

ANNUAL REPORT 2020–2021

# TOGETHER WE THRIVE





*Please enjoy the artwork of our Life Choices art therapy clients featured throughout this year's annual report.*

## **NSO MISSION**

We facilitate dreams by providing equity for all, using innovative solutions to bridge gaps in housing, health, and well-being.

## **NSO VISION**

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

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## Welcome Letter

# Together, We Thrive.

As our name implies, the ideal of community lies at the very heart of the Neighborhood Service Organization. When one sector of society is unhealthy, we all suffer. And when we connect and come together to support one another, our communities grow stronger. Indeed, together, we thrive.



Linda Little

In 2021, the continuing challenges of COVID-19—the isolation, the uncertainties, the unmet needs, and the inequities the pandemic exposed—powerfully illustrated this interdependence. NSO's programs and services were needed more than ever. I'm proud to say that we continued to rise to the occasion and find creative ways to provide them.

At NSO, we know that when we work together—pool our energies, share data, coordinate services to address needs holistically, and forge powerful partnership—our clients and our communities grow stronger.

Following that philosophy, NSO also flourished in 2021, providing vital assistance for countless Detroiters in need with our ongoing programs—and extending our reach with exciting new initiatives.

We were thrilled to announce in February that NSO won federal recognition as a Certified Community Behavioral Health Center, with a \$4 million, two-year grant to implement holistic services for those with mental illness or substance abuse disorders.

As a CCBHC, we provide access to high-quality care that integrates primary care goals. Since formally launching the program in June 2021, we exceeded our first-year goals for providing direct services. We also increased the availability of 24/7 crisis intervention.

The need for behavioral health services has increased exponentially; the pandemic only intensified a nationwide spike in rates of depression, anxiety, drug use, and suicide; in 2020, Michigan saw a 19 percent increase in drug overdoses. With NSO's experience in mental health intervention and our holistic approach that combines healthcare with wraparound services to address health and lifestyle barriers, we are positioned to fill gaps in services and make a positive impact.

We achieved notable successes in our ongoing programs that provide housing, integrated health care, mental health and substance abuse treatment; services for aging adults, and assistance for those with intellectual and developmental disabilities.

There are so many other ways the NSO team and our many community partners came together to help those in need find the resources and resilience needed to regain their footing in life and promote the health and safety of our community. We couldn't do this without the help of our many supporters, volunteers, and friends. We are grateful to you—and excited about the potential to do even more in the years to come.



Diane Slon



Linda Little  
President and CEO



Diane Slon  
Board Chair

## About NSO

# Bridging Gaps in Housing, Health, and Well-Being for Vulnerable Populations in the Metropolitan Detroit Community

NSO provides comprehensive, integrated critical assistance to children, youth, adults, seniors, and families, including those with developmental or intellectual disabilities, mental illness, and housing insecurity, at locations throughout Wayne and Oakland counties.

## What We Do

With bold outreach and compassionate care, we work to create healthy communities, providing personalized supportive services and opportunities that help individuals transform their lives. NSO's broad-ranging programs and uniquely holistic approach address the constellation of issues impacting health and economic stability. NSO bridges the gaps in housing, health, and well-being.



### Housing Services

NSO is one of the largest forces in Detroit working to alleviate the chronic issues of homelessness. We assist those experiencing housing insecurity with emergency shelter, permanent supportive housing, and rapid re-housing. We offer a full continuum of homeless solutions to address homelessness for those we serve. Some of those solutions include:

- Detroit Healthy Housing Center—Detroit's only emergency shelter that provides medical and behavioral services on-site.
- Bell Building and Clay Apartments—permanent supportive housing paired with healthcare, case management, and supportive services.
- Rapid Rehousing Program—connects people suffering from housing instability with community landlords who provide stable housing for up to one year.
- Street Outreach and Street Medicine—meeting clients wherever they are to deliver case management and healthcare on the spot.



### Health Services

NSO addresses health inequities and works to ensure access to holistic, multidisciplinary care through these initiatives:

- Partners 4 Health—primary care and case management services for those with complex conditions.
- 360 Neighborhood Wellness Centers—integrated primary care and behavioral health care that is coordinated with supportive services to bridge gaps in fragmented health systems. 360 is a Certified Community Behavioral Health Center (CCBHC).
- Community Outreach for Psychiatric Emergencies (COPE)—level of care assessments for individuals presenting to Detroit hospitals for mental health crisis and coordination with local law enforcement.



### Well-Being Services

Poverty and social inequities cause enormous stress that increases susceptibility to illness, substance abuse and mental health issues. NSO addresses these through intensive case management, health services, and basic needs support. Programs include:

- Adult Services—mental health services that help older adults and those in nursing homes achieve the highest level of independence.
- Senior Wellness Centers—supportive services for seniors to assist with quality of life improvement, chronic disease management and basic needs support.
- Life Choices—comprehensive support and therapeutic services for children and adults with intellectual or developmental disabilities.

