

2023-2024

Annual Report

NSO



PROVIDING

**Whole
Person Care**

IN THE NEIGHBORHOOD

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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Dear NSO Family,

Rooted in our core values and unwavering commitment to equity, dignity, and impact, **Neighborhood Service Organization (NSO)** continues to rise to the evolving needs of the communities we are privileged to serve. With every challenge we face, we remain resolute in our mission to close critical gaps in housing, health, and overall well-being, and to build stronger individuals, families, and neighborhoods.

The year 2024 was a powerful reflection of that mission in motion. Together, we reached new milestones, deepened our impact, and expanded our capacity to create meaningful, lasting change.

HOUSING: Providing Stability, One Home at a Time

- We proudly hosted our second annual Community of Hope Weekend, engaging nearly 11,000 participants in a weekend of unity, resources, and renewed vision for housing security and hope.
- Through our **Housing First Initiative**, we provided urgent housing assistance, including rent, utilities, moving costs, and employment support to low-income Wayne County residents. This initiative helped **prevent homelessness** and ensure families remained in safe, stable homes.

HEALTH: Advancing Whole-Person Care

- Our **Medical Respite for the Homeless** program at the Detroit Healthy Housing Center delivered essential medical care to hundreds of individuals transitioning from homelessness, offering compassionate healing during times of vulnerability.
- We strengthened public health outcomes by partnering with the **CDC, Detroit Health Department**, and others to administer **COVID-19, RSV, and flu vaccines**, protecting those most at risk.
- Our integrated care partnership with **CHASS Center** expanded access to both **primary and behavioral health services**, reinforcing our commitment to holistic, accessible care.



WELL-BEING: Equipping People to Thrive

- Thousands of individuals received **wraparound services**, including case management, utility support, transportation, employment assistance, and emergency relief, ensuring they had the resources to move forward with dignity.
- We expanded access through our **four 360 Neighborhood Wellness Centers (CCBHCs)** across metro Detroit, delivering trauma-informed, culturally responsive care to individuals facing mental health and substance use challenges.

These achievements are only possible because of **you**; our incredible staff, generous supporters, and resilient clients. Together, we are not just meeting needs; we are building systems of care that uplift and empower.

To our **supporters**: Your belief in our mission fuels every step forward.

To our **team**: Your compassion and commitment change lives every day.

To our **clients**: Your strength and determination are the heartbeat of our work.

We are honored to walk this journey with each of you. As we look ahead, we remain bold in our vision, grounded in purpose, and united in our belief that **everyone deserves a chance to live with dignity, stability, and hope.**

With deep gratitude,
The NSO Team



Linda Little
President and CEO



Hakim Berry
Board Chair

Location Information:

Appointments are scheduled through **NSO's Central Access Center 1-888-360-WELL.**

NSO 360 Wellness Center - Bell Building

882 Oakman Blvd, Suite B
Detroit, MI 48238
Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

NSO 360 Wellness Center - Westland

35180 Nankin Blvd., Suite 204-205
Westland, MI 48185
Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

NSO 360 Wellness Center - Woodward

8600 Woodward Avenue
Detroit, MI 48201
Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

NSO 360 Wellness Center - Detroit Health Housing Center

3364 Mack Avenue
Detroit, MI 48207
Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

BOARD

Officers

Linda Little, BSN, MBA, RN, CCM *

NSO President & CEO

Paris White*

Chief Administrative Officer

Kevin Smith*

Chief Financial Officer

Hakim Berry

Chair

Robert Bollinger

First Vice-Chair

Caress Dean, PhD

Second Vice-Chair

Tyra Evans, MHSA

Treasurer

Tonya Thompson

Assistant Secretary

* Non-Voting Board of Directors Member

NSO EXECUTIVE LEADERSHIP TEAM

Linda Little, BSN, MBA, RN, CCM

President and CEO

Kevin Smith

Chief Financial Officer

Brad Bishop

Chief Information and Facilities Officer

Katrina McCree

Chief Community Impact Officer

Dr. Ashley Schumaker

Medical Director

Paris White

Chief Administrative Officer

Kelly Thomas

Chief of Human Resource Operations

Alireza Amirsadri, M.D.

Medical Director, Psychiatry

Tonya Thompson

Executive Office Manager

Directors

Eric W. Ayers, M.D.

Bridget Feagin

Adam Forman

Jennifer Granger

Barbara Jean Johnson, Ph.D.

