

MATRIX HUMAN SERVICES

Central Office
120 Parsons, Detroit, MI 48201-2002
(313) 831-1000
www.matrixhumanservices.org



CURRENT PROGRAM LOCATIONS

Adult Programs

Connect Your Community
13560 East McNichols, Detroit, MI 48205
(313) 526-4000

Women ARISE/MPRI
450 Eliot, Detroit, MI 48201
(313) 831-6526

Matrix Partnerships for Housing
450 Eliot, Detroit, MI 48201
(313) 831-2503

Reuther Older Adult and
Wellness Services
450 Eliot, Detroit, MI 48201
(313) 831-8650

Welcome Home Osborn
450 Eliot, Detroit, MI 48201
(313) 831-6526

The Employment Center
13560 East McNichols, Detroit, MI 48205
(313) 831-6526

Community Programs

Matrix Human Services Center
(The Center)
13560 East McNichols, Detroit, MI 48205
(313) 526-4000

Matrix Quality Care (MQC)
450 Eliot, Detroit, MI 48201
1-866-746-6583

Bargain Counter North
2741 Twelve Mile Road, Berkley,
MI 48072
(248) 541-6100

Educational Programs

Detroit Head Start Fatherhood Initiative
1500 Trumbull, Detroit, MI 48216
(313) 344-6300

Readers are Leaders
2051 Rosa Parks Blvd., Suite 1K,
Detroit, MI 48216
(313) 962-5255

Vistas Nuevas Head Start
2051 Rosa Parks Blvd., Suite 1K,
Detroit, MI 48216
(313) 962-5255

Barat Child and Family Services

Connecting Families
13560 East McNichols, Detroit, MI 48205
(313) 526-4000

Off The Streets
680 Virginia Park, Detroit, MI 48202
(313) 873-0678

Youth Assistance Program
450 Eliot, Detroit, MI 48201
(313) 831-7927



2011 ANNUAL REPORT
TO THE COMMUNITY
2010-2011



CELEBRATING 105 YEARS OF SERVICE
TOUCHING HEARTS, CHANGING LIVES



MATRIX
HUMAN SERVICES

"Touching Hearts, Changing Lives"
Established 1906

ABOUT MATRIX HUMAN SERVICES

Everyday in Detroit, Matrix Human Services is touching hearts and changing lives - fighting poverty at 23 locations with programs designed to educate and empower families, children, men and women. Our Mission? To break the generational cycle of poverty gripping the City of Detroit.

Matrix is committed to the City of Detroit and we promise to continue our march working with everyone who enters our doors, ensuring they have food, clothing, shelter, an education, a job and hope for tomorrow. By implementing our *"Transition to Success" (TTS) model* into the lives of youth, adults, and families, we offer a real path to independence....not just a hand out but a strong and reliable hand up.

The League of Catholic Women led the way in 1906 – a group of caring women who saw the need and stepped up to help immigrant families who had been forgotten. 105 years later, Matrix continues to fight poverty, heartbreak and hopelessness. Over the years, the name, leadership and address have changed, but our core mission to fight poverty remains unchanged.

Poverty is a disease plaguing our community. Become a part of the solution. One person can make a difference....that person can be you!

*Matrix Human Services,
Touching Hearts and Changing Lives since 1906*



Dear Friends & Supporters:

For the past five years, I have had the extreme pleasure of serving as President and CEO of Matrix Human Services, a 501(c)3 non-profit, committed to developing comprehensive systems of care that target generational poverty.

During my tenure, I have focused my efforts on expanding current programming and new program development specific to the needs of residents of the City of Detroit. I have had many proud moments as CEO of Matrix including but not limited to the creation of the “*Transition to Success*” (TTS) model implemented in the lives of our clients, across all of our program sites, to transition individuals and families from dependency to self-sufficiency through a structured, comprehensive, integrated, scientifically driven system of care that engages an existing, already funded human services delivery system. TTS demonstrates effectiveness through comprehensive structured programs, collaborations, meaningful outcome measures and real client success stories.

Over the past five years, I have worked with amazing board members, staff, volunteers and corporate supporters like Blue Care Network, DTE Energy, Great Lakes Health and The Grosse Pointe Rotary whose 3 million pound challenge to the community for food, clothing and books filled pantry shelves and supported thousands of clients. I experienced the indescribable pleasure of receiving an Emmy as creator and executive producer of *WatRUfightn4?* a video and website promoting social activism that has engaged tens of thousands to volunteerism. Most importantly, I have witnessed the lives of our clients changing before my very eyes as they transition out of poverty to a life of self-sufficiency which they once thought was impossible to achieve.

My journey so far has been simply wonderful, yet my work, our work, is far from done. Challenging social issues continue to plague our community including child abuse and neglect, runaway youth, substance abuse, hunger, senior services and homelessness. I believe that we all have an obligation to pay it forward, giving back to those less fortunate. Together, we can make a difference one woman, one man, one family, one child at a time.

Matrix serves more than 10,000 consumers a year through a comprehensive network of programs and services. With your support, we envision this number increasing as we wipe out this disease of poverty gripping our city.

Thank you to the Matrix Human Services Board of Directors, supporters, volunteers and staff for your commitment to serve. I look forward to working together to create future milestones for this unique organization founded 105 years ago by a group of dedicated women known as the League of Catholic Women.

Yours in Service,



Marcella Wilson, Ph.D.
President and CEO

LETTER FROM BOARD CHAIR



M

My first year as Board Chair for Matrix Human Services has been a whirlwind. Having the pleasure to be involved with the agency as a board and committee member for nine years, I thought I understood what Matrix was all about. This year, my eyes and more importantly my heart have been opened to the incredible level of need in our community, the near overwhelming complexity of the work that is required and the amazing and life-changing services that this wonderful agency provides.

