



## MATRIX HUMAN SERVICES

ANNUAL REPORT TO THE COMMUNITY  
2012-2013 FY



*The next generation!*



PRESENTING SPONSOR



MATRIX  
HUMAN SERVICES

"Teaching Hearts, Changing Lives"  
Established 1906

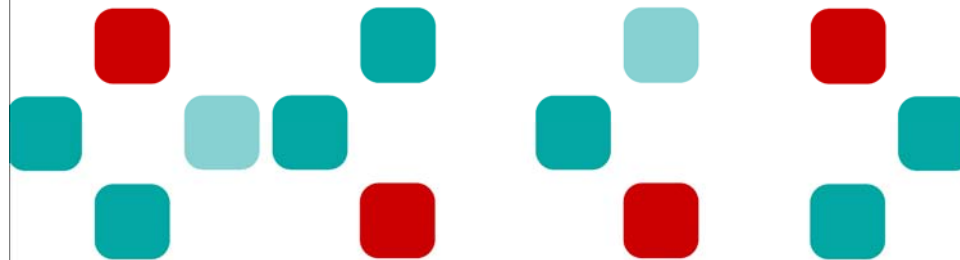
## MATRIX HUMAN SERVICES

### 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.



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



## ABOUT MATRIX HUMAN SERVICES

Matrix Human Services, a 501(c)3 organization, has served the Detroit community and surrounding areas for more than 108 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.

Matrix is leading dynamic change across the country in 2014 with our Transition to Success™ (TTS) Model. This poverty model is implemented across all Matrix programs by coordinating care for basic needs. It helps clients learn to read, get an education (including GED and higher education), increase their financial literacy and learn about the benefits of volunteerism. It has been our vision to have a national model of care that frames poverty as a condition that requires treatment and not a character flaw. That dream is today becoming a reality. We are changing the mindset of community leaders and those we serve by providing a realistic pathway to improved health and economic self-sufficiency.

Matrix programs include Matrix Bridging the Gap, The Matrix Center, Matrix Head Start, Matrix Off The Streets, Matrix Partnerships for Housing and Landlord Alliance, Matrix Reuther Older Adult and Wellness Services, Matrix Ryan White HIV/AIDS Program, Matrix Youth Assistance Program, Ways to Work, The Matrix Employment Center and many more.

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,

For eight years, I have had the honor of serving as President & CEO at Matrix Human Services. I never dreamed I would discover what has become my life's work. On a daily basis, I witness the impact we are making in the lives of more than 25,000 individuals and families we serve annually. We make dreams come true.

108 years ago, a group of women were called to help immigrant families struggling in Detroit. Known as The League of Catholic Women, these pioneers had a vision and mission to implement change. Daring to dream, they created the first settlement house in Michigan now known as Matrix Human Services. That pioneering spirit lives on at Matrix in ways our foremothers could have never imagined.

Just like the community we serve, this past year at Matrix has been a difficult one. The unpredictable fiscal toll of sequestration, emergency management of Head Start and the bankruptcy of Detroit was a triple threat that affected every employee in our organization. Yet, we endured, together, as we have throughout our history and we have emerged stronger.

- Of the 301 participants enrolled in the Matrix Employment Center in 2012/2013, 56% were placed in jobs, training programs, or internships. This, in spite of a 19% unemployment rate in the city of Detroit, compared to a State rate of 9% and a national average of 7%. This does not include job placements after exiting the program.
- 100% of clients enrolled (301 in total) have participated in employment, financial literacy, and cognitive behavioral training sessions.
- 79% of children enrolled in Matrix Head Start in 2012/2013 (1,369) received above normal gains in math, science and literacy ensuring school readiness.
- 100% of our children in Matrix Head Start (1,369 enrolled) received hearing and vision screening.
- 99.9% of Matrix Head Start children (1,369 enrolled) are up to date on their immunizations at no cost to the program, utilizing existing healthcare funding streams.
- 85% increased their grade point averages.

Even in difficult times, Matrix programs endured, without a single day of programming lost, our pioneering spirit fueled by our success. This last year we saw our system of care, Transition To Success™ recognized nationally with audiences across human services, healthcare and government. Transition To Success™ was presented at Harvard and our work published nationally. Our partners in Michigan and across the country share our vision to create the first CARE Network in the United States....a standard of care for all direct care workers creating a consistent and coordinated system of care and measurement. Imagine.





