance
- / Michigan Department of Health and Human Services
- / Oakland Community Health Network
- / Salvation Army
- / The McGregor Fund
- / The Skillman Foundation
- / U.S. Department of Housing and Urban Development (HUD)
- / United Way for Southeastern Michigan

“The light is what  
guides you home -  
The warmth  
is what  
Keeps you there”

ELLIE RODRIGUEZ





# One Dream

Something brought Anna to the **BELL BUILDING** and it was homelessness.

Being without a home did not define Anna. If you looked into her sparkling brown eyes it's hard to imagine that only a few weeks ago, she did not have a roof over her head.

The word homeless brings all kinds of images to mind and not one of them would include a beautiful 69-year-old African American woman with smooth skin (Oil of Olay is her secret) and sassy white hair. Over the years her life took many turns, and one day it led her to a place without money or a place to call home. But as things often do, they changed.

Today she is celebrating two months in her beautiful apartment at the Bell Building. Fresh sheets, a new mattress, a kitchen stocked with all the basics and a fresh outlook on life.

Ask Anna how she is doing and you will receive a quick smile, a thank you to God for waking up this morning, and a wish to be helpful to others. "I helped others many years ago and that is what I want to do again." Her face lights up as she talks about two of the most important people in her life, her granddaughters. "I want to be there for the girls, to help them be able to live their dreams."

We are proud to have Anna as a resident and happy that she calls Bell home as she works on her encore years...being there for her granddaughters and helping!



# One Family

We filled up the gym with backpacks and school supplies thanks to our very generous donors. Then the kids and parents arrived to choose the backpack for the year. Seventy-year-old Juliette came in with her two adopted daughters Konya, and Cherish, both 13-years-old.

The girls were fostered by Juliette since they were three months old. They are not biological sisters but they are best friends. Konya plays football; she's a running back and she says, "it helps that I can run fast." She also is in the drumline. Juliette was quick to share that Konya has been making music since she was a baby, playing with the pots in the kitchen. Cherish also runs and prides herself on being faster than Konya. Konya was quick to challenge Cherish to a race as they picked out their backpacks and supplies. Juliette, Konya and Cherish are an amazing family full of dreams and challenges.

We helped with the challenge of **SCHOOL SUPPLIES** and we enjoyed the moments we were able to share with this family and all the others that picked up backpacks and supplies. Konya and Cherish joined our Youth Initiative Project. This project develops the leaders of tomorrow and these two certainly will be incredible leaders.



# One Phone Call

Having a new baby is one of the exciting and challenging life-changing events! Imagine you are Lakisha, 24, and you've just given birth to a beautiful baby girl, Ashia. Your delivery is fine but you leave the hospital knowing you have no place to stay. You walk alone to an abandoned building and sleep with your beautiful daughter on her second night on this planet.

Day three of Ashia's life isn't easy - Lakisha still doesn't know where to go. She spends the day at her grandmother, Gloria's, house hoping to find a place to stay. Gloria would love to have Lakisha and Ashia stay with her, but she lives in a senior building and it would be a violation of her lease. Lakisha made the call to NSO looking for help and quickly we were able to get her into a shelter. Every day we handle over 500 calls looking for help with housing - All who call have a story and each call gives us a chance to make a difference.

# One Opportunity

Frederick is an 18-year-old senior at Covenant House Academy East. This young man has faced some challenges during his teenage years but has decided to make a positive change in his life. Frederick was introduced to the staff at **NSO YOUTHLINK** through his youth advocate at his high school. Frederick was eager to find out what services he qualified for with YouthLink.

After meeting with his case manager, Michelle Johnson, he learned all of the exciting possibilities and opportunities that came along with becoming a certified participant in the program. Ms. Johnson worked with Frederick diligently to help him see the various opportunities and trainings that were available. Frederick wasted no time in taking advantage of the construction training program. Frederick is both excited and eager for the opportunity and the chance to make a positive change in his life. It's youth like Frederick that keep the YouthLink staff inspired!





