During 2019 Matrix Human Services continued its leadership in making a grass roots impact in the communities and neighborhoods we serve. From educating over 1,700 pre-school children, to helping families obtain needed resources, to workforce development programs putting Detroiters into life changing jobs, as well as working to ensure the spread of HIV remains under control, Matrix programming improves people’s lives every day of the year.

It takes a dedicated team of staff, funders and supporters to make this impact. For 2020 Matrix will extend its influence by actively working with the City on promoting the importance of taking the census. We will be expanding our teen programming by introducing new art and culture activities, we plan to redevelop our Matrix Center community center, as well as continue promoting the importance of reading for children and youth. We couldn’t do any of this work without our funders and the generous donations of our corporate and individual supporters. They make all this work happen.

Since 1906 Matrix has given people hope for a better life. 114 years later that mission still continues.

Brad Coulter
President & CEO
MISSION
At Matrix Human Services, we give hope to the most vulnerable people by providing extensive human services and care to all segments of our community, from early childhood programs, through teens at risk, to adult workforce and financial education, HIV prevention and aftercare and supportive services for our seniors in need.

VISION
Matrix Human Services offers basic needs as a civic responsibility and duty to society. Our vision goes beyond basic essentials to understand the root cause of social economic decline to then adopt a sustainable model of improving the lives and social economic status of children, individuals and families.

OUR APPROACH
The Matrix Human Services approach is multigenerational and includes an emphasis on integration of services because our experience shows this approach provides individuals and families with their best opportunities to successfully lead self-sufficient lives.

114 YEARS LATER
THE MISSION STILL CONTINUES
Matrix Human Services, a 501(c)3 organization, has served the Detroit community and surrounding areas for well over 114 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 over 500 skilled and specially trained employees and over 50 programming sites throughout the metropolitan Detroit area, Matrix is the 22nd largest non-profit in Southeast Michigan and one of the largest operating in the City of Detroit. Matrix Human Services is rebuilding neighborhoods by moving individuals and families out of poverty and bringing households to self-sufficiency by servicing over 20,000 children, individuals and families annually.

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HEAD START BIRTH TO 5

Head Start is an integral part of the community and in the lives of children and families. Program services include early childhood education, health, nutrition, and parent involvement. Head Start takes a two-generation approach, because families are integral to supporting children’s successful early learning and development. The program builds relationships with parents that support family well-being, promote strong relationships between parents and their children, and provide ongoing learning and development for both parents and children. As a bilingual program, our Birth to Five program is sensitive to the cultural differences, strengths and uniqueness of our community.

The program uses a high-quality, research-based curriculum that promotes measurable progress toward children’s development. Subjects for curriculum content and learning outcomes include such domains as Social and Emotional Development, Language and Literacy, and Cognition.

Another unique feature of Head Start is the family partnership. Family Advocates, who function like social workers, are involved from the moment a child is enrolled to assist each family with needs identification and goal setting. They engage in regular communication with families to understand goals for their children and themselves, and work toward those goals together. Families’ goals may include actions such as obtaining a job, housing stability, and advancing their own education.

100% Of children finished the school year with up to date immunizations

94% Of services requested were provided to meet family goals

49% Of our children have maintained enrollment for more than one year; this supports consistent engagement with high-quality early learning experiences

24% Of our children are bilingual and come from homes where English is not the spoken language; our bilingual families’ primary first languages are Spanish and Arabic

1,908 Volunteers supported Matrix’s Head Start program, 1,627 of them were Birth to 5 parents

438 Of our children headed off to kindergarten at the end of the year

160 Women received services that support prenatal education and health care, parenting skills; postpartum health care, substance abuse education, prevention, and treatment; the benefits of breastfeeding; and mental health assessment and follow up

97% Of children ended the year having a medical home, or primary health care provider
Matrix Human Services is the recipient of the Early Head Start/Child Care Partnership (EHS/CCP) grant. The EHS/CCP partnership overall goal is to bridge the gap in communities where Child Care and Early Head Start combined will meet the needs of the children and families in the community. This partnership brings together the best of two worlds by combining the strengths of childcare and EHS programs. The program integrates EHS comprehensive services and resources into the array of traditional childcare and family care settings. The goal of this initiative is to increase the number of children and families receiving high quality comprehensive Early Head Start services.

