MATRIX HUMAN SERVICES
PROGRAM LOCATIONS

BARAT CHILD AND FAMILY SERVICES
5250 John R., Detroit, MI 48202 • 313-833-1525

BARGAIN COUNTER NORTH
North 2741 Twelve Mile Road, Berkley, MI 48072 • 248-541-6100

CONNECTING FAMILIES
13560 East McNichols, Detroit, MI 48205 • 313-526-4000

HEAD START FATHERHOOD INITIATIVE
13560 E. McNichols, Detroit, MI 48205 • 313-526-4000

LIFEHOUSE
450 Eliot, Detroit, MI 48201 • 313-831-2503

MATRIX HUMAN SERVICES CENTER
13560 East McNichols, Detroit, 48205 • 313-526-4000

MATRIX QUALITY CARE
450 Eliot, Detroit, MI 48201 • 866-746-6583

OFF THE STREETS
680 Virginia Park, Detroit, MI 48202 • 313-873-0678

PROJECT TRANSITION HOUSING
450 Eliot, Detroit, MI 48201 • 313-831-2503

UNIQUE BOUTIQUE
13560 East McNichols, Detroit, MI 48205 • 313-526-4000

VISTAS NUEVAS HEAD START
2051 Rosa Parks Blvd., Suite 1K, Detroit, MI 48216 • 313-962-5255

WALTER AND MAY REUTHER SENIOR SERVICES
450 Eliot, Detroit, MI 48201 • 313-831-8650

Women ARISE
450 Eliot, Detroit, MI 48201 • 313-831-8650

YOUTH ASSISTANCE PROGRAM
450 Eliot, Detroit, MI 48201 • 313-831-7927

CENTRAL OFFICE
120 Parons, Detroit, MI 48201 • 313-831-1000

www.matrixhumanservices.org
**MISSION**

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

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**SUCCESS**

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.

This Annual Report produced in sponsorship with:

*Wachovia Insurance Services*

*Esperet Technology Services #1221*
*TEAM Mental Health Services*
*Community Central Bank*
*Molina Health Care*
### Board of Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tr>
<td>Linda Bade</td>
<td>Vice Chair</td>
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<td>Alicia Biggers</td>
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<td>Dianne Bostic Robinson</td>
<td>Director of Development</td>
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<td>Ethriam Brammer</td>
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<td>Diane Byrd-Johnson</td>
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<td>Carla Chambers</td>
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<td>Toria Clark</td>
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<td>Patricia Cornell</td>
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<td>Andrew Curoe</td>
<td>Chair</td>
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<td>Mary Fouchard</td>
<td>Treasurer</td>
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<td>Bryant Frank</td>
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<td>Dr. Wmifred Fraser</td>
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<td>Sharlene Gage</td>
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<td>Susan Gandyntik</td>
<td>Treasurer</td>
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<td>Linda Garrison</td>
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<td>Kay Kress</td>
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<td>Dr. Myron Liner</td>
<td>Secretary</td>
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<td>Sharon McWhorter</td>
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<td>Terri Moon</td>
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<td>Carolyn Patrick-Wanzo</td>
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### Executive Leadership

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<tr>
<th>Name</th>
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<tr>
<td>Dr. Marcella Wilson</td>
<td>President/CEO</td>
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<tr>
<td>Jennifer Dale</td>
<td>Director of Development</td>
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<td>Peter Franklin</td>
<td>Chief Financial Officer</td>
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<td>Scott Gifford</td>
<td>Director of Comm. Development/Outreach</td>
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<td>Gordon Rodwan</td>
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<td>Laura Rodwan</td>
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<td>William Ross</td>
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<td>Elizabeth Spooner</td>
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<td>Terence Thomas</td>
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<td>David Underwood</td>
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<td>Kelli Van Buren</td>
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<td>John Villa</td>
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<td>Diane Ward</td>
<td>Vice Chair</td>
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<td>Debra Watson</td>
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<td>Deborah Wilson</td>
<td>Vice Chair</td>
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<tr>
<td>Toya Russell</td>
<td>Director of Marketing/ Community Relations</td>
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<tr>
<td>Ted Lewis</td>
<td>Chief Strategy Officer</td>
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<tr>
<td>Kathleen Neumann</td>
<td>VP of Youth/Family Program</td>
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<td>Trmkss Seay</td>
<td>Executive Assistant</td>
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<td>Debra Spring</td>
<td>VP of Education</td>
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**A Letter from Matrix Human Services**

**CEO/President Marcella Wilson, Ph.D.**

**Dear Friends,**

Good News! There is a silver lining to the difficult times we are facing in Detroit, throughout our great country and around the world. The silver lining is an extraordinary social movement impacting citizens all across the globe.

