



MATRIX HUMAN SERVICES

ANNUAL REPORT TO THE COMMUNITY

2012-2013



I AM LIVING PROOF

Transition To Success changes lives



PRESENTING SPONSOR



ABOUT MATRIX HUMAN SERVICES

Matrix Human Services, a 501(c)(3) organization, has served the Detroit community and surrounding areas for more than 107 years. The League of Catholic Women led the way in 1906 with a vision and mission to fight poverty. Today, our mission remains the same as we continue to touch hearts and change lives in our community. With 15 programs at 33 locations, Matrix Human Services serves more than 25,000 individuals and families each year.

All Matrix programs are rooted in our Transition to Success (TTS) Model, developed by President and CEO Dr. Marcella Wilson. This system of care is designed to transition individuals and families out of poverty to a life of economic self-sufficiency. Serving as connective tissue to all programs and services, Matrix offers a strong reliable hand up...not just a hand out. TTS coordinates care for basic needs, learning to read, getting an education, financial literacy and volunteerism, a core component of Transition to Success.

Today, Transition to Success is positioned to become a national model. Thanks to an award from the W.K. Kellogg Foundation and tremendous support from the community, a curriculum has been developed to teach other organizations throughout the country how to implement the TTS Model. We are receiving national attention and we are measuring health and economic self-sufficiency indicators. To learn more or if you are interested in purchasing the TTS Model call (313) 831-1000.



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



LETTER FROM PRESIDENT & CEO DR. MARCELLA WILSON

Dear Friends,

This year marks my seventh year as President/CEO at Matrix Human Services. Without exception, this is the best job I have ever had! Matrix is so much more than a human service organization fighting poverty in Detroit. Matrix is positioned to lead dynamic change across our country. Our Transition To Success model creates a system, a network of care, to treat the disease of poverty that is eroding our community and our country.

For the past 7 years the work, dedication, commitment and passion of so many have brought us here together. Today, Matrix serves thousands of clients every week.

- Our Matrix Head Start Kids have achieved 75% above normal expected gains in math, science and literacy.
- Our Matrix Ways to Work program, provided over \$200,000 in car loans, without any government funding and a 98% successful repayment record.
- In our Matrix Partnerships for Housing and Landlord Alliance program, 100% of our clients have sufficient income to support their monthly expenses...without any housing funding from the government.
- Our affiliate and partner organization Family Service of Detroit & Wayne County is the first outpatient behavioral health program in the country trained in "Transition To Success." Clinicians must be trained in order to receive referrals for Medicaid enrollees.
- At Matrix Off The Streets, 100% of our runaway youth discharged safely back to parents/guardians and placements – and NOT back to the streets.
- And our newest program, Matrix HIV/AIDS program, where we cared for over 600 persons living with HIV/AIDS.

This is our Matrix, where last year thousands of volunteers provided more than 200,000 hours of service at a value of \$1.9 million dollars.

On this journey our clients, colleagues, volunteers, donors, mission partners, funders and corporate sponsors are all united in service, all united to create a national model, a system of care that improves health and economic self-sufficiency through an integrated, scientifically driven system of care that engages the existing comprehensive, prepaid human services delivery system.

Today our vision is truly becoming reality.
We are raindrops united...and we are creating floods of change

Yours In Service,

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



LETTER FROM BOARD CHAIR MR. ROGELIO J. LANDIN

Dear Stakeholder:

On behalf of the Matrix Board of Directors, it is my privilege to welcome you to our annual meeting. In sharing our progress report, we hope you will find value in your investment of time and resources. We find ourselves collectively committed to the betterment of the human condition.

We believe that there is no better place to start than at the beginning, which is to meet people exactly where they are.

Statistics for poverty are evidence that the increased marginalization, double standards in resource allocation and divestiture strategies have and are not working. We are dedicated to the recapture of human capital through the transformative renewal of mind and spirit, providing the restoration of self through the dignity of work.