## What Makes NSO Unique

- We have comprehensive services and programs that address the unique need of the whole person, including primary healthcare, behavioral healthcare, housing solutions, basic needs support, intensive case management, and workforce development.
- Since 1955, we have continued to evolve our programs to promote health equity and social justice in the communities that we serve.
- We have metro Detroit's first and only healthy housing center, which provides critical medical and behavioral healthcare to those experiencing housing insecurities and those with complex and chronic medical conditions.
- We have the largest permanent supportive housing facility in the state of Michigan with 155 individual units at NSO's historic Bell Building. We opened another 42 units in October 2020 at Clay Apartments, with an emphasis on homeless individuals with complex needs.
- We continue our efforts around community and real estate development to increase access to housing solutions in metropolitan Detroit, which is the key contributor to inequity and social injustice in our community.

## What's Next

While Detroit continues its rebirth, the needs of some residents are not being met. Everyday thousands of our neighbors in Detroit face economic, social, and health issues that lead to homelessness. We are committed to promoting health and housing equity for our community's most vulnerable—and we have big plans.

We are developing a Healthy Housing Campus, which will include permanent supportive housing, emergency shelter, integrated healthcare, and coordinated services. We believe this model of whole-person care will help end, rather than manage, homelessness for those we serve.

## How You Can Help

- Make a gift
- Partner with us
- Sponsor an event
- Volunteer
- Donate supplies
- Host a supply drive

For more information about NSO and how you can support our work, please contact us at 1-888-360-WELL

*NSO's Bell Building, Michigan's largest supportive housing facility.*



*Photograph courtesy of the National Housing & Rehabilitation Association*

# NSO Certified Community Behavioral Health Clinic— A Game Changer for Detroiters!

**NSO made great strides toward meeting the growing need for mental health and addiction services in the Detroit area in 2021, as we won a \$4 million grant and recognition as a Certified Community Behavioral Health Clinic (CCBHC).**

With this funding, NSO is addressing the needs of high-risk underserved adults, children, and families experiencing severe mental illness, substance use disorder, severe emotional disturbance, and related issues.

**NSO is among the first to receive this newly established federal designation as a CCBHC.**

These clinics extend the model of Federally Qualified Health Centers to mental health, providing holistic care for people experiencing behavioral health conditions, while also creating an integrated and financially sustainable model of patient care. The model is a perfect match for NSO's long-standing commitment to caring for the whole person and addressing the constellation of needs to help individuals thrive.

**NSO is already serving as one of the largest providers of behavioral health services in Wayne County.**

As a CCBHC, NSO will provide 24/7/365 crisis services; outpatient mental health and substance abuse treatment services; and immediate screenings, risk assessments, and diagnoses. We coordinate care with emergency rooms, law enforcement, and veteran groups.

A two-year, \$4 million grant under the Excellence in Mental Health and Addiction Treatment Act of 2021 provides start-up funding to solidify and extend these services to those in need.

"This award underscores NSO's significance in the community based on our impact and reach. It is truly a game changer for Detroiters that will help improve the quality of their lives and their overall well-being," said NSO CEO Linda Little, BSN, MBA, RN, CCM.

**Treating the whole person.**

Historically, behavioral and physical health needs have required separate insurance providers, especially for Medicaid patients. Today's systems do not communicate with each other, making it especially difficult to deliver whole-person care to vulnerable populations because of transparency issues and lack of access to data across siloed systems. Establishing CCBHCs as a new Medicare provider type changes the landscape.

Little noted, "We are especially grateful to Senators Senator Debbie Stabenow (D-MI) and Roy Blunt (R-MO), the authors of the bill, for not only understanding the importance of integrating behavioral and physical healthcare, but also joining forces with NSO to bring access to whole person care to the Detroit community and the 10,000 lives for which we currently provide support."

**CCBHC Service Goals:**

- Provide comprehensive, evidence-based, trauma-informed mental health and substance use treatment to adults, children, and families;
- Provide multidisciplinary, integrated behavioral health and primary care;
- Provide timely and convenient access to care through redesign, telehealth, and same day access; and
- Improve data-driven population health management to quality of care and health outcomes.

**Partnerships are necessary for successful outcomes.**

Partnerships are key to providing these much-needed services to Detroit metro area residents who continue to experience significant health inequities, social challenges, and limited access to quality integrated behavioral health resources. NSO has service agreements with 15 partners across the Detroit metropolitan area.

We provide crisis mental health services under contract for Detroit Wayne Integrated Health Network (DWIHN), the state-mandated community mental health authority for Wayne County providing the full range of Medicaid and safety net BH services. We also provide substance abuse treatment, behavioral health services, and other social supports to

agencies ranging from Goodwill's Place of Our Own Clubhouse to the Veteran's Health Administration.