Robert P. Jones

Mildred C. Matlock, Ph.D.

Hubert Massey, Ph.D.

Vivian Pickard

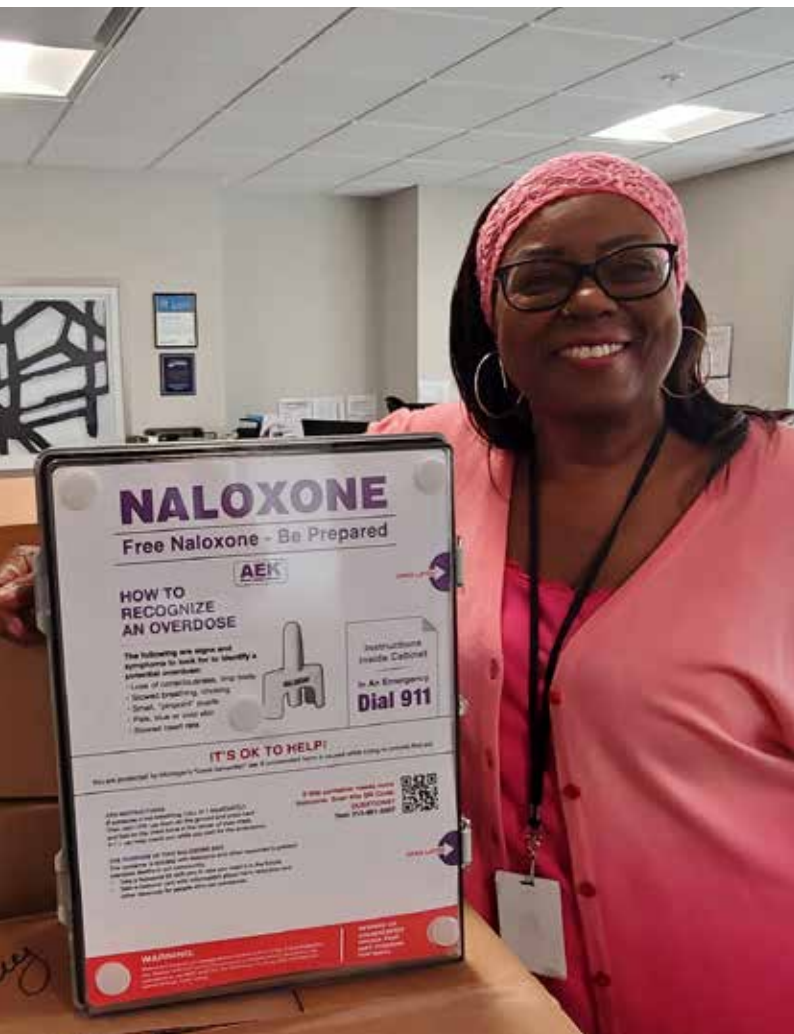
Reginald Pelzer

Terrance Reed, MSN

Dennis Shepherd

Gregory Terrell, C.P.A.

Allah Young





Building Better Communities

Live 360 Wellness

Live 360 is NSO's innovative approach to Whole Person Care—a comprehensive, holistic framework designed to meet the multifaceted needs of our community's most vulnerable populations. This approach goes beyond addressing immediate challenges by integrating housing, mental health, physical health, and overall well-being into a seamless continuum of care. By tackling these interconnected factors simultaneously, Live 360 empowers individuals to achieve stability, independence, and a higher quality of life. Through personalized support and collaborative partnerships, NSO is transforming lives and creating sustainable solutions for those in need.



Certified Community Behavioral Health Clinic

CCBHCs were created to transform mental health and substance use treatment across the country and provide sustainable funding for robust community outpatient mental health treatment. CCBHCs are required to provide a range of services, including crisis services that are available 24 hours a day, 7 days a week. 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.



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.

The Centers for Disease Control and Prevention (CDC) Visit

NSO, in collaboration with the Detroit Health Department, hosted a Flu and Covid-19 vaccine clinic. The Centers for Disease Control and Prevention (CDC) Director, Dr. Mandy Cohen, visited our Detroit Healthy Housing Center (DHHC) to educate people on the importance of getting ahead of cold and flu season by getting vaccinated and led a panel discussion of key leaders from the Detroit Health Department, the State of Michigan, and special guests to get a better understanding on the current state of action being taken against respiratory illnesses in metro Detroit. The event's focus was to observe and engage in the Detroit Health Department's impactful community outreach effort.