According to the Chronicle of Philanthropy, “Charities around the world have been inundated with volunteers as the economy has worsened” (3/12/09). A new study by AARP found that baby boomers ranked “making a difference by helping others” as one of their most important goals. A survey of local corporations by Crain’s Detroit Business indicated the 91% agreed that skill-based volunteering — applying one’s expertise in areas like technology, business strategy, human resources and financial management to a nonprofit’s operations on a pro bono basis — sharpened the employee’s professional and leadership skills. Nearly 60% of Americans say it is a moral obligation to volunteer, in a poll released by Newsweek and NBC. The total number of hours volunteered in 2008 is estimated at 8.1 billion with a minimum value of more than $57.2 billion. The benefit to the human condition … priceless.

People of all ages, cultures and colors have a heightened concern on poverty, racism, war, the environment and the many social issues of our day. We are witness to a social movement of volunteerism, and giving of time, resources and money. Giving back is now standard fare in the media, further stimulating a greater awareness, a heightened concern and a strong desire to participate. We are witnessing and are a part of a social revolution.

The revolution, like our country has a new leader, new hope and a new message to the global human race, “Make a Difference”. The revolution places a greater responsibility on government, corporations, for-profits, not-for-profits and each and every one of us to hear this international call to service. Today all organizations have a civic obligation to harness and maximize the collective and individual potential of their human force. The obligation also makes good business sense. For example, 92% of Americans have a more positive image of companies and products that support causes; 84% of Americans say they are likely to switch brands, when price and quality are equal, to help support a cause; Employees whose companies support social issues are 40% more likely to say they are proud of their company’s values and nearly 25% more likely to be loyal to their employers than companies that do not have such programs.


Now more than ever, we must work together to serve the common good, to find a cause and support it, to find a need and respond to it. Through collaboration and partnerships we will maximize this tremendous opportunity and drive meaningful social change.

---

Matrix is proof positive that your hard work, your financial contributions, your volunteerism, your donations, your time and your commitment does change lives, families and future generations. This power to change is seen everyday through the lives our clients and the transformation of a community.

Each and everyday, Matrix is blessed with the tremendous outpouring of goodness, generosity and compassion. In fiscal year 2008, Matrix was blessed with more than 20,000 volunteers providing more than 135,000 hours of service.

There is no doubt these difficult economic times come with a silver lining of hope for our citizens and for our City. From our hardships come life experiences and opportunities that make us stronger, kinder and more compassionate as individuals, organizations and as a community. With hardship comes the privilege to serve.

On behalf of all Matrix Human Services, our Board of Directors, hundreds of staff and the thousands of volunteers and clients, thank you.
As you will see from the 2008 Annual Report of Matrix Human Services, our theme this year is “Transitions to Success”. At Matrix we have the opportunity to serve our vast community, from the children in the Vistas Nuevas Head Start Program, through the various cycles of adult life, as well as our senior citizens. Each individual who works with Matrix faces his or her own unique challenges. Fortunately, our clients find more opportunities at Matrix Human Services than a year ago, as evidenced by the success of the Matrix Human Services Center. I am confident that Dr. Wilson and her team, with the full support of the Board, will continue to lead Matrix and the community in transitioning families to success.

Tolstoy wrote that while happy families are all alike, every unhappy family is unhappy in its own way. For most happy families, the basic needs of life are easily met and they have many opportunities available to them. In order to achieve happiness and fulfillment in life, however more than the basic needs are required. We help clients first obtain basic needs such as shelter and clothing and transition them to success by helping them obtain employment, transportation and education in order to break the cycle of poverty. Matrix Human Services works tirelessly to offer not a handout but a handup to those individuals most at risk in our community by guiding them down a path towards self sufficiency.

Now is a time like no other during our lives. We face enormous challenges and see unlimited need in the community. Such times also provide opportunity to focus on those things most important in life, starting with family. When you return to your home, please remember to give thanks for your happy family and rededicate yourself to transition unhappy families into happy ones.
**LADY OF EXCELLENCE**

I AM A LADY OF EXCELLENCE, DETERMINATION and PERSISTENCE

I have OVERCOME many obstacles

I LIVE I BREATHE I MATTER I STAND

I HAVE A BRIGHT AND SUCCESSFUL FUTURE

I CAN AND WILL LEARN HOW TO WORK HARD

I WILL SUCCEED AND ACHIEVE MY GOALS

I WILL HELP THOSE LESS FORTUNATE THAN ME

I AM A LADY OF EXCELLENCE, DETERMINATION and PERSISTENCE

I AM INTELLIGENT BEAUTIFUL HEALTHY and CREATIVE

I CAN ELIMINATE NEGATIVE THOUGHTS

BE RESPONSIBLE FOR MY ACTIONS

HAVE A DETERMINATION TO MY PURPOSE

I CAN SEE MY FUTURE I AM THE FUTURE

I AM A LADY OF EXCELLENCE, DETERMINATION and PERSISTENCE.