**We're off to a great start.**

Since earning CCBHC certification on June 15, 2021, NSO completed assessments for 608 individuals using National Outcome Measures, exceeding our target of 575. We delivered almost 300 training sessions on topics such as suicide prevention, trauma-informed care, and integrating primary and behavioral healthcare. These sessions helped increase local capacity to respond to individuals in crisis.

NSO certified and launched the CCBHC program and brought those 608 clients into the program despite the enormous challenges of the COVID-19 public health emergency. NSO staff—and those we serve—were adjusting to a virtual environment, experiencing staffing challenges, workforce exhaustion, confusion, and fear while navigating an unprecedented healthcare environment.

In response, NSO expanded telehealth services, worked with partners to ensure access to crisis and behavioral services, and implemented initiatives such as Complex Case Conferences to help meet service goals and improve our clients' health outcomes.

**The need for a whole-person approach to healthcare in our community is great.**

NSO's whole-person approach pairs a full array of behavioral health treatment with comprehensive wraparound services: coordinated primary healthcare, housing support, case management, peer support services, and more. This model, which recognizes and systemically addresses the many barriers to accessing and benefiting from care, is essential to the CCBHC.

"With the very high rate of comorbidity between physical illnesses, mental health, and substance use disorders, the creation of CCBHCs is great news for those who seeing all the unnecessary suffering due to multiple interconnected psychosocial factors," said Alireza Amirsadri, MD, NSO's Medical Director.

"Organizations like NSO are in a superb position not only to advance this model, but also add to its existing structure. With our shelter and housing departments on the top of our integrated health model and crisis interventions and an advanced telehealth initiative, we believe that this grant will go a long way to make it easier for Detroiters to receive the needed high-quality help and assistance at NSO."



**NSO Treats the Whole Person**

No matter where our clients enter our service – whether it be housing, health or well-being – our staff makes sure that each area of need is addressed to ensure our client's success immediately and in the future.

# NSO Housing Services

NSO is one of the largest forces in Detroit working to alleviate the chronic issues of homelessness. We assist those experiencing housing insecurity with emergency shelter, permanent supportive housing, and rapid re-housing. To meet the needs of homelessness for those we serve, we offer a full continuum of homeless solutions:

## Detroit Healthy Housing Center

Detroit's only emergency shelter that provides medical and behavioral services on-site.

## Bell Building and Clay Apartments

Permanent supportive housing paired with healthcare, case management, and supportive services.

## Street Outreach and Street Medicine

Meeting clients wherever they are to deliver case management and healthcare on the spot.



## Service Highlights

### PATH / Street Outreach

Our team served 274 individuals in places not intended for human habitation, identifying 224 who were experiencing homelessness and directing 93% of them to permanent housing. Teams connected 66 percent of clients to mental health services.

### Rapid Rehousing Program

We obtained health insurance and cash benefit support for clients, and 100% were able to maintain stable housing within the program or find positive living arrangements.

### Detroit Healthy Housing Center

Of 311 individuals who received shelter at our Detroit Healthy Housing Center, we helped 250 clients apply for permanent housing; 42% of clients exited shelter to positive housing destinations, with 95 individuals moving into permanent housing, and 118 individuals reuniting with family or friends.

## Key outcomes:

NSO Detroit Healthy Housing sheltered **311 individuals**; **42%** exited to traditional residential housing.

NSO Permanent Supportive Housing served **349 individuals**; **100%** were moved to stable, residential housing.

NSO Rapid-Rehousing served **38 clients**; **100%** of these individuals were moved to stable, residential housing.

NSO Street Outreach served **274 individuals**, **93%** of these individuals were moved to stable, residential housing; **66%** were reconnected to mental health services.

**98%** housing retention rate

# Alonzo—A Street Outreach Client Success Story

**In early 2020, Alonzo, then 23, was working as a busboy in a local restaurant and taking classes at a local community college. He was sharing an apartment with a co-worker, eating meals at the restaurant, and saving money to buy a car. Life was pretty good. Then COVID-19 turned his world upside down.**

Like so many food and hospitality industry workers, both Alonzo and his co-worker lost their jobs when the statewide shutdown closed all restaurants. Their apartment lease ended, so each found a relative to stay with until the shutdown was over.

Alonzo moved in with his sister, her husband, and their three children. Two months into his stay, both his sister and her husband also lost their jobs and he felt he had overstayed his welcome. He asked his estranged father if he could stay with him; his father agreed to let Alonzo sleep on his couch. Despite Alonzo's hopes to mend this relationship, his father's alcoholism and mental illness, soon made it impossible for Alonzo to stay.

With the pandemic dragging on longer than Alonzo—or anyone— had imagined, he had nowhere else to go but the streets.

And that's where the Mobile Outreach Team from NSO's Homeless Recovery Services first encountered Alonzo. They found him sleeping in a downtown alley, lying on an old yoga mat he found in a dumpster and partially covered with an old dirty blanket.