# One Caring Employee

Rita, a 57-year-old, mother of two, came to the NSO Tumaini Center December 12, 2016. As the rest of us were getting our last minute shopping done and planning for family to visit, Rita was sleeping in her car. Rita comes from a long line of strong women. She believes in working hard and always valued a clean house. Life changed for her just after Thanksgiving 2016 when she had the strength to leave her husband of 30 years. This was a decision that took a long time to get to – 29 years to be exact. She stayed in her marriage until she could no longer face the abuse.

Rita slept in her car until December 11, 2016 when her car would not start. Asking for help took a great deal of courage. Rita was used to being the one offering help. Rita found her way to **NSO'S TUMAINI CENTER** and there she began her road home. With a great deal of anxiety she sat in the orange chairs and placed her belongings in a clear bin identified only by a number. One of the first people she talked to was Crystal, a case manager. Quickly they formed a bond.

Progress was slow and steady as Crystal helped Rita find employment and a place to stay. Looking for employment without a home or transportation offered challenges to Rita that brought her to tears more than once. How do you get interview clothes? How do you get to an interview that is not on a bus route? What address do you use on your resume? How do you type a resume? How do you apply online? NSO had the answers to all of these challenges.

March 1, 2017 was a big day for Rita as she moved into her new apartment. On March 6, 2017, Rita began her job as a school bus driver. She happily takes the bus to work each morning and looks forward to seeing the children each day. She walks with her head held high and a bounce in her step as she helps children get to school.



# One Connection

Jackie is 86-years-young and a graduate of NSO. I met Jackie on a nursing home tour. Her small frame was covered with a bright pink shirt that said "Feisty." She sat in her wheelchair with one leg elevated at the resident store cash register. Jackie works at the store a few hours each day. Her quick smile and bright personality are the first thing you notice as you walk into the room that features snacks and fun for the residents.

Jackie was part of our **OLDER ADULT SERVICES** program, which is a nationally recognized program providing mental health services to seniors.

When we met Jackie four years ago, she was depressed and anxious. We offered her care and support and today when I visited her - she calls herself a graduate. She no longer needs our services or prescriptions because now she feels feisty, connected and certainly living with a purpose. We are proud to have Jackie as a graduate of our program.

## LIFE CHOICES

NSO's Life Choices provides services and support in Wayne County for children, youth and adults with intellectual developmental disabilities as well as their extended families. Services are provided in schools, homes, communities and our offices with the goal to help individuals achieve their full potential. Services include intake and assessment, case management, positive behavior supports, individual, family and, group therapy, one on one skill building for children experiencing autism, art therapy, theatre workshops, youth leadership workshops, parenting skills classes and more. (313) 875-7601

## OLDER ADULT SERVICES (OAS)

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 provides comprehensive mental health outreach, residential and advocacy services and helps older adults reach their maximum potential, enabling them to remain active community participants. OAS is one of the oldest and largest mental health and aging programs in the state of Michigan. (313) 961-7990

## YOUTH INITIATIVES PROJECT (YIP)

NSO's Youth Initiatives Project (YIP) molds youth leaders into community activists, and provides youth leadership and advocacy training focused on violence and substance abuse prevention. Programs include Youth Leadership Academy, Male and Female Empowerment Breakfasts, Hugs Not Bullets and Grads Not Inmates campaigns. (313) 305-0308

## COMMUNITY OUTREACH FOR PSYCHIATRIC EMERGENCIES (COPE)

COPE is a community-based program that provides immediate psychiatric intervention to Wayne County Medicaid consumers in crisis. COPE teams, consisting of a clinician and a peer support specialist member, are contacted by medical officials to respond to hospitalized individuals experiencing a mental health crisis. Following an assessment, the team determines and facilitates the authorization of psychiatric care to best suit each individual's needs such as inpatient treatment, detox/substance abuse residential treatment, transitional housing or outpatient services. In later phases, the COPE team may intervene at the consumer's place of residence at times of crises. COPE is a partnership with Hegira Programs Inc., Northeast Guidance Center and NSO. (313) 961-4890