Written by: Aurora Harris

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**PROGRAM DESCRIPTION**

Barat Child and Family Services is a 24-hour residential treatment program for girls. The program provides a safe and nurturing environment for young ladies, between the ages of 12 and 17 years, who have been victims of abandonment, abuse, and/or neglect.

While residing at Barat, the young ladies attend schools within the community, actively participate in an array of enriching activities and mentoring, and participate in individual as well as group therapy. The overall goal of Barat is to assist the ladies with; making positive choices, relating positively to authority figures and peers, learning appropriate social skills, and ultimately becoming independent and successful members of society. This is accomplished through the work of the Therapists, Youth Development Workers, other staff, and the "Ladies of Excellence" program.

---

**SUCCESSION**

Arearana was initially placed in foster care at the age of 9-years old due to neglect and abuse by her mother, but didn’t arrive at Barat until early 2008.

While at Barat, Arearana continued in regular education at the Detroit Academy of Arts & Science High School where she received good grades. Her favorite subjects were English, Science and Drama. She wanted to have a good future, job and a family. While at Barat House, Arearana was very outgoing, smart in school, a nice dresser and always kept herself looking very presentable. Arearana was very co-operative and respectful to staff and peers. She completed Semi-independent Living (SIL) classes at Youthville and worked as a “Peer Educator” for the Alternative for Girls Program. She advanced to the highest level, Excellence, at Barat House.

Arearana achieved her goal to complete the program at Barat House and went to a SIL program. She is currently in the same SIL placement and is still working with Alternative for Girls as a “Peer Educator” and a “Teen Mentor”.

Arearana made great accomplishments in her life and continues to strive for success. She plans on going to college and aspires to be a Fashion Designer.
Bargain Counter North is located in Berkley, Michigan. Operated by The League of Catholic Women, the Bargain Counter North sells new and used clothing and small household items, including vintage items, at reasonable prices to benefit Matrix programs. Margaret Walker, Manager, explains, “We have racks of clothes, new styles and vintage, and you know so many are into that. Our clientele is very loyal and are mostly working women who want to dress nicely.” League volunteers continue to donate their time to staff, the shop, and make a difference in the community.

We are making a difference

• Bargain Counter North contributes 100% of its gross income to Matrix programs.

Mr. and Mrs. Gary R. Markwardt
Mr. James F. Martin
Mr. Mario T. Matthew
Ms. Denise McCammon
Ms. Melissa McClellen
Ms. Susan McCormag
Ms. Brenda McLaren
Ms. Sharon L. McWhorter
Mr. & Mrs. Francis Micallef
Michigan Business & Professional Association
Michigan Office Design, Inc.
Mr. Miguel Miller
Ms. Mardaline Mitchell
Ms. Farai J. Moyo
Murray’s Discount Auto
Ms. Mann G. Myers
Mr. Marc Nakisher
Ms. Mary L. Nebel
Mr. Chris Neumann
New Dimension Group, LLC
Nexcelebrate, LLC
Northeast Guidance Center – Samaritan Center
Oakland County Parks
Ms. Sharon D. Oglesby
Elkay Olyvenca
Ms. Francine Pegues
Mr. Jeffery S. Pegues
Mr. and Mrs. Henry Perry
Piston Group
Ms. Diane Puhl
Ms. Jennifer Politli
Ms. Allison D. Pollard
Mrs. Margaret H. Rashid
Ms. Beth Roberts
Ms. Mary B. Robinson
Ms. Guadalupe Salazar
Sanders Management Group, LTD
Ms. Roberta V. Sanders
Ms. Rozanne L. Saunders
Dr. Anna Saylor-Wither
Mr. & Mrs. Paul Scarcello
Senator Martha G. Scott
Ms. Gwendolyn Seals
Ms. Tresa M. Seyd
Ms. Barbara Shannon
Mr. Tyrone M. Simmons
Mr. Michael O. Smith
Mrs. Cecelia Smithers-Reese
Soave Enterprises
Spain Elementary-Middle School
Sprint Nextel
State of Michigan M.D.O.C.
Ms. Michael W. Taylor
Ms. Renita Taylor
Ms. James L. Tesen

The Bilingual Fun Company, LLC
Ms. Lilian Thames
Ms. Tracy L. Thomass
Mrs. Elizabeth Tillander
Ms. Vilhja Trivedi
UAW Local 22
UAW Local Union 160
Unique Expressions, LLC
University of Michigan (Dearborn)
University of Michigan Women’s Association
University of Phoenix
Wagon Wheel Antiques
Ms. Renee L. Walker
Mrs. Diane J. Ward
Mr. Edward Washington
Dr. Debraha Watson
Wayne County Commission
Wayne County Department of Children and Family Services
Ms. Louise Weaver
Ms. Jean M. Werning
Ms. Bridget L. Williams
Ms. Herdicine Williams
Ms. Teresa Williams-Johnson
Mr. & Mrs. Edward A. Woeling
Ms. Barbara Woolsey
Ms. Kristine Woolsey
Ms. James C. Wyatt
Mr. Tom Owens