He jumped to his feet when the team approached, but slowly sank back to the ground when he realized they were not a threat. The first words out of his mouth were, "I'm so hungry."

The Outreach Team had already passed out all the snacks and water they usually carry with them, so a member of the team ran back to their van and grabbed the sandwich he had made for his own lunch. He knew Alonzo needed the

sandwich more than he did. He hoped giving Alonzo something to eat would help to earn his trust.

Despite the outreach team's best efforts to persuade Alonzo to come with them for a hot meal and to receive support services, Alonzo just wasn't ready. The team assured him they would be back to check on him as they drove away.

True to their word, the team was back the next day. Again, the first thing Alonzo said was, "I'm hungry."

The team promptly provided sandwich and toiletries and once again asked him if he wanted to come in for services. Every other day for the next two weeks, the same scene played out, until one day, Alonzo finally said, "Yes, I need help. This isn't the life I want to live. I'm tired of being hungry all the time."



Alonzo was paired with an NSO case manager who helped him navigate homeless services, including health care and housing.

Today, he is no longer hungry, enjoying three meals a day, a bed, and has roof over his head at the Detroit Healthy Housing Center. Although COVID-19 continues to disrupt our lives, things are looking up for Alonzo, and he once again has hope for the future.

# Health Services

NSO addresses health inequities and works to ensure access holistic, multidisciplinary care through these initiatives:

### Partners 4 Health

Primary care and case management services for those with complex conditions.

### 360 Neighborhood Wellness Centers

Integrated primary care and behavioral healthcare that is coordinated with supportive services to bridge gaps in fragmented health systems. 360 is a Certified Community Behavioral Health Center (CCBHC).

### Community Outreach for Psychiatric Emergencies (COPE)

Psychiatric intervention for persons experiencing a behavioral health crisis. COPE reduces the number of inpatient psychiatric placements and offers clients alternative levels of care. Services range from sub-acute detox/substance abuse treatment, transitional housing, or outpatient services, to crisis residential, and crisis stabilization services.



## Service Highlights

### Community Outreach for Psychiatric Emergencies (COPE)

We completed more than 4,400 bedside assessments and was able to divert many clients to effective outpatient care. The COPE team also deployed Naloxone to our Bell Building residence and other sites to prevent overdoses and save lives.

### 360 Neighborhood Wellness Centers

We partnered with Kroger to offer colorectal clinics, and with Wayne State and Molina Healthcare to offer vaccine clinics. Our Northwest Wellness Center kept seniors in the area safe, fed, connected, and reassured during the pandemic through friendly and supportive phone calls, grocery deliveries, supplies of masks, and free Chromebooks and advice on low-cost internet services.

## Key outcomes:

COPE provided over **4,400 bedside assessments** at hospital ER's.

Partners 4 Health helped **1,112 individuals** navigate the healthcare delivery system to receive care at the right place and time.

360 Neighborhood Wellness Centers completed over **1,035 primary care visits. 52% of these patients** who would otherwise not seek primary care were referred through other NSO programs.

**81,103** behavioral health services performed.

**389** Substance Abuse Disorder services performed.

# Darrell—A COPE Client Success Story

Darrell had been in and out of prison over years when he was last released. At 35, he was considered a habitual offender with a record of armed robbery and other violent crimes. He was diagnosed and treated for bipolar depression and substance abuse disorder while in prison.

Now he was on his own to manage these chronic conditions and deal with the reality of the bridges he had burned before his incarceration. Neither his family or old friends were willing to provide him assistance or place to live.

With few options and little hope, Darrell ended up on the streets, homeless and alone. Soon, his medication ran out and he began to self-medicate with drugs and alcohol. It wasn't long before he landed in a hospital emergency room expressing suicidal and homicidal thoughts.

Emergency Room staff contacted NSO's Community Outreach for Psychiatric Emergencies (COPE) team, Virginia, a Limited License Counselor and Pearl, a Certified Peer Support Specialist, were quickly dispatched to the hospital.

COPE teams are designed precisely for this sort of situation. They arrive at the emergency room within two hours of a call to provide bedside assessments for the individual in crisis. They evaluate not only the patient's status and risk of imminent harm, but also their living conditions, family supports, and medical history. In cases where the patient might have automatically been sent to an inpatient facility, COPE teams can determine whether that level of care is really necessary—and sometimes redirect to a less restrictive setting that can provide support for a constellation of needs.

That turned out to be true for Darrell. They listened to his story and walked him through the assessment, and it was soon clear that Darrell had no intention of hurting himself or others. What he really needed was a warm place to stay for a few nights, a good meal or two, and his medication. He thought he would get a bed and a refill if he was placed in an inpatient psychiatric facility.

Virginia and Pearl knew that if he was admitted, he would soon be discharged end up right back on the streets without shelter, food, and ongoing mental healthcare treatment. Instead, they determined Darrell would be best aided at a homeless shelter that would work with him to find housing and enroll him in a substance abuse program while providing on-site mental health services.

