

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



**MATRIX**  
HUMAN SERVICES

*"Touching Hearts, Changing Lives"*  
Established 1906

## 2012 Annual Report To The Community 2011-2012

### CURRENT PROGRAM LOCATIONS

#### ADULT PROGRAMS

Matrix Connect Your Community  
13560 East McNichols, Detroit, MI 48205  
(313) 526-4000 ext. 1334

Matrix Women ARISE/MPRI  
13560 East McNichols, Detroit, MI 48205  
(313) 526-4000 ext. 1318

Matrix Partnerships for Housing  
and Landlord Alliance  
13560 East McNichols, Detroit, MI 48205  
(313) 526-4000 ext. 1235

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

Matrix Welcome Home Initiative  
13560 East McNichols, Detroit, MI 48205  
(313) 526-4000 ext. 1318

The Matrix Employment Center  
13560 East McNichols, Detroit, MI 48205  
(313) 526-4000 ext. 1235

Ways To Work  
13560 East McNichols, Detroit, MI 48205  
(313) 526-4000 ext. 1319

#### SOCIAL ENTERPRISES

Matrix Quality Care  
450 Eliot, Detroit, MI 48201  
(313) 831-8650

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

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

#### MATRIX BARAT CHILD AND FAMILY SERVICES

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

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

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

#### AFFILIATE AGENCIES

Family Service of Detroit  
and Wayne County  
450 Eliot, Detroit, MI 48201  
(313) 274-5840



### Visions For Our Future

Annual Meeting Presented by: DTE Energy



## ABOUT MATRIX HUMAN SERVICES

Everyday in Detroit, Matrix Human Services is touching hearts and changing lives - fighting poverty at 26 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 and our nation.

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. TTS can be implemented across our country within existing funding streams.

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. 106 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!

# GET INVOLVED!

There are numerous ways you can get involved to assist in our fight against poverty!

**Choose Matrix Human Services as your individual or corporate partner. Together, we can fight poverty.**

### ORGANIZATION & GROUP ENGAGEMENT OPPORTUNITIES

- Become a Community Partner
- Sponsor a Matrix Signature Event
- Join our Comprehensive Campaign
- Join the Matrix Giving Society
- Inquire about Naming Opportunities
- Organize a Service Project
- Host "Silent No More" Diversity Training (provides solutions to racism, intolerance and bullying)
- Host a Fundraiser

### INDIVIDUAL ENGAGEMENT

- Leave a Legacy
- Become a Matrix Ambassador
- Become a Matrix Advocate
- Mentoring Opportunities
- Become a Matrix Consultant
- Give an In-Kind Gift
- Guest Speaker
- Volunteer your time
- Register your Kroger Card

### TO LEARN MORE CONTACT MATRIX HUMAN SERVICES

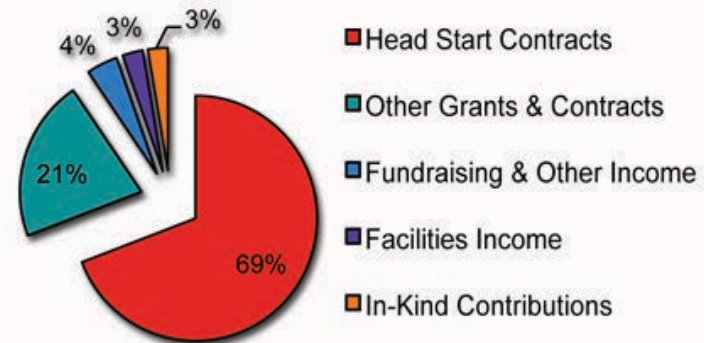
**120 Parsons | Detroit, MI 48201 | 313.831.1000 | [www.matrixhumanservices.org](http://www.matrixhumanservices.org)**





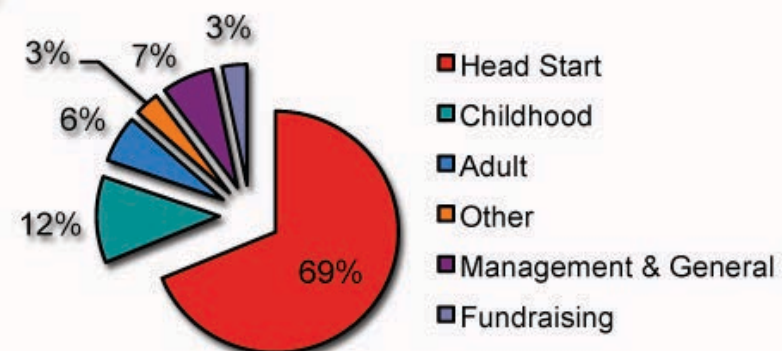
## Where Does Matrix Revenue Come From?