Friends - ($1.00+)
Mr. Jerry Ahlbers
Academy for Business & Technology Elementary

Ms. Brenda C. Acosta
Ms. Martha Adams
Ms. Nannie Albritton
Ms. Maria Aldape
Ms. Nadine Allen
Ms. Amy Amsadur
Ms. Emily M. Anderson
Ms. Denise Anderson-McGrunder
Ms. Mariel Angel
Ms. Tamlyn Arrague
Association For Children’s Mental Health, Inc.
Ms. Corrine M. Auty
Ms. Linda M. Bade
Bagley Housing Association, Inc.
Mrs. Kathleen K. Balai
Ms. Carrie Banks-Patterson
Mrs. Rozena Baranowski
Ms. Frances Bartlett
Ms. Helen Bartley
Mr. Joseph P. Barzotti
Ms. Lavonia Battle
Ms. Deborah Bayley-Smith
Mrs. Maria L. Beavais
Mr. Sammie Bell
Ms. Nancy L. Beiehl
Mr. James E. Blackhurst
Mr. William Blake
Mrs. George E. Borrego
Ms. Viretta M. Boyd
Ms. Mattie Bray
Ms. Fannie Brown
Ms. Josephine Brown
Ms. Lynette Brown
Mr. Dennis Briones
Ms. Rose Bryant
casa Maria Family Services was a community-based agency that sought to strengthen families by providing healthy alternatives for young people, and by promoting stability, and self-sufficiency, in the citizens of Southwest Detroit.

Casa Maria served a diverse community and continued to modify and improve the services and programs offered in order to meet the changing needs of families. Through diverse partnerships and community development, Casa Maria Family Services impacted the lives of Detroit residents, through a never-ending commitment to children.

Casa Maria Family Services provided a caring and nurturing environment for the youth and children of Detroit, as a positive alternative to the streets; with after-school & summer programs that enriched their lives and encouraged academic, athletic and artistic achievement; giving children guidance in developing long-term decision-making skills improved their quality of life.

Studies show that quality after-school programs help keep kids out of trouble. Children who participated in Casa Maria’s programs were one-third less likely to become a teen parent, more than twice as likely to become a high school graduate, and three times less likely to become a person in trouble. Children who participated in Casa Maria’s programs were one-third less likely to become a teen parent, more than twice as likely to become a high school graduate, and three times less likely to become a person in trouble.

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**Connecting Families**

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

A recently awarded Skillman grant allows Connecting Families to provide comprehensive support services, needs assessments and referrals designed to break the cycle of poverty. Connecting Families directs youth, families and adults to programs, both in the Matrix Human Services Center and the Osborn community, specific to their needs.

Connecting Families uses the Matrix invented, Transition to Success model, a comprehensive model providing an integrated approach that engages, connects and supports clients with an extensive array of supports and services in and outside Matrix.

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**SUCCESS STORY**

A lack of education is a major problem in many of America’s low income areas and the Osborn Community on Detroit’s Eastside is no exception. The Connecting Families Program provides GED training, computer training and tutorial services for youth in an effort to tighten this gap. The emphasis is on literacy and illiteracy, attendance, homework and visible results from ongoing testing and report cards.

The “D” family like so many other families was bombarded with the struggles of daily survival. The “D” family over the past year has given them the foundation not only to continue their goals but to add new goals such as art, cheerleading, music, employment and better housing.

SUCCESS STORY

We are making a difference • 81.25% of youth have increased their GPA

---

**Benefactor**

- **($50,000.00 +)**
  - City of Detroit-NOF/Planning and Development

**Patron - ($25,000.00+)**

- Mr. Cory Hamilton
- Sysco Food Services of Detroit
- UAW - Solidarity House

**Partner - ($10,000.00+)**

- Mr. & Mrs. Andrew H. Currie
- The Elizabeth, Allan and Warren Sheldon Fund
- Think Detroit PAL
- T-Mobile USA, Inc.
- UAW Region 1A
- Youth Development Commission

**Contributor - ($5,000.00+)**

- Bank of America
- Chrysler Corp, LLC
- College for Creative Studies
- Compuware Corporation
- DTE Energy Corporate Services, LLC
- Ms. Roseann Kowalick
- Molina HealthCare, Inc.
- Studio Michial

**Associates - ($1,000.00+)**

- Alliance for Children & Families
- Mr. & Mrs. Scott D. Best
- Black United Fund of Michigan, Inc.
- Blue Care Network of Michigan
- Blue Cross Blue Shield of Michigan
- Ms. Robin Brumlow
- Ms. Carla M. Chambers

**Major Benefactors - ($100,000.00+)**

- Detroit Auto Dealers Association (DADA)
- Hudson-Webber Foundation
- The Skillman Foundation
- United Way for Southeastern Michigan