Then Pearl added some invaluable reassurance and encouragement born of personal experience. Twenty years ago, she

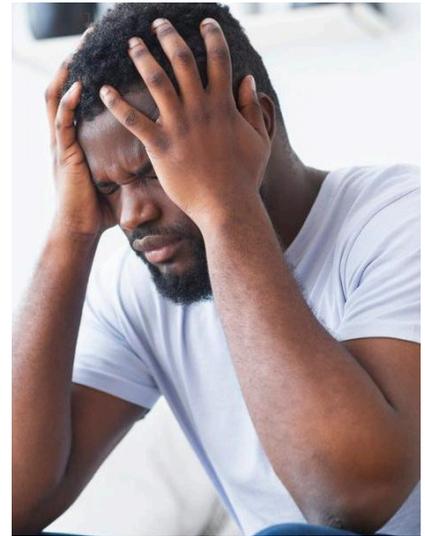
was also homeless and struggling with a substance abuse and mental illness. She knew that for Darrell, the path ahead seemed overwhelming and that it would be hard for him to see things could get better. By sharing her personal journey with him, she assured him there was help and hope—a light at the end of the tunnel.

Darrell was released from the emergency room and his COPE team began lining up the services he needed. Although Darrell promised to follow through, it was not long before Virginia and Pearl found themselves in the emergency room assessing him again.

Once again, but more firmly, Virginia and Pearl laid out the path Darrell needed to take if he wanted a home, a job, and to rebuild relationships in his life. He agreed to the shelter placement and mental health services. Virginia arranged for him to receive follow-up services from a male member of the team, hoping Darrell could relate to him easily.

**“They say that ‘God brings you down to the ground so you can do all the hard work while you’re down there, so do the work.’ I would not have been able to do this work without NSO. They picked me up when I was down and put me on the right path, with a place to be so I could do the work.” — Darrell**

This time, Darrell was able to grasp the helping hands and take concrete steps toward stability. His follow-up team reports that he now has a job, lives in supportive housing, and has not visited the emergency room in more than a year.



# NSO Well-Being Services

Poverty and social inequities cause enormous stress that increases susceptibility to illness, substance abuse, and mental health issues. NSO programs address these through intensive case management, health services, and basic needs support.

## Adult Services

Mental health services that help older adults and those in nursing homes achieve the highest level of independence.

## Senior Wellness Centers

Supportive services to ensure that seniors can manage their health and lives.

## Life Choices

Comprehensive support and therapeutic services for children and adults with intellectual or developmental disabilities.



## Service Highlights

### Adult Services Clinics

We increased collaboration and coordination between therapists and case managers, bridging gaps in services that might otherwise go unnoticed and providing clients with more timely therapeutic services and supports.

### PASRR Assessments

We completed assessments for mental illness or developmental disabilities for residents admitted to nursing homes in Wayne and Oakland County, despite the challenges of conducting them virtually and facing staff shortages, illnesses, and inaccessible records at these facilities.

### Life Choices

Our team served almost 1,500 individuals with intellectual and development disabilities with art therapy, exercise classes, and other activities.

## Key outcomes:

Delivered over **16,703** adult clinic services.

Completed over **1,800 PASRR assessments** to individuals needing nursing home care.

Provided therapy for over **500 individuals** residing in nursing homes.

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

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

Served **1,489 individuals** through Life Choices. Due to the pandemic, art therapy was offered via Zoom four to five days a week, with an average of 50 individuals served weekly.

# Ron—A PASRR Client Success Story



At age 50, Ron was living an active and engaged life despite challenges since birth. Problems during his delivery cut off oxygen to his brain, leaving Ron with intellectual and developmental disabilities. He also had a long history of psychiatric symptoms related to schizophrenia, depression, and

alcohol abuse that led to inpatient treatment.

Yet he enjoyed living with his mother in a Wayne County suburb and the close bond they shared. He had been an active member of his community, participating in day programs, spending time with friends, and enjoying bike rides around the neighborhood.

Then, Ron found himself facing amputation of his leg. He was placed in a nursing home afterwards to recover and to learn to use his new leg.

But first, Ron received a Preadmission Screening and Resident Review (PASRR) assessment from NSO. PASRR evaluates all individuals with serious or persistent mental illness or intellectual or development disabilities before they are admitted to a nursing home. Required by federal law, this step ensures individuals are residing in the most appropriate and least restrictive setting, while receiving the services and supports they need. Assessments are repeated annually.

NSO, the sole provider of PASRR services in Michigan since the program began in 1988, evaluated Ron, and he was admitted for recovery. He worked hard on his physical therapy and was soon making great strides on his new leg while looking forward to returning home.

Then, the unthinkable happened. Ron's mother suddenly passed away. He not only lost his mother but his only support system. Ron was devastated and while attending her funeral he suffered a psychological breakdown. NSO staff immediately stepped in to provide the support

services Ron needed to overcome the trauma of two life-changing losses: his mother and his leg. They made sure Ron received therapeutic, occupational therapy and placement services to assist with his goal of returning to the community, living a productive life, and "making mom proud of me."