In addition to providing the all important core services of our programs, this year Matrix successfully completed a critical re-accreditation process, launched a comprehensive giving campaign and continued to spread the word about the "Transition to Success" (TTS) model that is at the heart of the agency's mission. In addition to celebrating 105 years of service, we are also celebrating an important milestone in our agency leadership with Dr. Marcella Wilson entering her fifth year as President and Chief Executive Officer. Dr. Wilson has provided stable leadership during turbulent economic times. More notably, she has brought clarity to the agency's vision and forged new alliances that will help the organization to continue succeeding in the future.

While much has been accomplished, there is still much more to do. For me, listening to client stories of breakthroughs and seeing faces filled with gratitude are the most important reminders of the great work that Matrix has done.

On behalf of the Matrix Board of Directors, I'd like to thank all of you that have supported the agency over the past year. We look forward to continuing to work together to break the cycle of poverty.

Deborah Wilson
Board Chair
Matrix Human Services

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Aetna New Product Businesses
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City of Detroit-Wayne County
Prosecutor's Office

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2010-2011 EXECUTIVE LEADERSHIP

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Chief Financial Officer

Ms. Karen Bisdorf

VP of Adult Programming

Mr. Scott Gifford

VP of Community Development

Ms. LaTrice Jordan

Director of Marketing &
Community Relations

Mr. Ted Lewis

Chief Strategy Officer

Ms. Debra Spring

VP of Education

Ms. Celia Thomas

VP of Barat Child and Family Services

2010-2011

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ADULT PROGRAMS ■ ■ ■ ■

Adult Programs are funded in part by Detroit Area Agency on Aging, United Way of Southeastern Michigan, Detroit Department of Transportation, City of Detroit Federal Emergency Management Agency (FEMA), Michigan Prisoner Reentry Initiative (MPRI), Kresge Foundation, Community Foundation and Ways to Work Initiative.

WOMEN ARISE (EST. 1986)

Women ARISE provides rehabilitative programs for women involved in the criminal justice system, including probation, parole, and prisoner re-entry in Detroit and Wayne County. Clients' need for shelter, food, transportation, life skills and employment are addressed through case management, group cognitive behavioral therapy sessions, one-on-one life coaching and provision of supportive services.



WE ARE MAKING A DIFFERENCE. IN 2010:

- 31 new clients enrolled in the program.
- 65% of new clients placed in employment positions.
- Recidivism Rate of Active Clients was less than 7% compared to the national average of 66%.

SUCCESS STORIES

- Since finding employment, two clients have transitioned to independent living in their own apartments.
- One client is working full time and living in a home provided to her through her new employer – RENT FREE

MATRIX PARTNERSHIPS FOR HOUSING (MPH) (EST. 2004)

Matrix Partnerships for Housing assists homeless and transitional individuals and families to find and maintain affordable housing. Comprehensive services focus on



employment, education and life skills training to support self-sufficiency and recovery, as well as healthy parenting and role modeling for parents and their children.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 100% of the clients placed in the homes are employed or are retired and have a sustainable monthly income.
- Clients involved in MPH have volunteered more than 118 hours toward supportive programming and life coaching.
- 85% of the MPH clients have been in their homes for at least one year.

SUCCESS STORIES

- Client RA is currently a member of her neighborhood Residents’ Council, secured a position as an AmeriCorps member for the Matrix Welcome Home program, and has recently upgraded her employment status with a position as a parent organizer in the Detroit Parent Network.
- Client AW, formerly homeless, has been awarded the Distinguished Future Alumni recognition from Marygrove College as she completes her Bachelor’s degree in Social Work



REUTHER OLDER ADULT AND WELLNESS SERVICES (EST. 1953)

Reuther Older Adult and Wellness Services (Reuther) was founded by the United Automobile Workers as a social program to meet the needs of all retired men and women. After more than 55 years of services to tens of thousands of older adults, Reuther continues to promote physical and mental well-being and financial stability for vulnerable low-income seniors.

Clients’ basic needs are met by proven case management interventions that provide food, in-home services of homemaking, personal care and chores, as well as medical transportation and access to vital self-sufficiency supports. Reuther is extending the ability to live independently for our at risk elders.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 479 new clients registered at the John J. Villa Wellness Center.
- 2,021 medical or essential business rides provided to seniors throughout the city with a 92% reported increase in physical health as a result of the ability to keep doctor’s appointments.
- 3,929 rides provided to members of John J. Villa Wellness Center.
- 335 - \$30 food assistance vouchers provided to seniors with 92% reporting an increase in ability to budget for food while meeting their other monthly expenses.
- 1,889 hours of home care assistance provided to home bound seniors enrolled in the Detroit Area Agency on Aging MiCHOICE Medicare Waiver program
- 61 MiCAFE (Michigan Bridge Card) food assistance applications completed for seniors
- 2,875 hours of home care assistance and 265 hours of chore work assistance to 157 home bound seniors.

SUCCESS STORIES:

From AJ (daughter): “We are here with my mother, but during the day we are working. I am glad that we found your service because it will really help us to make sure my mother is being taken care of when we’re away during the day.”

From client DC in Detroit: “Due to Matrix Human Services coming into my home to assist me, it has helped me to

ADULT PROGRAMS

increase my mobility. I have two Home Care Workers that come in and take care of my home and take time to sit with me. They provide me companionship and I love it.” **From client GB in Detroit:** “I have had the same Home Care Worker for the past 10 years and we are truly friends. I don’t have to tell her what to do, she just knows. I don’t worry about her coming, because I know she’s going to be there. She works hard and gets the job done. She is such a tremendous help to me.”

