



2021 | IMPACT REPORT





Brad Coulter
President/CEO

2021 was a year of success and challenges.

COVID continued to affect in person operations, but our staff had already learned how to adapt and remain resourceful. Being on the other side of the learning curve allowed our clients and community to continue receiving services they need while keeping our staff and clients safe. By being strategic about our sourcing decisions, we were also able to spend almost one million dollars buying services from black and Hispanic owned businesses in Detroit. These dollars go directly into the community supporting jobs and local businesses.

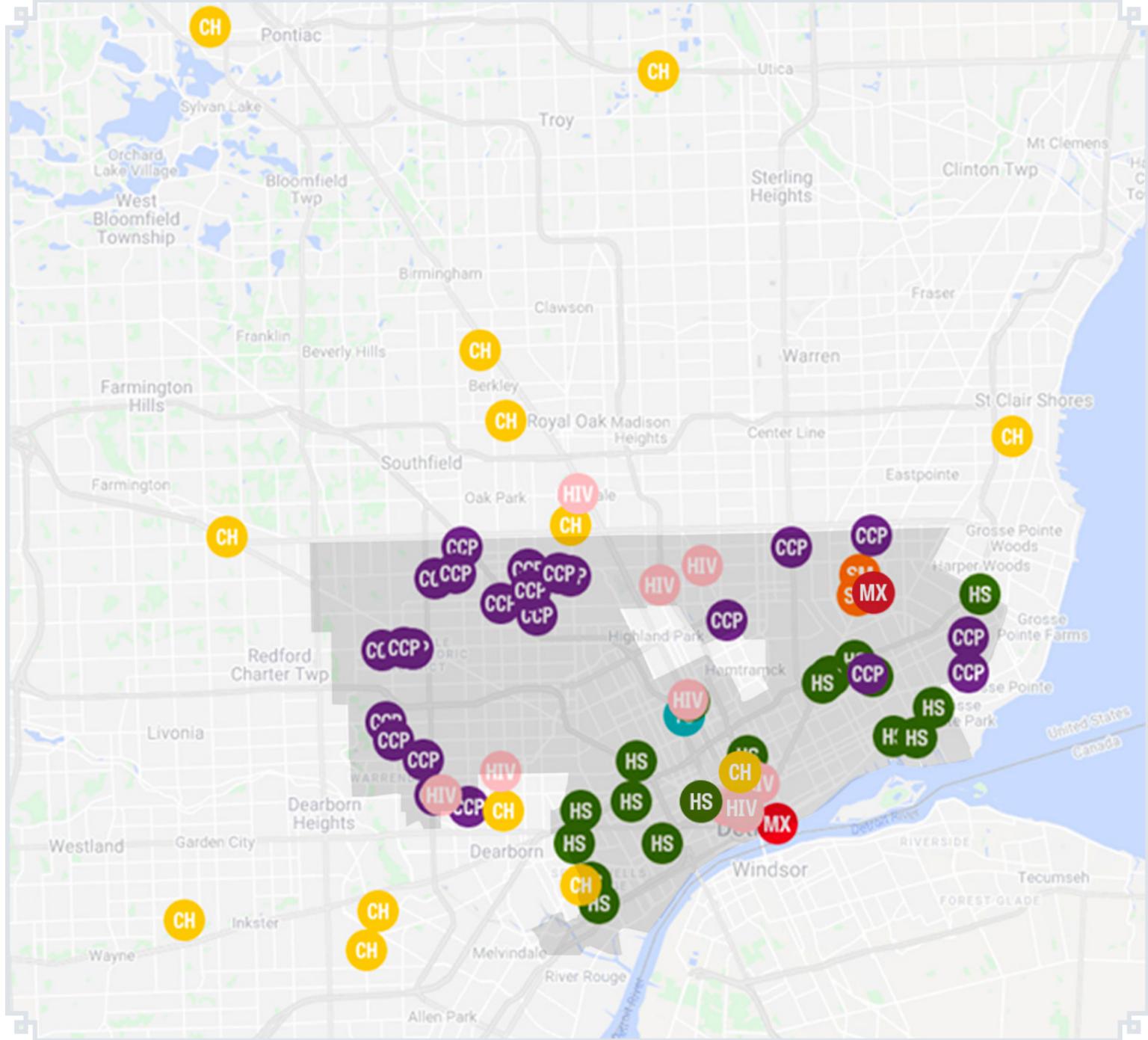
This Impact Report details the myriad of programs and success stories that Matrix had in 2021. From making sure preschool children have access to curriculum-based education and nutrition, helping families overcome barriers like housing and food scarcity, counseling of teens and people living with HIV and much more, Matrix is able to step in and provide a hand-up when people are at a turning point and need assistance to get back on track.