**Charity Motors**

- Circle of Life Hospital
- City of Detroit - Recreation Department
- Community Foundation for Southeastern Michigan
- Dads Club
- Mr. Robert E. Day
- Detroit Free Press Charities
- Detroit International Bridge Company
- Detroit Pistons
- Detroit Tigers, Inc.
- Dreams in Progress Foundation
- Education Training Research Services (ETRS)
- Foley & Lardner, LLP
- Mr. & Mrs. Bryant M. Frank
- Ms. Linda Garrison
- Gateway Community Health
- General Motors – North American Operations
- General Motors - Supplier Diversity
- Mr. Scott Gillard
- Ms. LeWanda Gipson
- Ms. Judith Hillock
- Ideal Group

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- Blue Cross Blue Shield of Michigan
- Ms. Robin Brumlow
- Ms. Carla M. Chambers

**Major Benefactors - ($100,000.00+)**

- Detroit Auto Dealers Association (DADA)
- Hudson-Webber Foundation
- The Skillman Foundation
- United Way for Southeastern Michigan
SUCCESS
FINANCIAL REPORT

We are making a difference

Direct Program Expense:
13,249,589
(89%)

Administrative Expense:
$1,327,677
(9%)

Marketing & Development Expense:
$293,648
(2%)

SUCCESS STORY
Roosevelt Bell came into Head Start in 2007 with an open mind, not fully understanding what the program was all about. He was willing to always serve in whatever capacity he was needed. At the center level he started out as Chairperson at the Citadel site, then moving forward to Policy Committee chair, and then on the Policy Council. Through-out this time Roosevelt became a trusted and dedicated parent which exemplified his strong ambition to develop a reading dad’s group at the Citadel center.

Although this sounds like a remarkable story about a dedicated dad, it is not as nearly remarkable as Roosevelt’s humble beginnings. This man was once homeless for two years, and went from place to place eating from dumpsters, and nearly dying from drug addiction. After receiving numerous honors and awards, Roosevelt came back to New St. Paul Head Start Agency and was named Parent Ambassador for the Agency. He credits New St. Paul Head Start Agency and the Fatherhood initiative for not just making this possible, but giving him a second chance at parenting! As a husband and proud father of three he also was just ordained as Assistant Pastor of his church, spreading the message of the importance of family, community, and fatherhood.

The Head Start Fatherhood Initiative is dedicated to engaging fathers of the Head Start children in a positive way in their child’s education and life. The Fatherhood Initiative nurtures meaningful connections between children and their fathers, or other loving father figures, realizing that a healthy, intimate, responsible connection between father and child can counter the social problems created by father absence.

SUCCESS HEAD START FATHERHOOD INITIATIVE

SUCCESS

We are making a difference

The Annual Father and Daughter Dance had more than 350 fathers and daughters in attendance.

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

Upgrading the general quality of life in the community requires reconnecting fathers to their children in a way that enables these children to successfully reach their fullest potential.
**Program Description**

LifeHouse: Our shelters for women offer safe, nurturing 12-step home environments focused on recovery and stabilization. Residents with histories of substance abuse, domestic violence, incarceration and homelessness receive supportive, wrap-around services that promote recovery and aid in developing the skills and stability needed to regain their independence, reunite with their families, and progress to permanent employment and housing.

LifeHouse staff and volunteers ensure that house rules are followed and a zero-tolerance policy for drugs, alcohol, and violent behaviors is enforced. As part of the recovery process, residents are required to secure employment and pay a residence fee.

Support services include information, referral, education, shelter, permanent housing and prevention services to support self-sufficiency.

**Success Story**

Ms. Young entered LifeHouse after ninety days of residential treatment at SHAR East Women and Children Program. During Ms. Young’s initial intake at LifeHouse she was asked about one of her biggest fears. Her reply was, “finding a job,” because she has a felony on her record and felt it would be hard for a company to hire her. Ms. Reneé Turnion, Career Coach for the Transition to Success program, invited Ms. Young to a Job Fair held through Triumph Church; the church sponsors a program called Second Chance to assist individuals with felonies on their records. There were over 300 people in attendance and 15 companies to interview potential employees. A month later Ms. Young received a call from Commerce Financial regarding a interview, and today Ms. Young is employed there as a Benefit Specialist. When asked how it feels to face your fears and win, Ms. Young stated, “I am very grateful, happy and I thank God every day for bringing Matrix Human Services and LifeHouse into my life.”

We are making a difference
100% of LifeHouse residents maintained their substance abuse recovery

**Program Description**

The Youth Assistance Program (YAP) provides prevention and early intervention services to youth age 7 to 17 to enhance their quality of life, build confidence/self-esteem, improve their academic performance and otherwise provide life experiences that will prevent involvement with the juvenile justice system.