**Early Head Start Child Care Partnership (EHS/CCP)**

### Ethnicity/Race

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black/African American</td>
<td>93.5%</td>
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<tr>
<td>Biracial/Multiracial</td>
<td>4.0%</td>
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<tr>
<td>White</td>
<td>1.6%</td>
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<tr>
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<tr>
<td>Asian</td>
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<tr>
<td>Unspecified</td>
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### Families Stats

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<thead>
<tr>
<th>Type</th>
<th>Count</th>
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<tbody>
<tr>
<td>Single-parent household</td>
<td>330</td>
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<tr>
<td>Two-parent household</td>
<td>44</td>
</tr>
<tr>
<td>Employed</td>
<td>228</td>
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<tr>
<td>Under employed/Unemployed</td>
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<tr>
<td>Family in United States</td>
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<tr>
<td>Military</td>
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### Health Stats

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>With insurance</td>
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</tr>
<tr>
<td>Up to date on EPSDT</td>
<td>421</td>
</tr>
<tr>
<td>Up to date on Oral Health</td>
<td>357</td>
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<tr>
<td>Receiving Disability Services</td>
<td>20</td>
</tr>
<tr>
<td>Disability referrals pending</td>
<td>35</td>
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</table>

### Staffing

<table>
<thead>
<tr>
<th>Position</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>EHS/CCP Teachers</td>
<td>106</td>
</tr>
<tr>
<td>Bachelor Degree</td>
<td>3</td>
</tr>
<tr>
<td>Associate Degree</td>
<td>5</td>
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<tr>
<td>CDA Credential</td>
<td>41</td>
</tr>
<tr>
<td>In Progress to obtain CDA Credential</td>
<td>57</td>
</tr>
</tbody>
</table>

### Early Childhood Development Advocate (CDA): Matrix provides Child Development classes for the EHS/CCP teachers and any other child care staff that would like to obtain the CDA (Child Development Advocate) credential.

### Facility Improvements:

- Shade elements, soft surfacing and fencing at all of the child care centers and homes. Interior improvements include windows, doors, flooring, lighting, entire classroom furniture replacements and technology.

### Child Development Specialist (CDS): Every Teacher is assigned a CDS who directly supports the teachers in all areas of the classroom, curriculum implementation, and best practices in child development. The CDS works alongside the teacher as a coach and trainer to ensure the children are receiving quality services.
Youth participated in Midnight Basketball and boxing program at the Matrix Center.

People attended the annual Harvest Festival event at the Matrix Center.

Youth employed during the summer as one of the Lead Agencies through the Grow Detroit Young Talent Program; the Matrix Center was able to place these young people at more than 30 locations across the city of Detroit.

People were provided a traditional thanksgiving dinner with a give-a-way of turkeys, gift cards and food vouchers at our annual Night of Thanksgiving event.

Families received holiday gifts at Angel Tree. The families were able to sit down and eat with the sponsors and thank them in person for the kindness they showed during the holiday season.

Coats provided to children and families in our community thanks to a collaboration with the Grosse Pointe Rotary Club.

Major appliances in client homes were replaced by the Matrix Center in collaboration with Solutions for Energy Efficient Logistics (S3EEL).

The Matrix Center, our community center that is utilized by over 120 Mission-Partner organizations and groups providing services to not only the Osborn community (48205 zip code) but to residents across the city and surrounding cities. The Matrix Center encompasses a collaborative network of human services and community programs designed to meet the social, physical, spiritual, and educational needs of residents. Services and programs at the Center include: after school programs, financial literacy, youth mentoring, food distribution, workforce development, health resources, transportation, children and youth programs, counseling, community development, adult training programs, sports and recreational activities, health services, computer training, crisis intervention services, diaper closet, clothing closet, and legal aid. The center is open 365 days a year, 85 hours weekly, serving 4,200 Detroit residents monthly. Revenue sources for the operation of the center comes from Mission Partner space and lease agreements, grants, private donors, corporate support, and fundraising.

