

# IMPACT

Empowering People and Our Community



*Neighborhood Service Organization*  
Celebrating 60 Years of Service and Impact



2014 ANNUAL REPORT



*Neighborhood Service Organization*  
*Celebrating 60 Years of Service and Impact*

### Mission

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

### 10-Year Vision

With disciplined planning and thoughtful execution, NSO will have a significant impact on changing lives.

### Core Areas

- Integrated Behavioral Health
- Self-Sustainability
- Homeless Recovery
- Neighborhood Revitalization
- Real Estate Development

### Core Values

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



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## Message from Leadership

Our theme this year is "IMPACT." It is the core meaning of the beginning words in our mission statement "Changing lives." For the past 60 years, Neighborhood Service Organization (NSO) has been driven by the ultimate outcome of our work – the impact of our services on the lives of the individuals and families we touch everyday. Some of the outcomes exceed even our expectations as we marvel at the accomplishments of those we serve.

It is easy to count the number of lives we have touched and you will read those numbers in this report. Though impressive, the real meaning behind those numbers is related to the real change that has taken place. IMPACT is:

- Partnering with a mother in our Home Instruction for Parents of Pre-School Youngsters (HIPPPY) program in the education of her 4-year-old daughter, having her daughter enter kindergarten ahead of her class and the mother enrolling in the local community college. IMPACT
- Developing the leadership skills of a high school student in our Youth Initiatives Project (YIP) program, supporting him through college where he established a mentoring program and welcoming him back to Detroit and NSO as a full-time employee leading youth. IMPACT
- Preparing and placing over 300 youth in meaningful summer employment through our YouthLink program. IMPACT
- Nurturing the entrepreneurial spirit and dreams of persons with developmental disabilities as they developed new small businesses. IMPACT
- Supporting a 74-year-old senior to live independently after living in a nursing home for the past 7 years. Our Older Adult Services (OAS) program has moved almost 1,000 individuals out of nursing homes and back into the community. IMPACT
- Ending the homelessness of 500 adults by providing permanent housing placement and supportive services. IMPACT



Sheilah P. Clay



Ray C. Johnson

An important value of NSO is transforming daily contacts and interactions in order to positively impact our consumers. At New Employee Orientation the CEO portion always ends with a request, "When you come to work everyday and before you get out of your car, I want you to think, with deliberate intent, how the lives of the people you will see today will be different because they saw you." This request is all about creating change, achieving IMPACT.

We hope you enjoy and learn as you read the pages of this incredible report which shares the successes of some remarkable people. Change is challenging, yet they did it and we celebrate them.

Sheilah P. Clay  
 President and CEO

Ray C. Johnson  
 Board Chairman



# Neighborhood Service Organization

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## Celebrating 60 Years of Service and Impact

### 2015 marks the Diamond (60th) Anniversary of NSO.

We were founded as a private nonprofit, multi-service agency in 1955 in response to the unmet needs of low-income families and communities in the city of Detroit.

Over the past 60 years NSO's mission has expanded to meet the needs of the homeless, older adults, persons with intellectual/developmental disabilities, youth and other vulnerable citizens. The hallmark of NSO's history for the past sixty years has been to create and deliver solutions to meet the needs of Detroit's underserved residents. In so doing, NSO has been keeping its promise and commitment to be "Always Within Reach". This work is not possible, however, without the tremendous humanitarian effort and dedication of NSO employees, board members and volunteers. This year we will not only celebrate the Service and Impact of NSO and its rich history but we will also recognize the many partners and friends who are an integral part of the NSO family.

We invite you to join us throughout the year as we highlight NSO's programs and services with special monthly activities, events and community outreach projects. The culmination of the year will be our highly anticipated anniversary gala which will be in Spring 2016.



NSO is proud to continue to serve the city of Detroit. Pictured above are the honorees from NSO's 2014 Inspired Life Awards. Also pictured is renowned Detroit artist Hubert Massey standing next to his NSO mural which is displayed at NSO's headquarters. The mural was the inspiration for the NSO 60th Anniversary logo design.

# BEHAVIORAL HEALTH PROGRAMS

## ... to make a positive change in his life

ETS/SPC received a call for help from Calvin, a 42-year-old male, recently home after 10 years in prison, who felt depressed and suicidal. His family had a history of suicide and suicide attempts. His life was forever changed when his daughter committed suicide on April 7, 2014, leaving behind her 2-year-old daughter to care for. Calvin's grief was compounded by the fact he could not find a job nor housing, due to being labeled a "violent offender". Feeling like a failure, overwhelmed and depressed, he took pills just before calling NSO's crisis line. An ETS/SPC counselor answered the phone to hear a man cry hysterically and yell, "Somebody please help me....I'm sorry, please help me, part of me wants to die and part of me wants to live." The counselor asked Calvin a few questions and immediately contacted 911. While waiting for the police to arrive, the counselor and the caller talked. Calvin later stated, "It felt like someone really understood my pain." The ETS/SPC counselor gave him hope and a will to live and turn his life around, for himself and his 2-year-old granddaughter. The police arrived to transport Calvin to the hospital where he was ready to do what was needed, in order to make a positive change in his life.

