



# NSO

Neighborhood  
Service  
Organization

## 2016 ANNUAL REPORT:

### FACILITATING CHANGE



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## MESSAGE FROM LEADERSHIP

Going through life on this wonderful earth, most of us only stop and reflect when we reach milestones, as NSO did on our 60th anniversary in 2015. We could not have envisioned the thousands of lives we would touch when we opened our doors in 1955. We wanted to help individuals and families who were struggling to survive in public housing, schools, and just day-to-day living, and we realized early on that we needed to be out in the community to achieve this goal. Accordingly, we established our service delivery model to focus on being “problem-based” instead of “building-based.” We have always understood that the heart of any neighborhood is the people who live there.

NSO has changed significantly over the past 60 years, but our fundamental values have never wavered. We believe in the power of people making choices for their own lives and have been honored to help in big and small ways to help them realize their dreams.

We are also proud of the thousands of individuals who have worked as part of the NSO team. Many of them have gone on to lead other important community organizations: former student intern Carol Goss became the CEO of the Skillman Foundation; former team member Tony Rothchild became the CEO of Common Ground; former Unit Leader Maggie DeSantis went on to become the founding CEO of the Eastside Community Network; former Unit Director Dr. Robert Bernstein became the CEO of the Bazelon Center for Mental Health Law; and former Unit Director Tyrone Chatman became the Executive Director and CEO of Michigan Veterans Foundation. These are just a few of our distinguished alumni who have passed through our doors and contributed to the legacy of excellent leadership and dedicated staff—a legacy that has been a hallmark of NSO’s existence.

As we face our future and build on this remarkable history, we are faced with changes in the healthcare system, continued recovery from the country’s economic crisis, poverty, systemic racism, healthcare disparities, the inadequate availability of safe and affordable housing, the need for new skills in the workforce and ongoing fight for quality education. NSO has never shied away from the heavy lifting of changing lives and changing communities. We are drawn to it and pour our hearts and resources into making life better for others. We, however, do not do it alone. NSO has been fortunate to have phenomenal partners in the community at every level who have supported and joined us in this work. We have been drawn to each other out of a common value and belief that together we have the innovative power to transform lives and communities.

We are optimistic about the future and look forward to the opportunities to make neighborhoods better by lifting up the people who live in them. We thank all of our partners, supporters, team members, and leaders for being part of NSO’s 60-year history. Because of you, we have so much to celebrate. However, we will not rest on our laurels because, in the words of former First Lady Michelle Obama, “There are still many causes worth sacrificing for, so much history yet to be made.”

Sincerely,



Sheilah P. Clay  
President and CEO



Richard L. Lichtenstein, Ph.D.  
Chairman, Board of Directors

*“To know even one life breathed easier because you have lived. This is to have succeeded.” ~ Ralph Waldo Emerson*



Richard L. Lichtenstein, Ph.D.

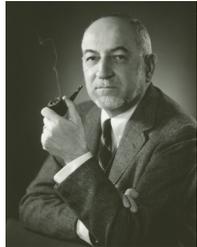
Sheilah P. Clay

follow us on



# NSO History – “Celebrating 60 Years of NSO”

Throughout our rich history, NSO has always listened carefully to those we serve, met individuals where they are – both physically and mentally – and responded to new and unmet community needs and challenges. We’ve shared some highlights here of our accomplishments; we welcome you to take a look at NSO’s 60 amazing years of passionate service.



**1955**  
Three settlement houses (inner-city service institutions) merge to form NSO and develop new, creative approaches for addressing the needs of low-income citizens facing social problems

Emerc Kurtagh takes leadership of the newly formed NSO

**1957**  
NSO Central Office on West Warren opens to support branch offices located in several housing projects

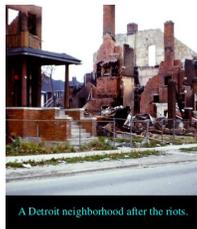


**1959**  
NSO begins counseling services and behavior modification programs in public schools in Highland Park and Detroit.

Cooperative, state-licensed nursery (Tau Beta Co-operative) opens to assist children in their educational growth and teach parents new concepts in child development

**1961**

**1964**  
NSO, in conjunction with University of Michigan, develops specialized services for elderly, inner-city residents with an emphasis on improving living conditions and health



**1967**  
NSO serves and relocates people whose homes are damaged or destroyed as a result of the civil unrest in Detroit

NSO begins offering training and counseling services to Detroit, Highland Park and Hamtramck residents

**1971**

Martin A. Livenstein begins three-year role as president

NSO’s Public Benefits Program launches to identify Detroit residents in need and provide help with obtaining access to public assistance benefits

**1973**

Donald J. Roberts begins his 17-year tenure as president

NSO establishes Concord, a psychotherapeutic outpatient service for the treatment of alcohol-related problems



**1975**  
NSO 24-Hour Walk-In Center opens to provide temporary shelter for homeless individuals

**1978**

NSO establishes Geriatric Screening and Outpatient Services (currently NSO Older Adult Services) to provide mental health services to older adults (was the only U.S. demonstration project to allow Medicare billing for mental health services; as a result, Medicare changed its rules to allow outpatient mental health billing)

**1977**

NSO Harper-Gratiot Multi-Service Center opens to assist people with a variety of needs at a central location that houses multiple social service agencies under one roof



Life Choices joins NSO; previously known as Greater Detroit Life Consultation Center

**1978**

NSO opens helpline and creates a treatment network for individuals with gambling problems

**1979**

Addiction Treatment Services joins NSO; previously known as Calvin Wells Treatment Center

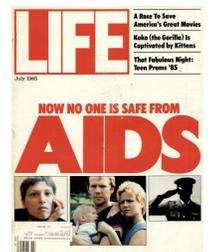
NSO’s Emergency Telephone Service – Suicide Prevention Center begins accepting calls from individuals experiencing a mental health crisis, substance abuse or interpersonal problems and connecting them to services in their community

**1987**

NSO begins providing mental health services for individuals in nursing homes and helping people leave nursing homes when possible for less dependent settings (now called NSO Older Adult Services)

**1985**

AIDS Education Program begins; NSO is the first nonprofit community organization funded by the Centers for Disease Control and Prevention for this work in Michigan

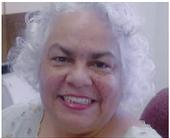




1991 Pamela M. Turner serves briefly as president



1991 Carita I. Sledge begins five-year stretch as president



1996 Angela G. Kennedy begins tenure as four year president



1999 NSO's Youth Initiatives Project leads the largest gun buy-back campaign in Detroit history to date in partnership with the Detroit Police Department and United Way

2008 The Road Home, previously known as Project Helping Hands opens – a joint venture with NSO and the Bureau of Substance Abuse

2013 NSO YouthLink, a workforce development program for young people 14-24 years old, opens

2016 Community Outreach for Psychiatric Emergency (COPE) begins taking calls from medical officials to respond to hospitalized individuals experiencing a mental health crisis. COPE is a new community-based program that provides immediate psychiatric intervention to Wayne County Medicaid consumers in crisis



2015 NSO 60th Anniversary Gala & Fundraiser is held at the MotorCity Casino Hotel

1987

NSO Telephone Service/Suicide Prevention Center provides crisis debriefing in response to the Detroit Metro Airport plane crash of Flight 255 that killed all six crew members and 148 of its 149 passengers

1992

Oakland Senior Services

1994

Project Guide Grandparents United Intergenerational Developmental Education

1996

Grandparents Raising Grandchildren

1999

New Beginnings Program opens to provide intensive case management services to homeless people

2000

Sheilah P. Clay begins role as president and CEO



2008

24-Hour Walk-In Center is renamed the Tumaini Center (means hope and belief in Swahili) to mark a shift in approach to ending homelessness, versus just managing homelessness

2012

NSO Bell Building opens, providing 155 apartments of permanent supporting housing for previously homeless individuals



2014

Coordinated Assessment Model (CAM line) begins taking calls from individuals in need of housing resources to locate a shelter bed or to obtain other emergency services or referrals. CAM serves as the central access point for emergency shelter and housing resources in Detroit.