During 2021, Matrix was able upgrade many of its 20 locations around Detroit. A complete renovation of The Matrix Center entrance and lobby was completed which will allow for better flow of people in and out of the building plus provide a more welcoming environment. In addition, lifts were installed to make

the building ADA compliant. New playgrounds, awnings, and signage are being installed at our Head Start centers along with a refresh of the building interiors through painting, flooring, and other upgrades. In order to truly inspire people to achieve, our buildings need to provide inspiration for change.

We could not have overcome the challenges faced over the past two years without our funders and the generous donations from our individual and corporate supporters. They make our impact possible and we are truly grateful for the ongoing support.

Since 1906, Matrix has given people hope for a better life. We help provide a path to success and coordinate resources so individuals can strive for a better life for themselves and their families. For 116 years running, the passion to serve still remains.



 MATRIX ADMINISTRATIVE AND MAIN PROGRAM LOCATIONS	 HIV TESTING SITES & SUPPORTIVE SERVICES	 YOUTH SERVICES + AT-RISK YOUTH INTERVENTION
 EARLY HEAD START (EHS/CCP) CHILD CARE PARTNERSHIP	 MATRIX HEAD START CLASSROOMS	
 COMMUNITY HEALTH SERVICES	 SOCIAL MOBILITY, BASIC NEEDS EMPLOYMENT, EDUCATION	



HEAD START BIRTH TO 5

Matrix Human Services' Birth to 5 Head Start Program provides high quality early childhood education to low-income families, using evidence based High Scope Curriculum to support children's growth in language and literacy, early math and science concepts, and social-emotional development. Children also receive health and development screenings, nutritious meals, oral health, and mental health support.

Consisting of center-based Head Start (3 and 4-year-old children), Early Head Start (EHS / infants through 2 years), home-based Early Head Start, and our Child Care Partnership Program (CCP), Matrix operates 16 Head Start Centers throughout the city of Detroit as well as provides access to an additional 13 Child Care Centers and 8 Family Child Care Home Providers as part of our Child Care Partnership Program.

Matrix Head Start operates in Detroit's Southwest and Eastside neighborhoods and is the city's largest Head Start provider. Funded enrollment for 2021 included 1,429 children, split between 927 Head Start children and 502 Early Head Start children and pregnant women, as well as an additional 360 infants and toddlers in our Child Care Partnership program.



FACILITY IMPROVEMENTS

During 2020 and 2021, Matrix Human Services Head Start Centers received major renovations

All 16 of our centers received

- Newly painted centers and classrooms
- New "Chalk Walls" in the classrooms
- Temperature Scanners at all centers
- Zono machines – a large disinfection machine
- Security Cameras installed

9 centers received new floors + outdoor "Shaded Structures"

7 centers received new LED lighting

Our Manuel Reyes Center received a major upgrade including:

- New roof
- Repaired parking lot
- Repaired gate
- Upgraded fire sprinkler system
- Kitchen upgrade

NEW SUMMER PROGRAM

Kindergarten readiness has remained a special focus during the pandemic due to the gaps created by remote and virtual instruction. In 2021, the program also provided supplemental activity calendars for kindergarten preparation, distributed activity backpacks for these children, and held a summer program specially focused on rising kindergartners. Overall, 402 children attended the 2021 Summer School program and included all age groups.

AT HOME LEARNING

- **The Birth-5 children/families were loaned 600 data-enabled tablets**, assistance with internet connections, and packets of home supplies to ensure children could participate in remote learning. CCP classrooms were open for in-person services, and also provided teachers with virtual support weekly.
- **Families in both Birth-5 and CCP programs received at home learning activity kits** that included a variety of educational materials, toys, books, and activity sheets. Regular calendars of curriculum-based learning activities were also posted to the agency's website on a special parents' resources page.