## EMERGENCY TELEPHONE SERVICE/SUICIDE PREVENTION CENTER (ETS/SPC)

Emergency Telephone Service/Suicide Prevention Center promotes well-being and improved mental health by providing crisis counseling, information and referrals to appropriate resources in the community. In 2014, ETS responded to thousands of callers on 12 different help lines. In addition, ETS/SPC staff members conducted informational presentations and distributed educational and informational flyers throughout the entire community. These activities help people in challenging circumstances get some much needed assistance and access community resources to improve their lives. ETS responds to callers who are experiencing a suicidal crisis. ETS is there for people and provides immediate emergency telephone counseling during some of the most vulnerable and darkest hours in people's lives.

In 2014, ETS responded to 65,743 callers, distributed more than 5,000 educational and informational flyers throughout the community and responded to over 750 callers who were specifically experiencing a suicidal crisis.

## 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 numerous CISM requests last year, debriefing over 50 individuals.

## OLDER ADULT SERVICES (OAS)

OAS provides mental health outreach, residential and advocacy services to help older adults with mental illness and nursing home residents 18 years and older 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 assistance in supported living settings. OAS provides the initial OBRA (Omnibus Budget Reconciliation Act) program assessment to determine if a nursing home is an appropriate setting for an individual. Since the inception of the OBRA program, OAS has placed people out of nursing homes back into less restrictive settings in their own community.

Through NSO's efforts, over 100 people were moved from nursing homes to more independent settings, were diverted from psychiatric hospitalization, or were diverted from nursing home placement to more appropriate settings.

## OAS Senior Support Coordination – Northwest Activities Center

In 2014, NSO partnered with Detroit Area Agency on Aging (DAAA) to provide services to seniors living in Northwest Detroit. The Senior Support Coordination Program, located in Detroit's Northwest Activities

*Left: An ETS/SPC crisis counselor takes a call at the Call Center located at the NSO Bell Building. Right: NSO Older Adult Services helps seniors to live as independently as possible and remain active community members.*





*Linda Hicks, an OAS consumer, is honored at the 2014 Inspired Life Awards event.*

Center, has helped provide personal care, homemaking, respite services, chore services, medication management, transportation and coordinated services such as Medicare waiver, Diabetes self-management and more. In 2014, 732 individuals were seen by the Senior Support Coordination Program.

Since the inception of the OBRA program, OAS has placed 1,006 people out of nursing homes back into less restrictive settings in their own community. In 2014, OAS provided case management and clinical services for more than 4,700 older adults in our community. OAS staff provided more than 9,403 therapy sessions as well as 6,453 psychiatric clinical services.

## ... the life that she has dreamed of

Tina is a 24-year-old woman who was raised by both parents and has 10 siblings and other half-siblings. She graduated from high school and held jobs but faced a history of problems with alcohol and substance abuse. She never married; she suffered a miscarriage two months before a series of strokes which lead to her nursing home placement. She felt that because of the decisions she made in the past, she deserved to be in a nursing home where someone else could make decisions for her.

At one point, Tina became depressed and felt she had no hope of ever moving out of the nursing home especially into her own apartment. NSO/OAS was able to provide encouragement and support to her during the coordination and facilitation of obtaining a provider who was willing to work with her many challenges. Soon after, she moved into her own apartment with a roommate and support staff. She is very excited to begin a new phase in her life. NSO/OAS staff also linked her with programming that increased her knowledge and skills to perform daily activities and to build her confidence. Her wishes and desires were to do things that many of us take for granted – planning her own meals, going shopping to buy a new dress, and having friends and family come to visit her in her own apartment. Tina is grateful to the team of NSO/OAS professionals that helped her regain the confidence and assisted her with living the life that she has dreamed of.

# BEHAVIORAL HEALTH PROGRAMS



*Life Choices consumer, William Kitts, participates in the Art Therapy Program and proudly displays his artwork.*

## LIFE CHOICES

Life Choices staff provide case management services and therapeutic services including psychiatric evaluations and medication reviews. The program provides support to children, adolescents and adults with intellectual/developmental disabilities (IDD) which includes comprehensive outpatient and coordination services, ongoing linking, referral and advocacy for consumers to access community programs and resources, counseling, evaluation and planning, guardianship assistance, residential placement, and monitoring of skills and work programs.

Individual and family therapy sessions are provided in the home and in various community venues such as schools and independent living facilities.

Life Choices helps individuals who are living with intellectual/developmental disabilities or are autistic to achieve their full potential in life and overcome challenges that they may face on a daily basis. Working with family members or guardians, NSO provides an array of services that support the consumer's dreams, hopes and desires, that

includes supports case management; positive behavior supports; individual, family and group therapy; supports for children with autism; S.P.I.N. (Supporting Parents' Individualized Needs); Early On; and P.L.A.Y. Project (Play and Language for Autistic Youngsters).

With the expansion of specialized interventions for children diagnosed as autistic, numerous children were provided with Applied Behavioral Analysis (ABA) which is a clinical best practice that brings about meaningful and positive change in an autistic child's behavior. Children who never spoke to their parents or never made eye contact with others have mastered the ability to speak coherently and develop meaningful relationships. Our S.P.I.N. program assisted 60 parents living with IDD with skills that helped prevent their child's removal from the home and enhanced their parenting skills.