Revenue & Support  
for the Year Ended  
September 30, 2011



## How is Matrix Revenue Spent?

Functional Expenses  
for the Year Ended  
September 30, 2011



## LETTER FROM PRESIDENT & CEO

Matrix Human Services,  
Touching Hearts, Changing Lives since 1906



Dear Friends,

What a privilege to serve at Matrix, one hundred and six years fighting poverty in Detroit. Today serving thousands of clients of all ages, across the city. We have been in operation 365 days a year, 7 days a week, 24 hours a day. That is 38,690 days on duty....no absences...no vacations...no holidays. Everyday without a single day of interruption...for 106 years.

Imagine 106 years ago our foremothers (Matrix has always been run by women) had the vision to create an enduring organization that helped the poor in Detroit. Today our vision extends beyond Detroit. Today our vision is to create a national model that frames poverty as a disease and treats the disease within a coordinated system of care. A system that integrates services across government, health, education and human services and drives economic self sufficiency and improves health. Our model, "Transition To Success" is implemented across Matrix, documenting real results. Now through funding from the Kellogg Foundation we are developing curriculum and evaluation methodology to teach other organizations how to implement the model and measure outcomes.

Our vision to create a national model is best reflected as we promote the visions of the children, families and adults we serve. Visions of what their lives could be, dreams for a real future supported by a real plan to bring that vision to reality. Bringing vision to fruition requires collaboration, determination and endurance. At Matrix working together with community, lives and futures are changing everyday. That's our business, making dreams come true.

Thank you to the extensive network of providers that have embraced collaboration.

Thank you to all those who serve and to all those being served, Thank you for being a part of the vision.

Thank you for your support.

Yours In Service,

Marcella Wilson, Ph.D.  
President & CEO  
Matrix Human Services





## LETTER FROM BOARD CHAIR

Matrix Human Services,  
Touching Hearts, Changing Lives since 1906



Friends and Supporters of Matrix,

First and foremost – thank you! Without your generous support, the work of this wonderful agency could not be done.

It's been another year of challenge and change. And, I must confess that when I was asked to write my last letter as Board Chair, I was a little stumped by the idea of writing to the theme of visions for the future. When time seems so short and the need in our community is so great, much of our energy as a Board is spent addressing the challenges in front of us on a daily basis. As a result, it's sometimes hard to carve out time and develop a perspective about the future, even if that's part of your role. But then I realized that with Dr. Wilson's expert leadership, we've already been focused on the future in many important ways.

Investments in critical new programming like Ways to Work and our affiliation with Family Service are underway to support and strengthen the outcomes of the "Transition to Success" Model.

Significant new corporate partnerships are being forged with key local employers like Ford, General Motors and Blue Cross Blue Shield of Michigan. These collaborations are helping to further align community need with business and social missions.

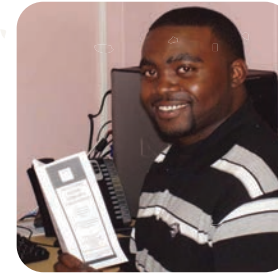
And, importantly new people and voices are being engaged in the fight against poverty. In 2010 and 2011 many long time Board members transitioned off the governance Board, but have continued to support the agency in new and interesting ways. I'm also excited to share that many new faces have joined in – representing new industries, new perspectives and a new passion for the mission.

So, our vision of the future is actually underway – with new programming, partners and people that can continue the transformative change that is so critical to our community and our nation.

On behalf of the Matrix Board of Directors, thank you for helping us to execute on this vision. We look forward to continuing to work together to break the cycle of poverty.

Warmest Regards,

Deborah R. Wilson  
Board Chair  
Matrix Human Services



### Matrix Barat Child and Family Services

#### Matrix Human Services Center (MHSC) (est. 2006)

offers youth and families, other adults and seniors an array of needs assessments, supportive services and referrals designed to break the cycle of poverty through collaboration with more than 150 mission partners. Programs are designed to meet the needs of the residents of the city of Detroit and surrounding areas. Programs include Casa Maria safe after-school programming for youth ages 5-16, Clients' Choice Food Pantry, Computer Literacy, Counseling, Educational Literacy, Employment Skill-building, Family activities, Financial Literacy, the Arts and Head Start.

**13560 East McNichols, Detroit MI, 48205 • 313.526.4000**

**We Are Making A Difference:** more than 3,000 guests visit the Matrix Human Services Center weekly. 100% of visitors participate in needs assessments. 75% of youth increased GPA.



#### Matrix Off The Streets (MOTS) (est. 1986)

provides voluntary crisis intervention to families and youth. Shelter services include safe stay, counseling, case management, transportation to and from school, life skills and opportunities for recreation. Matrix Off The Streets offers services 24 hours a day, 7 days a week, to youth who are runaway, potential runaway, homeless or facing possible at-risk and crisis situations.