COZY CORNER + TRAUMA SMART

- Our Mental Health specialists support the Social and Emotional development of the children we serve, starting with a developmental screening with the parent-led ASQ SE-3 observation tool. We utilize the Pyramid Model and Conscious Discipline as our Social-Emotional curriculum enrichments as well.
- **Through a generous grant from the Hare family, we were able to implement Calm Down/Cozy Corners in all toddler and preschool classrooms to help teach children self-regulation skills. We also allocated Quality Improvement funds from the Office of Head Start to implement a trauma informed care curriculum by contracting with Trauma Smart.** The Trauma Smart kick off began in the Fall of 2019 and will continue through 2023. Trauma Smart is an evidenced-based training and coaching model designed to create a trauma-informed environment with more resilient caregivers and students, which improves students' school readiness. Trauma Smart uses a train-the-trainer model so the curriculum will be sustainable after the contract expires.

HEALTH + NUTRITION

- Provided Oral Health Kits that included oral health information/education to families during food and other distributions.
- Virtual meetings and phone calls were scheduled with parents of children diagnosed with chronic illnesses, including asthma and diabetes.
- To ensure that children and their families had medical and dental homes, we encouraged parents to use the tele-health option for physicals and consultations.
- Encouraged parents to continue to update their children's vaccinations.
- Because children were not in person to receive nourishing meals and snacks, biweekly distributions were held where parents were provided boxes of appetizing and healthy food.
- Harvest boxes of fresh, locally grown food from Keep Growing Detroit were also distributed.
- Personal protective equipment and other COVID-related supplies and equipment were made available to families and staff.

FREE RESOURCES

- **Food Distribution:** Matrix Head Start partnered with Wayne Metro Community Action Agency and Atlas Food to provide food and other essential items to families during the pandemic. More than 1000 families from both the Birth-5 and Child Care Partnership programs received \$200 worth of food of their choosing over the course of six distributions. With these dollars families were able to select enough supplies to provide 12 meals plus cleaning or PPE supplies.
- Using Walmart gift cards and Amazon for home delivery, 306 families experiencing homelessness / families with no income / children in foster or grandparent care — received the necessities they needed.
- 4 drive-through distributions of diapers, training pants, wipes, baby food, dental supplies, and other necessities were held for Head Start families. CCP delivered these same supplies directly to their families' homes.
- Matrix provided thermometers, masks, gloves, sanitizing products and equipment, and portable water sources at all our locations.
- Families received educational learning kits, books, and activity sheets to assist in keeping their children engaged.





MOTHER OF 4 RECEIVES A 'HAND UP' FROM MATRIX DURING COVID-19 PANDEMIC

Ms. Shannon is a mother of 4 who has been through an especially challenging year. Before 2020, Shannon was working at General Motors in Detroit but suddenly found herself laid-off, while she was pregnant. After she gave birth to two healthy baby twins, she enrolled them into The Matrix Human Services Birth to 5 Program only months before the first COVID-19 case in Detroit.

“...They were able to get started at a young age so they didn't have to go to a daycare... They were about 3 months when they had to come home (due to Coronavirus).”

– Ms. Shannon

Shannon was grateful to have free childhood education through our Head Start Program especially while she was laid off, however, she was then confronted with another issue, a furnace that was no longer working. It was then that she realized the importance of her Head Start, Family Advocate, Ms. Cynthia Withers.

“I always tell them, I don't care what it is, I need to know, because if it's gonna stress them out, it's gonna stress me out.”

– Matrix Family Advocate, Ms. Cynthia Withers

Ms. Withers was able to get her connected with our Matrix Center Adult Services, which, unknown to Shannon, the Matrix Center has been partnering with organizations like The Heat And Warmth Fund (THAW), DTE Energy, and Solutions for Energy Efficient Logistics (SEEL) for years to secure replacement furnaces for individuals and families in need. Matrix Human Services accepted The Supporting the Cause Honoree Award from DTE and SEEL in November of 2020.

After completing the paperwork, it didn't take long until Ms. Shannon and her family had a new furnace to get through the winter.