600,000 POUNDS OF FOOD WERE DISTRIBUTED
Meet Albert, who for decades, was living in a home previously owned by his aunt but was lost to tax foreclosure due to a job loss.

Because of financial circumstances, Albert lived without running water in the home for about two years. Growing up without running water prepared him for the experience.

“I was buying water ya know, doing whatever I had to do to survive in the house. Go to other people’s houses, take showers, use rainwater, flush the toilet. I’m from down south and when I grew up we didn’t have running water. We survived so… You can survive. A lot of people might not think so but you can.”

At this time, a pilot program of United Way was finding individuals in precariously housed situations and compiling a list. Matrix Human Services was given this list of people who needed help. Eventually, Javay Coleman, Financial Empowerment Coach at Matrix Human Services, received Albert’s file.

“So our purpose was to call them and kinda find out where they are in the process. Get them financial coaching. Help them with workforce development if possible. But the goal was to get them to a place where they can own their home.” – Javay Coleman.

The only step left was for Albert to save $1,000 to buy the house back, a requirement of the DLBA buy-back program. Through financial coaching assistance with Matrix, Albert found a part-time job working 20 to 30 hours a week, created a budget to save the funds to purchase the home from the DLBA, and made a plan to have the water restored in his home. Matrix was also able to attain funding from United Way of Southeastern Michigan to meet Albert half-way with the payment on the house as well as fees to restore the water.

Mr. Scott closed on his property on August 30, 2019 and finally has running water again.

“I was stressed out. I was just worried all the time. Down in the dumps.”

“I’m almost stress free now.”

– Albert

FINANCIAL EMPOWERMENT CENTER

The Financial Center is designed to assist clients reach their personal finance goals and to educate them on all things pertaining to economic upward mobility. Services within this Center are: one-on-one financial coaching and counseling, financial capabilities classes, tax prep assistance.

- 586 CLIENTS RECEIVED FINANCIAL COACHING AND COUNSELING WHICH INCLUDED ACTIVITIES SUCH AS A DEVELOPING A BUDGET, CREDIT REPORT AND FICO CREDIT SCORE REVIEW.
- 34 Financial education workshops provided to 346 unique participants.
- 130 Increased their net income and 87 increased their net worth.
- 290 Clients credit score increased and 70 established credit for the first time.
- 10 Clients received rental assistance/ mortgage totaling $5,000 for the year.
WORKFORCE DEVELOPMENT CENTER
At the heart of social and economic mobility is securing and maintaining gainful employment. Services available through this Center are: Soft skills training, one-on-one career coaching and assessment, resume, cover letter and job search assistance, employment resources, referrals, job placement and vocational training.  
576 Clients received career assessments or workforce related services  
108 Clients obtained employment  
18 Individual “Meet the Employer” job fair events  
36 Employer contacts established

RESOURCE & REFERRAL CENTER
There are many available resources that government programs and local organizations offer to help a person move from poverty to self-sufficiency. This Center is designed to connect clients to available resources that may meet their immediate need. Services and programs for this Center are: Basic resource searching assistance, DTE Energy Efficiency Assistance Program.  
302 General resource assessments

EDUCATION CENTER
The Education Center is designed to help those in the community earn a high school diploma. Services and programs within this Center are: Matrix Career Online High School/ED2GO—100% Online High School Diploma Program, education resources and referrals.  
13 Adult students graduated with their accredited high school diploma.  
51 Students are currently enrolled and is on pace to graduate in 2020

50 Refrigerator replacements  
50 Furnace replacements  
209 Clients assisted in securing a significant resource  
302 Referrals for clients to internal and external goods and services.  
$9,500 • MICRO GRANT FUNDING
The seven clients were helped to increase their economic mobility through the United Way Micro Grant program for 2019. Grant rewards ranged from $400.00 up to $2,000.00.  
51 Seniors received in-home care services.  
125 Seniors enrolled in our senior wellness center and have self-assessed to being positively affected by program services and activities.  
20 Senior social engagement field trips and health seminars designed to promote positive socialization and overall wellness.  
90 Fitness classes

CENTER FOR SENIORS
Our Senior Center has been assisting seniors maintain a healthy, active and whole life for over 6 decades. The goal of our Center for Seniors is to help seniors remain living in their homes, and to live vibrant, active and social lives. We also fight against senior hunger and provide seniors access to low-cost non-emergency transportation. Services within this Center are: personal/chores home care services, senior wellness center/social, physical and educational activities, and low-cost non-emergency medical transportation.  
225 Seniors were served through various direct services; 90% self-assessed to being positively impacted by resources and services received  
1,600 Hot and Cold meals delivered directly to seniors homes through our Meals on Wheels partnership.