Our clients, our staff, our volunteers, our donors all carving new paths with a collective conscience and hope as the fuel that drives our determination. Last year at Matrix, over a quarter million volunteer hours were donated in service.

Dreams do come true. Today more than 70 organizations throughout the US, including Hawaii are interested in implementing Transition to Success™. These organizations are now becoming the pioneers in their communities and together, we are making history.

As we continue this journey, clients, colleagues, volunteers, donors, mission partners, funders and corporate sponsors are all united in service. We continue to develop this national model of care with the guidance, support and advocacy of so many who share our dream. Words cannot express my appreciation for your dedication, determination and support, even during the most difficult times. I have witnessed the transformational power of hope and as others embrace our dream, our momentum and impact become limitless.

At Matrix, we don't want to be the best in the world...we want to be the best for the world.

Yours In Service,

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



## LETTER FROM BOARD CHAIR MS. JANICE CARDWELL

Dear Friends of Matrix Human Services,

To the Matrix Human Services Board and Committee Members thank you for your support, volunteerism, expertise, and commitments to the mission of Matrix Human Services. To the Matrix Human Services Staff, providing the front line support, direction and care critically needed in our communities, thank you for your service! To the community, the donors, the volunteers and others who have supported this organization for over a millennium we appreciate you!

Over the past eight few years, of her tenure, Marcella Wilson and the MHS staff embarked on a journey to change how the world views poverty. The significance of this mission is that when you define poverty as a curable disease it shifts the paradigm of thinking about human services. With the Transition to Success™ (TTS™) Model, support for individuals families and communities shifts beyond social services to clinical support. Clients across all of Matrix Human Services programs, now have specific paths to follow that can transition them to success.

Creating standards for human services and training is a groundbreaking strategy that positions Matrix Human Services to lead the charge for Human Services reform. The TTS™ Model is a holistic support system for the entire family; which can literally change the path of a human life. Changing or diverting the paths of a life from a negative to a positive is critical for the individual, family and the community. The Transition to Success™ Model is one reason why Matrix Human Services was awarded the grant to renew and enhance their Matrix Head Start program.

This was a major accomplishment and testimony to the level of expertise within the MHS team; however, our work has just begun! Over the next few years your help is needed to help us with the Transition to Success of Detroit and the communities we service. We invite you to join us on this quest!

Sincerely,

Janice (Jan) Cardwell  
Board Chair  
Matrix Human Services



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

## MATRIX HUMAN SERVICES BOARD OF DIRECTORS

<b>Chair</b> Ms. Janice Lewis Cardwell Vice President / Campus Director University of Phoenix – Detroit Campus	Ms. Regina Daniels Thomas Deputy Chief Counsel-Broad Based Advocacy Civil Law Group Legal Aid and Defender Association, Inc.	Ms. Marcia K. Moss Corporate Director of Human Resources Soave Enterprises, LLC
<b>Vice Chair</b> Mr. David Underwood Principal Account Manager for Ethnic Marketing DTE Energy	Ms. Carl L. Easterday-Kar President and CEO Community Capital Consulting	Ms. Gaylotta P. Murray Vice President Senior Private Banker Fifth Third Private Bank
<b>Treasurer</b> Mr. Paul R. Rentenbach Retired Member Dykema Gossett PLLC	Ms. Jennifer Flore Vice President Boulevard and Trumbull Towing, Inc.	Mr. Jason L. Paulateer Vice President and Market Manager / PNC Community Development Banking PNC Bank
<b>Secretary</b> Ms. Diane Byrd-Johnson Manager, Community Development CoventryCares of Michigan, Inc.	Ms. Malti George Director of IT Supply Chain Operations, Logistics and EDI Services General Motors	Mr. Dennis Robare Architect/Owner DPR Architects P.C.
Mr. Brian Bach Director Michigan CFO Associates	Mr. James Hermon Member Dykema Gossett, PLLC	Ms. Rebecca A. Scarcello Freelance/Contract Grantwriter and Development Consultant
Ms. Elizabeth A. Barton President and Owner The Waverly Group – Midwest, LLC	Ms. Marilyn French Hubbard President/CEO Healthy, Wealthy and Wise Change Agents, LLC	Ms. Nilda G. Thomas CEO/CMO NGT Marketing Group
Ms. Terry Berry Program Coordinator and Policy Specialist Ford Volunteer Corps.	Mr. Darryl M. James Business Development Director SmithGroupJJR	Ms. Kelli Van Buren Director, Enrollment and Student Services Oakland Community College / Orchard Ridge Campus
Ms. Kim Bloetkamp-Hilliard Sales Manager Clear Channel Detroit	Ms. Cyd Kinney Executive Vice President DHR International	Mr. John J. Villa Retired General Electric Company
Mr. Antonio L. Campbell Matrix Head Start Parent Policy Committee Representative	Mrs. Carla M. Laethem V.P. of Health and Medical Affairs Blue Care Network of Michigan	
	Ms. Monique McCormick Real Estate Broker / Entrepreneur Unique Realty, LC	