“Ms. Cynthia has been a blessing because she's always calling me and asking me if I need anything, she's the best. I know people that work in Matrix and I never knew about [Family] Advocates, so she's been very resourceful. I feel like I would have a job now if the pandemic wasn't going on because she would help me get a job if she could.” – Ms. Shannon

Once summer rolled around and Head Start was on summer vacation, Head Start parents like Shannon were given a care package that included diapers, wipes, and formula. The purpose of the distribution was to make sure our Head Start families had the supplies and support they needed to make it through the summer before the fall school year began.

As the holidays approached, Shannon and her family benefitted from our Thanksgiving Food Distribution thanks to our partnership with Higher Hopes, which provided Head Start families in need with a Thanksgiving turkey, potatoes, veggies, fruits, pie, snacks, and soda.

After Thanksgiving, however, Shannon found herself in a position that made it difficult for her to make ends meet while also wanting to provide gifts for her family for Christmas. It was then that Ms. Cynthia Withers was able to secure Shannon with gift cards to Walmart through our new partnership.

“She was really worried about how she was going to supply Christmas for her kids and then the gift cards came right on time. She was able to get household items. She bought her two older children T.V.s. She was able to get extra food and extra gifts for her children. She was just ecstatic. And plus she was adopted after she signed up for Angel Tree, so she got adopted and found out the day before the gift cards.” – Cynthia Withers

Once the holidays came around, Shannon had already received her gift cards and also found out her family was adopted for our annual Angel Tree Holiday fundraiser, which provides a holiday gift box to families in need while the remaining proceeds benefit Matrix Human Services programs. This meant that Shannon and her family received gift boxes including treats and toys for the whole family.

“It's been a blessing with the diapers and food and then the Walmart gift card and just helping me out with my home. She's just been a real blessing.”

– Ms. Shannon

“She is an awesome person to work with. Just awesome parent. No matter what I ask her to do, she never misses an event, whether I'm doing Zoom or whatever, she is always in attendance.”

– Cynthia Withers



EXTRA-CURRICULAR SPORTS

- Softball – Matrix Youth formed a 14 and under girls team in Detroit PAL
- Baseball – Matrix Youth formed a 10 and under team in Detroit PAL and Eagle sports
- Golf. My Future. My Game. – 20 kids ages 10 through 17 participated in the 10 week curriculum and received professional golf lessons twice a week, as well as experienced unique field-trip opportunities including the Rocket Mortgage Classic PGA Tour, Belle Isle Driving Range, Clearview Golf Course, Top Golf Auburn Hills, and more.

JOB TRAINING OPPORTUNITIES

- Grow Detroit’s Young Talent (GDYT) is a citywide summer jobs program that trains and employs young adults between the ages of 14 and 24 during the summer break.
- As one of the Lead Agencies through the Grow Detroit Young Talent Program, 150 youth received employment during the summer and a total of 180 received virtual job training.
 - Access to Generation Now Youth Development Program (GN) – Youth Prevention, Tutoring, and Intervention

YOUTH ASSISTANCE PROGRAM

The mission of Youth Services is to provide a suite of services to children 7 – 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.

Adapting to COVID-19 meant that some staples of the program had to be put on hold, including our annual Spring Break Camp and Summer Camp. However, youth partnerships continued to provide important services either virtually or safely in-person, and 100 laptops donated by HumanIT were also distributed to families in need to facilitate online communication.

In 2021, 619 youth throughout the city benefitted from Youth Assistance Program opportunities and services. 94% of youth who completed the Peer Aspirations Survey at the beginning and end of their enrollment had increases in their future aspirations and confidence in their conflict management skills.

PARTNERSHIPS

130 youth participated the below programs in partnership with the Black United Fund: These youth empowerment programs are designed to bridge the gaps that Detroit’s underprivileged youth experience between education, career pathways, mental health support, and post-secondary opportunities.

- **Project Aviation:** Youth ages, 11-18, interested in aviation, aerospace or avionics
- **Achieve & Accelerate:** A remedial program using scratch coding to help youth struggling with math and reading; Youth create stories, animation, games: Youth ages 13+
- **Future Docs of Tomorrow:** Youth in 7th or 8th grade with an interest in medicine
- **Health & Wellness:** Assists youth to develop coping and problem-solving skills through engaging exercises: Youth ages 12-16
- **Financial Literacy:** Youth ages 10-15



2021 was the first year of this incredible partnership. Golf, like all sports, also provides lessons about life and this program shines by highlighting how golf intersects the world of business and can facilitate developing relationships. Twenty kids ages 10 through 17 participated in the 10 week curriculum and received professional golf lessons twice a week, as well as experienced unique field-trip opportunities including the Rocket Mortgage Classic PGA Tour, Belle Isle Driving Range, Clearview Golf Course, Top Golf Auburn Hills, and more.



