



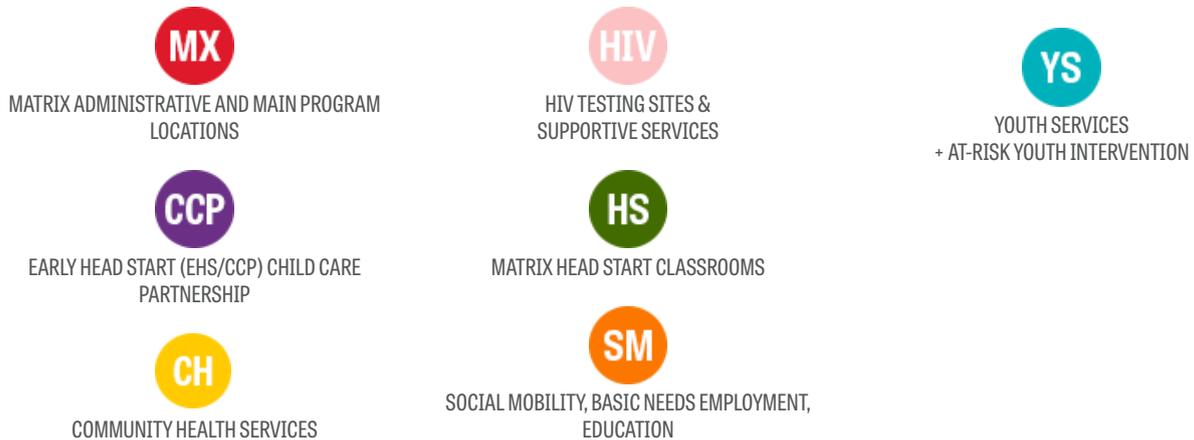
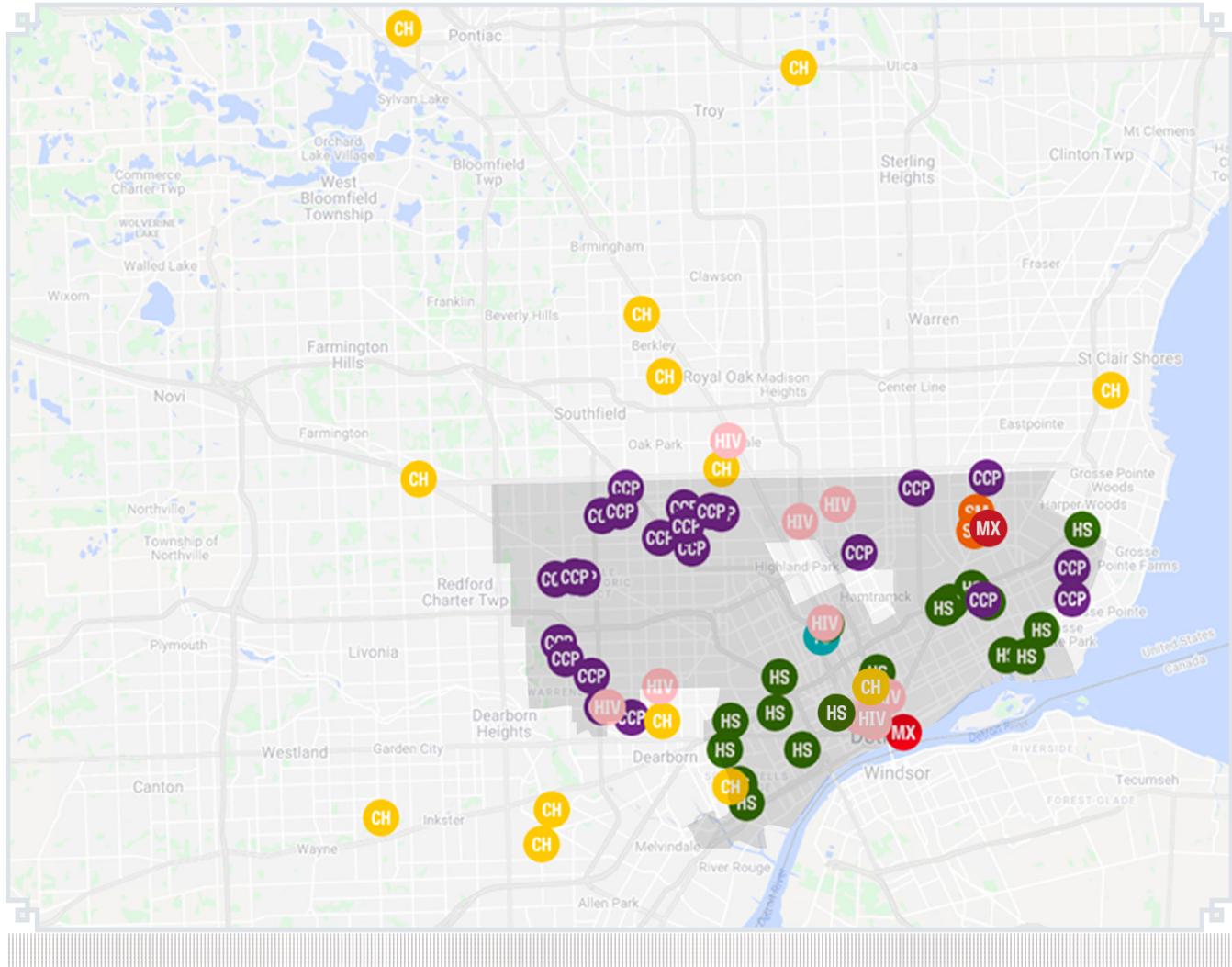
THE YEAR OF COVID-19