YAP supports Wayne County Child & Family Services commitment to reducing youth crime and early entry into the juvenile justice system by offering research evidence based programs that address the at-risk and diversion youth residing in Central and Downtown Detroit.

**Success Story**

In March 2008, A.C. was referred to YAP from the Third Judicial Court to receive services to address her at-risk behaviors and academic challenges. A.C. is a female middle school student who appeared to be unmotivated about education. Initially, A.C. refused to bring in her school and/or home work to receive academic assistance. She is a quiet and shy young lady who had reservation about speaking openly with her YAP Social Worker.

The YAP Social Worker and Education Specialist work in a collaborative manner to assist A.C. The staff dedication and persistence demonstrated to A.C. that they were working in her best interest and there for the long haul. As a result, A.C. began to talk about the problems she faced at home, school and in the community. Within several weeks, A.C.’s grades began to improve and she gleaned as she received positive reports from her teachers. The teachers reported on her grades, attendance and behavior.

A.C.’s grandmother stated, “Because of her involvement in the Youth Assistance Program, I am extremely pleased with her positive adjustment in the school environment. She has learned how to take responsibility for her actions.” A.C. proudly told YAP staff about her school accomplishments. She received certificates in Science, Music, Citizenship, and Most Improved Citizenship, as well as a trophy for her achievement on the Writing section of the MEAP test.

In mid-June, A.C. successfully completed the Youth Assistance Program. A.C.’s grandmother, teachers and YAP staff are proud of her hard work and accomplishments!
**SUCCESS STORY**

The Matrix Human Services Center encompasses a collaborative network of human services designed to meet the social, physical, spiritual and educational needs of Northeast Detroit residents. There is an underlying philosophy and spirit that leads to collaboration on projects and delivery of services to customers.

Mission partners are community organizations who partner with Matrix to provide programs and services to the Osborn neighborhood.

**Mission Partners at The Center include:**
- Detroit Public Schools - GED / ABE classes
- United Children and Family Head Start - Mt. Zion Center
- Walter and May Reuther Senior Program
- Accounting Aid Society
- College for Creative Studies
- Academy of Warren - (physical education classes and after school program)
- John Sear Center
- R & R Domestic Services
- Northeast Guidance Center
- Narcotics Anonymous groups
- Think Detroit / PAL
- Detroit Mosaic Youth Theatre
- Insideout Literacy Arts
- YMCA Metropolitan Youth Collaborative
- Connecting Families Program
- Neighborhood Services Organization

**We are making a difference**

The Matrix Human Services Center has more than 1700 visitors a week.

**PROGRAM DESCRIPTION**

The number of Mission Partners and organizations using the Center increased to 134. New Mission Partners and tenants included the Employment Institute, Children’s Hospital, Northeast Guidance Center, Petoskey Pottery, Accounting Aid Society, ThinkDetroit/PAL, Neighborhood Services Organization, University of Phoenix, Detroit Parent Network, Homeless Action Network of Detroit, Advantage Health Centers, Wayne County-Michigan Youth Opportunities Initiative, Spinix Organization, City Year of Detroit and First Children’s Finances.

City Year coordinated a service project in August 2008 for 150 T-Mobile employees at The Center. Enthusiastic and industrious, T-Mobile employees completed landscaping, mural and painting projects, including the completion of the T-Mobile Huddle Up Room in the Center’s lower level. There was further excitement at the end of the day, with the presentation of an unexpected $10,000 T-Mobile donation check to Matrix Human Services.

Other large scale Center service projects were completed with the planning and participation of MBA students at the University of Michigan Ross School of Business and Deloitte employees. These projects generated over $15,000 in cash and in-kind donations to The Center.

**SUCCESS STORY**

Autumn was worth something. I was something. I found. I was blind and now I see. I was once and now I have been found. I was blind and now I see that despite my circumstances I was worth something. I was somebody. A woman with potential.

A woman who deserved another chance, another opportunity. That is what the Women ARiSe Program in Matrix Human Services did for me. The compassion, understanding and support I received through the Women ARiSe program melted away the blemish, the stigma that was once on my person when I was offered employment within their organization.

Matrix placed me in another category, the category of the successful, the category of the worthy and acceptable despite my past and shortcomings. Matrix Human Services made it possible for me to be an acceptable person in society again. And with that, I am truly grateful. I was able to regain, refocus and re-vision parts of my life that had been dormant due to my incarceration. Because of the opportunity granted to me by the program within Matrix Human Services, Women ARiSe, this gave me the opportunity to experience life in a totally different way than I had ever before, and for that reason alone, I am truly grateful.

You see, when one has been released from prison, its a very overwhelming experience. Your being becomes cloudy, unsure, uncertain and a bit fearful of what is to come or what will happen because you do not know what to expect from yourself and others because you seem to be thrown back into this “rat race” called life and you have to fend for yourself. Well, Matrix Human Services tremendously assisted me in my awkward transition back into society, and that was done in more than one way. First as a client and now as an employee and for that I am truly grateful that God saw fit to place this organization in my life for such a time as this.