As you experience this report, please take a moment to consider the role you can play in our campaign to "Breaking the Cycle of Poverty." We invite you to please consider volunteering, serving on a committee, membership on the Board and supporting our events. We are open to exploring new collaborative partnerships and expanding our family of providers and funders. Visit our website (<http://matrixhumanservices.org>) or contact the Matrix Marketing and Development team to explore all opportunities at (313) 831-1000.

The elimination of poverty is an economic imperative for everyone.

Looking forward, Matrix is poised for significant growth. However, we would be remiss if we did not take a moment to acknowledge the investments of everyone over our past 107 year history for having made it all possible.

Please accept our most genuine expression of appreciation,

Rogelio J. Landin
Board Chairman
Matrix Human Services



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MATRIX HUMAN SERVICES PROGRAMS

SOCIAL ENTERPRISES

Matrix Quality Care (MQC) (Est. 2008)

A social enterprise program offering light house keeping, 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 and 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!
120 Parsons, Detroit, MI 48201 • (877) 931-3248

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.
2741 Twelve Mile Road, Berkley, MI 48072 • (248) 541-6100

COMMUNITY AWARENESS/TRAINING

Poverty is a Disease

Experience the devastating impact of poverty driven by a dysfunctional system of care & learn of a new, promising framework that defines & treats poverty as a disease. Dr. Marcella Wilson applies her extensive knowledge in healthcare and human services to create a presentation that is educational, inspirational and promotes a system of care that truly impacts poverty.

Poverty is a disease and the number of children and families living in poverty in this country is beyond alarming. Currently 49.7 million Americans live in poverty with a resounding 20% being our children. (Census Bureau) Dr. Wilson's Transition To Success (TTS) Model frames a logical process to fight poverty and drive self-sufficiency.

Transition to Success

All Matrix programs are rooted in our Transition to Success (TTS) Model, developed by President and CEO Dr. Marcella Wilson. This system of care is designed to transition individuals and families out of poverty to a life of economic self-sufficiency. Serving as connective tissue to all programs and services, Matrix offers a strong reliable hand up...not just a hand out. TTS coordinates care for basic needs, learning to read, getting an education (GED), financial literacy and volunteerism, a core component of Transition to Success. Matrix is proud to offer the TTS curriculum to other organizations. Contact us to learn more.

WatRUFightn4.org (est. 2009)

An online initiative aimed towards inspiring social activism, volunteerism and civic engagement in youth and young adults. Visit our website for a free download of the video.

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®.

Be 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 Dr. Marcella Wilson's nationally recognized Emmy award winning WatRUFightn4? video. Be a Part of the Solution. "Be Silent No More" will inspire and impact your organization in a truly meaningful way.

For information on any of the Community Awareness/ Training Initiatives contact: 120 Parsons, Detroit, MI 48201 • (313) 831-1000

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

AFFILIATE AGENCIES

Family Service of Detroit and Wayne County (est. 1879)

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 for both substance abuse and mental health issues. We also provide prevention services for at risk youth. Family Service focuses on the individual and family in order to create improved lifestyles and communication skills. Families and individuals learn how to cope with difficulties, define solutions to problems and meet the challenges of everyday life. We believe in helping individuals and families to identify their strengths and improve their lives. We have offices in Detroit, Dearborn and Canton. Scheduling for all offices occurs by dialing (313) 274-5840

Sisters Inspiring Sisters Mentoring Group

Sisters Inspiring Sisters Mentoring Group's mission is to provide a safe and nurturing environment for positively impacting the development of youth socially, academically and physically. Sisters Inspiring Sisters was formed in March 2001 by three college students seeking to inspire high school students to make positive choices. Key elements of the program include:

- Providing a safe and friendly environment where adolescent girls can openly engage in discussions.
- Offering positive advice to girls on challenging issues.
- Providing assistance and resources
- Building community within the school.