There were over 60 participants in the Art Therapy Program which is used as an effective method of communication,

assessment and treatment. Some of their creative expressions were later marketed and consumers were able to financially benefit from their art.

More than 112 children were assessed and served through the Early On program designed to address developmental lags or conditions that could lead to such a delay for children from birth through 3 years.

In 2014, Life Choices staff provided more than 1,300 case management services and over 900 therapeutic services per month including psychiatric evaluations and medication reviews. The unit also provided support for thousands of children, adolescents and adults with intellectual/developmental disabilities (IDD).

## ... continues to make tremendous gains

Ten-year-old Kyle was diagnosed with autism and mild mental retardation and faced many challenges in his childhood. As a participant in NSO's specialized programs, he was able to "graduate" from NSO's P.L.A.Y. Project, a program designed to draw autistic children out of their shells through intensive guided play sessions with their parents and a trained specialist. Because of this engagement and the care that was offered to Kyle and his family he was mainstreamed at school which provided him with additional support and resources. Now, he is having great academic success, and is an Honor Roll student in school. Kyle continues to make tremendous gains and has truly benefited from the services and supports that he and his family receive from NSO.

*Life Choices consumers perform in the 2014 Starshine Theatre production at The Players Guild of Dearborn.*



# HOMELESS RECOVERY SERVICES



NSO's The Road Home team, (Left to Right) Phillip Ramsey, James Carey and Lydia Adkins prepare for their daily outreach and service in the community.

## 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 who do not utilize the shelter system. 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 Wayne State University's Street Medicine Detroit program, many homeless individuals receive basic medical care. In 2014, The Road Home served 257 individuals, and 64 people were housed in permanent, supportive housing.

## TUMAINI CENTER

The Tumaini Center is a crisis support center open to chronically homeless individuals in need. The Center, established in 1975, provides services to all who enter its doors including mental health assessment and referral, substance abuse treatment referral, case management, primary health care, emergency food, showers and clothing storage. A dedicated network of churches and community groups provide meals at the Center.

In partnership with Wayne State University's Street Medicine Detroit, the Tumaini Center Clinic was approved as the clinical site for a new 4th Year elective course (MD4 8046) at WSU's School of Medicine. The course will be overseen by a WSU academic advisor, and include guest lecturers. The majority of the course's clinical portion will be overseen by the Tumaini Center's Nurse Practitioner.

The goal of the program is to find shelter for all who enter our doors.

In 2014, Tumaini Center provided mental health services to 1,420+ individuals. Individual overnight stays in 2014 totaled 76,698. Through these efforts, over 600 individuals were housed within the community.

## ... thank you NSO homeless staff

While living on the street Gerald had seen many scary things – the couple who kept all their possessions in a shopping cart for the past five years, and the person who worried and cried because she hadn't seen her family in three years. Although The Road Home van is seen on the streets every day, it often takes many encounters before a homeless individual will accept services. One day, while freezing and unable to walk, Gerald talked with The Road Home staff and decided to get inside the van to get warm, then rode to the Tumaini Center where his feet were examined by the Nurse Practitioner, who then accompanied him to the hospital. Gerald's frostbitten feet were saved that day, because he decided to accept help. The steps Gerald took may have saved his life. He met with a Tumaini Center case manager who signed him up for Medicaid and helped him find a doctor. While staying warm inside the Tumaini Center, another case manager helped Gerald complete paperwork to get his own home. Later, a third case manager took Gerald to find an apartment where he now lives. Staff is helping Gerald to find a job. Gerald said, "I know I will find one soon. I believe in myself again and I am happy that I have new friends in my apartment building. Thank you NSO Homeless Staff."

## SUPPORTIVE HOUSING

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

Permanent supportive housing provides stability so residents can begin to address the challenges that led them to homelessness. This stability - a caring NSO case manager and a network of supports - helps the formerly homeless individual live a more stable, productive life at great cost benefit to the community. In 2014, support for people housed was received by 183 individuals.

### 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.

### Projects for Assistance in Transition from Homelessness (PATH)

Through PATH, an outreach program to assist homeless individuals with mental illness, NSO provided services to 329 individuals with serious mental illness, including co-occurring

substance use disorders, who were homeless or at risk of becoming homeless. As a result, over 60 individuals were provided permanent or transitional housing.

## NSO BELL BUILDING

The NSO Bell Building provides permanent supportive housing to 155 formerly homeless adults, each living in their own one-bedroom apartment. Since opening in 2012, the Bell Building has housed and provided supportive services to hundreds of individuals. The Bell Building provides on-site support services to help residents connect to primary 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.

*Top left: NSO Nurse Practitioner, Dean Carpenter and Street Medicine Detroit President, Allison Pianosi, meet with a consumer at the NSO Tumin Center, Top right: Bell resident, Brian Page, receives a flu shot provided by Walgreens, Bottom left: The NSO Bell Building, Bottom right: NSO Bell Resident, Darlena Tillman, learns how to knit with assistance from Salone Jackson an NSO volunteer from Health Alliance Plan (HAP).*



# COMMUNITY PROGRAMS

## HARPER-GRATIOT MULTI-SERVICE CENTER (HGMSC)

Located on Detroit's eastside, HGMSC is home to multiple programs and provides comprehensive, coordinated accessible health and human services to the community in one convenient location. The Center is also home to NSO's Home Instruction for Parents of Preschool Youngsters (HIPPY), Youth Initiatives Project (YIP), YouthLink and Life Choices children's programs. Also located in the facility is NSO's Bridging the Gap program which is funded by United Way for Southeastern Michigan and provides basic needs assistance to community members. Also offered at HGMSC are DAAA Bridging Generations kinship meetings. This kinship support group provides relative caregivers with new information, support, skills and attitudes to manage stress and increase effective caregiving skills. NSO's Harper-Gratiot Multi-Service Center is truly a place for solutions and impacts those who utilize its resources and services.