## CONSULTING ADVISORY BOARD

Ms. Linda M. Bade Ms. Dianne Bostic Robinson Mr. Andrew H. Curoe Ms. Mary Foucard Mr. Bryant B. Frank Dr. Winifred D. Fraser Ms. Susan R. Gardynik	Ms. Joan Gehrke Ms. Kay S. Kress Dr. Myron L. Liner Honorable Miriam B. Martin-Clark Ms. Kathleen B. McCann Ms. Patricia McCarthy Ms. Laura L. Rodwan	Ms. Diane E. Ward Ms. Barbara L. Whittaker Mr. Robert A. Sack Mr. Terence A. Thomas, Sr. Mr. William V. Weatherston Mr. Victor Wooddell Ms. Kym L. Worthing
--	---	---

## EXECUTIVE LEADERSHIP

Marcella Wilson, Ph.D. President and CEO	Ms. Deborah Snyder VP Clinical Operations	Ms. Joan Morehead VP of Business Development and Education
Ms. LeWanda Gipson Deputy Director	Mr. Scott Gifford VP Major Grants	Mr. David Perkins VP of Health Services and Senior Programs
Ms. Karen Bisdorf Chief Operating Officer	Ms. LaTrice Jordan VP of Marketing and Development	Ms. Debra Spring Director, Matrix Early Head Start & Matrix Head Start



## MATRIX HUMAN SERVICES PROGRAMS

### SOCIAL ENTERPRISES

**Transition to Success**  
Developed by Matrix Human Services, Transition to Success™ (TTS™), is a demonstrated standard of care that addresses poverty as a treatable condition not a character flaw. Marcella Wilson, Ph.D., Matrix President and CEO built the Transition to Success framework with the ultimate goal of designing a systematic approach to addressing the social determinants and impacts of poverty.

TTS™, funded in part by the W.K. Kellogg Foundation, is now a scalable, sustainable, multi-generational, measurable, generative business model that integrates treatment for poverty across health care, human services, education, faith based organizations, and government programs. TTS™ trains direct care staff to work with clients to define a CARE (Coordinating All Resources Effectively) Plan™ and "Map of My Dreams™." The CARE Plan™ addresses immediate basic needs of food, healthcare and shelter; while the "Map of My Dreams™" plots long term goals leading to financial stability and improved health. Transition to Success™ coordinates care for basic needs, literacy, getting an education (including GED and higher education for parents), financial literacy and volunteerism, all key components for self-sufficiency.

TTS™ direct care workers work with clients to identify, prioritize and ensure access to all services and supports, maximizing the existing, already funded delivery network.

Matrix programs are rooted in our Transition to Success™ Model. This system of care is designed to transition individuals and families out of poverty to a life of economic self-sufficiency, discovering their purpose and finding their place in the community.

Matrix is now offering TTS™ training to those who work directly with clients as well as individuals who want to train others. Participants will learn this system of care that follows a logical, unified approach to protect and improve health and economic self-sufficiency. Upon completion, those trained as trainers teach others how to treat poverty while creating a renewable revenue source for their agency. The best part... Transition to Success™ can be implemented within current funding with no legislative or policy change.  
To learn more contact us at (313) 831-1000 Ext. 1163

#### We are making a difference:

• In 2013, Matrix trained 26 Transition to Success™ trainers and 26 additional individuals across health, education, government and human services (72 in total).

• With nearly \$1.2 trillion dollars being spent on services for the poor annually, we believe that all social services organizations must integrate care and implement long-term solutions like TTS™. Over 70 organizations across the country agree and have contacted us to learn how they can implement TTS™ in their organizations and communities.