2015

Advantage Health Center partners with NSO to provide on-site primary and behavioral health services

NSO begins commemorating its 60th anniversary

**“NSO continues to be a unique gift to Detroit, Southeastern Michigan and the entire State of Michigan; our story is worth telling.”**

*Angela G. Kennedy, NSO Executive Director 1996-2000*

**“NSO views clients as people, treating them with dignity and respect. We must realize that we all could be a client at any time.”**

*Carita I. Sledge, NSO Executive Director 1991-1996*

**MISSION:**

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

**CORE VALUES:**

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

**CORE AREAS:**

- Integrated Behavioral Health
- Youth Leadership and Workforce Development
- Ending Homelessness
- Neighborhood Revitalization
- Real Estate Development

# BEHAVIORAL HEALTH PROGRAMS

## OLDER ADULT SERVICES (OAS)

### *Aging with compassion and care*

NSO understands the extra challenges that older adults with mental illness face, whether struggling with depression, bi-polar disorder, or dementia. In addressing these needs, Older Adult Services provides clinical, psychiatric, nursing and occupational therapy support in the senior's place of residence, whether it's a nursing home or the family living room. Part of our work involves helping aging adults leave nursing homes for less dependent settings to improve their quality of life.

Additionally, NSO operates a Senior Support Coordination program in northwest Detroit to connect seniors to resources for personal care, homemaking, health management and transportation – with the goal of helping older adults stay in their homes and neighborhoods as long as possible.



**OLDER ADULT SERVICES**  
**THE NUMBERS**



**5,000**  
OLDER ADULTS

received a variety of mental health services

**621**  
SENIORS

connected to services through our Senior Support Coordination program

## SUCCESS STORY

63-year-old Bernard Ousley spent many years, homeless, struggling with mental illness, substance abuse, and diabetes. The diabetes eventually took both of his legs from the knees down. No longer able to fend for himself on the streets, Bernard languished in a nursing home.

NSO's Older Adult Services (OAS) recognized that Bernard didn't need a nursing home; he needed a home with supports. He was one of the first residents to move into the NSO OAS Skill Building Home in Detroit. Rosemont Home helps prepare adults to transition to a more independent living environment. Residents learn how to master daily life skills such as cooking, cleaning, shopping, budgeting, laundry, healthcare, hygiene, and interacting with others in the community. Bernard says, "Everyone helps with chores, washing dishes and clothes. I have a roommate, and we keep our room clean, make our beds. I like the people here and get along with them, respect them. We talk and have fun and play cards or games on the TV." He especially likes bowling on the Wii.

Bernard has achieved two of his personal goals while living at Rosemont. He now works three to four days a week at the STEP (Service to Enhance Potential) program, which provides support to auto-suppliers and non-profit organizations. "It keeps me busy. This week I was working on parts of headrests that go in cars." He's proud to have never missed a day of work.

Bernard's second goal was to walk on his prosthetic legs. He went through physical therapy and continues to practice with the assistance of a walker. He was so excited he made sure that his longtime NSO case manager Tina Morrison was there to watch him take his first steps.

Tina beams when she describes all that Bernard has accomplished. He no longer has issues with substance abuse, he's compliant with medications, and takes advantage of every learning opportunity offered by the caregivers and NSO staff. Indeed, he's become the unofficial Rosemont ambassador, warmly greeting visitors and new residents. He's a broad-shouldered man who stands over six feet five inches tall, and his heart is just as big and loving. "I like visitors," Bernard says. "My younger brother visits and cuts my hair. Anyone can visit me anytime, come talk and get to know me."



## LIFE CHOICES

### *Building assets for people with developmental disabilities*

Life Choices helps individuals with intellectual/developmental disabilities engage, work and play in their communities and find creative outlets for expression and joy. For children, we provide assessments and therapy, school supports, and a summer theater camp. Using Applied Behavior Analysis, we also help children diagnosed with Autism to improve their social functions and better integrate into school and community settings.

Adult consumers benefit from traditional therapy, art therapy and psychiatric care. They receive referrals to skill-building programs and assistance with formal guardianship hearings and community placement. The Supporting Parents' Individual Needs (SPIN) program provides crucial supports for parents with developmental disabilities who are raising children.



### LIFE CHOICES THE NUMBERS

**2700**  
CONSUMERS,  
their families and  
caregivers helped

**61**  
PARENTS  
with developmental  
disabilities received  
services through  
SPIN



**30**  
YOUTH  
joined a week-long  
theater workshop in  
partnership with Players  
Guild of Dearborn

## COMMUNITY OUTREACH FOR PSYCHIATRIC EMERGENCY (COPE)

### *Making crucial connections during mental health emergencies*

As NSO's newest crisis service for people with mental health issues, COPE works with hospital staff to assess people entering hospital emergency departments so that they receive appropriate treatment, services or interventions. The goal of COPE is to quickly assess patients so they receive the right care for their mental health needs. We either authorize in-patient care or, whenever possible, direct them to an appropriate outpatient setting. We also provide in-home therapeutic services to help consumers safely stay in their homes and connect to other community resources. COPE is a collaborative effort of three organizations, and together we provide 24/7 services.



### COPE THE NUMBERS

**4,000**   
INDIVIDUALS

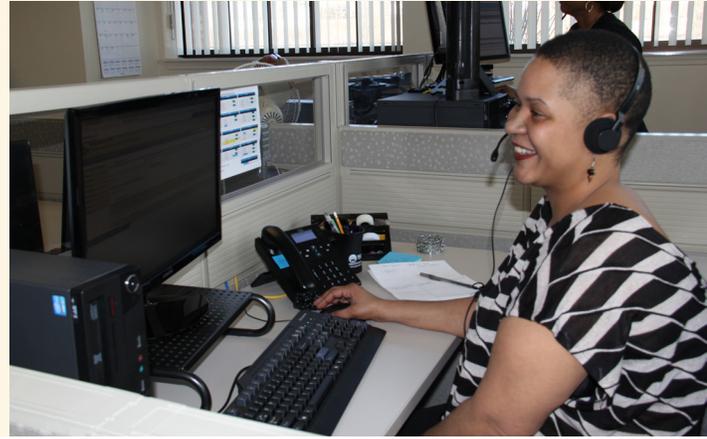
in emergency room settings in Wayne County who are in a mental health crisis have been assessed for appropriate treatment, either by authorizing hospital admission, or by providing access to alternative treatment.

Consumers who are linked to Mobile Crisis Stabilization are afforded up to 28 days of service. The stabilization team will provide a variety of supports/ services such as developing a treatment plan, connecting the consumer with community based resources, assisting with transportation and ensuring the consumer is compliant with their outpatient provider, or transportation to the COPE building if a consumer needs to be evaluated by a psychiatrist, but, is not in a mental health crisis.

## COORDINATED ASSESSMENT MODEL (CAM) HELPLINE

### *Responding to housing crises*

A housing crisis can come in many forms: being evicted by a landlord or family member, facing foreclosure, fleeing domestic violence, or sleeping in places not meant for habitation, including cars and abandoned buildings. For individuals confronting these dire situations, the CAM (Coordinated Assessment Model) Helpline is a lifeline. We help consumers find safe, emergency shelter resources in Detroit, Hamtramck and Highland Park and make referrals for utility assistance to prevent shutoffs. Entry into the shelter system, via the CAM, is the first step into a process which can lead to housing for those who are homeless. The CAM Helpline answered over 54,000 calls in 2015/2016.