The Center also offers the following initiatives/programs which provide important services to the community:

## Arab American and Chaldean Council / Women, Infants, and Children (WIC)

WIC, a city of Detroit program, is for women who are pregnant, breastfeeding or recently had a baby, and is a nutrition program that helps participants eat well and stay healthy.

## Black Mothers' Breastfeeding Association (BMBFA)

This is a nonprofit organization increasing awareness of the benefits of breastfeeding throughout the African American community.

## United Children Family Head Start

This program provides a quality, center-based early childhood education experience for children ages 3- to 5-years-old.

## Accounting Aid Society (seasonal)

Provides free income tax preparation to low income individuals and families at the HGMSC site during the tax season.

In 2014, through phone calls and walk-in visits, HGMSC responded to nearly 15,000 requests for basic needs information and referral services. One hundred and ten (110) families (including 232 children) received emergency food assistance with funding from UWSEM's Emergency Food and Shelter Program. 250+ households received free tax assistance offered through Accounting Aid Society and 70 families were adopted during the holidays.

## YOUTH INITIATIVES PROJECT

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 provides youth leaders with the skills to plan and organize activities that promote well-being and success. In 2014, 123 YIP youth graduated from the Osborn University Campus. Last year the YIP program engaged the community through proactive outreach and programming via youth forums, neighborhood marches, information distribution, and specific campaigns including its annual Hugs Not Bullets youth anti-violence rally. NSO also hired numerous peer educators who are emerging leaders in the community who want to continue to make an impact on young lives. Thanks to new funding, the YIP program has been expanded into the HOPE Village area in northwest Detroit.

In 2014, more than 3,000 people were impacted by YIP through youth-led awareness campaigns, helping young people realize their vision of a safer community and a brighter future. The program also referred hundreds of students and helped them work to secure employment.

*Left: An Accounting Aid Society volunteer provides free income tax preparation at the Harper-Gratiot Multi-Service Center. Right: YIP students pose for a group photo after the Hugs Not Bullets press conference with Detroit Police Chief, James Craig.*





*YouthLink Male Mentor, Carlos Marino from The Marino Group works with YIP and YouthLink member Quantavious Johnson.*

## YOUTHLINK

Operating since 2013, YouthLink currently serves nearly 250 youth who have been certified through the Workforce Investment Act (WIA); 60% are Younger (In School) Youth, and 40% are Older (Out of School) Youth. Over 300 were placed through the summer employment program in 2014 alone. The majority of these young people reside in some of the area's most underserved neighborhoods. YouthLink provides a myriad of services to these youth centered around 10 specific elements, the largest providing summer employment for all program youth. Individualized case management is provided to each youth by assigned case managers, who meet regularly with youth to establish an ISS (Individual Success Strategy). Many youth come into the program having dropped out of school. YouthLink provides both in-class GED sessions and online High School completion curriculum through ED 20/20 which is a credit recovery program. Workforce Development Specialists facilitates weekly Job Readiness workshops for the Out of School youth to sharpen their employability skills. YouthLink exposes program youth to as many academic and social interaction activities as possible, taking talent tours to the major colleges and thriving businesses in Detroit and the surrounding areas. YouthLink also polishes youth in the area of etiquette and quarterly takes the youth to restaurants to practice what they have learned.

## ... an impactful opportunity for NSO and the youth participants

In workforce development, successful outcome is measured by participants obtaining a nationally recognized credential then finding employment. In 2014, YouthLink sent numerous older youth to customized/specialized training programs. Fourteen older youth (NSO trainees) were enrolled in a pre-carpentry construction program and other older youth were enrolled in culinary arts. The youth were met with obstacles throughout the 14-week program; many had families to support. An opportunity presented itself where the youth could work at Detroit's General Services Department (GSD) during the day, and attend classes in the evenings. GSD employed 14 youth, allowing them to work landscaping in Parks and Recreation while they attended classes. Older youth in the construction program received Asbestos and Abatement credentials, and Demolition and OSHA 10 certifications. All are currently employed. One of the culinary students is currently employed at a local restaurant while the other continues their training.

# COMMUNITY PROGRAMS



*Bottom left: HIPPY 2014 graduates, Top left: NSO Volunteers clean up the Tumaini Center, Right: Artist and NSO volunteer, Jules Palms, works with Bell residents to create hand-painted tote bags.*

## HIPPY

Home Instruction for Parents with Pre-School Youngsters (HIPPY) helps parents prepare their children for kindergarten by providing them the tools, skills and confidence they need to work with their preschoolers (3-5 year olds) at home. 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 2014, 60 families were served by NSO HIPPY.

Thanks to new funding in 2014, the HIPPY program expanded into northwest Detroit's HOPE Village, serving an additional 20 families.