# THE POWER OF ONE ORGANIZATION IMPACTING THE COMMUNITY THROUGH MANY PROGRAMS

## YOUTHLINK

NSO's YouthLink is a year-round youth workforce development program designed to provide youth and young adults 14-24 years of age, on Detroit's east side, with the opportunity to invest in their own future. The program provides employment skills, life and social skills, mentoring, tutoring, career training and job placement. NSO YouthLink is funded by the Detroit Employment Solutions Corporation. **(313) 305-0322**



## VOLUNTEER PROGRAM

NSO's Volunteer Program provides a wide variety of opportunities for individuals and groups to support their neighbors with one-time and ongoing volunteer opportunities. Most NSO programs offer volunteer opportunities. Learn about ways to help on our website, [www.nso-mi.org](http://www.nso-mi.org) or through the NSO Volunteer E-newsletter. **(313) 961-4890**

## THE ROAD HOME/PATH

NSO's The Road Home/PATH outreach program helps those experiencing homelessness that do not utilize the shelter system. Homeless adults are engaged on the streets by a team of case managers and para-professionals providing resources and services that often make the difference between life and death. The program partners with Wayne State University School of Medicine's Street Medicine Detroit, Michigan State University School of Medicine and University of Michigan's School of Medicine. **(313) 832-3100**

## TUMAINI CENTER

NSO's Tumaini Center provides crisis and support services for the homeless adult population in the city of Detroit. Services include substance use disorder and mental health assessment and referrals, limited primary healthcare, case management, education, clothing storage, emergency food, shower and laundry services for some of the most disenfranchised adults in our community. **(313) 832-3100**

## SUPPORTIVE HOUSING

NSO's Supportive Housing uses a "Housing First" approach to provide permanent supportive housing services to formerly homeless adults. Our immediate and primary goal is to help individuals to quickly access and sustain permanent housing. NSO's commitment to Supportive Housing includes the renovation of the historic Michigan Bell building into 155 one-bedroom apartments for formerly homeless adults as well as supportive scattered-site housing throughout the city. **(313) 967-5950**

## COORDINATED ASSESSMENT MODEL (CAM)

The CAM Hotline is the central access point for emergency shelter and housing resources in Detroit. CAM assists individuals in need of housing resources to locate a shelter bed or to obtain other emergency services or referrals. CAM also assists with eviction prevention and, when funds allow, relocation and utility assistance. CAM is a collaborative effort with NSO, Southwest Solutions, Homeless Action Network of Detroit and other shelter providers. **(313) 305-0311**

# Programs





# Partners

428Forward  
5th 3rd Bank  
Access Community  
Advantage Health Centers/Bell Building Clinic  
AmeriCorps  
Behavioral Health Professionals Inc.  
Black Mother Breast Feeding Association  
BuildOn  
Campaign for Black Male Achievement  
Capuchin Soup Kitchen  
Chance for Life Organization  
City of Detroit Homeless Task Force  
Coordinator Assessment Model (CAM)  
Detroit Area Agency on Aging  
Detroit Continuum of Care (CoC)  
Detroit Fire Department  
Detroit Metropolitan Community Action Agency  
Detroit Parent Network  
Detroit Pistons  
Detroit Police Department  
Pro-Literacy Detroit  
Detroit Recovery Project, Inc.  
Detroit Tigers  
Detroit Urban League  
Detroit Youth Violence Prevention Initiative  
DMC Detroit Receiving Hospital  
Domino's Pizza LLC (dLive)  
Durfee Elementary-Middle School  
Families Building Faith  
Fiat-Chrysler  
First Food Friendly Community Initiative  
Focus: HOPE  
Golden Girls Mentoring  
Gongos  
HandUp  
Harlem Globetrotters  
Homeless Action Network Detroit (HAND)  
Jesuit Volunteer Corps (JVC)  
Jobs for Michigan's Graduates  
KFS Financial  
Manistique Gardens  
Mariners Inn  
Mason Academy  
Matrix Human Services  
Mercedes-Benz Financial Services  
Michigan State School of Osteopathic Medicine  
Michigan State University  
Mobile Dental Clinic  
MotorCity Casino Hotel  
My Brother's Keeper - Detroit  
National Kidney Foundation of Michigan  
Northwest Community Programs Inc.  
Oakland University/School of Health Sciences  
Osborn College Preparatory Academy  
Osborn Collegiate Academy of Mathematics, Science and Technology  
Osborn Evergreen Academy of Design and Alternative Energy  
Osborn Neighborhood Alliance  
Players Guild of Dearborn  
Pro-Literacy Detroit  
Quicken Loans  
Salvation Army  
Self-Help Addiction Rehabilitation, Inc.  
SER Metro-Detroit  
Southwest Solutions  
The Empowerment Plan  
The Marino Group  
The United States Attorney's Office – Eastern District of Michigan  
University of Detroit Mercy/Culinary School and McAuley School of Nursing  
Walmart  
Wayne State University/Street Medicine Detroit  
Whiting Law  
Woodside Bible Church (Detroit and Oakland County Beautification)  
World Medical Relief