The event's primary focus was to observe and engage in the Detroit Health Department's impactful community outreach effort. This effort centered on providing essential vaccinations for both COVID-19 and the flu to the public—an initiative crucial for bolstering community immunity and safeguarding public health. We'd like to give an extra special thank you to our roundtable panelists, Dr. Mandy K. Cohen, CDC Director, Our President and CEO, Linda Little. Denise Fair Razo, Chief Public Health Officer, City of Detroit. Dr. Kenyetta Stephens, Chief Executive Officer, Black Family Development, Inc., Dr. Felix M. Valbuena, Chief Executive Officer, CHASS Center, Dr. Natasha Bagdasarian, MDHHS Medical Officer Dr. Manu Malhotra, Chief Medical Officer, Henry Ford Health System, Dr. Alireza Amirsadri, Medical Director for Psychiatry, NSO. Terra Linzner, Homelessness Solutions Director, City of Detroit. And Allah Young, Clay Resident, and Board Member.



The CDC Director's visit showcases the importance of collaborative efforts in addressing public health challenges. NSO is committed to initiatives that promote the well-being of our community. The event was a testament to the power of unity and shared goals in building a healthier and more resilient community.



COMMUNITY *of* HOPE

Community of Hope weekend is a collaboration led by the Neighborhood Service Organization (NSO), together with the City of Detroit and The Right Productions, Inc., designed to energize, inspire, and deliver a community push for solutions to

the challenges of unhoused individuals and families in metropolitan Detroit. The weekend includes a two-day Concert of Hope featuring Grammy award/Grammy-nominated artists to benefit the unhoused and the Day of Hope, a day of service to serve the unhoused population.



Impacts of Community of Hope Weekend

The Tommy Garrett Housing for Homeless Artists

In December of 2023, NSO and The Right Productions unveiled the Tommy Garrett House for homeless artists. This initiative reflects our collective commitment to addressing the complex issue of homelessness and providing comprehensive, long-term solutions. Tommy Garrett House is not just a home; it's a sanctuary designed to accommodate up to six artists. Named after the internationally acclaimed artist Tommy Garrett, who overcame homelessness with NSO's support, the house aims to foster a nurturing environment for artists to live, build stability, and create work safely in the heart of Detroit.



Housing First Initiative

The Housing First initiative offers essential support for individuals facing eviction and other housing emergencies. This initiative provides low-income Wayne County residents, including those at Tommy Garrett House, up to \$1,500 in assistance for urgent housing needs. This aid can cover critical costs such as rent, utilities, moving expenses, home repairs, and employment-related needs, effectively filling housing gaps that may otherwise hinder stability.





HANDLEBARS FOR THE HOMELESS



13th Annual Handlebars for the Homeless: A Celebration of Community and Commitment

In August of 2024, NSO proudly hosted the 13th Annual Handlebars for the Homeless (H4H) bike tour, bringing together passionate supporters, community leaders, and cycling enthusiasts to combat homelessness in Detroit.

The event kicked off with an inspiring welcome from NSO President and CEO Linda Little, who shared highlights of NSO's housing and supportive services and expressed heartfelt gratitude to key supporters. Special thanks were extended to H4H founder David Rudolph, committee members Tom Page, Michelle Pryor, and Malinda Mernovage, as well as NSO's Chief Community Impact Officer Katrina McCree and the Corporate Development Team for their exceptional coordination.

David Rudolph reflected on the significance of H4H's 13th year, recognizing new and returning riders while celebrating the event's continued growth and impact. Riders then took to the streets of Detroit, with Tom Page providing safety tips, route details, and rallying the teams for a memorable start. Participants experienced firsthand the



breadth of NSO’s services through designated stops. The 6-mile riders visited Life Choices, where Ria Thurmon shared insights into NSO’s Behavioral Health and 360 Neighborhood Wellness Center. Meanwhile, the 15-mile riders toured the Detroit Healthy Housing Center (DHHC), where Paris White highlighted NSO’s holistic approach to addressing homelessness. At each stop, riders were encouraged to deepen their support for NSO’s mission.

The day concluded at the Bell Building with an uplifting reception. Katrina McCree presented the Largest Team Award to the “Wheelie Wonkas” and recognized the “Fed Up Bikers” team for raising the most funds. Riders celebrated with raffle prizes and camaraderie, embodying the spirit of community and shared purpose.