## INTEGRATED SERVICES

### *Fostering connections between mental health and physical health*

NSO's Integrated Services unit ensures that primary health care services are blended into all of NSO's behavioral health programs, with the understanding that both mental and physical aspects of health impact overall wellness for our consumers.

Working through Medicaid/Medicare health care clinics, Integrated Services recently began to train and deploy community health workers to coordinate care for individuals beyond what is provided by doctors and nurses. Workers connect individuals to mental health, government, and social service systems, empowering them to take active ownership of their health and experience improved outcomes.

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

### *Fielding calls at the toughest moments in life*

NSO provided help and hope for many callers through our Emergency Telephone Service/Suicide Prevention Center. Our trained staff fielded calls from individuals who had no shelter, were unable to pay for rent or utilities, or had no support from family or friends – situations that led to depression and suicidal thoughts. NSO staff demonstrated the power of a compassionate human voice, guided by professional knowledge and expertise, in helping folks overcome some of the most vulnerable and darkest hours in their lives.

\*After 30 years of humbly serving the community with our crisis call center, we took our last phone calls and turned out the lights in April of 2016. A national, for-profit organization has taken up the duties.

## HOMELESS RECOVERY SERVICES

### SUCCESS STORY

The majority of homeless in Detroit are women and children, and family shelters do not have enough space to meet the need. Beverly found herself homeless after the breakdown of a relationship. She had a car, but nowhere to go. Week after week, she attempted to take care of her six-month-old son, Austin, while living in her car. Every day, she feared for their safety as she tried to find familiar locations to park on the streets. She worried that Child Protective Services would remove Austin from her care. Her older son, Josh, was already living with his father. Beverly had lost nearly everything in her life; she couldn't lose another son.

She struggled for two months before NSO Certified Peer Support Specialist, Lydia Foskey-Adkins, a member of NSO's Homeless Recovery Services (HRS) team, became aware of her situation. Lydia instantly empathized with Beverly's plight; she's a mother and had been homeless herself. She informed Beverly about our HRS Outreach program and made every effort to link Beverly to family shelters for immediate safety. Still, no vacancies opened up. For temporary support, Lydia filled Beverly's car with blankets, pillows, clothing, toys, and a diaper bag.

Beverly was apprehensive and unsure how The Road Home could change her situation. She had already run into so many dead ends, but with NSO's guidance, she began the lengthy, multi-step paperwork process to secure housing. Three months later, Beverly was finally granted a Housing Choice Voucher. The Housing Choice Voucher Program is a federal program that provides rent subsidies for very low income people who find their own housing in private homes and apartment buildings.

Obtaining the voucher was a huge step, but she still needed financial assistance to secure a home. The Road Home was able to provide the necessary connections for Beverly to pay the security deposit and first month's rent. On a sunny day in July 2016, she moved into a three bedroom house in Detroit - plenty of room for Beverly and her two sons. Thankful for the support from NSO's Homeless Recovery Services, this reunited family forges on with newfound stability and a hopeful outlook for the future.



**“NSO empowered me to make life changing decisions that allowed me to improve my quality of life.”**

*Lydia Foskey-Adkins, NSO's Homeless Recovery Services – Peer Mentor and Former NSO Consumer*



## THE ROAD HOME

### *Reaching the homeless where they are*

Chronically homeless individuals are often encumbered by mental health and substance abuse issues, making them extremely vulnerable to falling ill or dying on the streets. It's this frail population that NSO's The Road Home works with, canvassing neighborhoods to find and reach those who rarely use shelters or who are unaware of the Homeless Recovery Services offered by NSO. We assess individual needs, obtain housing vouchers, and provide other services – right from the streets. The program also responds to calls from community members who are concerned about a homeless person. The Road Home works with Street Medicine Detroit, a Wayne State University School of Medicine program, which provides medical care in a compassionate manner.



## TUMAINI CENTER

### *Working to end homelessness every day of the year*

With a goal to end, not just manage, homelessness, Tumaini Center is NSO's 24-hour crisis support center for people who are homeless. We serve the most vulnerable and exposed individuals in our community, including those with behavioral or substance use issues that prevent them from staying at traditional shelters. While following a low- to no-barrier approach to entry, our staff provides mental health assessment and treatment, substance use disorder treatment, case management, food, showers, laundry, clothing storage and primary health care, all with a goal of getting people housed through the "Coordinated Assessment Model – CAM" process in Detroit.



## SUPPORTIVE HOUSING

### *Finding stable homes for homeless adults with multiple maladies*

NSO's Supportive Housing program provides permanent, supportive housing throughout Detroit. We focus on helping people who have multiple, severely acute needs and who struggle with addiction or substance use disorder and/or serious mental illness. Because of the severity of problems of this population, we also provide case management services and counseling to support individual recovery, stabilize housing situations, and oversee overall wellness.



## PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)

### *Bridging street life to home life*

Street outreach through PATH helps difficult-to-engage, vulnerable individuals experiencing homelessness. We assist individuals with housing and connect them to mental health care and other mainstream resources to ensure success in maintaining long-term housing. PATH also provides SSI/SSDI Outreach, Access, and Recovery (SOAR). Through SOAR, we assist those least able to prove their disability on their own, but most likely have a disabling condition where benefits are greatly needed. We pay special attention to veterans.

HOMELESS  
RECOVERY  
SERVICES  
THE  
NUMBERS

1 AND  
ONLY

24-HOUR  
WALK-IN  
CENTER  
for people who  
are homeless in  
Detroit

1,400

HOMELESS  
consumers  
served





**A PARTY TO REMEMBER AND SIX DECADES TO LAUD**

*NSO Supporters and Friends Gather at the 60th Anniversary Gala*

On a chilly, clear night last spring, 550 Neighborhood Service Organization supporters came together to toast NSO’s roots, celebrate its growth, honor its greatest champions, and reflect on the lives of so many consumers who have been touched by its programs.

The 60th Anniversary Gala was indeed a tribute to the agency’s foundation and history, an occasion to reflect on our impact on the City of Detroit and give a well-deserved nod to those who have helped us get there – from former staff members, to media personalities, to nonprofit partners, to the consumers who have made major life turnarounds – thanks to the services of NSO.

“In a large way, the celebration was an opportunity to look around and capture the spirit of NSO and a good time to really honor the organization and the work that has been done,” says David Rudolph, senior managing partner at D. Ericson & Associates PR, who served as the gala event chair and is an NSO board member.

David and a planning committee of board members, staff members, consumers and other community volunteers worked for a year and a half planning the gala, which took place in the Grand Ballroom of MotorCity Casino Hotel on April 9, 2016.

One of the evening’s honorees was Vickie Thomas, a city beat reporter at WWJ/CBS Radio. “I’ve been covering NSO for most of my career, spanning close to 30 years. This is one of the most cherished awards I’ve ever received. I was elated.”

Vickie says that it’s not just services that NSO offers that stand out, but how it does its work: treating people with dignity and respect.

She recalls when plans for the Bell Building were first announced and when it opened. “It was a proud moment because we moved beyond providing people with that night of shelter to putting people on a course to sustain themselves.”

# 60<sup>th</sup> ANNIVERSARY GALA COVERAGE

Another honoree was a Detroit nonprofit, Southwest Solutions, whose partnership with NSO has been instrumental in moving the needle on homelessness in the city.

“Southwest Solutions is probably the strongest community partner we have, and that is not just about service delivery, but about a true partnership where we’ve joined resources together,” says Sheilah P. Clay, NSO president and CEO. “It’s a serious trust and respect for the work that both of us do, and that’s why Southwest Solutions received the award.”

John Van Camp, president and CEO of Southwest Solutions accepted the award at the event. He’s been working with NSO since the mid-1970s and says that NSO has had outstanding leadership at the board and executive leadership level over a long stretch of time: “Sheilah and her team are carrying on the vision and growing the vision on which NSO was formed.”