## NSO VOLUNTEER PROGRAM

The NSO Volunteer Program provides individuals and groups with meaningful, fulfilling opportunities to help their most vulnerable neighbors. Volunteer opportunities include one-day events or activities, ongoing opportunities to engage with the individuals and families we serve, and options for groups to host larger events. In 2014, more than 800 people volunteered over 5,200 hours for NSO with an estimated value of more than \$117,000.

NSO is grateful to have the support of wonderful volunteers helping improve the lives of those we serve. Thank you to the community and church groups that provide meals for the homeless men and women at the Tumaini Center. Thank you to the corporations and student groups that work with youth and adults with IDD in the Life Choices Art Therapy Program. Thank you to the men and women who serve as Role Models at our YIP Male and Female Empowerment Breakfasts. Thank you to the individuals and groups that have shared their artistic talents, love of reading and joy of entertainment with the residents of the NSO Bell Building. Thank you for helping to make an event successful, delivering food to seniors or stuffing envelopes. We couldn't do any of these things without our volunteers.

## ... HIPPY became my family

In 2010, a 28-year-old single mother joined the educational program after seeing a flyer. Fast forward to May 2014 as her youngest child receives accolades, one of nine students completing the 2013-14 HIPPY term. His two older siblings, ages 8 and 6, went before him and completed the program, and today cheered on their brother's accomplishment. Their mother, who owns her own home and works in security said, "I feel very accomplished today. Over the past four years, HIPPY became my family."

# EVENTS AND SPECIAL INITIATIVES - 2014

## PhotoVoice

Through a partnership between NSO and Oakland University (OU), 17 NSO Bell residents participated in the OU research project, PhotoVoice. PhotoVoice is a research methodology using participatory photography to empower people to understand and express themselves. Through the initiative, NSO Bell residents explored the factors that influence their health and wellness through photos. Oakland University's analysis of the project data will be used by NSO to help residents identify and overcome the factors that impact their health. The program concluded with public photo exhibits featuring the artists' work.

## Homeless Street Soccer

NSO's Team Resilience proudly represented the city of Detroit as a participant in the 2014 Street Soccer USA tournament in New York City. The tournament uses the power of soccer to engage homeless and formerly homeless people so they can change their own lives and set an example in their communities.

## Handlebars for the Homeless and In Their Shoes 5K

NSO hosted its annual Handlebars for the Homeless bike event and the In Their Shoes 5K Run & Walk. These two mission-based

fundraising events served as exciting opportunities to increase awareness of issues facing our community and the consumers which NSO serves.

## Leadership Camp

NSO Life Choices' annual Leadership Camp helps provide youth with developmental disabilities opportunities to develop Leadership Skills. The program includes structured activities which provide opportunities for participants to work cooperatively with other youth toward a common goal, to gain new skills and to meet new friends.

## Starshine Theatre

Through our Starshine Theatre event, NSO Life Choices partners annually with The Players Guild of Dearborn to provide consumers, ages 12-18, the opportunity to participate in a week-long theatre production workshop. The workshop culminates in a theatre performance that is open to the public. In 2014, Starshine Theatre players performed "Starshine's Got Talent".

## Inspired Life Awards

NSO's Inspired Life Awards is an honorary annual social event highlighting NSO consumers, partners and funders. In 2014 honorees included: Inspired Life Awards –

NSO consumers; Champion Awards – Michigan Alliance for Families, Henry Ford Health System – Office of Clinical Quality & Safety, State Representative Phil Cavanagh and The Eimers Foundation; and President's Awards – Behavioral Health Professionals, Inc. and Quicken Loans.

## Thanksgiving

During November, NSO received numerous generous donations of Thanksgiving turkeys that were distributed to our consumer families. Family and friends known as Thankful Enough to Give prepared and served a wonderful Thanksgiving Dinner for residents in the NSO Bell Building, while Enjoy Detroit cleaned the NSO Tumauni Center, then served consumers a delicious Thanksgiving dinner.

## Holiday Elf Program

Each year, NSO invites individuals and organizations to help brighten the winter holidays for the consumers in need that we serve every day through the NSO Holiday Elf Program. Opportunities include adopting a family, providing gift cards to youth, hosting a holiday party for consumers, providing a Giving Tree gift to a Bell Building resident, responding to program needs for Wish List items, or hosting a housewarming party to provide new household items for a formerly homeless individual.

*Top Left: NSO Team Resilience at New York Times Square. Top Right: Bell Resident, James Coleman shows his artwork to Dr. Walter D. Webb during the PhotoVoice event at Plowshares Gallery. Bottom right: NSO donor, Kimberley Alleman, poses with the gifts she donated for the 2014 Holiday Elf Program. Bottom Left: NSO In Their Shoes 5K participants begin the annual run event.*



# SPOTLIGHTS



*Seated left to right: Tom Goddeeris, Harvey "Chip" Amoe, Mark Ostach, Ray C. Johnson, Sheilah P. Clay, Dr. Richard Lichtenstein, Gregory Terrell, Dr. K. Noelle Clark. Standing left to right: Tom Tuskey, William Weld-Wallis, Reginald Pelzer, Farhana Arif (NSO Board Fellow), Doneen McDowell, Atty. Boyd White, David Rudolph, Gail Smith, Minister Georgia Hill, C. Russell Simmons, Barbara Jean Johnson, Robin Cole, Atty. Lois Collins, Diane Slon, Marvin Cato, Robert Jones, Marsha Brogdon, Dr. Mildred Matlock. Not pictured: Linda Alexander, Sharon Banks, George Gaerig, Al LaHood, and Dr. Herbert Smitherman*