NSO extends its deepest gratitude to the riding teams, VIP riders, and sponsors whose dedication made this event possible. Together, we’re advancing the mission of ending homelessness in Detroit—one pedal at a time.



Thank You

Thank you to our Riding Teams:

4GAZA
 Aetna
 ADP Team 24
 Biking Belle Isle
 Bolo
 Broken Spokes
 Cool Cats
 FED up Bikers!
 Fifth Third Riders
 Fusco, Shaffer & Pappas, Inc.
 GILBANE
 LOC Credit Union
 Metro 313 Cyclones Major Taylor Detroit
 Omega Psi Phi Fraternity, Inc.
 Paris’s Petal
 Restoreu Inc.
 Supportive Spokes
 Wheelie Wonkas
 A special thanks to 313 Ambassador’s

Thank you to our VIP Riders:

Mike Castonia
 Leah Castonia
 Dr. Mildred Matlock
 Thomas Page
 Michael Parzynski
 Michelle Pryor
 June Zydek

Special Thanks to Our Sponsors

PCE Systems, Ethos Development Partners, MSHDA, Fusco, Shaffer & Pappas Inc., Architects and Planners, Gilbane, Global Alliance Protective Group, Aetna, First Independence Bank, D. Ericson & Associates Public Relations, Mercedes-Benz Financial Services, and Absopure Water, Focus HOPE, and Superior Ambulance Service.





Voices of Transformation

NSO's Compassion In Action: A Story of Transformation for an NSO Client

This is an inspiring story of our commitment to community well-being and how our dedicated Community Health Worker became a beacon of support, bridging gaps in housing, health, and overall well-being for one of our clients.

The story begins with a simple home visit initiated by our dedicated Community Health Worker. Our client was facing a myriad of health challenges from diabetes and blurry vision to high blood pressure and thyroid concerns and found themselves in a web of complex health concerns that needed urgent attention.

Recognizing the impactfulness of NSO's coordinated approach, the Community Health Worker connected the client with a Primary Care Physician, an endocrinologist, and a cardiologist. She went beyond addressing health concerns when our client expressed difficulties getting an insulin pump and navigating out-of-network referrals. In response, the Community Health Worker not only provided a lifeline to in-network providers but also extended a helping hand in securing food benefits and a government phone, understanding the financial strains our client faced.

Our Community Health Worker connected our client with our Partners for Health (P4H) Registered Nurse Case Manager. In this partnership, our visually impaired client revealed the challenge of dosing insulins through a syringe. The RN CM quickly identified the issue that was being caused by his visual impairment and helped him figure out how to properly administer his medication, teaching him how to be more independent long-term. Because of the diligence of our staff member, our client started down a path toward better health; helping him to overcome his challenges with an inconsistent understanding of new insulin dosage instructions. Swift to act, the RN CM reached out to Grace Endocrine Services, ensuring clarity and reinforcing changes with our client.

Overcoming hurdles in obtaining an insulin pump, our RN CM advocated for our client when the initial request was denied. Persistent guidance and education enabled our client to bring down consistently high blood glucose levels, getting him approval for the much-needed pump. Our team collaborated to schedule an endocrinologist appointment to get the client's pump set up.

The unwavering support from the Community Health Worker and RN CM extended beyond health concerns. Our client received approval for food benefits, assistance with medical transportation, and guidance on finding an in-network Ear, Nose, and Throat (ENT) specialist. Our client was also able to get scheduled for surgery to remove a mass from his nasal cavity and throat, marking much-needed steps toward improved health and well-being.

This reflects NSO's commitment to holistic care, where no gap is left unaddressed. It stands as an example of the dedication and collaborative efforts of NSO's staff members, particularly the Community Health Worker and RN CM, in creating a meaningful impact on the lives of our community members. NSO continues to forge ahead in our efforts to foster healthier and happier lives within our community, one transformative story at a time.