461 Elliot Street, Detroit, MI 48201 • (313) 283-8887 •
sismentoring.com

Osborn Neighborhood Alliance (ONA)

The ONA functions as an independent body that empowers families to have all the resources and support necessary to make their children successful by creating an effective format for communication and cooperation between parents, residents, community leaders, business, clergy, law enforcement and school staff in the Osborn neighborhood. 13560 E. McNichols, Detroit, MI 48205 • (313) 344-6138 • osbornvoice.com

Communities in Schools

Many children face challenges both inside and outside the classroom. Through a school-based site coordinator, Communities in Schools (CIS) strategically aligns and delivers needed resources so that students can focus on learning. Founded on the national-level more than 30 years ago, CIS is the nation's largest dropout prevention organization, and the only organization proven to increase graduation rates and decrease dropout rates. Serving students and families in Metro Detroit since 1995, CIS links existing education and community resources to schools to help students successfully learn, stay in school, and continue on the path to graduation.

The mission of CIS is to surround students with a community of support, empowering them to stay in school and achieve in life. Communities in Schools of Detroit, Inc. 5575 Conner, Suite 205, Detroit, MI 48213 • (313) 571-3402 • cisdetroit.org



MATRIX HUMAN SERVICES PROGRAMS

EDUCATIONAL PROGRAMS

Matrix 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 assist at-risk fathers and families in Detroit.

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

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 were better prepared in 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.

Matrix Head Start (MHS) (Est. 1981)

Matrix Vistas Nuevas Head Start 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 Head Start provides high-quality comprehensive services to 1,400 children and their families. Matrix Head Start is a federally funded, comprehensive program serving low-income children three to five years of age, special needs children and their families. MHS embraces the cultural differences, strengths and the uniqueness of our community and teaches in three languages English, Spanish and Arabic. Matrix Head Start continually develops collaborative projects to integrate services and more efficiently utilize community resources and funding. Our multifaceted program establishes Matrix as a leader in early childhood education and childcare.

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

WE ARE MAKING A DIFFERENCE: MHS 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. 99.9% of Matrix Head Start children are up to date on their immunizations.



MATRIX HUMAN SERVICES PROGRAMS

ADULT PROGRAMS

Matrix Michigan Prisoner Re-Entry (MMPR) (est 1986)

Originally launched as Women ARISE, MMPR now provides rehabilitative programs for individuals (men and women) involved in the criminal justice system, including probation, parole, and prisoner re-entry in Detroit and Wayne County. Clients are referred to the program by their probation/parole officer and receive assistance with shelter, food, transportation, life skills and employment through case management, cognitive behavioral therapy sessions, one-on-one life coaching and supportive services.

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

WE ARE MAKING A DIFFERENCE: In a recently concluded research study of 216 clients over a three year period, the recidivism (return to incarceration) rate was 7%, compared to national averages indicated in 2004 by the Pew Report of 43.3%.

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: 86% of the clients enrolled in MPHLA have remained in their homes for at least six months, 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 100% having income due to employment or disability programs. Recognizing a need for graduated levels of independent living, Landlord alliance relationships are expanding to congregate housing opportunities for those in need of more intensive case management and supportive services.

Matrix Ryan White HIV/AIDS Program (est 1994)

Joining the Matrix family of programs in 2012, the Ryan White program provides comprehensive services to assist individuals living with HIV/AIDS. Offering service coverage that extends across Wayne, Oakland, Macomb, St. Clair, Monroe and Lapeer counties, the Matrix Ryan White Program's safety net ensures patients are linked and maintained in medical care through medical and community service referrals, mental health therapy, in-home health care, case management, and so much more.

120 Parsons, Detroit, MI 48201 • 1-877-931-3248

WE ARE MAKING A DIFFERENCE: The Matrix Ryan White HIV/AIDS Program provides services to more than 600 Persons living with HIV/AIDS (PLWH/A) yearly. Since 2004 the number of patients enrolled in our medical services has tripled. During 2011 - 2012 random client satisfaction surveying, 100% of PLWH/A reported an increase in their understanding of their condition, the importance of taking their medication, and keeping their medical appointments as the result of receiving our services.



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 Elliot, Detroit, MI 48201 • (313) 831-8650

WE ARE MAKING A DIFFERENCE: In 2012, Matrix Reuther provided services to 1,247 seniors with 9,334 hours of in-home care assistance; 3,231 hours of wellness services at the Wellness Center; 453 rides to essential health and business appointments; and 134 food vouchers.