# Financials

## EXPENSES BY PROGRAM AREA

FY 16-17 EXPENSES

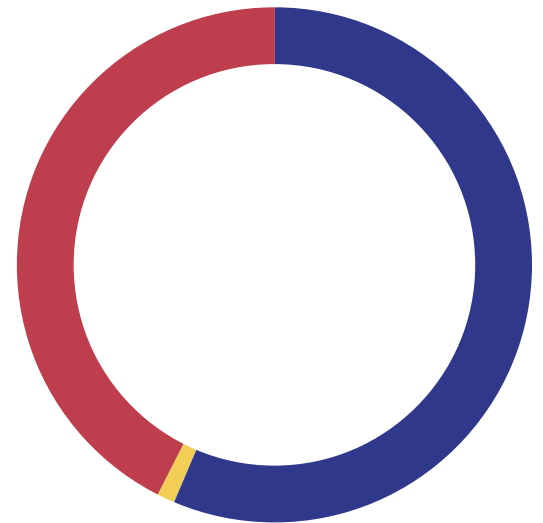
■ OLDER ADULTS	\$5,191,095
■ LIFE CHOICES	\$4,797,165
■ YOUTH SERVICES	\$1,193,709
■ SUPPORTIVE HOUSING	\$2,325,449
■ CRISIS INTERVENTION	\$886,901
■ HOMELESS RECOVERY SERVICES	\$1,688,146
SERVICE EXPENSES	\$16,082,465
ADMINISTRATIVE SERVICES	\$3,114,077
SERVICE EXPENSES TOTAL:	\$19,196,542



## REVENUE SOURCES

FY 16-17 EXPENSES

■ GOVERNMENT	\$10,811,121
■ INDIVIDUALS/CORPORATIONS	\$191,413
■ GRANTS/CONTRACTS/REVENUE	\$8,102,960
TOTAL REVENUE:	\$19,105,494



# 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 COORDINATED  
 ASSESSMENT MODEL  
 (CAM)**  
 882 Oakman Blvd., Ste E  
 Detroit, MI 48238  
 (313)305-0311

**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

**HOMELESS RECOVERY  
 SERVICES— NSO Tumaini  
 Center, The Road Home & PATH**  
 3430 Third Ave.  
 Detroit, MI 48213  
 313.832.3100