WELCOME HOME OSBORN – DETROIT SAFE COMMUNITY COLLABORATIVE (EST. 2010)

Welcome Home Osborn provides care management and supportive services for at least 75 formerly incarcerated citizens who are returning to the east-side neighborhood called the Osborn area in year one of the two-year funded program. Sponsored by the Community Foundation and the Kresge Foundation, this program is being researched for its potential to produce a template for other communities dealing with a high ratio of returning citizens.

WE ARE MAKING A DIFFERENCE. IN 2010:

- The program has registered 78 clients.
- 640 meals have been served at the weekly breakfast that include guest speakers, one-on-one networking and mentoring opportunities.
- 73% of registered clients have been employed as a result of the services of the program.



SUCCESS STORIES:

- Client RD will be attending Wayne County Community College in 2011. As a result of Matrix supportive services, he has a “zero” balance on his previous account with the school.
- Client FG is obtaining a Certificate in Asbestos Training and will receive a State of Michigan Accreditation card.
- Client PS is a graduate of the program, has launched his career as a motivational speaker and has been hired by Matrix as a Case Coordinator for community interaction.



THE EMPLOYMENT CENTER (EST. 2009)

Located at the Matrix Human Services Center, The Employment Center aids clients in their search to secure employment, offering job leads, job readiness workshops and employment connections. Supportive services and referrals provide an opportunity for clients to build a personalized plan for success that will break their cycle of poverty.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 153 clients have enrolled for the services of The Employment Center.
- Nearly 800 referrals to available community supportive services have been shared with enrolled clients.
- 100% of clients enrolled have participated in employment training workshops and behavioral skills training sessions.
- 45% of those enrolled have secured employment despite a 20.5% unemployment rate in the City of Detroit, compared to the State of Michigan rate of 12.5%.



SUCCESS STORIES:

When asked about the training, client ML commented that she learned to “wake up every day (and say) it’s a great day to get up, go out, and make everyone’s day!”

Client JB, a returning citizen with a history of substance abuse, completed the employment workshops while experiencing the trauma of his wife’s unexpected death. He continued his supportive services, without relapse and was placed in a job in the construction industry. He has since returned to class to act as a life coach and motivational speaker for new enrollees.

CONNECT YOUR COMMUNITY (EST. 2010)

Connect Your Community is a Broadband Technology Opportunities Program developed by OneCommunity. Building on their history of success in delivering innovative and beneficial broadband services, OneCommunity formed a national coalition to develop The Connect Your Community program.

The Matrix Human Services Connect Your Community (CYC) program serves Osborn neighborhood citizens by providing training that develops computer skills from literacy to advanced applications, preparing citizens to compete in today’s economy. At the same time, broadband’s benefits help the region advance both socially and economically.

This program is unique in each community but consistent in its goal to engage, train, equip and support citizens to transform them from computer beginners to broadband-empowered individuals. CYC is funded through a two-year grant of \$18.7 million from the U.S. Department of Commerce’s Broadband Technology Opportunities Program.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 495 students completed the Matrix CYC program (October 2010 to May 2011)
- All graduates participated in elective workshops geared toward educating them on how to utilize broadband internet and computer training.
- Upon graduating from the CYC program each student receives one of 1,700 laptop computers donated by Blue Cross Blue Shield of Michigan.



THE MATRIX HUMAN SERVICES CENTER

(EST. 2006)

Matrix Human Services Center is a comprehensive human service and community center offering programs and services designed to meet the social, physical and educational needs of Northeast Detroit residents. Programs include adult education/literacy, music & art instruction, fatherhood programs, employment services, computer skill building, Head Start classes, counseling, community activities and family programs.

To meet the needs of the Osborn community, Matrix has pioneered the shared programming and collaboration services model. Research has shown that by housing various social services agencies and programs within one building, community residents enjoy improved access to the services they need. Programs in multi-service centers benefit from the increased visibility, lower overhead costs and expanded resources.

The Matrix Human Services Center (The Center) is utilized by one hundred and twenty eight (128) organizations and groups. The Center encompasses a collaborative network of programs, events and services designed to meet the social, physical, spiritual and education needs of Detroit residents.

The Center is open seven days a week, serving thousands of residents weekly. Through its extensive outreach program, including the publication of the quarterly Osborn Voice newsletter, The Center reaches more than 30,000 households in Detroit.

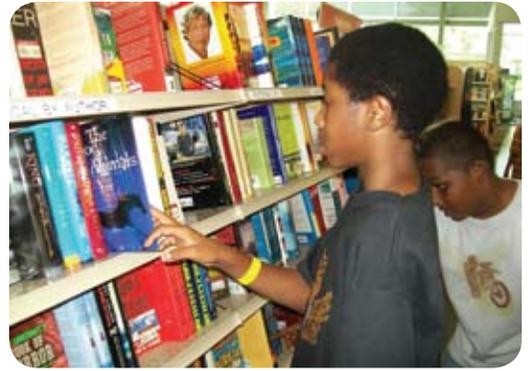
Matrix continues to make major improvements to The Center's infrastructure and grounds. In 2008, the Kresge Foundation donated \$300,000 for the installation of a new HVAC system. This new system has been a contributing factor in the expansion of The Center's summer programs with the addition of a central air conditioning system. A building plan for the Center is being completed with funds provided by United Way of Southeastern Michigan and in-kind services given by the Smith Group.

In 2011, two unused houses on the grounds of The Center will be demolished using funds donated by the Ford Foundation

WE ARE MAKING A DIFFERENCE. IN 2010:

- 128 Mission Partners working in conjunction with The Center.
- 600 book-bags and school supplies given to needy families.
- 2,025 parents and children attended the 2010 Harvest Party at The Center.
- 120 Halloween costumes provided to youth.
- 79 families (255 youth) received gifts at the 2010 Christmas Angel Tree program.
- Osborn Arts Collaborative expanded its membership and programming at The Center.
- 402 residents participated in the 2010 Thanksgiving Awards Dinner.
- Six (6) residents and businesses awarded for exemplary work in the Osborn Community.
- Our food pantry served more than 3,500 individuals (November 2010-May 2011).
- More than 10,000 diapers given to mothers with infants.
- 300 residents use the clothing closet at The Center monthly.