**680 Virginia Park, Detroit, MI 48202 • 313.873.0678**

**We Are Making A Difference:** Provided more than 2,200 nights of shelter at the basic care center. 94% had no further involvement with the Juvenile Justice System.

## Matrix Human Services Programs



#### Matrix Youth Assistance Program (MYAP) (est. 2004)

provides after school and summer programs for youth ages 7-17 at-risk of entering the Juvenile Justice System. Provides weekly monitoring, substance abuse prevention, conflict resolution, individual counseling, tutoring and homework assistance, cultural activities, career counseling, computer classes and recreational activities. Programs are available from 3 pm - 5 pm during the school year and 10 am - 3 pm during the summer.

**450 Eliot, Detroit, MI 48201 • 313.831.7927**

**We Are Making A Difference:** 99.7 of the youth reported a decrease in "bullying" behavior. 99.5% of youth reduced truancy from the home, substance abuse, delinquent peer relationships and incorrigible behavior. 86% of youth increased their GPA and 100% of youth reported an increased knowledge of computer awareness.





# Matrix Human Services Programs

## Adult Programs

### Matrix Connect Your Community (MCYC) (est. 2010)

offers training for clients to develop information technology skills preparing them to compete and succeed in today's fast paced, technology driven work environment.

**13560 East McNichols, Detroit MI, 48205**  
**(313) 526-4000 ext. 1334**

**We Are Making A Difference:** since October 2010 there has been 16 graduating classes, MCYC has produced 1,285 successful broadband adapters along with distributing 750 laptop computers and 535 desktop computers to program participants.

### Matrix Women ARISE/MPRI (MWA) (est. 1986)

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.

**13560 East McNichols, Detroit MI, 48205**  
**(313) 526-4000 ext. 1318**

**We are making a difference:** 31 new clients enrolled in the program. 65% of new clients were placed in employment positions. Recidivism Rate of Active Clients was less than 7% compared to the national average of 66%. 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 and Landlord Alliance (MPHLA) (est.2004)

assists individuals (both men and women) and families to find and maintain affordable housing. Services focus on improving employment skills, education and life skills, supporting self-sufficiency, recovery, parenting, and role modeling for a better life for them and their family. Relationships between the landlord or management company, the client/tenant, and Matrix supportive services provide a strong foundation for continued success in a client's life.

**13560 East McNichols, Detroit MI, 48205**  
**(313) 526-4000 ext. 1235**

**We Are Making A Difference:** 97% of the clients enrolled in MPHLA have remained in their homes for over one year, providing a stable environment for future success. 100% of the clients in the program have an income level to support their monthly housing costs, with over 88% currently employed.

### Matrix Reuther Older Adult and Wellness Services (MROAWS) (est. 1953)

provides recreational, social, educational and wellness activities, case coordination, nutrition assistance, transportation for non-emergency needs, housekeeping, personal care and information and referral services for Detroit seniors.

**450 Eliot, Detroit, MI 48201 • 313.831.8650**

**We Are Making A Difference:** in 2011, MROAWS provided 259 seniors more than 12,700 hours of service to in home to assist with their ability to remain independent. Nearly 700 seniors participated in the activities of the Wellness Center during its 2,085 hours of operation. Seniors received 361 monthly vouchers for food assistance and 2,750 rides for non-emergency appointments and errands.



### Matrix Welcome Home Initiative (Detroit Safe Community Collaborative) (est. 2010)

offers supportive services to returning citizens in the Osborn community including assistance with housing, family reunification, employment, training, workshops, mentoring and case management.

**13560 East McNichols, Detroit MI, 48205**  
**(313) 526-4000 ext. 1318**

**We Are Making A Difference:** over 200 clients have been enrolled in this program since its inception in 2010. They have participated in over 700 hours of career, financial literacy and cognitive behavioral training. Recognizing that this is a population with many challenges, we are pleased to report only a 1% re-involvement with the justice system (re-arrested, re-incarcerated, or reported absconded by parole agent) by our clients.

### The Matrix Employment Center (est. 2009)

aids clients in their search to secure employment offering job leads, readiness workshops, and employment opportunities. Supportive services and referrals provide an opportunity for clients to build a personalized plan allowing them to live a life of self-sufficiency.

**13560 East McNichols, Detroit MI, 48205**  
**(313) 526-4000 ext. 1235**

**We Are Making A Difference:** 100% of clients enrolled have participated in employment, financial literacy and cognitive behavioral training sessions. 100% have completed goal plans following the Transition to Success Model to increase financial stability.