Matrix Bridging the Gap (MBTG) (est. 2012)

Working with individuals 50 and older, this program seeks to identify resources for transportation, food, home care supports, wellness services, and other existing benefits to stabilize an individual's financial picture through resource planning, financial literacy, and job and training opportunities. Recognizing that planning is a critical component of senior living, this program works with individuals 50+ so that they may be better prepared for their future.

450 Elliot, Detroit, MI 48201 • (313) 831-8650 ext. 1222

WE ARE MAKING A DIFFERENCE: By applying the Transition to Success model of care, Matrix Bridging the Gap is working with individuals over the age of 50 to connect them to community resources and programs that will ease their transition into retirement and senior living. An example of this approach can be shown in a recent client who qualified for a car loan from Matrix Ways to Work, enrolled in food and medical assistance supports, and was connected to special needs programming for her special needs child.

The Matrix Employment Center (est. 2009)

The Matrix Employment Center supports clients to secure employment, offering job leads, readiness workshops, and employment opportunities. Supportive services to build clients a personalized plan leading to 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 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.

Matrix Ways to Work (est. 2011)

Matrix 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, MI 48205 • (313) 526-4000 ext. 1319

WE ARE MAKING A DIFFERENCE: In the first year of operation, the Matrix Ways to Work program awarded 42 loans for a total of \$226,052, with a 98% successful repayment record. Successful clients achieved a maximum of a 76 point increase in their credit score and an 85% increase in their household income.



MATRIX HUMAN SERVICES PROGRAMS

BARAT CHILD AND FAMILY SERVICES

Matrix Human Services Center (The Matrix Center, est. 2006)
Stands as a hub in the community offering 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/Academic and Financial Literacy, Counseling, Employment Skill-building, Family activities, the Arts, Head Start. 13560 East McNichols, Detroit, MI 48205 • (313) 526-4000

WE ARE MAKING A DIFFERENCE: In 2011-12, there were more than 10,000 visitors of all ages to The Matrix Center. More than 3,300 youth completed interest/needs surveys and more than 900 youth were referred to services at The Matrix Center and within the community. More than 50% of youth referred reported consistent participation in activities and 96% of customers reported satisfaction with The Matrix Center's safety and services.

Matrix Off The Streets (MOTS) (est. 1986)
Provides voluntary crisis intervention and supports to families and youth. Shelter and TLP services include safe stay, counseling, case management, transportation to and from school, life skills and opportunities for recreation. Non-residential, Street Outreach and other prevention-oriented supports are also available. Matrix Off The Streets offers services 24 hours a day, 7 days a week, to youth who are runaways, potential runaways, homeless or facing possible at-risk and crisis situations. 680 Virginia Park, Detroit, MI 48202 • (313) 873-0678

WE ARE MAKING A DIFFERENCE: In 2011-12, 938 crisis-related calls were handled at the 24-hr Hotline, 139 youth received individual, group and/or family counseling, 103 runaway/homeless youth stayed at the emergency shelter, 2,857 shelter nights were provided to youth at the emergency shelter, 11,428 meals were provided at the emergency shelter and 100% of the youth exited OTS safely back to parents/guardians or other longer-term program. 90 days after discharge: 80% reported not running away again and 75% of youth had no new juvenile justice involvement.



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. 450 Elliot, Detroit, MI 48201 • (313) 831-7927

WE ARE MAKING A DIFFERENCE: In 2011-12, of the 64 youth served, 92% reduced school truancy, suspensions or expulsions, 92% reduced incorrigible behavior in the home or community and 90% reported an increase in grades and/or grade point average. MYAP achieved a 97% quality assurance compliance rate from our primary funder!