John says that the award was a special honor because it reflects the mutual interests of the two organizations. “We were honored for being a great partner. But it takes two to partner,” says John. “Sheilah and NSO have been phenomenal partners with us for years and years and years.”

For Sheilah Clay, who has been with NSO for 20 years, the gala was a time to reflect on how NSO has held true to its original intent to work with disadvantaged and low-income individuals by being problem based, not building based.

“From the very beginning, NSO recognized that we could not just tell people to come to us if they wanted help. NSO was always out in the community and going wherever the problem was,” says Sheilah. “It is remarkable to hold onto that philosophical approach to care over a period of 60 years.”

For Sheilah, the 60th Gala anniversary event was filled with many moments of pride, but the video of consumers was especially poignant. “Hearing the voices of the people who we had actually served telling us the success that they’ve experienced because of what we’ve done to help them – that was the most emotional part of the gala for me because they are the story of NSO.”



**SIDEBAR: THE NEXT 60 YEARS**

The first 60 years have laid the foundation for the next 60 years at NSO. And while the world changes too rapidly to know what the next six decades will bring, Sheilah P. Clay, president and CEO, tells of her vision for the near future that includes these core intentions.



**Holistic integration of primary and behavioral health care**

NSO is in a position to be one of the leaders when it comes to the real integration of behavioral and primary healthcare, especially when it comes down to the particular populations that we serve: seniors, and the homeless population, and those with developmental disabilities.



**Ending homelessness**

I want NSO to be a major player when it comes to ending homelessness in this community by continuing to develop permanent housing and moving people out of homelessness into their own homes so that they can rebuild their lives.

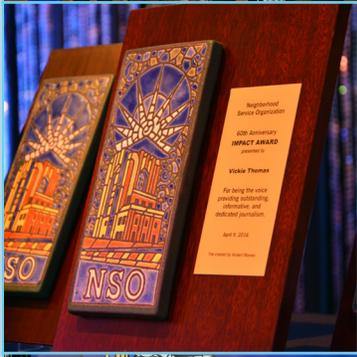
**Developing social enterprises**

I want to start developing external businesses that help the community, but also help the bottom line of NSO. These businesses will help our consumers, especially returning citizens, be entrepreneurial and have some real social innovation. Returning citizens are really trying to do the right thing, but are often victim to a society that is unforgiving.



**Consumer voices driving services**

What we've seen over the years is an intense and increased integration of the consumer's voice in the approach to service and delivery. I think that's going to continue to increase at NSO and will continue to increase in the service and delivery model for many organizations.



**Inspiring at-risk youth toward success**

Kids are really critical to the work we do at NSO. We have those with special needs and kids who are in poverty or have been in gangs. We're trying to make sure that all of them are thriving as they move forward in their lives – to see them successfully graduate and enter the workforce or college.



# COMMUNITY PROGRAMS

## YOUTHLINK

### SUCCESS STORY

Caleb Cook bounced from job to job over a period of years, some only lasting a few weeks. He said he “got annoyed and would go off on people.” But now at age 22, Caleb’s been working at McDonald’s for over a year and attributes his success to the NSO YouthLink program. “They’ve been like my family for three years. They helped to change my attitude.” Every Tuesday, he meets with mentor Carlos Marino. “Mr. Marino talks about being positive and making a difference. His words are like a wire in my head, his message sinks in. It’s powerful stuff.”

As a child, Caleb was in an accident that resulted in a closed-head injury. Through YouthLink, he attended life coaching and job readiness workshops. It was then that a collaboration with Mr. Errol Service began. Mr. Service owns more than 15 McDonald’s locations on Detroit’s eastside.

Caleb especially enjoys working the drive-through window because he gets to talk to people. “One day, a lady came to the window, and she asked why I wasn’t smiling. So, I smiled, and she said, ‘There you go with that beautiful smile.’”

Caleb is a walking success story. Knowing firsthand the issues and tribulations he has gone through, a weaker person would have quit a long time ago. He stayed the course and is reaping the benefits.”

Outside of work, Caleb participates in his church choir and enjoys singing, dancing, and acting. “I’m a young entertainer who wants to see the positives I bring to people.”

## YOUTHLINK

### *Giving at-risk kids the tools to redirect and thrive*

School failure, deficiencies in basic skills, and a family history of low-educational attainment put many Detroit youth at risk of not reaching their potential – and consequently not finding success in school, employment and life. It’s this susceptible population of young people that NSO’s YouthLink works with to help them stay in school or obtain their GED. YouthLink also help them sharpen their employability skills, find summer jobs, enroll in college, and practice strategies to fulfill their personal goals. Barriers like transportation, deficiencies in basic skills, and low-income status are addressed.

YouthLink is also partner in running the largest Jobs for Michigan’s Graduates program in the state, helping young people, who are at risk of dropping out of high school, graduate, and make successful transitions to post-secondary education or meaningful employment.



### SIDEBAR:

**EASTSIDE ANCHOR:**  
HARPER-GRATIOT  
MULTI-SERVICE CENTER

A community anchor on Detroit’s east side, the Harper-Gratiot Multi-Service Center houses a number of programs for individuals and families in need, from employment and education resources for parents and young people, to income tax preparation services, to wellness supports for new mothers, to leadership opportunities for neighborhood teens.

### *NSO services and partner programs operating from Harper-Gratiot include:*

- Accounting Aid Society*
- Black Mothers’ Breastfeeding Association*
- Head Start*
- Life Choices*
- ParentLink*
- WIC (Women, Infants, and Children) Food & Nutrition Service*
- YouthLink*

**YOUTHLINK  
THE  
NUMBERS**

**250** YOUTH certified through Workforce Innovation and Opportunity Act (WIOA). WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

**425** YOUTH placed in summer jobs

**67** OUT-OF-SCHOOL YOUTH received services to make successful transitions to college, training or employment

## PARENTLINK

### *Equipping families for financial independence*

Financial strains create stressors for every member of a family, especially parents who are trying to raise their children with very limited resources. ParentLink, a one-year pilot program, provided educational and employment support to help parents move out of poverty. It targeted parents of young people in NSO’s YouthLink, who received similar services to thrive in school, work and life. ParentLink and YouthLink together worked to create financially stable families.

## YOUTH INITIATIVES PROJECT (YIP)

### SUCCESS STORY

When rival gang members riddled Marcell Payton's home with bullets, he promised his mother he would change for the better. In 9th grade at Osborn High School, a friend led Marcell to the NSO Youth Initiatives Project (YIP), and he met his mentor Frank McGhee. "I had no father figure at home to teach me the ropes, but I found another family at YIP and male leadership to help me in my life."

Marcell was trying to change. He wasn't in the streets anymore, but still, "My house got shot up with bullets again. That's when I knew, I needed to stick with YIP, stay focused on my goals, stay focused on going to college."

He developed leadership skills by mentoring middle school students and former gang members while working a summer job at General Motors. Today, Marcell is a junior at Central State University in Ohio majoring in

technology with plans to work for one of the Big Three automakers. Marcell recently had two momentous opportunities. He spoke on a panel with U.S. Attorney General Loretta Lynch about youth violence and urged her to involve more youth in community discussions. "There were all these big names there, but there was only one other young person besides me. I told them, 'My name is big too.'"

In September of 2016, with the assistance of My Brother's Keeper, Marcell met with President Obama and advocated for improved job opportunities for his younger peers. "Nowhere in my mind did I think I'd ever get to meet him. It didn't even hit me how real it was until he walked in the room. The most important man in the country took time to meet with me. That makes me want to work even harder, to do positive things and know that change is going to come."