The PASRR Functional Transition Program (FTP) staff accompanied Ron on tours of homes in his preferred community to ensure he would find a place where he would feel comfortable, be able to easily fulfill his daily needs, and continue the level of functioning he had achieved.

Together, they found a home Ron would share with a roommate that also provided staff assistance as needed in and out of the home. He was able to leave the nursing home and continue his recovery at his own pace in a normal environment—and in a home he chose.

**Ron told his NSO team, "I'm looking forward to going grocery shopping myself again!**

**I might even want to get a job. I know my mom is really proud of me, I'm real proud of me too. I couldn't have done it without each and every one of you. Thank you."**

This allowed Ron to gradually relearn and resume normal daily activities at gradual pace in comfort and safety. With the love and support of family members and the dedication of his NSO team, he was soon back on the path to healing. He became comfortable again using public transportation system and gained the confidence needed to move back to the area where he had lived with his mother.

NSO's FTP team continued to work closely with Ron, providing support with this transition in his life and ensuring that staff providing direct care were properly trained in the use of equipment for Ron's care.

Ron is happy in his new home, enjoys his increased level of independence and benefits from enhanced quality of life he worked so hard to regain. His story is one of continued success and opportunities to come.

## Volunteer Spotlight

# “Tree” Graves is NSO’s Distinguished Volunteer

**Carrying on his mother’s legacy, Tree recruits his friends and family to help prepare fresh hot meals and hand-delivers them to show love to people who could use a simple act of kindness.**

Ivory “Tree” Graves is a multi-talented Detroit entrepreneur, running a hair salon as well as the TV Lounge, a nightclub where DJs keep the hip hop and R & B spinning.

But on Tuesday nights, he gives his time, talent, energies, and a lot of good food to those less fortunate. Each week, for more than a dozen years, Tree has served food at NSO’s homeless shelter through LoveOnly, Inc., the nonprofit foundation he started quietly to help those most in need in his community.

For his longstanding commitment and passion for helping others, NSO honored Tree as our 2021 Distinguished Volunteer. The honor was presented as part of the 30th Annual National Philanthropy Day hosted by the Association of Fundraising Professionals Greater Detroit Chapter.

His commitment to feeding the hungry grew out of watching his mother lovingly cook and care for family and friends. It started as a way to make his mother proud and carry on her legacy of giving back to others in her community, the LoveOnly founder explains.

These days, Tree channels some of the proceeds from his salon and bar to feed as many as 150 people every Tuesday. He recruits his friends, family, DJs, and other community activists to chop, slice, dice, and stir. Together they whip up delicious dishes a mom might make: savory chicken wings or smothered chicken, colorful salads, fresh fruit, or blueberry cobbler. Detroit-style Coney dogs have made the menu as well. The mouth-watering results look chef-worthy.

For Tree, the point is to show love to people who could use a simple act of kindness.

His generosity ensures that NSO clients experiencing food insecurity receive hot, appetizing, and nutritious meals, made fresh and with love.

**Thank you, Tree Graves, for caring!**



*Tree Graves (second from left) and the LoveOnly volunteer team serve and deliver healthy food every Tuesday at NSO’s homeless shelter.*

# A Steadfast Partner—Mercedes Benz Financial Services

Whatever our path or place in life, we are all part of one community. We all benefit when we connect to and support one another so that all can flourish and thrive together.

Recognizing that, Mercedes-Benz Financial Services (MBFS) has embedded social equity and community outreach deep into its corporate culture. For more than a decade, MBFS has partnered with NSO, extending a helping hand to support our projects and serve our clients.

NSO was honored to be part of the annual MBFS Week of Caring for six years prior to COVID-19. Held in both Michigan and Texas, the Week of Caring matched MBFS employees with local organizations to work on volunteer projects. MBFS employees volunteered with great enthusiasm for three-day assignments. Groups of 20 to 30 volunteers have painted walls and murals, set up a store for NSO Art Therapy clients to sell their art, and created move-in kits so formerly homeless adults would not move into an empty apartment.

Over the years, NSO developed a faithful following of MBFS volunteers and even welcomed MBFS executives, including a previous CEO and several vice presidents who rolled up their sleeves to help.

MBFS did not let COVID stop their support. When the pandemic prevented a hands-on, in-person project, MBFS volunteers found another way to help from a distance. They sent notes and letters of encouragement to the seniors in NSO's Older Adult Services program to help ease the isolation. Some were handmade and beautifully personalized.

MBFS has continued to provide financial support to keep critical NSO programs and services functioning including Art Therapy, Food Donation and Homeless Recovery supportive services.

"The services NSO provides help to build more sustainable communities, which ultimately benefits all of us," said Rachel van Dinkel, Corporate Communication Specialist at MFFB.