2010/2011 MISSION PARTNERS AT THE CENTER INCLUDE:

College for Creative Studies

Academy of Warren

Neighborhood Services
Organization (NSO)

Family Services

Leaps and Bounds

Forgotten Harvest

Gleaners Food Bank

Kouroma Services

Gadd and Associates

Connect Your Community (CYC) a
program of Matrix Human Services

The Red Cross

Healthy Start

Muhammed Temple

Samuel's Hairbraiding School

Clintondale Schools

Pewabic Pottery

Narcotics Anonymous

United Children and Family Head Start

Our Children Count

InsideOut Literary Arts

John Seay Center

Coleman A. Young Foundation

City Year of Detroit

Detroit Center for Family Advocacy

Mosaic Youth Theatre

Heritage Works

Women ARISE/MPRI, a *program*
of Matrix Human Services

Kingdom Building Church

Connecting Families Program, a
program of Matrix Human Services

Skillman Foundation's Osborn
Good Neighborhood Initiative

Osborn Neighborhood Alliance

ATS Educational Consulting Services

City of Detroit Health and Wellness

Detroit Parent Network

Detroit Public Library – Franklin Branch

Elliptorian Business and Professional
Women's Club

Off The Streets, a *program of*
Matrix Human Services

Centro T.A.B.C.A.T.

Detroit Hurricanes Youth Athletic &
Enrichment Program

Detroit Generation Fit Kids

Detroit Children's Choir

Wayne County Friend of the Court

Greenbrier Community Council

Jabari's Karate Academy

Henry Ford Institute on
Multicultural Health

Matrix Partnerships for Housing, a
program of Matrix Human Services

The Salvation Army

The Employment Institute

Women Preserving the History
of Idlewild

COMMUNITY PROGRAMS

WatRUfightn4? (EST. 2009)

An online initiative aimed at inspiring social activism, volunteerism and civic engagement in youth and young adults.

WE ARE MAKING A DIFFERENCE. IN 2010:

- More than 1,800 people from 34 countries/territories and 5 different continents have visited the website following the September 10, 2009 launch & video debut. In June 2010, the documentary was awarded an Emmy!

MATRIX QUALITY CARE (EST. 2008)

This social enterprise program offers light housekeeping, chore services, personal care and transportation to the Metro Detroit community for a fee.

The revenue derived from Matrix Quality Care is used to support programming for low income seniors through the Reuther Older Adult & Wellness Services program of Matrix Human Services.

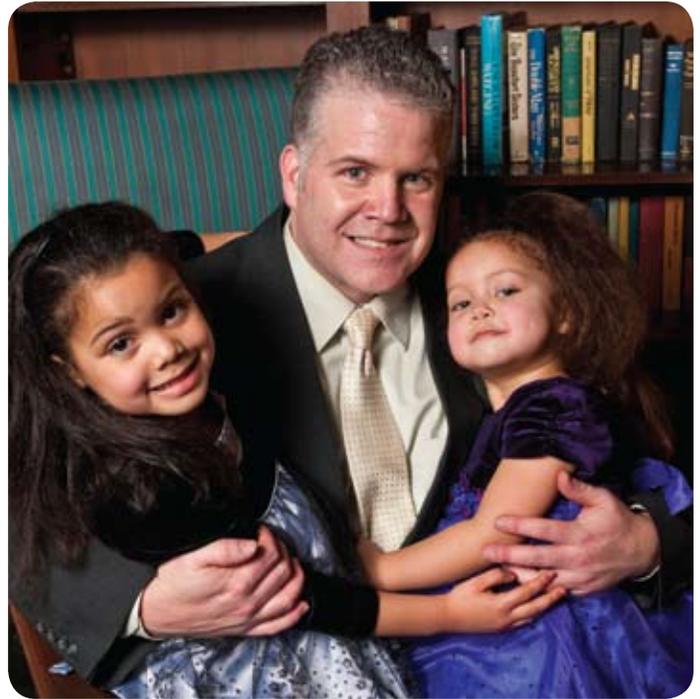
Matrix Quality Care services are affordable and provided by pre-screened, qualified, trained and responsive professionals who design care programs to meet individual needs.

Whether you would like help for a few hours a day or need us 24 hours a day, a Caregiver is available for you. We offer flexible schedules, including days, evenings, weekends and holidays. Matrix Quality Care is just a phone call away!

WE ARE MAKING A DIFFERENCE. IN 2010:

"Matrix Quality Care has been a lifesaver for my mother who is elderly and is unable to get around by herself. Lovita not only cleans my mother's home, but she provides companionship and human interaction. This year at Christmas, the two baked holiday treats and decorated my mother's Christmas tree! Lovita has made such a difference in our lives and gives me peace of mind that someone besides me is there to care for my mom. I am thrilled that we found MQC and are able to support a program that puts resources into our elderly population. Thank you Matrix Quality Care!"

-Catherine G



Matrix Quality Care has partnered with Quality Home Health Care to further expand the social enterprise opportunity; this relationship is significant and expands our opportunities as we develop services that can be billed through third-party insurers.

BARGAIN COUNTER NORTH (EST. 1925)

Bargain Counter North is operated by the League of Catholic Women. Volunteers sell household items and vintage, new and used clothing to benefit Matrix Human Services programs for the poor.

WE ARE MAKING A DIFFERENCE. IN 2010:

- Bargain counter contributes 100% of its gross income to Matrix programs.