2020

IMPACT REPORT



IMPACT ZONE





PROGRAMS AT A GLANCE

Birth to 5

Matrix Human Services' Birth to 5 Head Start program promotes preschool children's school readiness from low-income families by enhancing their cognitive, social, and emotional development. B-5 staff facilitates individualized learning experiences in classrooms and family homes to support children's growth in language and literacy, early math and science concepts, and social-emotional development.

Youth

The mission of the Youth Assistance Program (YAP) and Generation Now Youth Development Program (GN) is to provide prevention and intervention to children 10–17 years old that will enhance their quality of life, build confidence, self-esteem, improve their academic performance, provide life experiences that will prevent involvement with the juvenile justice system, and help overcome obstacles and barriers to success.

Adult

Matrix's Adult & Senior Division serves individuals 18 years old to senior age. Programs for adults include financial literacy and homebuying support, workforce development and training, job placement, financial assistance for basic needs (rent, utilities, etc.), adult education, and services that support rebuilding families and economic mobility. Services for seniors include homecare assistance, meals, transportation, and fresh food and healthcare access to support aging in place.

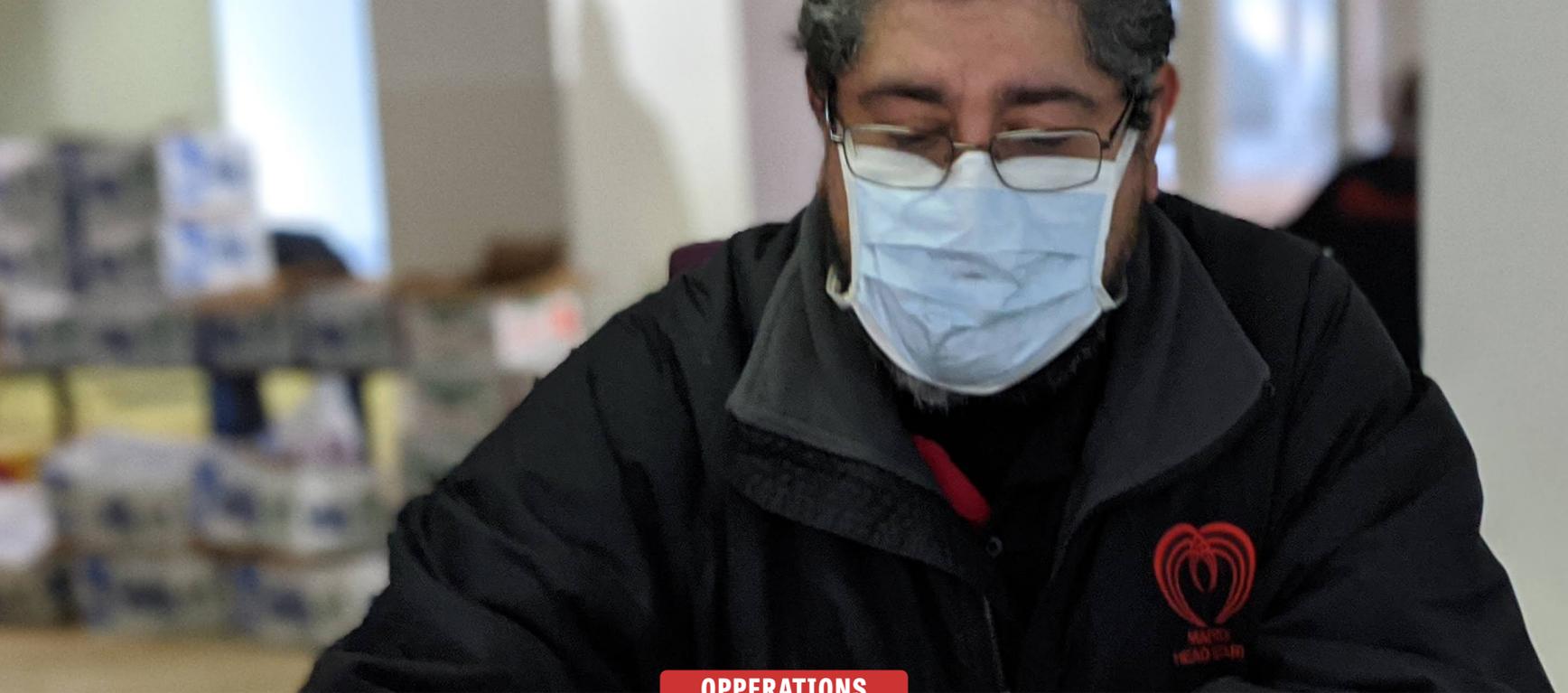
Matrix Center