And with that, heartfelt gratitude goes out to Matrix Human Services.

**PROGRAM DESCRIPTION**

Women ARISE, meaning Anne RISE, is what the program in Matrix Human Services did for me. With their support in conjunction with my desire in RISING from my once unjustly circumstances I had obtained the assistance I was looking for. I went from several months of unemployment to the Secretary of the Women’s Program, including Women ARiSe.

Being in the program as a client was a great program to be apart of. The kindness, respect, compassion and assistance I received from the program staff was what my heart, mind and soul needed. It gave me a sense of independence I thought I had lost or was discarded due to my incarceration. You see, I once was lost and now I have been found. I was blind and now I see that despite my circumstances I was worth something, I was somebody. A woman with potential.

Women ARISE, provides women involved in the criminal justice system with the education, training, counseling, social interaction and environment necessary to become productive members of society. The program aims to reduce recidivism through supportive services that include higher education, targeted job training, enhanced community supports and stronger familial relationships.

Women ARISE meets the needs of women involved in the criminal justice system including probation, parole and re-entry. Women ARISE provides women with the skills, support and encouragement needed to break the cycle of incarceration.

With a 21-year history of comprehensive programming, Women ARISE came to Matrix as an affiliate in 2007. All clinical, fiscal and management operations were transferred to Matrix to assist the organization in achieving maximum cost effectiveness. In 2008, the Women ARISE Board voted to merge operations.

**SUCCESS STORY**

**PROGRAM DESCRIPTION**

We are making a difference

98% of women in the WA program maintained their substance abuse recovery
**SUCCESS STORY**

Ms. T is an 80-year-old client. She is visited weekly by a Home Care Assistance worker for housekeeping and personal care assistance.

Ms. T has had a difficult time over the past months as her only son died recently and she had depended on his assistance. “I’m not well and I can’t go up and down the stairs to do the wash any more. I need help with keeping up with the house chores and I have a hard time getting my shopping done. Tracey is such a godsend. Without her, I don’t think I could manage. She helps me with my bath and makes everything easy for me to get to. She’s a beautiful person.”

**SUCCESS STORY**

Ms. LW is a 97-year-old client who lives independently. She is visited weekly by a Home care Assistance worker for personal care help.

Ms. W has been a client for many years, and since 1989, and her health has unfortunately deteriorated. While she was only receiving help with home chores and light housekeeping in the beginning of her relationship with RSS, she now needs help with her own personal care. Ms. W is diabetic and has high blood pressure and heart disease. Her arthritis and frailty make it hard for her to safely manage some parts of her personal care. “I’m old now. I can’t get in and out of the bathtub and I need help.”

**PROGRAM DESCRIPTION**

Matrix Quality Care (est. 2008), is a social enterprise program that 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 Walter and May Reuther Senior Services program of Matrix Human Services.

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

Whether you would like help for a few hours a day or need us 24 hours a day, a caregiver is available.

We are making a difference 95% of seniors reported improved/maintained physical or mental well being
**SUCCESS**

**OFF THE STREETS**

**PROGRAM DESCRIPTION**

Off the Streets is a voluntary, community-based program providing crisis intervention services to families and youth. Shelter services (Safe stay, Counseling, Case Management, Transportation to/from school, Life Skills, Opportunities for recreation) are available 24 hours a day, 7 days a week, to youth ages 12 to 17 who are runaway, potential runaway, homeless, or facing possible risk/crisis situations. Other services provided by OTS are Non-Residential Counseling, Parent Support/Skills classes, Prevention and Community Education groups. All services are provided by trained and professional staff at no cost to the youth or the family. OTS operates with a diversified funding base representing funds from federal, state and local sources.

**SUCCESS STORY**

In May 2008, Ron came to OTS with his father who was fed up with Ron’s “negative behavior”. Ron was almost 18 years old, and was not attending school consistently, had started smoking marijuana and did not know what he wanted to do with his life. At OTS Ron decided to join the United States military. OTS helped Ron connect with the Armed Forces Recruiter, supported him to take the readiness test and participate with other recruitment processes. He reports that he is doing well and he thanks OTS for “being there for me.”

**Success Story**

We went to High school with the intention of going to college, but my life took a detour. I was married, became pregnant at 16 years old and graduated high school, all in less than a year. As a single mother I saw myself following my mother’s footsteps.

Then I found Vistas Nuevas Head Start or I should say Vistas found me. I was hired in 1996 as an assistant Teacher, and found out I was pregnant a few months later. I learned many things at Vistas. I learned to be a better parent by becoming aware of the importance of a child’s nutrition, health, and education. I became a better person by involving myself in my child’s education, being more responsible at work, and so forth, things you learn along the way of living life.

I wanted to be a good role model for my sons, so they wouldn’t live a hard life as I did, as my mother did and my grandmother did.