"Playing a role in enabling NSO to do the important work they do for some of the most vulnerable in Detroit allows us to magnify the impact of our contributions through their skilled programming and services."



*Preparing move-in kits so formerly homeless adults will have furnishings when they move to their new homes.*

## Mercedes-Benz Financial Services



*With the help of the many cards and notes received from MBFS volunteers, our senior clients are assured that they are not alone and are remembered.*

"NSO's dedicated work and holistic approach to addressing homelessness and the many related issues these individuals face made it an obvious choice for us. Their ability to continue expanding access to services is inspiring, and we hope to continue to support their work," van Dinkel said.

**Thank you, MBFS, for caring!**

# Community Events

## Our events were a success because of you!



School children collected socks for the homeless for "Socktober."



Life Choices delivered hundreds of Easter baskets to our community.



NSO held a flu shot clinic outdoors to comply with COVID-19 restrictions.



NSO held a colorectal cancer awareness pop-up event for Bell residents.



Colorful balloons were released at the annual Remembrance event.



Client Michael Ashford (center) is honored to have his artwork selected to adorn a food truck.

## Volunteers and Donations

We couldn't do it without you. We are so grateful!



Senator Hollier hosts Annual Family Reunion Event.



Outreach706 volunteers display their donations.



Volunteers get ready to deliver Easter baskets.



A volunteer sews face masks.



Linda Little, CEO, speaks to guests at the DAC nonprofit event.



Denise Fair Razo, Chief Public Health Officer and our Kroger-sponsored flu event volunteers prepare for the event.

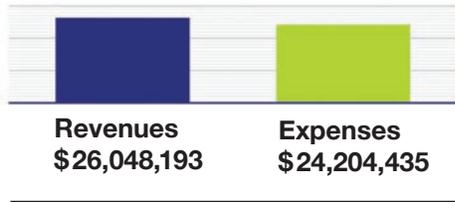
# Financials—Fiscal Year 2020-21



Administrative Services  
\$4,920,844

## Service Expenses

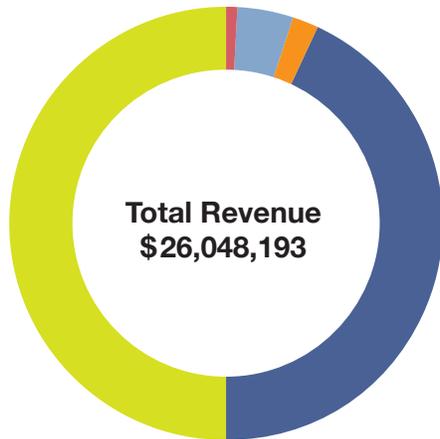
- OAS  
\$3,577,506
- Life Choices  
\$3,174,893
- Crisis Intervention  
\$866,217
- Clinics  
\$1,895,846
- HRS  
\$5,922,483
- Real Property Activities  
\$2,665,591
- Partners for Health  
\$1,179,075



**+ \$1,843,748**

## Change in Net Assets

Without Donor Restrictions



## Revenues

- Grants / Contracts / Other  
\$22,113,570
- Rental Income  
\$2,321,696
- Public Support  
\$152,956
- Case Rate Revenue  
\$1,072,071
- Client Fees & Insurance  
\$387,900

# Major Funders

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

Ballmer Group

Bank of America

City of Detroit

Coca-Cola

Detroit Area Agency on Aging

Detroit Wayne Integrated Health Network

DMC Foundation

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Oakland Community Health Network  
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The Kresge Foundation

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U.S. Department of Housing and  
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Vital Strategies

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United Way for Southeastern

Vital Strategies

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**NSO's Detroit Healthy Housing Campus**, the first of its kind in the nation, is a \$25 million comprehensive site that combines healthcare with a housing continuum of solutions with a focus on ending homelessness. For more information about this project, please contact [conporateaffairs@nso-mi.org](mailto:conporateaffairs@nso-mi.org).



## Funder Highlight

# Kresge Grant Advances Vaccine Equity

**COVID-19 powerfully reminded us that individual wellbeing is inextricably linked to the health of others. When all take precautions and have access to health care and vaccinations, we thrive together. And without those commitments and equitable care, we are all at risk.**

The pandemic also exposed the stark inequities in access to health care and the ability to take precautions. As a trusted provider of health services in disadvantaged communities, NSO was well-positioned to address those inequities.

That is why NSO was awarded \$50,000 through the Kresge Foundation's Neighborhood Solution for Health Equity Grant Initiative to bolster vaccine access and address health equity issues.

Focusing on District 2—an area with one of the highest infection rates in the country—NSO collaborated with the Detroit Chapter of the National Association of Advancement of Color People (NAACP) to reduce vaccine resistance and increase access and vaccination.