#### 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 • (313) 831-6650

#### Clothes to the Heart (formerly known as Bargain Counter North) (Est. 1925)

A non-profit clothing resale shop in Oakland County. Volunteers sell donated women's vintage, new and used clothing, accessories and decorative objects to benefit Matrix Human Services programs for the poor.

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

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

### 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 and 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.

#### WatRUFight4.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 WatRUFight4 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

### AFFILIATE AGENCIES

#### 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. 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

#### STARR Movement

This organization empowers, engages and serves disadvantaged and at-risk youth and communities working to break the cycle of poverty. **STARR Movement:** Standing Together Agreeing Representing Revolution starting in Detroit and moving worldwide! facebook.com/STARRMovement

#### Wayne County

Matrix Human Services provides fiduciary services to Wayne County Department of Children and Family Services and Wayne County Sheriff's Office that include payroll processing, benefits, human resources and other back office services.

For more information about Affiliate Agencies and fiduciary services please contact the Matrix Human Services Human Resources department at 313.831.1000 x. 1117





## MATRIX HUMAN SERVICES PROGRAMS

### EDUCATIONAL PROGRAMS

**Matrix Head Start Fatherhood Initiative (est. 2009)**  
Our fatherhood program focusing on male involvement at MVNHS has supported dads involvement in the program and with their children.  
2051 Rosa Parks Blvd., Suite 1K, Detroit, MI 48216 • (313) 962-5255

**WE ARE MAKING A DIFFERENCE:** More than 500 contact hours have been recorded with male involvement in the program

**Matrix Head Start (MHS) (Est. 1981)**  
Currently operating in Southwest Detroit, MHS will expand its service area to include Central-Downtown and East Detroit. MHS is a federally funded, comprehensive program serving low-income children ages zero to five and their families. Increasing center locations from 14 to 28 by January 2015, MHS will serve 1,927 children. MHS embraces the cultural differences, strengths and the uniqueness of our community and teaches in three languages English, Spanish and Arabic. The program is designed to continually develop collaborative projects to integrate services and more efficiently utilize community resources and funding. Our multifaceted program establishes Matrix Human Services 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:** 79% of children enrolled in Matrix Head Start in 2012/2013 (1,369) received 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 enrolled children received 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 at no cost to the program, utilizing existing healthcare funding streams.



## MATRIX HUMAN SERVICES PROGRAMS

### ADULT PROGRAMS

**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. This includes 47 clients enrolled in the program in 2012/2013. Since inception of MPHLA in 2004, 5 clients received Master's degrees, 10 received Bachelor's degrees and 16 received Associate's Degrees. In addition 15 of their children received college scholarships.

*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)**

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 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 Program provides services to more than 600 Persons living with HIV/AIDS (PLWHA) yearly. From March 1, 2013 to February 28, 2014 - 99% of patients enrolled in Matrix Human Service Medical care were medication adherent (229 of 232 charts audited during the time frame stated above met this adherence indicator).

**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 2012-2013 the John J. Villa Wellness Center enrolled 893 clients with 5,116 hours of wellness services. The Wellness Center provided 3,594 hours of transportation clients in need.



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

Recognizing that planning is a critical component of senior living, our program works with individuals 50+ to prepare them for their future. Our team identifies resources for transportation, food distribution, living support services, wellness services and other existing benefits. The resources provided assist in stabilizing an individual's financial and independent living conditions for the future.  
450 Elliot, Detroit, MI 48201 • (313) 831-8650 ext. 1222

**WE ARE MAKING A DIFFERENCE:** In 2012-2013 our program enrolled 112 individuals and provided a value of \$42,788 in resources. By applying the Transition to Success model of care, our team was able to connect the individuals to resources and provide warm-handoffs. Following the TTS model will ease their transition into retirement and senior living.

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

The Matrix Employment Center 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:** Of the 301 participants enrolled in the Matrix Employment Center in 2012/2013, 56% were placed in jobs, training programs, or internships. This, in spite of a 19% unemployment rate in the city of Detroit, compared to a State rate of 9% and a national average of 7%. This does not include job placements after exiting the program. 100% of clients enrolled (301 in total) have participated in employment, financial literacy, and cognitive behavioral training sessions. 100% have completed goal plans (301 in total) following the Transition to Success model to increase financial stability. 62%, 37 of 60 clients enrolled in the Matrix Employment Center without a GED obtained their GED during their involvement with the program.