EDUCATIONAL PROGRAMS

HEAD START FATHERHOOD INITIATIVE (EST. 2000)

The Head Start Fatherhood Initiative nurtures meaningful connections between children and their fathers or loving father figures, realizing that a healthy, intimate, responsible connection between father and child can counter the social problems created by a father's absence.

The Head Start Fatherhood Initiative is dedicated to engaging fathers of Head Start children in a positive way and is focused on changing the social challenges of children without fathers.

The Head Start Fatherhood Initiative is funded by the Department of Human Services – City of Detroit.

WE ARE MAKING A DIFFERENCE. IN 2010:

- The Head Start Fatherhood Initiative has more than 500 men enrolled in the program representing various ethnic and cultural groups.

- 65% of men attending Friend of the Court information workshops were able to reduce their child support expense and increase visitation time.
- Over 4,000 books were distributed to fathers attending “Dads in the House” workshops to engage fathers in reading and literacy development. Children were introduced to 1,500 words to improve word association before kindergarten.
- More than 300 men have participated in training workshops on topics such as Dual Anger and Responsible Fatherhood resulting in improved co-parenting relations.
- 90% of fathers increased the frequency of reading to their children.

SUCCESS STORIES:

- The Head Start Fatherhood Initiative helped me understand the importance of being actively involved in every aspect of my child’s life. The resources and mentoring made a tremendous difference for me. - R. Bell
- I attended the Father and Son Camp Out and it gave me an opportunity to learn more about my grandson and strengthen the bond between us. It was a great experience to be in the presence of other men and their sons! -C. Cobb
- I attended a workshop for men and the experience of being around all males for the purpose of serving the community was great! The topics were good and it was well organized.-F. Baker

READERS ARE LEADERS (EST. 2008)

Readers Are Leaders aims to educate and enlighten mothers about developmental learning and education for their infant child. This program focuses on helping mothers feel comfortable in using everyday life to educate their children.

The mission of Readers Are Leaders (RAL), located in Southwest Detroit, is to provide pregnant mothers and

parents of children ages birth to three with skills to ensure that their children learn to read at an early age positioning them for success.

Readers Are Leaders is funded by United Way of Southeastern Michigan.

WE ARE MAKING A DIFFERENCE. IN 2010:

- RAL provided nearly 200 playgroup meetings, workshops and infant massage classes at Campbell Library, Conely Library, All Saints Community Center, Simpson Head Start Center and Hernandez Head Start center.
- 2,500 free books were distributed to participants of playgroups and workshops.
- More than 80 children were assessed with the Ages and Stages developmental questionnaire (ASQ). Children showed significant gains in all five areas of the ASQ after participation in RAL for two months or more.
- Among RAL families, there was a 50% increase in the frequency of trips to the library and a 300% increase in the number with library cards.

VISTAS NUEVAS HEAD START (EST. 1981)

Vistas Nuevas Head Start (VNHS) operates in Detroit’s Southwest Head Start service area and is the largest Head Start provider in the city. Currently, operating from multiple program sites, Vistas Nuevas Head Start provides high-quality comprehensive services to 1,500 children and their families.

Vistas Nuevas is a federally funded, comprehensive program serving low-income children three to five years of age, special needs children and their families. As a trilingual, multicultural program, VNHS is sensitive to the cultural differences, strengths and uniqueness of our community and teaches in three languages English, Spanish and Arabic.

The goal of Vistas Nuevas is to continually develop collaborative projects to integrate services and more efficiently utilize community resources and funding. The multifaceted program approach includes training opportunities and shared facilities that establish Matrix as an authority in early childhood education and childcare.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 100% of children received hearing and vision screenings and 30 children are now wearing glasses.
- A recently awarded Reading Is Fundamental Grant has increased our ability to expose families to literacy. This year at our Children’s Literacy celebration over 9,000 books were collected and distributed to families. More than 7,000 books were donated by Blue Care Network employees.
- Our new Resource Lab has presented 6 workshops to extend and enhance literacy in the classroom. There are monthly drop in sessions for parents at the center. Afterwards, parents go home with the book for the month.



EDUCATIONAL PROGRAMS



- In 2009-2010 Vistas Nuevas Head Start children were assessed in math, science, literacy, language, social and emotional, physical health, creative arts and approaches to learning-achieving 79% above the normal expected gains (A 4% increase overall from last year).
- In the 2009-2010 program year, Vistas Nuevas Head Start facilitated and/or organized over 400 workshops, trainings and other events for Head Start parents. A total of 13,384 participants produced a grand total of 17,988 hours of volunteer time to the Vistas Nuevas Head Start program; these events are designed to not only enhance parenting skills, but also to help engage and encourage parents to become more actively involved in their children's social and educational development.

BARAT CHILD AND FAMILY SERVICES

CONNECTING FAMILIES (EST. 2007)

Connecting Families offers families, individuals and youth an array of supportive services that include Casa Maria, a safe after school program for youth ages 5-16, adult employment and educational skill building, family activities and referrals to outside agencies.

This program provides comprehensive support services, needs assessments and referrals designed to break the cycle of poverty. Connecting Families directs youth, families and adults

to programs, both in the Matrix Human Services Center and the Osborn community, specific to their needs.

Connecting Families is funded by Skillman Foundation and the City of Detroit Block Grant.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 100% of the participants reported increased family interaction and participation in community projects.
- Connecting Families served 528 individuals (unduplicated).
- Connecting Families served 312 families (unduplicated).
- Connecting Families' clients have received over 3000 referrals to available community services.
- 225 youth enrolled in after school and summer programs.
- 2200 meals were served during the summer of 2010.
- 77% of youth increased their GPA.
- 83% of youth increased their knowledge of stewardship and community service.
- 75 youth were employed at The Matrix Human Services Center in 2010.
- 30 youth enrolled in Kumon tutoring.
- 100% of youth enrolled in Kumon improved at least one grade level.