COMMUNITY HEALTH

The mission of the Matrix Community Health HIV/AIDS family of programs is to combat the AIDS epidemic through assisting individuals in determining their HIV positive/negative status, and in providing compassionate services and care to empower people living with HIV/AIDS to live healthy and independent lives.

Matrix Community Health provides a systematic approach toward addressing the social determinants of poverty and the impact that has on the health of people living with HIV, along with providing comprehensive wrap around services to treat and stabilize their medical condition.

In 2021, 1401 clients received services through our Matrix Community Health division. Funding was secured to provide resources to address the social determinants of health (housing, food, transportation, etc.) for persons living with HIV, as well as funding from the CDC to expand the HIV testing program.

FREE HIV TESTING

Anonymous Testing
At-Home Test Kits
Free Condoms and Lube
PrEP + PEP Services

DON'T GIVE HIV A GREEN LIGHT

TimeToKnowDetroit.org

CRITICAL SERVICES

144 individuals participated in our Tobacco Reduction Use Program for People Living with HIV.

264 HIV tests were provided through our Matrix MAC Health program.

85.5% of our Care Coordination clients optimized their health by obtaining HIV viral load suppression.

99.5% of our Care Coordination clients successfully obtained antiretroviral therapy.

60,766 prevention risk reduction supplies (condoms) were distributed to the community this year.

EMERGENT NEEDS

417 individuals received benefit assistance

109 received food assistance

67 received transportation to medical appointments

22 received housing assistance

14 received dental/medical support assistance

6 received vocational assistance

TELE-HEALTH DURING COVID-19

- The Community Health program continued to provide supportive counseling through the use of tele-health (phone, video platforms, etc.) for persons living with HIV who may not be ready to engage in mental health therapy but needed support from a professional mental health counselor.
- Community Health also expanded its mental health treatment services working with third party insurers including Medicare, Medicaid, Blue Cross & Blue Shield, as well as other insurances in providing clinical therapy to those in need.
- By sending a phlebotomist to the client's residence, clients were able to participate in tele-health with their medical provider along with being able to access lab services that allowed their physician to obtain the necessary labs needed without the patient risking exposure to COVID-19.

HIV PREVENTION CAMPAIGN

Every year, over 600 Michigan residents test positive for HIV and the majority are focused in the metro Detroit area. That is why the City of Detroit decided to partner with Matrix Human Services to create the largest HIV Prevention Ad campaign in Matrix history. The campaign consisted of 12 billboard ads throughout Detroit, one commercial

shown on Comcast television channels, social media ads, and geofenced web ads, all directing traffic to a revamped webpage with virtual option to request services anonymously. Due to the success of the campaign, Matrix received more funding from the city to continue the campaign into 2022.



ADULT SERVICES

The collective goal of Adult Services is to support families and rebuild neighborhoods in Detroit through social and economic mobility. Our programs and services are designed to help clients move from poverty to self-sufficiency. We accomplish this through a variety of services such as:

Career coaching, various workforce development trainings, financial coaching, financial empowerment workshops, housing counseling, homebuyer workshops, resource navigation, adult online high school diploma program, and wellness/social engagement activities.

During 2021, the Adult Services Program provided 2,276 deliverables (measurable outcomes) for clients, some of them major milestones such as buying a house, or finally achieving a high school diploma. Often, they include families enrolled in our Head Start Program as well.



HOUSING

Our Housing Education Center assists the community in trying to meet their housing needs including home buying seminars, supportive services, housing resources, and referrals.

Program Outcomes 2021:

- 18 housing workshops
- 60 clients received one-on-one housing counseling
- 9 clients purchased homes
- 78 clients received rent assistance

The Education Center is designed to help those in the community earn a high school diploma via the Matrix Career Online High School/ED2GO- 100% Online High School Diploma Program, education resources, and referrals.