HOUSING EDUCATION CENTER
Housing is a basic human essential. Our Housing Education Center assists the community in trying to meet this need. Services and programs within this Center are: home-buying seminars, supportive services, housing resources and referrals.  
128 Participants in housing education program  
46 Clients received one-on-one financial coaching and overall financial assessments  
20 Property Tax Exemptions applications submitted  
12 Clients increased credit scores  
10 secured scores over 600 and 6 secured scores over 700  
9 Home buyer workshops

After the Taylor family was displaced when their landlord lost their house to foreclosure, Ms. Taylor decided to move the family in with her sister. It was not easy fitting herself and four children into her sister's two-bedroom flat.  

After receiving an email from The City of Detroit about The Matrix Human Services Home Buyer Program, Ms. Taylor decided to learn more about home ownership and contacted Matrix. Although she felt that owning a home was a long shot, it was there that she began financial coaching and general discussion about her goals with Matrix Financial Empowerment Services Manager, Cynthia LeJeune.
The Matrix Community Health Division encompasses the Matrix Ryan White HIV/AIDS, Matrix MAC Health, and the MetroCare Coordination Network family of programs—all focusing on different facets of HIV testing, counseling, prevention, treatment, advocacy, support, education and community outreach.

1,395 PERSONS LIVING WITH HIV RECEIVED SERVICES THROUGH MATRIX RYAN WHITE AND METRO CARE COORDINATION PROGRAM.

1,798 Clients received services through our Matrix Community Health Division which encompasses our Matrix Ryan White HIV/AIDS program, Matrix MAC Health, our Tobacco Reduction Use Program, and our MetroCare Coordination Network family of programs.

191 Individuals participated in our Tobacco Reduction Use Program for People Living with HIV.

403 HIV tests were performed along with 212 tests for other STIs through our Matrix MAC Health program.

100% Of care coordination mental health clients enrolled in Intensive Case Management were maintained in medical care.

96% Of our Care Coordination medical case management clients successfully obtained antiretroviral therapy.

95% Of our clients responding to satisfaction surveys stated they would recommend our services to others.

86% Of clients enrolled with our infectious disease providers obtained viral load suppression.

COMMUNITY HEALTH


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.
LEADERSHIP

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Vice President / Campus Director
University of Phoenix – Detroit Campus

VICE CHAIRPERSON
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Archangel and Associates, LLC

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Ms. Karen Gray
Vice President of Human Resources

Ms. Cristal Clussens
Director of Head Start

Mr. Brad Maliszewski
Deacon Director, Youth Services

Ms. Treska Seay
Director of Quality

FINANCIAL REPORT

OPERATING REVENUE

$38.5
7% Early Childhood

$11.8
22% Health Programs

$1.9
4% Other Revenue

$1.0
2% Adult Programs

$.70
1% Youth Programs

OPERATING EXPENSES

$50.2
93% Program Services

$3.0
6% Management and General

$.50
1% Other

$5M Total Fund Balance

* MONETARY AMOUNTS IN MILLIONS
MAJOR Benefactors - $100K+

Wayne County
United Way for Southeastern Michigan
Services
U.S. Department of Health & Human
Services
State of Michigan
Association
Southeastern Michigan Health
Kresge Foundation
DTE Energy Foundation
Michigan/DMC Foundation
Community Foundation for Southeastern
City of Detroit
$100K+

MAJOR BENEFACTORS - OUR COMMUNITY

INVESTORS - $500K+
City of Detroit Community Foundation for Southeastern Michigan/DMC Foundation
detroitemployment.com
GM Foundation
Ford Motor Company Fund & Community
Fifth Third Bank
ConnectDetroit
Fifth Third Bank
Ford Motor Company Fund & Community
Services
Patrick & Christie Scoggin Family
Foundation
Quicken Loans/Rock Ventures
William Seikaly

PARTNERS - $100K+

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Association
Southeastern Michigan Health
Kresge Foundation
DTE Energy Foundation
Michigan/DMC Foundation
Community Foundation for Southeastern
City of Detroit
$100K+

INVESTORS - $50K+

City of Detroit
Detroit Employment Solutions Corporation
Henry Ford Health System
Jacob Ben Foundation
MacDermid, Inc.