SUCCESS STORY:

Ms. G had been meeting with Connecting Families Care Manager for a period of several months. When she first started meeting with Care Manager she had no job, was not going to school and did not feel positive about her future. Ms. G continued to follow job lead after job lead. Many times, she stated she felt like giving up and not looking for work. Her Care Manager continued to encourage her and helped her build confidence. Ms. G. now has a job and is very excited about her employment opportunities going into the future. Ms. G's Care Manager continues to encourage her and she is now working towards college courses. With her Case Manager's continued help and support, Ms. G is also taking the beginning steps to research the possibility of opening her own business. Ms. G has a new life and a positive outlook about the future.

OFF THE STREETS (EST. 1986)

Off The Streets is Detroit's only voluntary, licensed, community-based, short-term emergency shelter (21 day) program for youth. Services are available to both males and females between the ages of 12 and 17 years old who are runaway, potential runaway, homeless and "throwaway" youth. In 2010, OTS launched a pilot Street Outreach Program (SOP) serving youth in the City of Detroit and Wayne County. OTS also has a Transitional Living Program (TLP) that provides residential and non-residential services to youth between 16 and under-21 years old for up to 540 days.

All services are provided by trained professional staff at no cost to the youth or their families. The problem with runaway and homeless youth in the City of Detroit and Wayne County continues to be one with frightening and unimaginable consequences.

- Young people on the street and homeless, become victimized and vulnerable to danger with consequences that could be detrimental to a young life.
- Increasing numbers of youth are “throwaways” without permanent housing.
- Many young people are forced from their homes due to family conflict, substance abuse and/or socioeconomic hardship.

While providing youth with a safe alternative to life “on the streets,” OTS seeks to reunite youth with their families whenever possible. Emphasis is placed on parental participation and family counseling to divert and prevent youth from becoming chronic runaways, homeless and/or entering the juvenile justice system. The OTS TLP supports older youth with life skills, housing and other resources to ensure that they have a healthy and productive adulthood.

OTS offers street outreach, community education and prevention-related services, including providing in home/off-site counseling with families and youth to stabilize situations that cause youth to run. Aftercare services are also provided to families when youth return home to ensure the youth remains home. OTS also provides workshops in schools and other community centers.

As a youth serving agency, OTS advocates for the humanistic delivery of quality services to youth and their families within the community.

Off The Streets is funded by the State of Michigan



Department of Human Services, United Way Blended Funding Initiative, the City of Detroit Emergency Shelter Grant and the United States Department of Agriculture.

WE ARE MAKING A DIFFERENCE. IN 2010:

- 160 youth stayed at the emergency/basic care center shelter.
- 7 youth received Transitional Living Program services.
- 59 youth and their families received non-residential counseling and case management services.
- 50 youth received hygiene kits, snack packs and other help through street outreach efforts.
- OTS provided over 2200 nights of shelter at the basic care center.
- More than 88,000 meals served at the basic care center.
- 94% of youth had no further involvement with the Juvenile Justice System.
- 95% of youth who stayed at the shelter did not run away from home.
- 90% of families reported improvement in the problems that led them to the program.

SUCCESS STORY

Shelter from the Storm

By Trina Mannino, HOUR Detroit, March 2010

PHOTOGRAPH BY ERIK HOWARD (COMPLETE ARTICLE AVAILABLE UPON REQUEST)

According to the Michigan Coalition Against Homelessness, one in three homeless people in Michigan is a child. Nationally, teen homelessness rose to 761,000 in 2008 from 550,000 in 2002, The New York Times reported.

Recent surveys have attributed part of the surge in homeless youth to the weak economy. “What I think that is happening is they [teens]



are feeling the stress in their home,” says Celia Thomas, Vice President of Matrix Human Services, Barat Child and Family Services Division, which includes the Off The Streets Program in Detroit. “Sometimes, the whole family becomes homeless and the teenager is the hardest one to place.”

Adolescents in a homeless family can slip between the cracks and can't stay with the family for a number of reasons. Shelters lack space, for one thing and cruel as it seems, friends and family don't want to take on the anticipated burden of housing a teen.

“When we have taken in young people, they have told us stories like sleeping in cars, sleeping in empty houses that have been abandoned or burned out,” Thomas says. “We've had situations in which teens have reported that they were in flophouses forced into prostitution.”

It's difficult to believe that young people experience situations that even most adults don't see, but it's a grim reality for 17-year-old Kiera Ervan of Detroit. Ervan left home at 16 because of friction with her stepfather and lack of support from her mother. For more than a year, she bounced from place to place, staying with friends and acquaintances. The teenager also tried to continue high school while being homeless, but eventually dropped out. “I couldn't focus at school while I was thinking about where I was going to lay my head at each night,” she says.

Finally, on one fateful day in January, she had enough. “I couldn't keep doing it anymore. I was at my breaking point,” Ervan says. “I'm 17. It's not too late for me. I have to do something.”

Through a social worker, Ervan was admitted into the Off The Streets program. “I keep praying to God, to keep steering me the right way. I feel like I'm accomplishing something by being here [the Off The Streets Program],” she said in January, although — as with many teens — whether she would stay was uncertain.

In 2009, Off The Streets emergency shelter housed 147 youths. The program aids teens from 13 to 17 who ran away, are homeless, or are in danger of becoming homeless.

Off The Streets has made a significant impact on those lucky enough to be admitted. Jason Graves is one such young person. A year ago, the 18-year-old Detroiter came to the program after leaving home because of family issues; he was feeling the pressure of his family's economic woes. Today, with the support of the Off The Streets staff, Graves is enrolled in his last year of high school and planning to attend culinary school after graduation.