## NSO Board Spotlight

In recognition of our 60th Anniversary, NSO would like to acknowledge our Board of Directors for their service and commitment to our organization and those whom we serve. There are many reasons for the strength and rich history of NSO, but one of the most valuable is the leadership and oversight of our Board of Directors. They provide governance and strategic direction to help provide innovative and quality programming that responds to the changing needs of our community. NSO Board members are also generous with their time, wisdom and financial support and they remain committed to our mission.

Thank you to each of our 2014-2015 Board members for your hard work and commitment to building a strong and effective organization. Through your tireless efforts, strategic thinking and innovative ideas, NSO continues to be a valuable asset and a leader in Detroit and Southeastern Michigan. We're so grateful for your service and dedication to NSO and our mission!



*Ron Norwood*

## Staff Member Spotlight

Ron Norwood grew up on Detroit's East Side on Outer Drive, which was once lined with beautiful brick homes. Now, in 2015, there are five abandoned homes on his block and the street lights are out.

Growing up in the Osborn community, young men like Ron live with high crime and few opportunities. Despite these challenges, Ron became a

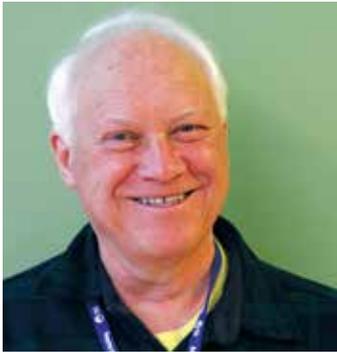
community leader when he joined NSO's Youth Initiatives Project in his senior year at Osborn High School. When he was recruited by YIP Program Director Frank McGhee, Ron dove in head first. He immediately began as YIP Youth Organizer and started working on YIP's goals, which are safe communities and excellent schools. In 2008, he became the face for YIP's very first Hugs Not Bullets Campaign. Once the campaign started, they received almost 1,500 signatures from students in the community who pledged to end gun violence. The campaign spread to other schools around the city.

Ron continued impacting others as a college student at Alabama A & M. While he was there he started his own organization which helped create a support system for students from Michigan. Detroit was not far from his mind though, as he knew he wanted to come back to the city to serve in some capacity.

**"The important thing to remember when helping others build lives is that they are more than just a number on paper. If we help one child, they can lift a whole family."** Ron Norwood

After graduating with a degree in Political Science, Ron returned to Detroit where he became the first YIP member to be hired by NSO full time. He is excited to be back at NSO where he is able to facilitate and interact with a group of students he can call his own. His contribution to the YIP program is instrumental to the expansion of the initiative.

Through his work and continued dedication to youth, families and the community, Ron is truly impacting the community through his service and leadership. NSO is grateful for Ron as he serves as an inspiration and an example for a future generation of NSO leaders.



Charlie Sears

### Volunteer Spotlight

We never know where life will take us. If we're lucky, we just might end up like Charlie Sears...at the place where "everyone knows your name".

For more than three years, Charlie has been volunteering with residents in the NSO Bell Building, but his support of the Bell Building began long before the first residents moved off the streets and into their new apartments.

Charlie, a member of Gesu Parish, first learned about the project when a friend and fellow parishioner invited the Parish's Homeless

Committee to tour the Bell Building just as the renovations of the historic landmark began. Impressed with the spirit of the project he and other members of the committee were anxious to do what they could to help.

When NSO rolled out the A Place to Call Home Housewarming Parties, Charlie and his wife, Marge, were among the first to host a party to collect household goods for apartments in the Bell Building. They also attended and contributed to at least two other housewarming parties that were hosted by various Gesu groups and members.

When NSO began recruiting volunteers to help set up 155 apartments for new residents, Charlie agreed to serve as a Team Captain helping to manage the hundreds of volunteers that would be needed to help.

Once residents filled the apartments, and the recreation room, complete with a donated pool table, was opened, Charlie saw another opportunity to help. Now every Monday you will find Charlie and a rotating cast of residents in the Bell Building Recreation Room. You see, one of Charlie's early loves was playing pool. When his brother had returned from the service, his father put a pool table in their garage hoping to keep him around the house. The garage turned into the neighborhood hang-out and everyone played pool. It had been years since he played, but that did not stop Charlie. To him, it was about more than playing pool...it was about connecting with the residents.

"If you want to experience life as it is really lived, without fanfare or hidden motives, really share bits of life, connect with them as a volunteer," says Charlie. "The connections that I have made with the residents are more satisfying and real than any I have made in my forty-plus years of counseling. Just two humans here and now, with no expectations, just being together."

All of the NSO Bell staff and residents know Charlie by name. But not everyone knows that Charlie has done so much more than just play pool with residents. Charlie has organized three pool tournaments complete with prizes and of course...bragging rights. Through donations he collected, over thirty residents now own their own pool sticks. When the donated pool table's felt top and bumpers were worn, Charlie raised the funds for repairs and new felt.