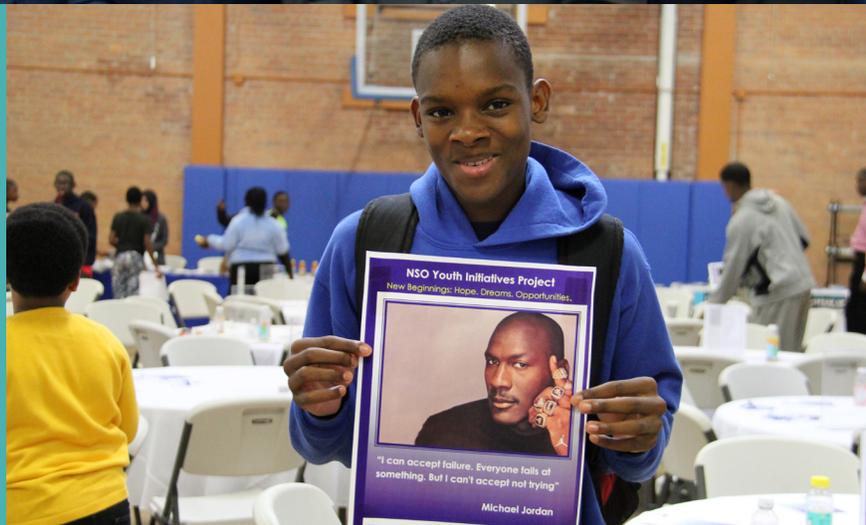


## YOUTH INITIATIVES PROJECT (YIP)

### Rallying for community change

Steering peers away from guns, drugs and alcohol motivates the emerging young leaders in NSO's Youth Initiatives Project. From hosting anti-violence rallies and marches to developing youth forums, YIP youth are trained on how to plan and organize activities to make their neighborhoods safer and propel other young people toward success.

YIP was nationally recognized last year for innovative strategies for engaging males of color; a YIP alumnus, Marcell Payton, met with President Obama and U. S. Attorney General Loretta Lynch to discuss issues faced by boys of color.



### YIP THE NUMBERS

**5,000** YOUNG PEOPLE

impacted and inspired by YIP-led campaigns

**\$660,000**

in college scholarships earned for YIP students, attesting to their character and potential

**142** YIP-trained peer educators

**137** young people found summer employment through YIP referrals



# VOLUNTEER PROGRAM



### Contributing time and heart

Volunteers contribute greatly to our work at NSO. Whether assisting in our art therapy program or computer lab, mentoring a teen, providing office support, or planning events, every person and each hour contributed helps us fulfill our mission to change lives for the better.

**VOLUNTEER PROGRAM THE NUMBERS**

**800**  
people volunteered

**5,000** volunteer hours contributed  
**\$117,000** in value of hours volunteered

**COUNTLESS**  
resources donated to make volunteer projects possible



“NSO helps change lives by offering a variety of value-needed services to their clients. Additionally, NSO has a lasting impact on those who volunteer with them.”

*Greg Ruvolo, Manager - Community Relations, Mercedes-Benz Financial Services, NSO Supporter and Volunteer*

# EVENTS & SPECIAL INITIATIVES

## DECEMBER 2015

### LIFE CHOICES MICRO ENTERPRISES AT NOEL NIGHT

With the support and encouragement of NSO's Life Choices Art Therapy program, individuals with intellectual and developmental disabilities are creating their own micro businesses.



## JANUARY 2016

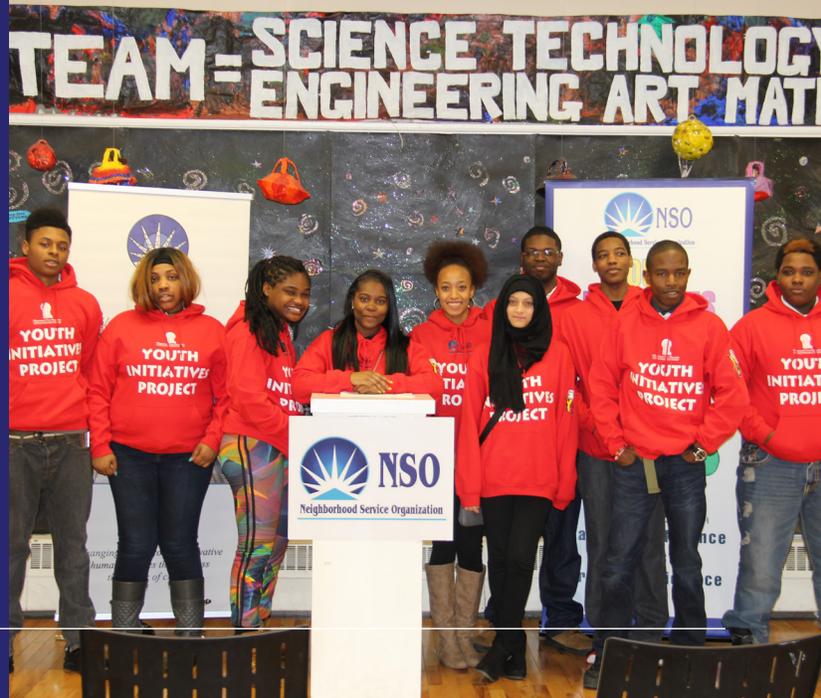
### MLK DAY COAT GIVE AWAY

NSO was pleased to partner with Brightmoor Christian Church to distribute hundreds of warm coats to the community in celebration of the life of Dr. Martin Luther King, Jr. The event was spearheaded by Amanda Hall, a North Farmington High School student and Brightmoor member who saw a need and decided to she could make a difference. Coats for men, women and children were collected and sorted by Brightmoor youth and then transported to NSO for distribution. Volunteers from Brightmoor, North Farmington and the Detroit Regional Chamber assisted those in need to find the coat they needed.

## FEBRUARY 2016

### YIP SCHOOL PRESS CONFERENCE

Young people in NSO's Youth Initiatives Project (YIP) collected more than 1,100 signatures from other students calling for poor conditions in Detroit schools to be addressed. In February, they held a press conference to voice their concerns about the condition of school buildings, access to textbooks and their personal safety.





**MAY 2016**

**SUPER BOWL CHAMPION, GREG JONES**

MSU Alum and Super Bowl Champion Greg Jones spoke to the students in the YIP program at Durfee Middle School about how hard work, determination and focus will help them achieve their goals. Jones whose background is similar to the students he spoke to, talked about his personal journey hoping to inspire them to reach high. In 2011, Jones, a two-time All American player was drafted by the New York Giants to play Linebacker and played with the team during their 2012 Super Bowl (XLVI) Championship. In 2016 he played for the Saskatchewan Roughriders of the Canadian Football League (CFL).

**AUGUST 2016**

**CLUBCORP CHARITY CLASSIC GOLF OUTING**

NSO was selected as one of the local charity beneficiaries of the Skyline Club's 2016 ClubCorp Charity Classic Golf Outing held at Dearborn's TPC Michigan, one of the country's premiere private country clubs and the former host of the PGA Senior Tour event. The four person scramble including breakfast, gifts, prizes and awards banquet. NSO Board Members Harvey "Chip" Amoe, III and Robert P. Jones served as event co-chairs.



**NSO HANDLEBARS FOR THE HOMELESS**

Nearly 400 beginner and avid cyclists helped raise awareness and funds to help homeless individuals by participating in Neighborhood Service Organization's (NSO) 5th annual Handlebars for the Homeless. Event proceeds help support the programs and services of NSO, including its Homeless Recovery Services unit. NSO 2016 Handlebars for the Homeless sponsors included: MGM Grand Detroit, Daly Merritt Insurance, Meijer, Plante Moran, AAA of Michigan, O'Brien Construction Company Inc., Fusco Shaffer & Pappas Inc., Detroit Bikes, Absopure and Superior Ambulance.