PATRONS - $25K+

Chemical Bank
ConnectDetroit
Fifth Third Bank
Ford Motor Company Fund & Community
Services
Patrick & Christie Scoggin Family
Foundation
Quicken Loans/Rock Ventures
William Seikaly

CONTRIBUTORS - $5K+

Accounting Aid Society
Accounting Aid Society
 Accounting Aid Society

ASSOCIATES - $1K+

3M Foundation
Advanced Prent Control
Aetna Foundation / Aetna Better Health
of Michigan
Alan C. Young & Associates, P.C.
Andrews Ranch
Ami & Joel Toupin
Anna & Brad L. Cochiar
Bob Ann Arbor
Blue Cross Blue Shield of Michigan
Blue Cross Complete of Michigan
Canon Solutions America, Inc.
Center for Computer Resources
Clark Hill, PLC

SUPPORTERS - $500+

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All Fahk
Barbara S. Kondratko
BEAS Partners LLC
Brent Everingham
Brooklyn Street Local
Camille Long
Canton Community Foundation
CBRE Foundation, Inc.
Dennis Archambault
Detroit Legal Services
Great Lakes Legal Group PLC

CoLEGUEs - $200K+

200 Coffee & Creamery
Alzine Walker
Allison Collins
Andy Jacobs
Angel Embow
Ascension
Ashley Reinger
Bangkok 96 Foodservice LLC
Blue Cross Blue Shield of Michigan - NMA
Chapter #141
Brad Malczewski
Bryan M. Frank

HoyCat
Huntington Bank
Huntington Woods Women’s League
Jane D. Quesenberry
Janet Sekiere
Jean M. Wierschig
Judith E. Calman
Julya Smith
Leonette Ciepielowski
Menes Steel
Michael Blotckamp
Nicholas Blevins
Nicole Sandborn
P3 Group
Phil E. Paterfraty
Robert Simon
St. Mark’s Bar & Grill
The Grose Pointe Memorial Church
United Way of Washtenaw County
Veronica Maffett
Virgin Communications, LLC

OtherFirst
Palto Alto Equity Partners
Paul Davis
Pauline O’Grady
Peter & Priscilla Archangel
Phil Hilliard & Kim Bostump-Hillard
Rebecca & Paul-Scarceola
Redwood Dental
Reedon Levy
Sasha Giles
Sophie Tatarian
St. Andrew Catholic Church
Superior Capital, LLC
The Green Door Initiative
The Marshall Mothers Foundation
Total Access Group, Inc.
UHY Advisors, LLP
Ultimate Software
Vision Fair Foundation / Alpha Kappa Alpha Sorority, Inc.
Walker Miller Energy Services
Walmart Foundation
William P. Scarbrough

$100K+

Wayne County
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Services
U.S. Department of Health & Human
Services
State of Michigan
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Southeastern Michigan Health
Kresge Foundation
DTE Energy Foundation
Michigan/DMC Foundation
Community Foundation for Southeastern
City of Detroit

SUPPORTERS FROM DECEMBER 2018 THROUGH NOVEMBER 2019 ARE ACKNOWLEDGED HERE.
ALL SUPPORTERS HELP IN PROVIDING A STRONG FOUNDATION FOR OUR MISSION.
EVEN SINGLE GIFT OF TIME, GOODS OR FUNDS MAKES A SIGNIFICANT DIFFERENCE. THANK YOU FOR EMBRACING OUR LOCAL COMMUNITY!
an additional 338 friends of matrix contributed a total of $27,666 in donations.

in-kind gifts valued at $509,592. encompassing goods & services were given.

3,478 hours of time were gifted by 343 volunteers dedicated to our mission.