Charlie, being very humble, was hesitant to let us tell his story. After thoughtful prayer, he decided that if his story might encourage others to volunteer, letting NSO highlight him would be worth it.

If you are interested in volunteering at NSO, contact us at 313-961-4890.

**"The connections that I have made with the residents are more satisfying and real than any I have made in my forty-plus years of counseling."** Charlie Sears

### Special Recognition

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

#### President's Award

Quicken Loans  
Behavioral Health Professionals, Inc.

#### Champion Award

Rep. Phil Cavanagh,  
State Representative,  
Michigan's 10th  
House District  
The Eimers Foundation

Henry Ford Health  
System, Office of Clinical  
Quality & Safety  
Michigan Alliance  
for Families

#### Inspired Life Award

Red Bull Harris,  
Youth Initiatives Project  
Linda Hicks,  
Older Adult Services  
Jason Phelps,  
Life Choices

Eddie O. Williams, Home  
Instruction for Parents of  
Preschool Youngsters  
Romer's Windom,  
Homeless Recovery  
Services

### Employees of the Quarter

Honorees are nominated and selected by peers and supervisors in this recognition program.

#### Central Office

Susan Pierson-  
DiTomasso,  
Administrative Assistant  
Andrea Davis,  
Contract Manager  
Carlton McAfee,  
Accounting Manager

Monica Rich-McLaurin,  
Performance  
Improvement Specialist  
Jessica Goergen,  
Performance  
Improvement Specialist

#### Emergency Telephone Service/ Suicide Prevention Center

Sheila Wilson,  
Administrative Assistant

#### Harper-Gratiot Multi-Service Center

Alfreda Owens,  
Home Visitor

Justine Thornhill,  
Home Visitor

#### Homeless Recovery Services

Dean Carpenter,  
Nurse Practitioner  
Genola Ekanem,  
HMIS Supervisor

Peter Polychroni,  
Peer Supports Specialist  
Robert Curry, Monitor

#### Life Choices

Angie Fluellen,  
Coordinator of  
Administrative Services  
Marilyn Battiste, RN,  
Clinical Nurse

Sarah Bologna,  
Program Supervisor  
Vanto Cureton,  
Program Supervisor

#### Older Adult Services

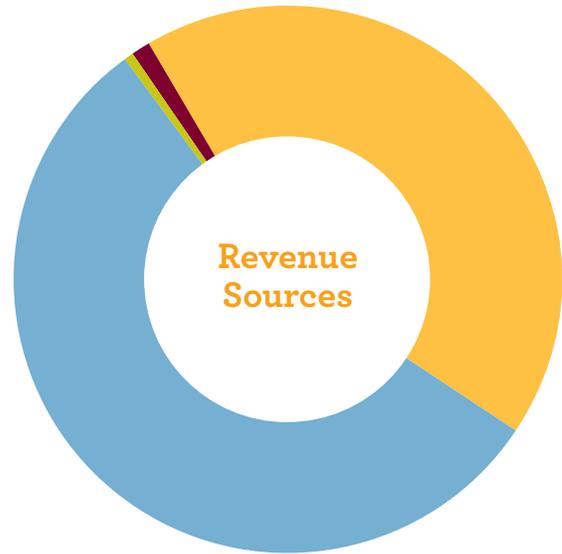
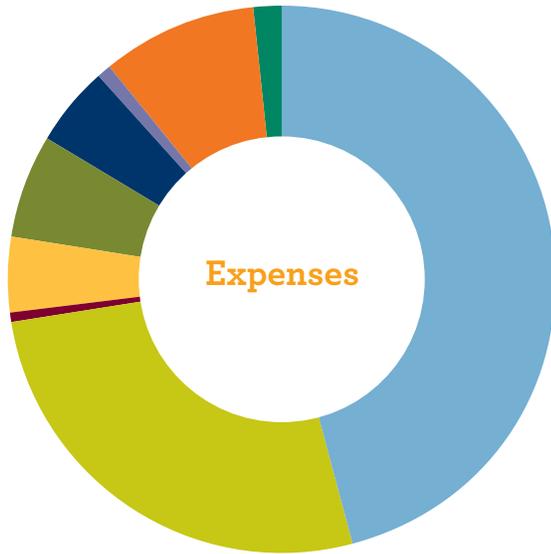
Elmer Whittaker,  
Case Manager  
Carol Garrison,  
Administrative Assistant

Evelyn Malone,  
Outreach Case Manager  
Brenda Obezil,  
Outreach Therapist

#### Youth Initiatives Project

Darlene Stewart, Case Manager

# FINANCIALS



## Expenses by Program Area

### FY 13–14 Expenses

Older Adults	\$9,720,159
Life Choices	\$5,569,882
Harper-Gratiot Multi-Service Center	\$154,855
Youth Services	\$738,563
Supportive Housing	\$1,252,341
Crisis Intervention/Emergency Telephone	\$1,026,023
Early Childhood Education	\$177,213
Homeless Services	\$1,911,552
Bell Building Services	\$321,322
<b>Sub-total Service Expenses</b>	<b>\$20,871,910</b>
Administrative Services	\$5,269,279
<b>TOTAL EXPENSES</b>	<b>\$26,141,189</b>

## Revenue Sources

### FY 13–14 Revenue by Funder

Government	\$14,728,481
Foundations	\$132,117
Individuals/Corporations	\$299,123
Grants/Contracts/Other Revenue	\$11,311,527
<b>TOTAL REVENUE</b>	<b>\$26,471,248</b>

This report reflects gifts, expenses, and revenue between October 1, 2013 to September 30, 2014.