**Matrix Ways to Work (est. 2011)**

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 a resident of Oakland, Macomb or Wayne County 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. In addition, our Community Financial Center (CFC) that is supported by United Way of Southeastern Michigan, helps to meet families where they are and coach them through tough times.  
13560 East McNichols, Detroit, MI 48205 • (313) 526-4000 ext. 1319

**WE ARE MAKING A DIFFERENCE:** In 2012/2013, 100 car loans were awarded for a total value of \$547,468, with a 98% successful repayment rate. 60% of clients (56 of 93) actively pursuing goals following debt counseling and financial literacy trainings had a 40 to 76-point increase in their credit scores. 49% (46 of 93) had up to a 63% increase in their household income (\$7,000 - \$20,000 increase).

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





## 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 2012-2013, more than 36,000 individuals and families utilized services offered by The Matrix Center. Over 50,000 individuals received food from the Food Pantry with an estimated value of \$1,500,000. 80% of students participating in individualized care management (ITS™) programming (87 in total) demonstrated at least one grade level improvement in reading and math.

**Matrix Off The Streets (MOTS) (est. 1986)**  
Provides voluntary crisis intervention and supports to families and youth. Shelter and Transitional Living 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:** 100% of the 25 youth housed at the Off The Streets program in 2012-13 had safe exits to family or other caregivers. 90% of the youth at OTS enrolled in ITS™ reduced substance abuse through their involvement. 89% reduced school truancy.

**Matrix Youth Assistance Program (MYAP) (est. 2004)**  
Provides innovative after-school and in-school youth programming for public schools, charter schools, and community youth ages 7-17. Our staff excels in finding ways to help our community youth define and obtain their goals in all areas of life.

- After-School Services - Youth services include weekly groups such as academic support, substance abuse prevention, conflict resolution, cultural activities, computer classes, and recreational activities. These services are available from 4 pm - 6 pm during the school year and 11am - 4 pm during the summer.
- One on One Supports - Our participants engage in individual counseling, career counseling, college preparation, and in-school visits. These services are available from 4 pm - 6 pm during the school year and 11am - 4 pm during the summer.
- In-School Services - Schools and organizations, whether public or private, can request the Youth Assistance Program to provide customized and helpful group and individual youth services at your location. These services are available during or after school.

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

**WE ARE MAKING A DIFFERENCE:** In 2012/2013 fiscal year YAP served an estimated 100 youth. 2008-2013, more than 500 were enrolled in the Youth Assistance program with the following outcomes: 83% of our participants reduced school truancy. 85% reduced truancy from school and home. 80% of our participants reduced substance use. 90% reduced incorrigible behavior. 85% decreased participation in bullying/cyber bullying behavior. 85% increased their grade point averages.

**Matrix Born To Succeed Program (MBTS) (est. 2013)**  
Derived out the Social Innovation Fund and United Way, the Born To Succeed Initiative is a free neighborhood-based approach to helping parents of children provide nurturing, literacy-rich environments that foster kindergarten readiness in the Southwest, Chadsey/Condon and Osborn areas of Detroit, Michigan. The project model integrates home visits, parent engagement, family stability, and screenings. We also provide links to resources, referrals & services in the community. If you have an infant or toddler (0-36 months old) and live in one of the following zip codes: 48205, 48209, 48210, 48213, 48216, 48234 (sometimes a few other zip codes will be allowed depending on circumstances), we are here to help you and your child get a jump start in early childhood development. 13560 East McNichols, Detroit, MI 48205 • (313) 526-4000 ext.1248



## DID YOU KNOW...

if you meet simple eligibility requirements  
for **HEAD START** early childhood education **IS FREE!**



## MATRIX HEAD START (MHS) IT COSTS YOU NOTHING TO EMPOWER YOUR CHILD TO SOAR! ENROLL TODAY

**WHAT IS HEAD START?** Head Start is a federally funded, comprehensive program serving low-income children from birth to five years of age, special needs children and their families.

You said it's free to eligible families...  
what exactly does that mean?

PAID BY MHS		COST TO THE MHS FAMILY
Behavioral Screenings	\$420	\$0
Child Education & Instruction	\$7,930	\$0
Hearing & Vision Screening	\$45	\$0
Nutrition (meals & snacks)	\$871	\$0
Classroom support	\$1,920	\$0
Dental Supplies	\$10	\$0
<b>TOTAL</b>	<b>\$11,196</b>	<b>PRICELESS!</b>



**MATRIX HEAD START  
IT COSTS YOU NOTHING  
TO EMPOWER YOUR  
CHILD TO SOAR**

### ADDITIONAL BENEFITS!

- Individualized instruction
- Multicultural program
- Bilingual classrooms  
(English, Spanish and Arabic)
- Services for children with special needs
- Inter-agency referrals
- Agency sponsored events that connect Head Start Families to resources including food, education and health services throughout the community.
- Volunteer opportunities

...And more!