I graduated in 2006 with a BA in Child Development. I became a Teacher, and worked very hard and I was surprised when I counted the years I’ve been in Vistas.

In October it will be 13 years I’ve worked here. There has been ups and downs, but this job is fulfilling, it serves a purpose, and I’m living proof that it works. Now I am a Recruiter, supported him to take the readiness test and participate with other recruitment processes. He reports that he is doing well and he thanks OTS for “being there for me.”

**SUCCESS STORY**

As a bilingual, multicultural program, VNHS is sensitive to the cultural differences, strengths and uniqueness of our community. The traditions and celebrations, which bring hope, joy, and unity to the community we serve.

We are making a difference

We served 417,119 meals for the program year; had 4,040 parents utilize our literacy services training opportunities and shared facilities, establishes us as an authority in early childhood education and childcare in Southwest Detroit.

Our vision is that VNHS will remain at the forefront of innovative service delivery and a true leader in the community for children and families. As a little girl, I grew up with a single mother, and two siblings in Southwest Detroit. We were on welfare and wore hand me downs and sometimes with very little food to eat. We struggled, but my mother always pushed us to finish school so we could become someone important. To her a high school diploma was sufficient because she herself was a high school drop out.

We are making a difference

85% of youth who stayed at the shelter did not run away from home within 90 days of leaving the program.

**PROGRAM DESCRIPTION**

Vistas Nuevas Head Start (VNHS), operates in Detroit’s Southwest Head Start service area, and has grown to be the largest Head Start program approach, which includes funded, comprehensive program serving low-income children three to five years of age, special needs children and their families. The focus is on parents in order to empower them to provide for themselves and their families while preparing for the future. We are prepared to meet the challenges and changes faced by families while preparing for the future.

VHNS is an integral part of the community and in the lives of children and families. It is a federally funded, comprehensive program serving services. VNHS provides high-quality comprehensive services.

As a bilingual, multicultural program, VNHS is sensitive to the cultural differences, strengths and uniqueness of our community. The traditions and celebrations, which bring hope, joy, and unity to the community we serve.

**success**

**program description**

Vistas Nuevas Head Start (VNHS), operates in Detroit’s Southwest Head Start service area, and has grown to be the largest Head Start provider in the city. Currently, operating from multiple program sites, VNHS provides high-quality comprehensive services.

VNHS is an integral part of the community and in the lives of children and families. It is a federally funded, comprehensive program serving low-income children three to five years of age, special needs children and their families. The focus is on parents in order to empower them to provide for themselves and their families while preparing for the future. We are prepared to meet the challenges and changes faced by families while preparing for the future. We are making a difference

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**SUCCESS STORY**

I am CJ. I was a homeless/jobless mother for many years, and this Program built up my self esteem, encouraged and supported me when I didn’t even think I deserved it. Ms. Berry breathed life into me and Ms. Muir continued the path.

Project Transition has provided us with so many Resources for Food assistance, Clothing assistance, Utility assistance, Christmas gifts and Thanksgiving Baskets, Beds and Linen when we first moved in.

At our monthly meetings Project Transition always provides us with a Speaker from an Agency to assist us with Income Tax info, HIV/Sex-ual Disease information, Domestic Violence, Expungement of Felony information, the list goes on and on.

This program has helped me and women like me become productive members of Society, because they breathed life into me, and told me I could do anything I set my mind to, I have become a Parent Advocate . . .

I now help Birth Parents get their children out of Foster Care. I am a college student, I am a mother again, I am a sister again, I am a daughter again, and I am helping other families to be reunified. See because these 2 women came into my life and helped me, I am now helping others, it is called the “trickle effect” . . .

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**PROGRAM DESCRIPTION**

Project Transition Housing (PTH) provides housing for low income women with children who have been homeless with histories of substance abuse, domestic violence, and/or incarceration. The program receives referrals from community agencies and clients complete a thorough assessment to determine eligibility.

PTH supportive services include parenting skill workshops, living skills workshops, and mandatory monthly meetings. Employment assistance, emergency needs, and referral assistance are also offered to clients. Household goods, clothing, and furniture donations are arranged through collaborating programs. The ultimate goal of this program is for the families served to become self-sufficient and productive members of the community.

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**SUCCESS**

**PROJECT TRANSITION HOUSING**

**We are making a difference**

5 women were reunited with their children who had been in foster care

14 clients improved their income

16 clients returned to school

4 clients received bachelors’ degrees

6 children of clients received college scholarships

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**SUCCESS**

**UNIQUE BOUTIQUE**

**We are making a difference**

- Proceeds from Unique Boutique benefit Matrix programs.

Unique Boutique, sells snacks & new and gently used items at reasonable prices to benefit Matrix programs. Located inside of the Matrix Human Services Center, we offer a Volunteer Retail Training Program to those interested in gaining experience in the retail industry.