Matrix Born To Succeed Program (MBTS) (est. 2012)
Working in Southwest Detroit and the Osborn (eastside) community with parents of children from birth to 3 years old, will demonstrate the ability of a targeted parenting intervention to impact the school readiness of urban, low-income children, most specifically their social, cognitive, language, and literacy skills as well as their health and wellbeing. 2051 Rosa Parks Blvd., Suite 1K, Detroit, MI 48216 13560 East McNichols, Detroit, MI 48205 • (313) 526-4000



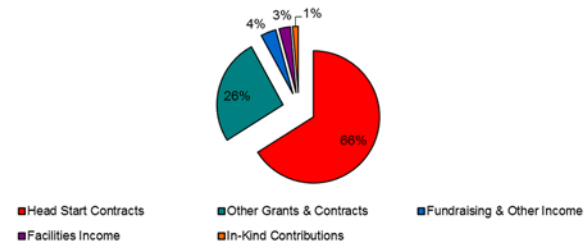
MATRIX HUMAN SERVICES REVENUE 2011-2012

EVERY DONATION MAKES A DIFFERENCE

At Matrix Human Services, 97 cents of every dollar donated goes directly toward program funding. This means 97% of every donation directly impacts those in need. With 15 programs operating at 33 locations, Matrix Human Services serves more than 25,000 individuals and families yearly. Matrix Human Services, a 501(c)(3) organization, has served the Detroit community and surrounding areas for more than 107 years. The League of Catholic Women led the way in 1906 with a vision and mission to fight poverty. Today our mission remains the same as we continue to touch lives and change hearts in our community.

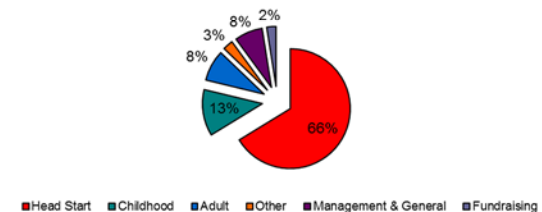
WHERE DOES MATRIX REVENUE COME FROM?

Revenue & Support
for the Year Ended September 30, 2012



HOW IS MATRIX REVENUE SPENT?

Functional Expenses
for the Year Ended September 30, 2012





THERE ARE NUMEROUS WAYS YOU CAN ASSIST
IN OUR FIGHT AGAINST POVERTY!

GET INVOLVED!

CHOOSE MATRIX HUMAN SERVICES AS YOUR
INDIVIDUAL OR CORPORATE PARTNER.

TOGETHER,
WE CAN FIGHT POVERTY.

MATRIX HUMAN SERVICES ENGAGEMENT OPPORTUNITIES

ORGANIZATIONS AND GROUPS

- 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 a "Be Silent No More" Diversity Training
(provides solutions to racism, intolerance and bullying)
- Host a Fundraiser

INDIVIDUALS

- 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 Street, Detroit, MI 48201 • 313.831.1000 • 313.831.4634 (fax)
www.MatrixHumanServices.org



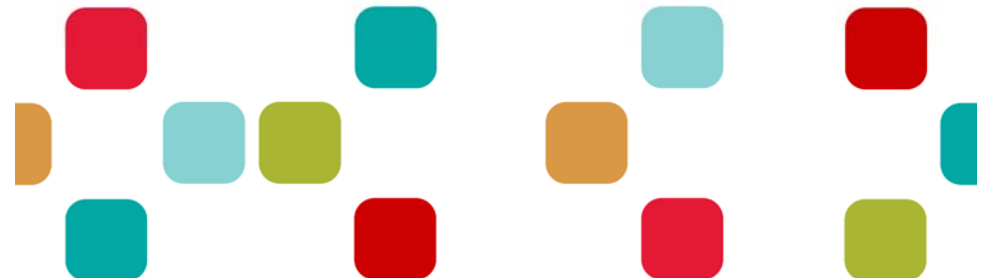
MATRIX HUMAN SERVICES

MISSION

Inspired by its heritage since 1906, Matrix Human Services advocates for and serves the most vulnerable in the community and empowers individuals and families to enhance the quality of their lives and achieve self sufficiency.

VISION

Matrix, a proven leader in uniting all human service efforts to move individuals and families toward self-sufficiency in our time with your help... eradicating poverty of the mind, body and spirit.



120 Parsons Street, Detroit, MI 48201 • 313.831.1000 • 313.831.4634 (fax)
www.MatrixHumanServices.org