### Ways to Work (est. 2011)

one of Adult Services newest programs, Ways to Work is a national effort to provide opportunities for reliable transportation to those who qualify for the low-interest car loans. Participants must be working for at least six months, be responsible for a dependent child, and have little opportunity for a traditional car loan due to poor or a challenging credit history. Participants are screened, coached in budgeting and financial skills, and connected to resources that may assist with their life situation.

**13560 East McNichols, Detroit 48205 • 313.526.4000 ext. 1319**

**We Are Making A Difference:** the national Ways to Work program reports that 90% of borrowers report the car loan as instrumental in helping them maintain or improve their employment circumstances and nearly two-thirds of all borrowers reported a reduction in lateness or fewer days missed at work due to reliable transportation.



## Matrix 2011-2012 Board of Directors

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Legal Aid and Defenders Association

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Development Consultant

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DTE Energy

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Orchard Ridge Campus

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News Director  
Crain Communications, Inc. Detroit

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General Electric Company

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Vice President and Medicaid CEO  
Blue Cross Blue Shield of Michigan

Mr. Victor Wooddell  
Senior Lecturer  
Department of Management and  
Information Systems  
Wayne State University

## Matrix 2011-2012 Consulting Advisory Board

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Dr. Myron L. Liner	Ms. Kym L. Worthy

## Matrix 2011-2012 Executive Leadership

Marcella Wilson, Ph.D President and CEO	Mr. Ted Lewis Chief Strategy Officer
Mr. William Blake Chief Financial Officer	Ms. Debra Spring VP of Education
Ms. Karen Bisdorf VP of Adult Programming	Ms. Celia Thomas VP of Barat Child and Family Services
Mr. Scott Gifford VP of Community Development	
Ms. Patricia Gmeiner Director of Development	
Ms. LaTrice Jordan VP of Marketing and Community Relations	



# Matrix Human Services Programs

## Social Enterprise

### Matrix Quality Care (MQC) (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 Matrix 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!

450 Eliot, Detroit, MI 48201 • 313.831.8650

### 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.

2741 Twelve Mile Road, Berkley, MI 48072  
248.541.6100

## 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:** more than 40 countries/territories and 5 different continents have visited our website following the September 10, 2009 launch & video debut. In June of 2010 the documentary was awarded an EMMY.



### Silent No More (Est. 2011)

A nationally recognized diversity awareness training provides real solutions to racism, intolerance and bullying affecting Detroit and our nation. In 2009, 932 active hate groups were documented in the United States—26 right here in Michigan. It is estimated that 160,000 children in America miss school every day due to fear of attack or intimidation by another student according to the National Education Association. This one hour workshop is based upon her nationally recognized Emmy award winning WatRUFightn4? video.

Be a Part of the Solution. “Silent No More” will inspire and impact your organization in a truly meaningful way.

120 Parsons, Detroit, MI 48201 • 313.831.1000

## Affiliate Agencies

### Family Service of Detroit and Wayne County

Founded in 1879, Family Service of Detroit and Wayne County serves its community by providing professional counseling in the areas of family, marriage, child and adolescent issues. Our programs include both individual and group counseling.

450 Eliot, Detroit, MI 48201 • 313.274.5840

Family Service focuses on the family to create improved lifestyles and better communication among family members. Families and individuals learn how to cope with difficulties, define solutions to problems and meet the challenges of everyday life.

# Matrix Human Services Programs



## Educational Programs

### Matrix Vistas Nuevas Head Start (MVNHS) (Est. 1981)

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, Matrix Vistas Nuevas Head Start provides high-quality comprehensive services to 1,500 children and their families. Matrix 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, MVNHS is sensitive to the cultural differences, strengths and uniqueness of our community and teaches in three languages English, Spanish and Arabic. The goal of Matrix Vistas Nuevas Head Start 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.

2051 Rosa Parks Blvd., Suite 1K, Detroit, MI 48216  
313.962.5255

**We Are Making A Difference:** MVNHS children achieved 79% above normal gains in math, science, literacy, language, social emotional, physical health, creative arts and approaches to learning all important aspects to ensure school readiness. 100% of our children receive hearing and vision screening, nutrition assessment, educational screening, and other essential services to increase their success for educational achievement.



### Detroit Head Start Fatherhood Initiative (Est. 2000)

a support program to strengthen the relationship between fathers and children with emphasis on assisting men to fulfill their roles as parents, partners and financial contributors. We work cooperatively with community resources and agencies to deliver services to assist at-risk fathers and families in Detroit.

1500 Trumbull, Detroit, MI 48216 • 313.344.6300

**We Are Making A Difference:** in 2010 - 2012 the Fatherhood Initiative engaged 2,685 fathers and children in activities for literacy development, health, fitness and social skills. 86% of men participating in parent training courses reported they felt better prepared to assume their role as fathers. A four year college tuition scholarship was awarded to a Head Start father through the generosity of Global Automotive Alliance and Matrix Human Services.