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

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

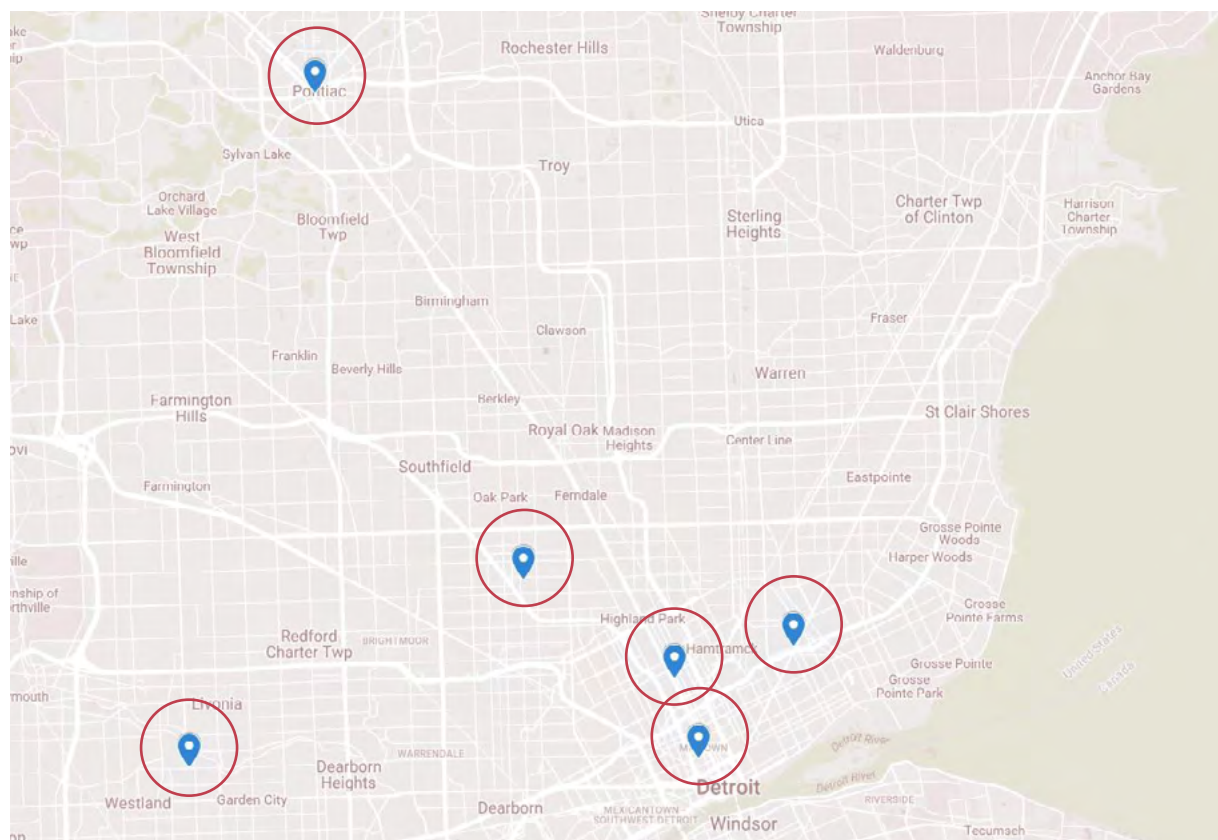
**NSO OLDER ADULT  
 SERVICES (OAS) — Wayne**  
 882 Oakman Blvd., Ste. D  
 Detroit, MI 48238  
 313.961.7990

**NSO YOUTHLINK**  
 9641 Harper Ave.  
 Detroit, MI 48213  
 313.305.0322

**NSO OLDER ADULT  
 SERVICES (OAS) — Senior  
 Supports Services**  
 Northwest Activity Center  
 18100 Meyers Rd.  
 Detroit, MI 48235  
 313.864.7828

**NSO OLDER ADULT  
 SERVICES (OAS)— Clinical  
 Satellite Office**  
 33250 Warren Road, Ste. 11  
 Westland, MI 48185  
 734.261.1032

**NSO YOUTH INITIATIVES  
 PROJECT (YIP)**  
 13560 E. McNichols Rd.  
 Detroit, MI 48205  
 (313) 305-0322



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 AAA Michigan  
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 BD's Mongolian Grill  
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 Joanne & James Frederick  
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 Department  
 Frita Batidos

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 Ray C. Johnson  
 Willa Johnson  
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 Kafina Johnson-Pease  
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 Iva Jones  
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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 2020 in seven categories:

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



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