**THE FACTS SPEAK FOR THEMSELVES**  
79% of children enrolled in MHS in 2012/2013 (1,369) received 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.

**WHAT MAKES MHS DIFFERENT?** Transition to Success™...Anti-poverty model, designed to transition low income individuals and families out of poverty to a life of economic self-sufficiency. Visit our website for more information about Transition to Success™.

**AM I ELIGIBLE FOR MHS?** Yes if your child is 0-5 years old, you live in the City of Detroit within our service areas and you meet the Income Guidelines.

**WHERE ARE YOUR CENTERS LOCATED?** MHS has 13 locations to serve you and is expanding to 28 centers by January 2015.

**WHAT ARE MY PROGRAM OPTIONS?** MHS offers full day, half day and home based options. Coming soon Early Head Start for children 0-3 years of age.

Visit [MatrixHumanServices.org](http://MatrixHumanServices.org) to learn more!

Join us...  
...It's time to **SOAR** Enroll today!

Serving SW, Midtown/Downtown and SE Detroit  
Including zip codes 48201, 48202, 48207, 48208, 48209, 48210, 48213, 48214, 48215, 48216, 48224, 48226, and 48236

Pre-Applications for the 2014-2015 school year are being accepted now.  
Call (313) 962-5255 or preregister online at [www.MatrixHumanServices.org](http://www.MatrixHumanServices.org) or [www.DetroitHeadStart.org/enrollment](http://www.DetroitHeadStart.org/enrollment)



## MATRIX HEAD START - IT'S NOT JUST FOR KIDS MATRIX HEAD START DIRECTOR, MS. DEBRA SPRING

Exciting times are ahead of us as we worked to bring the Next Generation Head Start to children and families in Detroit. Matrix Head Start will serve 1927 children 0 to 5 years of age as well as expectant moms in Southwest, Central/Downtown and Southeast Detroit.

Our staff works hard to build relationships with families utilizing the Transition To Success™ (TTS™) model guiding them in creating a 'map of their dreams' and completing their journey to self-sufficiency and continued future success.

We understand the importance of family in the development of every child and their needs to grow as healthy, happy and enthusiastic learners. Children deserve the very best and we plan to deliver through quality staffing, exceptional programming, inviting environments and activities that engage, challenge and inspire our next generation of leaders. This is a big challenge and a great adventure to really make a difference in the lives of Detroit's youngest citizens and we welcome volunteers and partners to work with us to create the path for this Next Generation Matrix Head Start.

*Debra Spring*

Debra Spring  
Director, Matrix Head Start  
Matrix Human Services

### MATRIX HEAD START LOCATIONS\*

CATHEDRAL OF ST. PAUL (full day & half day)  
4800 Woodward Ave, Detroit, MI 48201  
(313) 344-6262

CECIL (full day & half day)  
5690 Cecil, Detroit, MI 48210  
(313) 897-3310

ETERNAL ROCK (half day only)  
4300 Lonyo, Detroit, MI 48210  
(313) 581-5555

FIGORE (full day & half day)  
3950 Toledo, Detroit, MI 48216  
(313) 297-7739

HERNANDEZ (full day only)  
2051 Rosa Parks Blvd., Detroit, MI 48216  
(313) 962-5244

HOLY REDEEMER (half day only)  
1711 Junction, Detroit, MI 48209  
(313) 554-2362

MANUEL REYES (full day & half day)  
8500 W. Vernor, Detroit, MI 48209  
(313) 843-2722

PETER CLAVER (full day only)  
450 Elliot, Detroit, MI 48201  
(313) 831-3614

SIMPSON (full day only)  
2237 S. Fort St., Detroit, MI 48217  
(313) 294-9325

Ss. PETER PAUL (full day & half day)  
3810 Gilbert, Detroit, MI 48210  
(313) 895-7333

ST. STEPHEN (full day & half day)  
1235 Lawndale, Detroit, MI 48209  
(313) 841-6254

The WORD of TRUTH (full day only)  
4900 Lovett, Detroit, MI 48210  
(313) 898-3043

WC3D (full day only)  
1001 W. Fort St., Detroit, MI 48226  
(313) 961-1014

\*Matrix Head Start anticipates adding 15 additional center locations by January 2015.