NSO was one of 13 community health centers and other human service agencies sharing a total of \$2 million the

Kresge Foundation invested in Detroit neighborhoods to address health inequities. This was part of \$4.4 million that the foundation pledged nationally in 2021 to address this issue, on top of \$19 million committed in 2020 to support nonprofits confronting the COVID-19 crisis in cities across the United States.

In her grant announcement in April 2021, Wendy Lewis Jackson, managing director of the Kresge Foundation's Detroit Program said, "COVID-19 is not over, especially in Black and Brown communities."

"Community organizations are telling us that there's more to be done to get out the word in neighborhoods that vaccines are readily available, safe, and save lives, and to help connect residents to them."

The Kresge Foundation selected NSO—a community-based organization with 65 years of experience serving vulnerable populations—as a trusted partner familiar to Detroiters. The initiative merges the NSO's experience with that of the NAACP, the nation's oldest social justice and civil rights organization. Together with other selected health centers and organizations, NSO complemented city efforts to reach residents closer to home and help stem the resurgence of COVID-19.

**NSO is grateful to the Kresge Foundation for the support that helped us increase our outreach so Detroiters could better protect themselves.**



# Thank You to our Donors! Fiscal Year 20–21\*

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**CARF is an international accrediting body that establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. NSO is accredited through October 31, 2023 in seven categories:**

- Case Management / Services Coordination: Integrated: IDD / Mental Health (Adults)
- Case Management / Services Coordination: Integrated: IDD / Mental Health (Children and Adolescents)
- Case Management / Services Coordination: Integrated: SUD / Mental Health (Adults)
- Integrated Behavioral Health / Primary Care: Comprehensive Care (Adults)
- Outpatient Treatment: Integrated Developmental Disabilities IDD / Mental Health (Adults)
- Outpatient Treatment: Integrated IDD / Mental Health (Children and Adolescents)
- Outpatient Treatment: Integrated SUD / Mental Health (Adults)
- Supported Living: Integrated SUD / Mental Health (Adults)



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First Vice Chair

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Chair, Finance & Audit Committee (2020)

### **Linda Little, BSN, MBA, RN, CCM \***

NSO President & CEO

### **DaJuan Smith**

NSO Chief Operating Officer

### **Tonya Thompson**

Executive Office Manager

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NSO Executive Officer Manager



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# NSO Executive Leadership Team

### **Linda Little, BSN, MBA, RN, CCM**

President & CEO

### **DaJuan Smith**

Chief Operating Officer

### **Avani Sheth, M.D.**

Chief Medical Officer

### **Kate Spratt**

Chief Financial Officer

### **Katrina McCree, MA**

Chief Community Impact Officer

### **Alireza Amirsadri, MD**

Medical Director, Psychiatry

### **Tonya Thompson**

Executive Officer Manager



# NSO Locations



**1 NSO Central Office**  
*Administration, Finance/Accounting, Real Estate Development, Human Resources, Corporate Development/Volunteer Office, Performance Improvement, Management Information Systems, Customer Service*  
 882 Oakman Blvd., Ste. C  
 Detroit, MI 48238  
 313-961-4890

**2 Homeless Recovery Services**  
 NSO Bell Building  
 Shelter Services—Outreach  
 882 Oakman Blvd., Ste. B  
 Detroit, MI 48238  
 313-967-5950

**3 NSO Life Choices—Adult Services**  
 8600 Woodward Ave.  
 Detroit, MI 48202  
 313-875-7601

**4 NSO Life Choices—Children's Programs**  
 9641 Harper Ave.  
 Detroit, MI 48213  
 313-875-7601

**5 NSO Older Adult Services (OAS)—Oakland**  
 35 West Huron, Ste. 10—South Pontiac, MI 48342  
 248-335-0632

**6 NSO Older Adult Services (OAS)—Wayne**  
 882 Oakman Blvd., Ste. D  
 Detroit, MI 48238  
 313-961-7990

**7 NSO 360 Wellness Center—Westland**  
 35180 Nankin Blvd.  
 Suite 204-205  
 Westland, MI 48185  
 734-713-8800

**8 NSO 360 Wellness Center—Life Choices**  
 8600 Woodward Avenue  
 Detroit, MI 48201  
 313-875-7601

**9 NSO 360 Wellness Center—Bell Building**  
 882 Oakman Blvd., Ste. B  
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 313-967-5950

**10 Clay Apartments**  
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 313-332-5439

# Thank you to our Supporters and Partners!

We hope that the stories and achievements we've shared in this report have demonstrated that NSO makes a difference in the lives of the homeless, the sick, the differently abled, and those struggling with mental illness every single day.

We couldn't do any of this without you. We are deeply grateful to all our volunteers, donors, funders, and partners for believing in our mission, and investing in our work to make bold impact.

Together, we have the power to change lives and communities, one person at a time.  
Together, we thrive.

## Help Us Continue to Make a Difference!

- Learn more and donate at [www.nso-mi.org](http://www.nso-mi.org)
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