**"Participating in Handlebars for the Homeless gave me an opportunity to see first-hand what NSO offers, encouraged me to get more involved in community activities, and opened my eyes to how important any small efforts are in our collective ability to help others."**

*Cara (Sam) Blount, NSO Supporter and Volunteer*

## SPOTLIGHTS

### BOARD MEMBER SPOTLIGHT: REGINALD PELZER

#### *Helping the underserved with grace and experience*

In 1991, Reginald Pelzer was asked to join the NSO board by a classmate from the University of Michigan, Pamela Martin-Turner, who was CEO at the time. “I believe she wanted to bring in a few new board members with fresher, innovative thinking.”

It’s been 25 years since then, and as NSO’s longest serving board member, “Reggie” has never looked back. Helping those who are most vulnerable and underserved keeps him going.

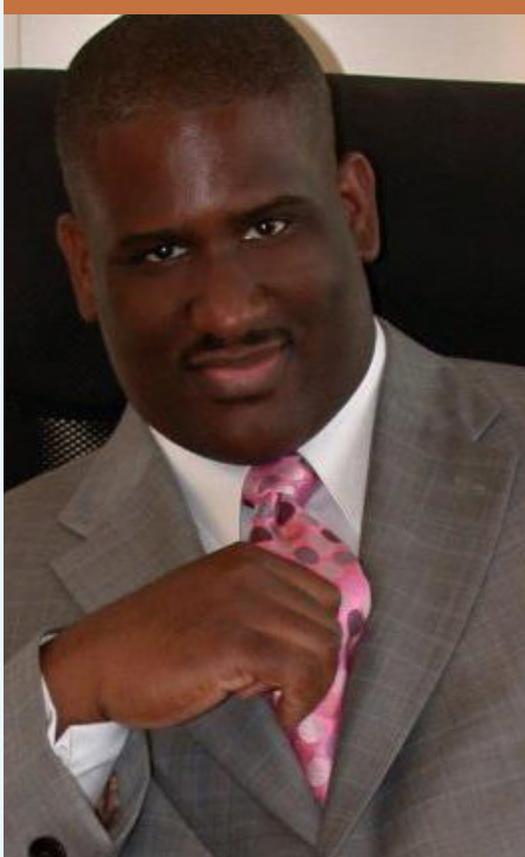
“The testimonials I’ve heard from consumers over the years are very powerful and have definitely shaped my thinking and life,” says Reggie, who recently retired as director of audit services at DTE Energy Company.

In the early years, recalls Reggie, NSO was having financial issues that threatened its survival. The board and staff developed a strategy that allowed the organization to survive and subsequently prosper.

“Being a part of NSO has allowed me to think about the world differently,” says Reggie. “We know that life isn’t fair, but I feel those who have been blessed with the ability and wherewithal to help others have a moral obligation to do just that.”

Reggie, who resides in West Bloomfield, has been most impressed by the quality of the staff and their commitment to the NSO mission. “We know that staff aren’t going to get rich working for NSO. They spend long hours and sacrifice much, knowing they too can and are making a difference in the community and people’s lives.”

Now that he is retired, Reggie hopes to contribute even more to NSO with additional free time on his hands. As a committed, engaged and astute volunteer leader, NSO will be fortunate to have more of Reggie Pelzer’s passion and leadership to continue moving the agency forward, addressing the concerns of community members in need.



### BOARD MEMBER SPOTLIGHT: DAVID RUDOLPH

#### *Supporting programs for the homeless with creativity and action*

David Rudolph, senior managing partner at D. Ericson & Associates PR, has been involved with NSO for a decade, serving two terms on the board, founding and championing the Handlebars for the Homeless bicycle tour and fundraiser, and, most recently, chairing the 60th Anniversary Gala.

From the get go, the breadth and depth of services that NSO provides touched him.

“Working with NSO has been a transformation for me,” says David. “I was always of the opinion that people who have these types of problems (like homelessness and drug addiction) chose to take that road. NSO has taught me th(at that’s not the case. No matter what happens we can’t turn our back on them.”

David, who lives in Detroit, likes that NSO dares to think big in terms of how the city can end homelessness and solve other issues in the city. When he looks at the Bell Building from the John C. Lodge Freeway, he sees a beacon of hope. “That’s where people now reside – people who did not even have an address.”

That’s one of the reasons he started Handlebars for the Homeless, an annual event that mobilizes the bike community to ride the city, visit NSO sites, learn more about homelessness, and financially support the agency’s work. It’s grown from a handful of riders when it started in 2011 to more than 400 riders last year.

While David is proud of this event and his work on the NSO board of directors, he says that NSO has given him more than he could ever give. “It’s given me an opportunity to make a difference.”

By making a difference, David hopes he leaves a legacy for the city and the work of NSO. The folks at NSO believe that he already has.



## DONOR SPOTLIGHT: KEITH HULLUM

### *Giving with purpose and heart*

With the right client and in the right situation, Keith Hullum, a certified financial planner at Lovelace & Hullum Financial Group, says how he really feels about charitable giving.

“When I have an opportunity to do so, depending on the culture and tone of meeting, and who I am sharing with, I tell them that I believe a person should place ten percent of what they make into charitable organizations.”

During one of those frank discussions with a client in 2011, Keith learned about the work of NSO when a client asked him what he supported. When he told her that feeding and housing the homeless were priorities for his charitable giving, she said he should check out NSO.

He did and was immediately drawn to the supportive housing in NSO’s Bell Building which has 155 one-bedroom apartments providing housing for formerly homeless adults in the renovated Michigan Bell Building.

Keith, a resident of Bloomfield Hills, appreciates the tangibility and long-lasting impact of his gifts to the NSO Bell Building, where apartments provide a safe space for homeless individuals to integrate back into the community. He says that while he volunteers or donates to feeding the homeless, he doesn’t know he’s making a difference beyond the day someone receives food. They still may be hungry tomorrow.

“In supporting housing, you put them in a better situation tonight, tomorrow, the next night and several days after,” says Keith. “Each \$5,000 donation is making a home for one person. It’s an area where you can really maximize your donor dollars toward making change.”



## VOLUNTEER SPOTLIGHT

### *Donating food, offering friendship*

It’s hard to function, let alone move forward, when affected by the pangs of hunger. That’s why food is a primary need for many people who live on the streets and come to NSO’s Tumaini Center, our crisis and support services facility for the homeless adult population in the city of Detroit.

This spotlight honors a number of faith-based organizations, community groups and individuals who provide food and social opportunities to Tumaini Center consumers who find themselves hungry and in need of friendship and support. These include...



St. Aloysius Parish

Mrs. L. Anderson

Beulah First Baptist Church

Brotherly Love Truck Ministry

The Brown Bag Movement

Enjoy Detroit

Capuchin Soup Kitchen

Core City Neighborhoods

The Eimers Foundation

Thankful Enough to Give

Mohamad Bazzi

Greater Grace Temple

Greater New Mt. Moriah Missionary Baptist Church

Life Ministry

Vernon Chapel A.M.E. Church

The Winning Hand Social Club



Brotherly Love Truck Ministry is a very small ministry that hosts a monthly bingo, brings holiday meals, and contributes in other ways to the Tumaini Center. Susan Linn, Brotherly Love founder and coordinator, has worked with the center for five years. “We’ve met many consumers through the years and made lifelong friends. Our focus is to bring fun into their lives.”