*Left: Jack & Jill of America – Detroit Chapter presents a check to NSO. Middle: Two girls pose at the Harper-Gratiot Multi-Service Center Community Festival. Right: Tumaini Center staff members help with the Consumer Appreciation picnic.*



# FUNDERS, PARTNERS & DONORS

## NSO Funders

Behavioral Health Professionals, Inc. (CareLink/ConsumerLink)  
City of Detroit  
Detroit Area Agency on Aging  
Detroit Employment Solutions Corporation

Detroit Wayne Mental Health Authority  
Flinn Foundation  
Hearst Foundation  
Michigan Department of Community Health  
Michigan State Housing Development Authority

Oakland County Community Mental Health Authority  
Substance Abuse and Mental Health Services Administration  
The Salvation Army  
The Skillman Foundation

United States Department of Housing & Urban Development  
United Way for Southeastern Michigan  
W.K. Kellogg Foundation  
Wayne Regional Educational Service Agency  
Wellplace Pioneer

## Partners

Accounting Aid Society  
Advanced Counseling Services  
AmeriCorps Volunteers  
Behavioral Health Professionals, Inc. (CareLink/ConsumerLink)  
Black Family Development, Inc.  
Black Mothers' Breastfeeding Association  
Boll Family YMCA  
Bridging Generations  
Capuchin Soup Kitchen  
Charter One  
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Diann Banks-Williamson Educational Center  
Delta Sigma Theta Sorority, Inc.  
Detroit Area Agency on Aging  
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Detroit Medical Center  
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Detroit Pistons  
Detroit Public Library

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Farmer John Food Center  
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Jerry L. White Center High School  
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Michigan Department of Health and Human Services  
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Midnight Golf Program  
Mike's Fresh Market  
Moses Field Center  
National Association of Workforce Development Professionals  
National Suicide Prevention Lifeline  
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Oakland County Community Mental Health Authority  
Oakland University  
Osborn Neighborhood Alliance  
Quicken Loans  
Quizzle

Saints Peter and Paul Warming Center  
St. Vincent and Sarah Fisher Center  
Salvation Army Christ Church Detroit Warming Center  
Salvation Army Denby Center Veterans GPD Shelter  
Salvation Army Lawton Veterans GPD Shelter  
SER Metro-Detroit  
Sisters Making it Happen Foundation  
SMART (Suburban Mobility Authority for Regional Transportation)  
Southwest Counseling Solutions  
Spaulding for Children  
The Marino Group  
The Players Guild of Dearborn  
United Children and Families Head Start  
University of Detroit Mercy  
University of Michigan  
Urban League of Detroit & Southeastern Michigan  
Wayne County Community College District - Northwest Campus  
Wayne State University School of Medicine (Street Medicine Detroit)

## 2014 Sponsors

### Cash Sponsors

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# FUNDERS, PARTNERS & DONORS

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## NSO Bell Building Capital Campaign Donors

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### \$50,000 - \$100,000

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## NSO Bell Building Apartment Sponsors (This list includes payments on previous pledges.)

Harold & Sheila P. Clay	Dykema Gossett PLLC	Jack & Jill of America, Detroit Chapter	In memory of Jerry E. Webb Sr. in
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Marvin T. Cato	Rev. Ivory	Cindy Pierson	True Light Missionary Baptist Church
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Brooke Ellis	Liberty Temple	C. Russell Simmons	

This report reflects gifts, expenses, and revenue between October 1, 2013 to September 30, 2014.

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Allyson Farquhar-Boyle, M.B.A., Chief Financial Officer

Richard Marcolini, M.D., Medical Director

LaNeice Jones, LMSW, Vice President of Programs

Chris Polk, M.A., Sr. Vice President of Fund Development

\* Non-Voting Board of Directors Member

## CARF Accreditation

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

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

## Locations

NSO Central Office—Administration, Finance/Accounting, Real Estate Development, Human Resources, Fund Development, Volunteers, Performance Improvement, Management Information Systems, Customer Service  
882 Oakman Blvd., Ste. C  
Detroit, MI 48238  
313.961.4890

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

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

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

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

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

Homeless Recovery Services—  
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 – South  
Pontiac, MI 48342  
248.335.0632

NSO Older Adult Services (OAS)—  
Wayne  
882 Oakman Blvd., Ste. D  
Detroit, MI 48238  
313.961.7990

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

NSO YouthLink  
9641 Harper Ave.  
Detroit, MI 48213  
313.305.0322



*Neighborhood Service Organization*

*Celebrating 60 Years of Service and Impact*

882 Oakman Blvd., Ste. C  
Detroit, MI 48238  
[www.nso-mi.org](http://www.nso-mi.org)

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*Bike riders participate in NSO's 2014 Handlebars for the Homeless event.*



Changing lives through innovative human services that harness the power of choice.  
Join us and continue the momentum to make an **IMPACT** in our community.