Shawn Bowden: A Journey from Survival to Success

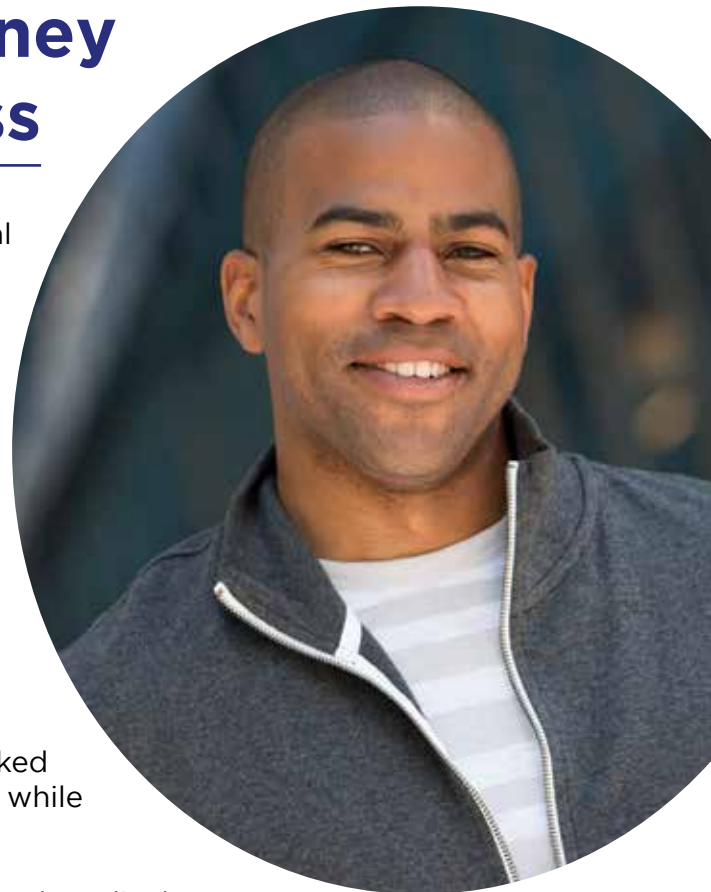
When Shawn Bowden first walked through NSO's Medical Respite program doors, he was battling severe heart failure with only 11% heart function; Shawn was also dealing with homelessness and unemployment.

Shawn's life took a turn for the better when he was discharged from the hospital and referred to NSO's Medical Respite program. He met Lisa Green, his medical respite navigator. Lisa assured Shawn that NSO would provide the support and resources needed to rebuild his life. She encouraged him to focus solely on healing, promising that NSO would take care of the rest. Over the next 45 days, Shawn's journey of recovery and renewal began. Under the guidance of NSO's medical respite team, he was connected with primary care and pharmacy services essential for his health. The team worked to ensure Shawn received the best possible medical care while addressing his need for stable housing.

NSO's commitment to Shawn's well-being extended beyond medical care. They secured him safe and stable long-term housing, providing a foundation upon which he could rebuild his life.

After completing the program, Shawn moved into his home, marking a significant milestone in his journey. Months later, he found employment, earning an excellent salary that provided financial security. Most remarkably, his heart function had improved dramatically to 69%.

Reflecting on his journey, Shawn expressed gratitude for the support he received from NSO's Medical Respite program. "Without their help, I don't know whether I would be alive today." His transformation from a man on the edge to a thriving individual embodies why the NSO Medical Respite program was created to provide hope, healing, and a path to a better future for those in need.



Hope Grows

THROUGH NSO



Ms. Prior's Journey of Hope and Healing with NSO

My journey with NSO has been nothing short of transformative. A year ago, I felt lost and alone when I arrived at the Bell Building, but with the guidance of my case manager, Robbin, and the support of NSO, I began to rebuild my life.

Robbin's unwavering patience and compassion were instrumental in my progress. With her support, I established a treatment plan for my mental health, connecting with a psychiatrist who understood my struggles. The monthly injections I received ensured I stayed on track with my treatment, even on the toughest days, and having a guardian to help me remember my routine made a world of difference. Being in a better mental space allowed me to maintain my housing and focus on my recovery. I believe that every individual in need should have access to NSO's service and encourage you to donate today.



Today, I'm a different person. NSO has been my lifeline, providing the support and resources I needed to reclaim my life. To anyone feeling lost, know that there is hope. Organizations like NSO are ready to help you take that first step towards a brighter tomorrow, and they meet you where you are. Thank you, NSO, for giving me the gift of hope and helping me realize that no matter how dark the night may seem, the dawn will always break through.