The Matrix Center is home to a vast array of essential services and resources with a focus on educating children, supporting families, and rebuilding neighborhoods. The Matrix Center offers youth, families, adults, and seniors support services and referrals through Matrix programming and collaboration with more than 150 mission partners.

Community Health

Matrix Community Health serves persons at risk of HIV infection and persons living with HIV residing in Oakland, Macomb, Lapeer, St. Clair, Monroe, Wayne Counties, and the City of Detroit. The program combats the AIDS epidemic by offering HIV testing and counseling and working with those living with HIV linking them to medical care and medications.





OPERATIONS

BEHIND THE SCENES

The COVID-19 Pandemic was challenging for most organizations, and Matrix was no different. We followed the CDC guidelines, transitioned our locations to accommodate the six-foot rule, posted the necessary precautions, updated and developed policies, conducted temperature checks, and created monitoring logs. We were meeting all the requirements. However, it was the heart of our leaders and staff that made a difference—navigating us through the most challenging times of our lives.

We lost staff members. We lost loved ones. Yet, we did not hesitate to rise to the call or to support our families and communities despite the risk of the unknown; love and support for each other came first. The number of selfless acts demonstrated by our staff this year

was a reminder of the greatness of this organization, when our commitment for what we do every day can be seen pouring out into the community.