# FINANCIALS

## EXPENSES BY PROGRAM AREA

### FY 15-16 Expenses

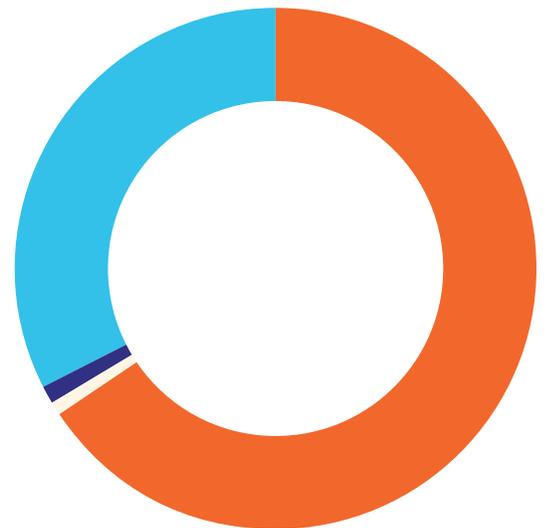
<span style="color: #1a2b7a;">■</span> Older Adults	8,718,174
<span style="color: #00a0c9;">■</span> Life Choices	4,983,292
<span style="color: #a6c9e6;">■</span> Youth Services	890,910
<span style="color: #e69138;">■</span> Supportive Housing	1,814,451
<span style="color: #00a0c9;">■</span> Crisis Intervention / Emergency Telephone	1,179,424
<span style="color: #e69138;">■</span> Early Childhood Education	22,006
<span style="color: #e69138;">■</span> Homeless Services	1,863,273
<span style="color: #f1c232;">■</span> Bell Building Services	221,584
Service Expenses	19,687,914
Administrative Services	3,509,182
<b>TOTAL EXPENSES</b>	<b>\$23,197,096</b>



## REVENUE SOURCES

### FY 15-16 Revenue by Funder

<span style="color: #e69138;">■</span> Government	15,350,156
<span style="color: #00a0c9;">■</span> Foundations	184,450
<span style="color: #1a2b7a;">■</span> Individuals / Corporations	301,353
<span style="color: #f1c232;">■</span> Grants / Contracts / Revenue	7,555,027
<b>TOTAL REVENUE</b>	<b>\$23,390,986</b>



The report reflects gifts expenses, and revenue funding  
October 1, 2015 to September 30, 2016

## FUNDERS | FUNDING PROGRAM NEEDS AT A LEVEL OF \$25,000 OR MORE

Behavioral Health Professionals, Inc. (Carelink/ConsumerLink)  
 Campaign for Black Male Achievement  
 City of Detroit  
 Cooperative Agreements to Benefit Homeless Individuals (SAMHSA)  
 Detroit Area Agency on Aging (DAAA)  
 Detroit Employment Solutions Corporation (DESC)  
 Detroit Wayne Mental Health Authority (DWMHA)  
 Emergency Solutions Grants (ESG) Program  
 Ford Motor Company Fund  
 Michigan Department of Health and Human Services

Oakland County Community Mental Health Authority  
 The Salvation Army  
 The Skillman Foundation  
 U.S. Department of Housing and Urban Development (HUD)  
 United Way for Southeastern Michigan  
 W.K. Kellogg Foundation  
 Wayne County Child Care Fund  
 Wayne Regional Education Service Agency  
 Wellplace Pioneer

## PARTNERS | THOSE WITH WHOM NSO WORKS TO ACHIEVE POSITIVE OUTCOMES FOR NSO CONSUMERS

428Forward  
 Accounting Aid Society  
 Advantage Health Centers/Bell Building Clinic  
 AmeriCorps  
 Black Mothers' Breastfeeding Association  
 Black United Fund of Michigan  
 Campaign for Black Male Achievement  
 Capuchin Soup Kitchen  
 Chance for Life Organization  
 City Airport Renaissance Association  
 City of Detroit Fire Department  
 City of Detroit Homeless Task Force  
 City of Detroit Police Department  
 COPE is sub-contractor with Hegira, who is the lead in the COPE contract with DWMHA. COPE works in conjunction with Hegira as well as Northeast Guidance Center. The program works with every hospital Emergency Department in Wayne County.  
 DMC Detroit Receiving Hospital  
 Detroit Continuum of Care (CoC)  
 Detroit Metropolitan Community Action Agency  
 Detroit Parent Network  
 Detroit Pistons  
 Detroit Pro Literacy  
 Detroit Public Library  
 Detroit Recovery Project, Inc.  
 Detroit Tigers  
 Detroit Urban League  
 Detroit Youth Violence Prevention Initiative  
 Diann Banks-Williamson Educational Center  
 Domino's Pizza LLC (dLive)  
 Drew Transition Center  
 Durfee Elementary-Middle School  
 First Food Friendly Community Initiative  
 Focus: HOPE  
 Forgotten Harvest  
 Gleaners Community Food Bank  
 Golden Girls Mentoring  
 HandUp  
 Harlem Globetrotters

Hegira Programs, Inc.  
 Homeless Action Network Detroit (HAND)  
 Jerry L. White Center  
 Jesuit Volunteer Corps (JVC)  
 Jobs for Michigan's Graduates  
 Keidan Special Education Center  
 KFS Financial  
 Mariners Inn  
 Mason Academy  
 Matrix Human Services  
 Mercedes-Benz Financial Services  
 Michigan State Housing Development Authority  
 Michigan State University-School of Osteopathic Medicine  
 Mobile Dental Clinic  
 Moses Field  
 MotorCity Casino Hotel  
 My Brother's Keeper - Detroit  
 Northeast Guidance Center  
 Oakland University/School of Health Sciences  
 Osborn Collegiate Academy of Mathematics, Science and Technology  
 Osborn College Preparatory Academy  
 Osborn Evergreen Academy of Design and Alternative Energy  
 Osborn Neighborhood Alliance  
 Pro-Literacy Detroit  
 Quicken Loans Inc.  
 Service. Employment. Redevelopment. (SER) Metro-Detroit  
 Self-Help Addiction Rehabilitation, Inc.  
 Southwest Solutions  
 The Empowerment Plan  
 The Marino Group  
 The Players Guild of Dearborn  
 The United States Attorney's Office – Eastern District of Michigan  
 University of Mercy Detroit/Culinary School and McAuley School of Nursing  
 University of Michigan  
 Walmart  
 Wayne State University-School of Medicine/Street Medicine Detroit  
 World Medical Relief  
 Woodside Bible Church (Detroit and Oakland County Beautification)

## DONORS | IN-KIND DONORS (\$250+)

### DONORS \$10,000 plus

DTE Energy Foundation  
Fifth Third Bank  
Ford Motor Company Fund  
Louis Cunningham Scholarship Foundation  
Mercedes-Benz Financial Services  
Silicon Valley Community Foundation

### DONORS \$5,000 - \$9,999

Behavioral Health Professionals, Inc.  
Daly Merritt Insurance  
DTE Energy Foundation  
Fifth Third Bank  
Keith R. Hullum  
Emerson D. Jackson  
Louis Cunningham Scholarship Foundation  
Robert T. & Kim M. Mazur  
MGM Grand - Detroit  
MotorCity Casino Hotel  
Peter Chang Enterprises, Inc.  
The Al-Hadi Foundation

### DONORS \$1,000 - \$4,999

1st City, LLC  
AAA Michigan  
Alanas Foundation  
Art Van Furniture, Inc.  
Bernestine Bailey-Thornton  
Karen Noelle Clark, Ph.D.  
Harold Clay & Sheilah P. Clay  
Robin Cole  
Keith G. Collin  
collinslegal™  
Comerica Bank  
Community Foundation for Southeast Michigan  
Detroit Wayne Mental Health Authority  
DTE Energy  
Joseph Boyle & Allyson Farquhar Boyle  
Samuel & Lauren Firebaugh  
Fusco, Shaffer & Pappas, Inc.  
Gregory Terrell & Company  
Health Alliance Plan  
Henry Ford Health System  
Michael Hofert