Despite the additional problems homeless youths have, Thomas reminds the community that they still are like any other teenagers struggling with the transition from childhood to adulthood.

“It's not a new story for a young person to have difficulty. Adolescence is difficult,” Thomas says. “But economic times like this, and all the factors that come along with it, make adolescence that much more challenging.”

YOUTH ASSISTANCE PROGRAM (EST. 2004)

The mission of the Matrix Human Services Youth Assistance Program (YAP) is to offer services that reduce youth crime by providing prevention and early intervention services to youth who are in danger of entry into the Juvenile Justice System.

Funded by Wayne County Department of Human Services, 1-10 MIL and Disproportionate Minority Contact (DMC), this program provides intervention to youth 7-17 years old to enhance quality of life, build confidence and self esteem, improve academic performance and provide life experiences that will prevent involvement with the Juvenile Justice System. The preventive and early intervention curriculum includes the following services: Individual Counseling, School “Anti-Bullying” Program, Group Counseling, Anger Management, Conflict Resolution, Tutoring, Academic Enrichment, Homework Assistance, Substance Abuse Intervention and Services, Financial Literacy, Computer Skills and College Preparation Activities.



WE ARE MAKING A DIFFERENCE. IN 2010:

- 98% of the youth reduced school truancy, suspensions or expulsions.
- 99 % of the youth reduced truancy from home.
- 99.5% of the youth reduced alcohol, tobacco or drug use.
- 95% of the youth decreased incorrigible behavior in the home or community.
- 100% of the youth decreased in delinquent peer relationships.
- 86% of the youth increased in grades and/or grade point average.
- 99.7 of the youth decreased in “bullying” behavior.
- 100% of the youth increased knowledge of computer awareness.

SUCCESS STORIES – CLIENT ACHIEVEMENT AWARD

Jelani Page was referred to the Youth Assistance Program through Correct Course due to a charge of Home Invasion.

He is 15 years old in ninth grade, attending Hamtramck High School. Prior to entering the program, Jelani was having difficulty in keeping his grade above a 2.0, was involved in substance abuse, and was caught by the police for invading a vacant house in his neighborhood. Mr. Page has been in the program for almost three months and has participated in tutoring and group and individual counseling sessions.

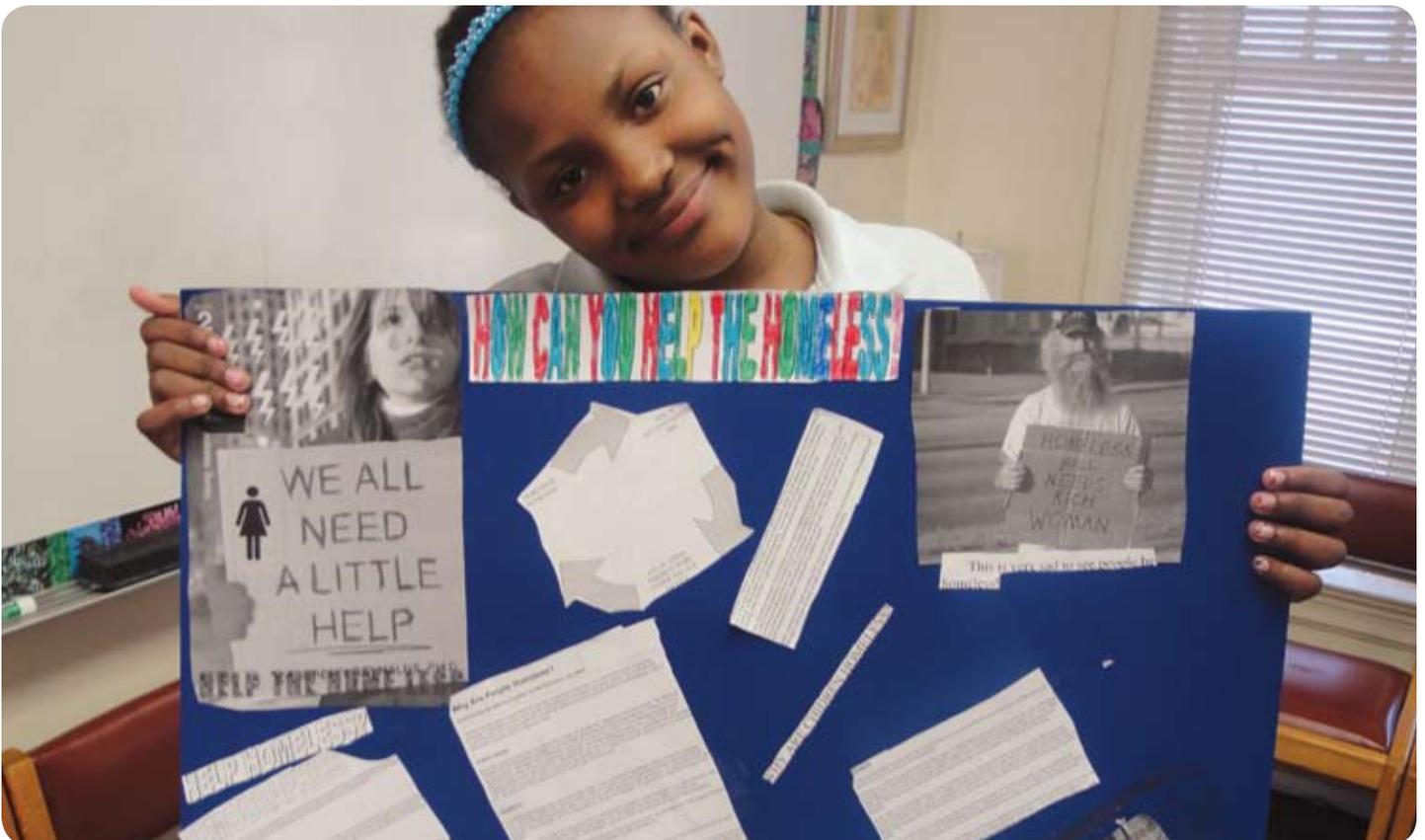
During his three month stay, Jelani has made much progress in pulling himself out of destructive behavior. With his successful exit and discharge from the Youth Assistance Program around the corner, we are all proud to have witnessed Jelani's improvement. He has been receiving very well above a 2.0 grade point average and has reduced his incorrigible behavior at home and at school, despite many obstacles along the way, including the loss of one of his closest friends, who was also his cousin, killed in a drive by shooting only one month ago.