Robbin Royster's Commitment to Better Mental Health

At NSO, we witness incredible transformations like Levon Prior's every day. A year ago, Levon arrived at Bell Building for housing with untreated mental illness and was distrustful of our caring staff due to her previous experience with homelessness. Despite initial resistance, our commitment to Levon's mental health journey never wavered. Long-time NSO Housing Case Manager, Robbin Royster, was able to help Ms. Prior maintain her housing, work with NSO's Integrated Health team to help treat her schizophrenia and pull in our Well-Being team to provide her with extensive wraparound services like an assigned guardian to ensure that Ms. Prior could fully live her life.



Our Impact

on Housing, Health, and Well-Being

Total number of services across the organization: ..161,374
Total number of unique persons served:13,130

Housing Services

■ Supportive Housing:

- Number of persons served: 352
- Housing Retention Rate: **79%**

■ DHHC Shelter:

- Number of persons served: **261**

Percentage of persons exited to **Permanent Housing: 37%***

*(*This figure is an approximation due to HMIS data reporting issues, and WellSky is actively working on correcting exit destination reporting fields in HMIS.)*

■ Street Outreach:

- PATH (Projects for Assistance in Transition from Homelessness):
Number of persons served: 399

Percentage of persons exited to **Permanent Housing: 82%***

Percentage connected to **CMH (Community Mental Health): 89%***

*(*The exit destination reporting fields in HMIS are being corrected by WellSky. The 91% figure is an approximation due to HMIS data reporting issues.)*

■ City:

- Number of persons served: **142**

Percentage of persons exited to **Permanent Housing: 77%***

*(*This figure is an approximation from manual calculations due to HMIS data reporting issues. WellSky is actively working on correcting exit destination reporting fields in HMIS.)*

■ Rapid Re-Housing:

- Number of persons served: **35**

Percentage of persons who **maintained housing: 87%**

Health

- Percentage of ER visit client follow-ups within one business day post-discharge 100%
- Percentage of inpatient visit client follow-ups within one business day post-discharge 100%
- 100% of new clinical staff members received training in EBPs within six months of employment
- Trained 100% staff in trauma informed care
- Reduction in No Show Rate by 14.09%

Well-Being

■ Social Determinants of Health (SDOH) 6 month Reassessment Survey:

- Percentage of respondents satisfied with conditions of living space 72%
- Percentage of respondents indicating they have family or friends supportive of their recovery 87%
- Percentage of respondents indicating they feel supported by family and friends during a crisis 84%

We connected clients with high-quality wraparound services including but not limited to:

- Chore Services
- Connection to BH services
- Dental Services
- Employment
- Food Resources/Food Assistance
- Housing
- PCP or specialist
- Transportation
- Utility Assistance/SER (State Emergency Relief)
- As well as guardianship coordination and family reunification services.



Gilbane presents generous donation to NSO



Medical Respite:

- Total number of clients served : 73
- Percentage of clients placed in permanent housing post-respite and key outcomes
 - Independent Living : 22/73 (30%)
 - Room and Board: 31/73 (42%)
 - Family or Friends: 7/73 (10%)
 - Shelter: 3/73 (4%)
 - Left Against Program Advice: 10/73 (14%)
- The average length of stay in medical respite: 34 days

For the reporting period, please see the below data for readmissions:

- Respite had 41 instances of an inpatient readmission
 - 10 instances from clients who were admitted onsite for respite services
 - 31 instances of clients who had been discharged from onsite respite services and enrolled in respite navigation services
- 14 unique individuals out of 73 had an inpatient readmission following admission to the respite program, while either onsite or enrolled in navigation

Demographic Data FY 23-24:

- Race
 - American Indian (non-Alaskan) 0%
 - Asian 0%
 - Black or African American 25%
 - Native Hawaiian or other Pacific 0%
 - Other Race 65%
 - White 10%
 - Other Hispanic or Latino 0%
- Veteran Status 0%
- Gender at Birth: Female 51%, Male 49%

FY23-24: 13,107 unique clients served
 ER utilization: 24.82% of clients have at least one ER visit during FY23-24