Huntington National Bank  
Jeffrey & Shelley Roberts Family  
Philanthropic Fund  
KMG Prestige, Inc.  
Alger LaHood & Marquita Bedway  
Dr. Richard Lichtenstein & Gail K. Ryan  
Linda J. Little  
Robert & Marysue Livingston  
Carlos Marino  
Marx Layne & Company  
Dr. Mildred C. Matlock  
Doneen McDowell  
Meijer  
Michigan State Housing Development  
Authority-Detroit  
Reginald Pelzer & Lazet Boatmon-Pelzer  
Plante & Moran, PLLC  
Remel-Jackson  
Rickman Enterprise Group  
Dr. John & Lois Sczomak  
Christopher & Diane Slon  
St. John Providence Health System  
Dr. Kathiravelu Thabolingam  
The Kresge Foundation  
The Skillman Foundation  
Marie Vanerian  
Verizon  
Patricia D. Verrill  
Wayne State University  
William & Terese Weld-Wallis  
Youthville Detroit

### DONORS \$250 - \$999

Allied-Eagle Supply Company  
American Express Company  
Harvey Amoe III  
Anthony E. Balavitch III  
Leo & Joyce Barry  
BDO USA, LLP  
Black United Fund of Michigan  
Blue Cross Blue Shield of Michigan Foundation  
Juanita E. Bradley  
David R. & Susan T. Buckler  
Freddie & Jeanette Burton, Jr.

Capuchin Soup Kitchen  
Christ The Redeemer Church  
Eugenie Cravens  
D. Ericson & Associates Public Relations  
Arthur & Edith Davidson  
Rosalind Denning  
Detroit Parent Network  
Disability Attorneys of Michigan  
Don Bosco Hall  
Pearlie Evans  
Frank Farrugia  
Denise A. Figurski  
George & Margaret Gaerig  
Susan Gordon-Jackson  
Hammond and Associates  
William & Kathleen Hanson  
Cassandra L. Harvey  
Joseph M. Heaphy & Anne E. Osmer  
Gwendolyn Henderson Parker, M.D.  
Juliane M. Herzig  
Reverend Georgia Hill  
Thomas E. Horn  
Edgar & Susan Howbert  
iFIX Detroit  
Integrated Care Alliance LLC  
Interfaith Health and Hope Coalition  
Philip & Judy Jensen  
Dr. Barbara Jean Johnson  
Ray C. Johnson & Shahida Maus  
LaNeice Jones  
Tom Jones  
Karasi Development Group, LLC  
Brent A. & Lori M. Kuhn  
Thomas & Barbara Lamb  
Lawrence N. Larson  
Rochelle Lento  
Gary B. & Pamela A. Macioce  
Samuel & Janet Marano  
Mariners Inn  
David Mehi  
Michigan Office Solutions (MOS)  
Sheila Murphy  
Robert Murray  
Linda Nagrant-Armitage

George A. & Nancy A. Nicholson III  
Stella Nkwuzor  
Gary & Shawndia North  
Frank & Doris Nutt  
Brenda Obezil  
B Craig & Connie Orr  
Mark A. Ostach & Ksenija Ostach  
Michael F. Parzynski  
Susan Pierson-DiTomasso  
Ryan & Dawn Plovie  
Plunkett Cooney  
Dr. Paul & Pat Sabatini  
Gloria Salter-Reid  
Gregory & Sheila R. Salters  
Roberta V. Sanders  
Serenity Christian Church  
Silverside Management LLC  
Gerald K. & Ann C. Smith  
Gail L. Smith  
Ralph & Betty Smith  
Southwest Solutions  
Starr Vista  
Omari & Catheren Taylor  
The Players Guild of Dearborn  
The Right Productions, Inc.  
Thomas Group Consulting Inc.  
Laura J. Trudeau  
U of M - Michigan Healthcare Executive  
Student Association  
Peter Ventura  
Vietnam Veterans of America, Chapter #9  
Virtual Center of Excellence (VCE)  
Sylvia Walworth  
Wayne County Sheriff's Headquarters  
Clara Webb  
Walter D. Webb  
Wells Fargo Community Support Campaign  
Michael & Crystal L. White  
James & Lisa White  
Tanya Woodards

## VOLUNTEERS | 10+ HOURS

Harvey "Chip" Amoe, III  
Amelia Anderson  
Michael Bridges  
Marsha A. Brogdon  
Monique Butler  
Janet Calviat  
Marvin T. Cato  
Karen Noelle Clark  
Robin M. Cole  
Lois T. Collins  
Debra Crittenden  
Rosalind E. Denning

George P. Gaerig  
Lucretia M. Gaulden  
Allen Harris  
Georgia A. Hill  
Peter Holden  
John Horton  
Sheila Jackson  
Barbara Jean Johnson  
Ray C. Johnson  
Tenecia Johnson  
Robert P. Jones  
Alger P. LaHood

Richard L. Lichtenstein  
LaTina Lyle  
Stanley Mapp  
Alaya Martin  
Mildred C. Matlock  
Doneen McDowell  
Sandra Milke  
Walter Milke  
Amanda Van Huis  
Nick Van Huis  
Navjot Navjot  
Mark A. Ostach

Thomas Page  
Jessica Pappas  
Khalil Parris  
Erica Partee  
William Partee, Jr.  
Joslyn Peart  
Reginald K. Pelzer  
David E. Rudolph  
Muhammad Saleem Salie  
Josie Schimpf  
James Schubargo  
Charles Sears

Charles Russell Simmons  
Diane Slon  
Carmen Taylor  
Gregory Terrell  
David Thomas  
Natalie Vizard  
Yvette Watts  
William Welborne  
Boyd White, III  
June Wilder  
Aubrey Wright

## LOCATIONS

### NSO Central Office

Administration, Corporate Development, Customer Service, Finance/Accounting, Management Information Systems, Performance Improvement, Real Estate Development, Talent Management, Volunteer Program  
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 Community Outreach for Psychiatric Emergencies (COPE)

882 Oakman Blvd., Ste. E  
Detroit, MI 48238  
313.961.4890

### 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 Bell Building  
882 Oakman Blvd., Ste. B  
Detroit, MI 48238  
313.967.5950

—NSO Supportive Housing  
882 Oakman Blvd., Ste. B  
Detroit, MI 48238  
313.967.5320

—NSO The Road Home  
3430 Third Ave.  
Detroit, MI 48201  
313.832.3100

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

### NSO Older Adult Services (OAS)

NSO Older Adult Services (OAS) - Oakland  
35 West Huron, Ste. 700  
Pontiac, MI 48342  
248.335.0632

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

NSO Older Adult Services – Senior Supports Services  
Northwest Activity Center  
18100 Meyers Rd  
Detroit, MI 48235  
313.864.7828

NSO Older Adult Services – Clinical Satellite Office  
33250 Warren Road, Ste. 11,  
Westland, MI 48185  
734.261.1032

### NSO Youth Initiatives Project (YIP)

Matrix Center Office  
13560 E. McNichols  
Detroit, MI 48205  
313.400.8189

### NSO YouthLink

9641 Harper Ave.  
Detroit, MI 48213  
313.305.0322

For more information about supporting or volunteering for NSO, please contact our Corporate Development team at (313) 961-4890 or email [corporateaffairs@nso-mi.org](mailto:corporateaffairs@nso-mi.org).

## ACCREDITATIONS



### Commission on Accreditation of Rehabilitation Facilities (CARF)

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)



### American Association of Suicidology (AAS)

NSO's Emergency Telephone Service/Suicide Prevention Center received a 5-Year Accreditation from the American Association of Suicidology (AAS) in February 2016. AAS accreditation validates service delivery programs that are performing according to nationally recognized standards.



# BOARD OF DIRECTORS (FY 2015-2016)

## OFFICERS

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**Richard L. Lichtenstein, Ph.D., Chairman**

Retired

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\* Term ended June 2016



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