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



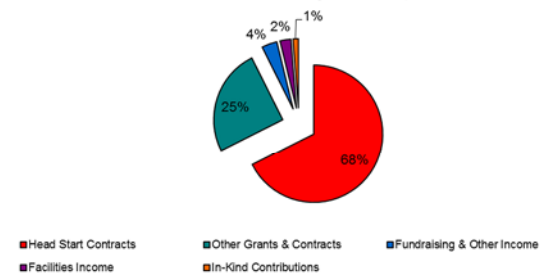
## MATRIX HUMAN SERVICES REVENUE 2012-2013

### EVERY DONATION MAKES A DIFFERENCE

At Matrix Human Services, 93 cents of every dollar donated goes directly toward program funding. This means 93% 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 108 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.

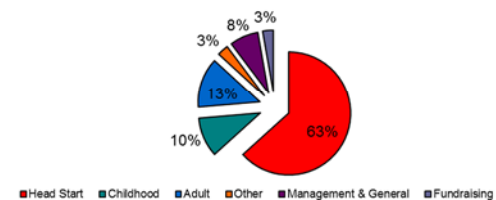
### WHERE DOES MATRIX REVENUE COME FROM?

Revenue & Support  
for the Year Ended September 30, 2013



### HOW IS MATRIX REVENUE SPENT?

Functional Expenses  
for the Year Ended September 30, 2013



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





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

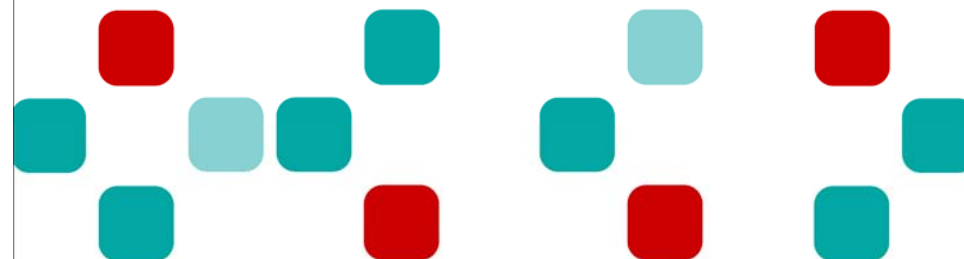
- Leave a Legacy
- Become a Matrix Ambassador
- Become a Matrix Advocate
- Mentoring Opportunities
- Become a Matrix Consultant
- Give an In-Kind Gift
- Guest Speaker
- Volunteer your Time
- Register your Kroger Card

TO LEARN MORE CONTACT MATRIX HUMAN SERVICES  
120 Parsons Street, Detroit, MI 48201 • 313.831.1000 • 313.831.4634 (fax)  
[www.MatrixHumanServices.org](http://www.MatrixHumanServices.org)



### MATRIX HUMAN SERVICES

- In 2012/2013 Matrix volunteers donated approximately 270,000 hours of service (This does not include volunteer opportunities coordinated by other human service organizations).
- Utilizing the TTS™ Model, Matrix engaged 48 new corporate sponsors in 2012/2013. This is an estimated increase of 60% from 2011.
- In 2012/2013 Matrix Human Services formed 157 successful collaborative partnerships at the Matrix Human Services Center.
- In a recent study funded by the Community Foundation of Southeast Michigan, 216 returning citizens received Transition to Success™ services over a three year period. The recidivism rate back to prison was 7% compared to the national average of 43.3%, as indicated by the 2004 Pew Report (Kale Report 2012).
- The administrative fee for Matrix Human Services in 2012/2013 was 11.9%. 93¢ of every dollar donated to Matrix directly benefit programs.
- In 2012/2013 Matrix, in partnership with Forgotten Harvest, distributed approximately 240,000 pounds of food in the Osborn Community to feed children and families.
- In 2012/2013, Matrix trained 72 professionals in the Transition To Success™ system of care representing organizations across health, education, government and human services.



120 Parsons Street, Detroit, MI 48201 • 313.831.1000 • 313.831.4634 (fax)  
[www.MatrixHumanServices.org](http://www.MatrixHumanServices.org)