*First began monitoring this metric in FY22

Champions of Change

Financials - FY 2023-2024

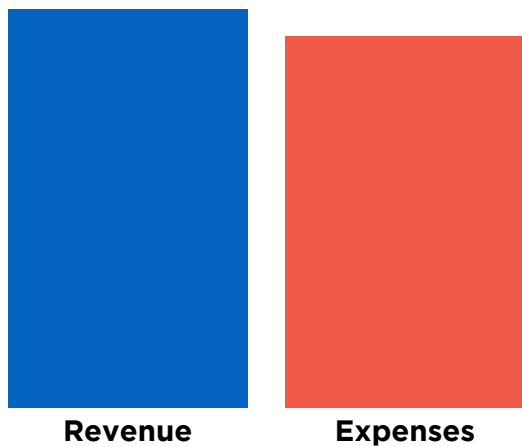
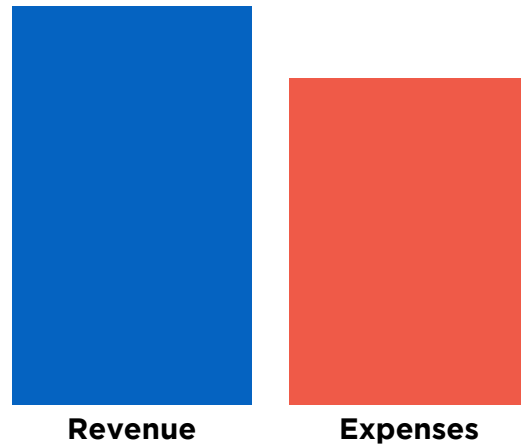
Change in Net Assets

*Including Donor Restrictions

Revenue \$22,084,227
Expenses \$24,645,828

(\$2,611,601)

Excess of revenue and gains over expenses and losses including donor restricted revenue.



Change in Net Assets

*Excluding Donor Restrictions

Revenue \$21,291,342
Expenses \$24,695,828

(\$3,404,486)

Excess of revenue and gains over expenses and losses excluding donor restricted revenue.

Building Healthier

COMMUNITIES THROUGH PARTNERSHIP

NSO and the American Heart Association

In 2024, NSO's collaboration with the American Heart Association (AHA) reached new heights through impactful programs that continue to advance health equity in Detroit. Together, we delivered transformative health education and support to residents, highlighting the power of partnerships in improving community wellness.

One of the highlights of the year was the **Empowered to Serve Health Series**, hosted at the Detroit Healthy Housing Center. This series focused on building heart-healthy habits and equipping participants with tools to manage their health. Over the course of the program, attendees explored topics including blood pressure control, healthy eating, diabetes management, and understanding cardiovascular risks. The final session, *You're the Cure*, inspired participants to become advocates for wellness within their own circles.

In tandem with this series, NSO partnered with the Wayne State University Street Medicine team to extend health education directly to the residents of the Bell Building. Supported by a generous AHA grant, these sessions engaged 15 residents per session, combining lessons on heart health with hands-on activities such as blood pressure and blood sugar testing. Residents gained valuable resources, including AHA's "My Blood Pressure Logs" and diabetes education materials.

The collaboration also included the **Collaboration for Equitable Health** meeting, hosted at NSO's Clay Apartments. This initiative brings together stakeholders committed to reducing health disparities in Detroit. The meeting provided an opportunity to immerse participants in the real-world impact of their

work. Key speakers included Katrina McCree, AHA's Chief Community Impact Officer and stroke survivor, who emphasized the importance of the AHA-NSO partnership, and Allah Young, an NSO board member and Clay Apartment resident, who shared his inspiring journey from homelessness to permanent supportive housing.

The meeting also celebrated AHA's announcement of additional grant funding to further support NSO's work. The \$2,500 grant will enable NSO to expand its health programming, address long-standing disparities in hypertension care, and provide life-changing resources to more residents.

Together, these initiatives reflect NSO's unwavering commitment to advancing health equity, empowering individuals with knowledge, and fostering healthier lifestyles in Detroit. We are deeply grateful to the American Heart Association and all our partners for their continued support and dedication to building healthier communities.



AlixPartners: A Vital Partner in Supporting NSO's Mission

AlixPartners has demonstrated incredible generosity and dedication to NSO over the past years, making a significant impact on our community. Their unwavering commitment to supporting our housing and supportive services has been nothing short of inspiring.

In a remarkable effort to assist our permanent supportive housing residents and street outreach team, AlixPartners organized a collection drive, gathering in-kind items such as nonperishable food, undershirts, underwear, shoes, and belts. These essentials have gone a long way in helping individuals in need, and we are so appreciative of their efforts.

AlixPartners also brought joy and comfort to the women at our shelter with a special catered lunch from Olive Garden. Led by Jamika Smith-Chester, the AlixPartners team served a delicious variety of pasta, salad, meats, and beverages, fostering connection and camaraderie among the residents.