Jelani has expressed his need to avoid the destructive behavior that led to his cousin's death. He has stated on numerous occasions that his passion is to enroll in a good college and pursue a career in which his athletic abilities and skills are recognized. He would also like to follow the path of education. During our last parent conference, Jelani's mother expressed being thrilled with Jelani's improvement at home and at school. He has gained insight about himself, the world around him, and has discovered what he needs to do in order to have a bright future.

Amari, a 15 year old young adult, entered into the Youth Assistance Program on January 3, 2011 due to retail fraud. She was diverted from the court system and was allowed to complete the three month program and have the charges removed from her police record. However, Amari was having other difficulties and stresses at the time of her charge. Besides recently having a baby, she reported being suspended from school a few times for dress code violations and was desperately trying to recover high school credits for classes she had failed in the past.

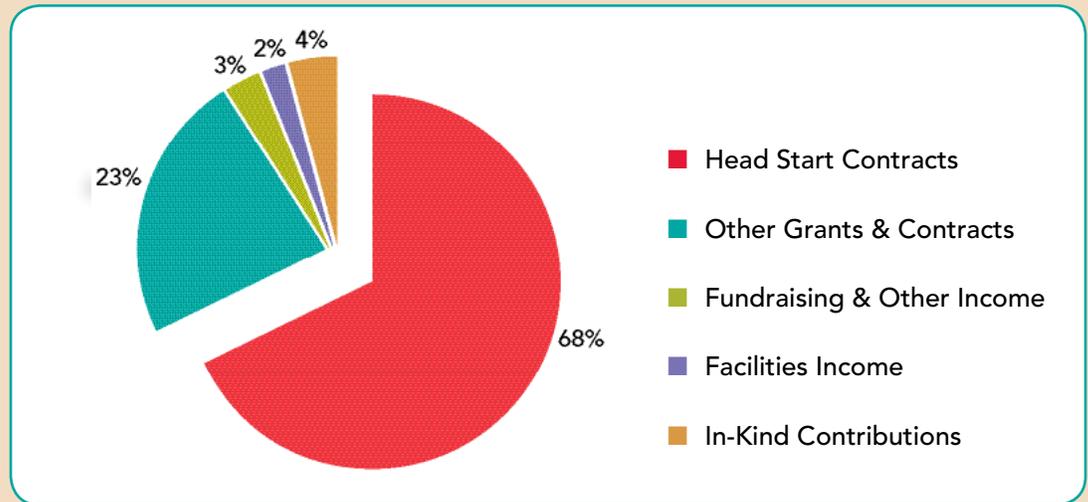
While Amari and her parent stated that she did not have any behavioral issues or issues at home, Amari was having difficulty navigating her life and trying to complete high school while being a parent. Amari participated in group counseling and tutoring sessions while in the program. While in group counseling Amari began to learn about and understand the importance of life skills such as setting goals and objectives and implementing positive coping strategies into her life.

Amari's parent explained how the program helped them communicate more and Amari stated that she enjoyed being apart of a group of peers her age. During tutoring Amari demonstrated how important it was to her to make something of herself because of her son. She understood that the mistakes she made were fixable and Amari started to study for her G.E.D. Although successfully discharged from the Youth Assistance Program, she still continues to work towards her G.E.D. today and make a better life for herself.



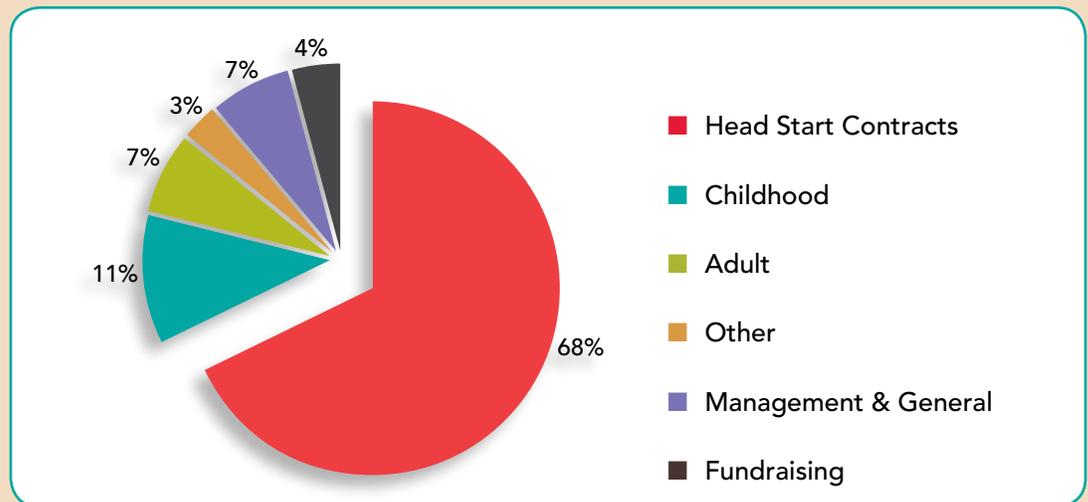
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