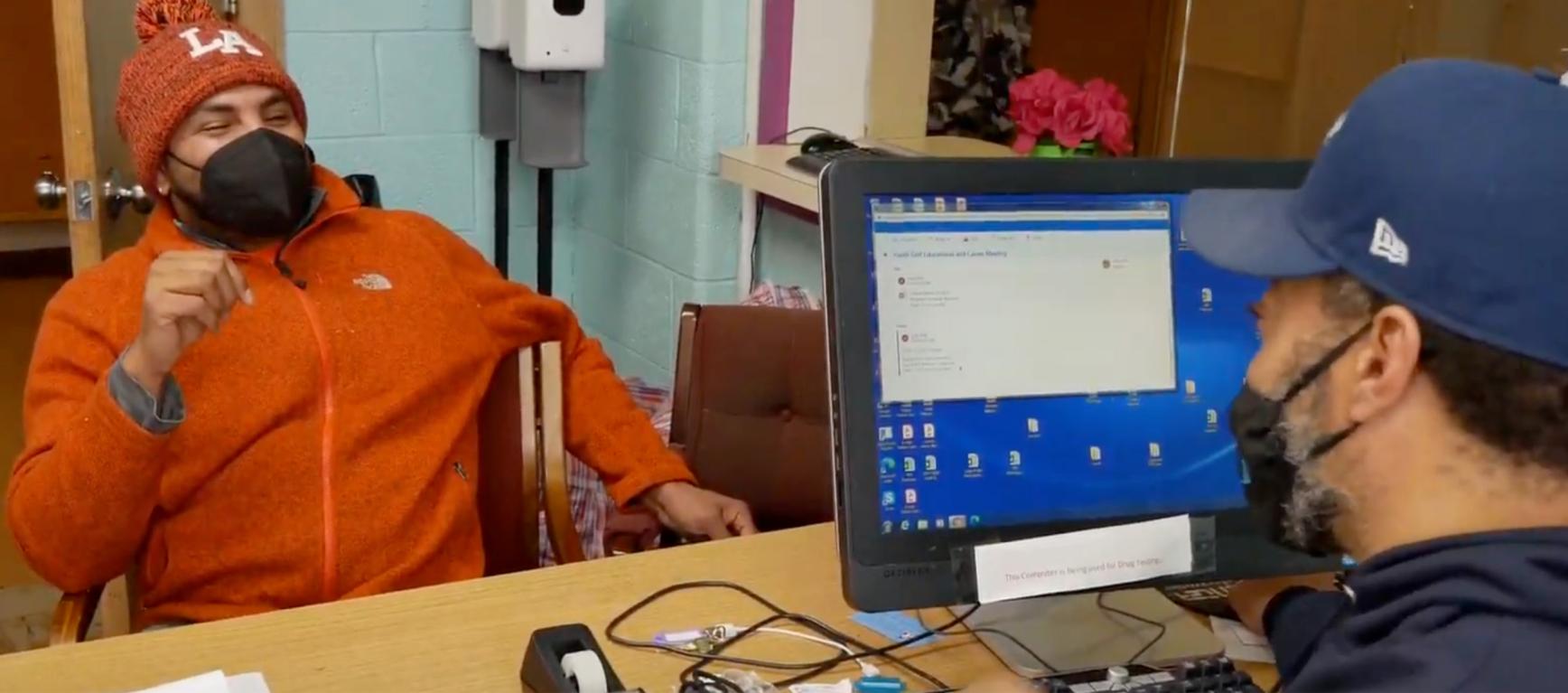
Led by our President and CEO, Brad Coulter, we put together a Covid-Task Force Team, which included the Facilities Director, Vice-President of Human Resources, Vice-President of Early Childhood Programs, and the Director of Quality. This team was responsible for Policy Administration, Safety and Equipment, and Monitoring and Communication, but they didn't act alone. It was the dedication of each department that had an impact on the success of the COVID-19 plan and execution. This allowed us to continue to meet the needs of our community and organization without laying off any staff.



MATRIX STAFF MARCHES FOR RACIAL JUSTICE AND EQUALITY

On June 11th, roughly 200 Matrix staff marched for racial equality, for justice, and for the lives of those lost including George Floyd, Breonna Taylor, Ahmaud Arbery, and many more.

As a diverse organization that has been serving Detroit for 115 years, we strongly believe diversity and equality go hand in hand. We have been providing a hand-up to many vulnerable populations throughout Detroit during our long history and we use our position to raise the voices of those in need whenever a situation calls for it. That is why we stand with Black Lives Matter and our march that day was just one of many more steps we will be taking in the future to advance racial and gender equality and justice for all.



FACILITIES DEPARTMENT

As essential workers, our facilities department was in demand daily to ensure our facilities' safety and the preparation to bring employees back safely. With a get-it-done attitude, they cleaned the buildings several times after exposures and also delivered much needed supplies and food to our families.