In addition to their hands-on support, AlixPartners played a pivotal role in our NSO spring appeal, *Hope Grows Through NSO*, focused on mental health services for metro Detroiters. An impressive 21 AlixPartners team members contributed \$2,021.87 to the campaign, helping us continue offering vital services to those in need.

In May 2024, the Black Professionals Network at AlixPartners hosted NSO for a virtual lunch-and-learn to raise awareness about homelessness in our community and the essential work of NSO. This engaging event allowed NSO to share insights and express gratitude for AlixPartners' steadfast support.

AlixPartners is a global consulting firm renowned for helping businesses overcome challenges and achieve sustainable success. Their team of experts excels in corporate restructuring, financial advisory, performance improvement, and more. Through their efforts, they continue to make a profound impact not only in the corporate world but also in the communities they serve.

We are incredibly grateful for AlixPartners' partnership and their dedication to advancing NSO's mission. With future opportunities to volunteer already in the works, we look forward to continuing this meaningful collaboration. Thank you, AlixPartners, for helping us move our mission forward!





Love Kitchen

Little Caesars brought joy and comfort to NSO residents through their Love Kitchen Food Truck. The mission of the Love Kitchen is to serve hot and delicious pizza while spreading love, comfort, and support to communities in need.

Originating as the “Pizza for People” campaign, the Little Caesars Love Kitchen has evolved into a beacon of hope, serving nearly 4 million individuals across the United States. From those facing food insecurity to disaster survivors, military personnel, and first responders.

Since 1985, an estimated 50,000 franchise owners and employees have lent their support, resulting in the Love Kitchen receiving two President’s Volunteer Action Awards and a Presidential Citation.

Jeff and Matt, who managed the truck, pulled into the Bell Building parking lot and prepared fresh pizzas on the spot, serving Bell residents with smiles and compassion. They also prepared pizzas for residents at the Detroit Healthy Housing Center shelter and Clay Apartments, who received piping hot pizzas delivered with care and kindness.

As NSO continues its mission to uplift and empower individuals and families in need, we extend our deepest gratitude to Little Caesars and all those involved in making this unforgettable experience possible. Together, we’re creating a brighter, more nourished future for all.

Narcan Installation

NSO is proud to announce our partnership with the NaloxBox program to install life-saving Nalox-Boxes at all of our housing locations last week. These boxes, now equipped with Narcan, have been strategically placed at NSO Bell Apartments, NSO Clay Apartments, and Detroit Healthy Housing Center (DHHHC) to make opioid overdose intervention accessible to both our residents and the public. Each box includes instructions, resource cards, and a QR code for easy restocking when supplies run low.



We encourage community members to take Narcan from these sites, as it supports our broader goal of reducing overdose deaths and breaking the stigma surrounding opioid use. Flyers for Narcan training, including hands-only CPR, are available, and our staff is ready to assist anyone in need of additional information or support. Together, we can make a difference and help save lives!

NSO and Wayne State Medical Students Partner to Support Client Health and Wellness

Neighborhood Service Organization (NSO) is proud to continue its long-standing commitment to street-based care through its partnership with the Wayne State University medical students. As one of the pioneers of the street medicine movement in Detroit, NSO has a rich history of bringing essential healthcare services directly to individuals experiencing homelessness meeting people where they are, both physically and emotionally.



This legacy of outreach and compassion was recently demonstrated in a collaborative health education session focused on hydration and the prevention and treatment of dehydration. Wayne State's medical students led an engaging and informative workshop for NSO clients, equipping them with practical tips, resources, and free Liquid IV hydration packets to support their well-being.

The session provided a valuable opportunity for clients to interact with healthcare professionals in a safe and supportive setting, asking questions, sharing experiences, and receiving personalized guidance. It was one of many that Wayne State medical students have offered at NSO locations over the years, building on a shared mission to improve health outcomes for Detroit's most vulnerable populations.

Together, NSO and the Wayne State medical students have hosted dozens of workshops addressing a wide range of critical health topics, including oral hygiene, wound care, sun safety, flu prevention, physical activity, and winter wellness. Each session is designed to be educational, interactive, and empowering providing clients not just with information, but with the tools to take charge of their own health.

NSO is grateful to Wayne State medical students for their ongoing partnership and shared commitment to health equity. Together, we continue to build on a powerful legacy, one rooted in dignity, compassion, and community-centered care.

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

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