FISCAL DEPARTMENT

The fiscal team worked long hours to make sure we had funding to serve others' needs as well as processed and expedited orders to get equipment and supplies when needed. By negotiating pricing, processing invoices, and executing work orders, our organization was able to move quickly for our staff, families, and the community we serve.

QUALITY DEPARTMENT

This department keeps all of us informed and updated on the CDC, OSHA, and Head Start regulations and guidelines. By designing monitoring tools, creating policies, and conducting reviews, we were able to maintain health and safety guidelines during an ever-changing year.

HUMAN RESOURCES

Our Human Resources team worked overtime to develop policies and procedures, schedule employee testing and monitor results, provide guidance, as well as hope and prayers for those who contracted COVID-19. To keep employees engaged, webinars were created, as well as a virtual spirit week, Halloween contest, and ugly sweater contest to keep all employees engaged. Communication tools were also created to ensure everyone stayed informed, including Town Hall Meetings, HR Newsletters, emails, and alert

media notifications. A Career Fair was also held in the parking lot resulting in 42 new Matrix hires.

INFORMATION TECHNOLOGY

Under the leadership of our IT Director, and our on-site Field Service Technician, home offices were set up, and tablets and cell phones were distributed across the agency. We set up Microsoft teams schedules, Employee Communication Boards and upgraded our technology to a higher level to provide services across the agency to all employees.

MARKETING AND DEVELOPMENT DEPARTMENT

The marketing and development team made sure to keep families, the community, and employees informed of all the changes by posting pertinent information on social media, newsletters, designing our company website, media coverage, and passing along stories of hope, including success stories of those who have benefited from Matrix's services. While also ensuring funding for programming, the agency's operating budget plus new COVID related expenses were fully funded and that our clients basic needs were met.



LEADERSHIP

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Archangel and Associates, LLC

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Independent Governmental Consultant,
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Program Coordinator and Policy
Specialist
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Vice President of Community Health
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Ms. Cristal Claussen
Vice President of Early Childhood and
Head Start

Mr. Brad Maliszewski
Division Director Youth Services

Ms. Treska Seay
Director of Quality

FINANCIAL REPORT

PROGRAM TOTAL: \$48,000,000 | FUND BALANCE: \$6,000,000
Based on Preliminary numbers. Unaudited.



\$35
70% Early Childhood

\$9.9
20% Health Programs

\$2.7
5% Management and General



\$1.0
2% Adult Programs

\$0.75
1.5% Youth Programs

\$0.75
1.5% Other

\$6M Total Fund Balance
* MONETARY AMOUNTS IN MILLIONS

INVESTMENTS IN OUR COMMUNITY

ALL SUPPORTERS HELP IN PROVIDING A STRONG FOUNDATION FOR OUR MISSION.

Supporters from December 2019 through November 2020 are acknowledged here. Every single gift of time, goods or funds makes a significant difference. THANK YOU for embracing our local community!

MAJOR BENEFACTORS -

\$100K+

City of Detroit
DTE Energy Foundation
Edward N And Della L Thome Memorial Foundation
Kresge Foundation
Southeastern Michigan Health Association
State of Michigan
U.S. Department of Agriculture
U.S. Department of Health & Human Services
United Way for Southeastern Michigan
Wayne County

INVESTORS - \$50K +

Community Foundation for Southeastern Michigan/DMC Foundation
Detroit Employment Solutions Corporation
Educational Data Systems, Inc
Private Legacy Fund

PATRONS - \$25K+

Amazon
Connect Detroit
Ford Motor Company Fund & Community Services
Patrick & Christie Scoggin Family Foundation

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AT&T Foundation
Corax Business Solutions
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Humana
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KeyBank Foundation
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Silicon Valley Community Foundation
TCF Bank/Chemical Bank
Total Life Christian Ministries, Inc.

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Henry Ford Health System
Huntington - Akron Foundation
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Joel & Ann M. Toupin
Moving In New Directions, Inc.
Poverty & Social Reform Institute
Samantha Hallman
Wells Fargo Advisors

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Barbara Lawton
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United Healthcare
Yunion

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