Program Outcomes 2021:

- 7 adult students graduated with their accredited high school diploma.



EDUCATION



SKILLS FOR LIFE

Skills for Life is a new paid work and training initiative created jointly by the City of Detroit and Detroit at Work to accomplish two goals: Provide residents with the training and credentials they need to make at least \$15/hour; and expand blight removal and other services in Detroit. Participants will get paid five days a week as they split their time between working for the City of Detroit and engaging in education and training activities that lead to obtaining credential(s) required for better paying jobs.

At the heart of social and economic mobility is securing and maintaining gainful employment. Services available through this Center include 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.

Program Outcomes 2021:

- 510 clients received career assessments or workforce related services
- 32 clients received employment placement



WORKFORCE DEVELOPMENT



FINANCIAL EMPOWERMENT

The Financial Center is designed to assist clients with their personal finance goals and to educate them on all things pertaining to economic upward mobility, including one-on-one financial coaching and counseling, financial capabilities classes, tax prep assistance, and more.

Program Outcomes 2021:

- Provided 21 financial education workshops to unduplicated participants.
- 330 clients received financial coaching and counseling which included activities such as a developing a budget, credit report and FICO credit score review.
- 112 clients credit score increased.
- 98 increased their net income and 102 increased their net worth.
- 49 clients received rental assistance/mortgage.

There are many available resources that certain government programs and local organizations offer that could prove vital to helping a person move from poverty to self-sufficiency. This Center is designed to connect clients to available resources that may meet their immediate need including basic resource searching assistance, DTE Energy Efficiency Assistance Program, LSP and other community resources.

Program Outcomes 2021

- 636 general resource assessments
- 316 clients assisted in securing a significant resource



RESOURCE REFERRAL



SINGLE MOM OF THREE RECEIVES GIFT OF A LIFETIME – A FURNISHED NEW HOME

Rashidah Odom's story with Matrix Human Services goes all the way back to her childhood when her grandmother used to take her to a program called The Grandparents Program at our community center on Detroit's Eastside called The Matrix Center.

“I just remember the resources and going there and playing with kids. And I knew everytime we went there weekly, we'll eat and my grandma would get some kind of resources, some kind of help, some kind of way... It was just really awesome. So I knew it was just some place that I could go where I could find the resources that I needed for me and my family.”

– Rashidah Odom

By 2020, Rashidah was a single mom of three boys providing for her family on her own. This became especially difficult however when Rashidah was laid-off from her job during the pandemic.

“What urged me to even think to contact Matrix again is, last year during the pandemic, I lost my job and it was really tight for everyone. And I was really still trying to get back into the workforce, and I wanted just a re-vamp on my resume, and I wanted to find some educational resources, and I got with Elizabeth. And she was really awesome in offering all types of support as far as a job, and building my resume, and even taking a look at my credit and trying to establish those type of fundamentals. And she's been there with me throughout everything.”

Elizabeth Hunter is a Financial Empowerment coach and a HUD Certified Housing Counselor with Matrix Human Services and was the first person at Matrix to learn about Rashidah and her family.

“Rashidah Odom came to us originally as a Rent Assistance client. She was looking for assistance for her family after a job loss at the height of the pandemic. We were able to assist her with rent and we were able to build so much more with her in the relationship.” – Elizabeth Hunter

The Matrix Human Services Rent and Mortgage Assistance Program began in June of 2020 and was created with consideration for the many people who were losing their jobs and income at the peak of the pandemic, as well as to prevent homelessness, a key aspect of Matrix's mission to empower individuals to achieve a higher quality of life.

Rashidah continued to stay in touch with Elizabeth while she was receiving rent assistance, wanting to stay proactive and utilize any resources Matrix had to offer. Her dedication paid off again.

“So then I went back and in 2021, I wanted to be educational, I wanted to learn something new this year, and we found some resources for me to get into this IT program. And within this IT program, they helped me with so many different accredits and they had help with credit repair as well, so that was really cool.” – Rashidah Odom

“We were able to assist her with getting into the Focus Hope IT program that’s been greatly beneficial to her and her family. That program also came with a stipend that allowed her to make a little bit of extra income for her family. Also since working with us, she raised her credit score 45 points which is great. So the benefits of the program, even though you come in for one thing, you’re able to gain so much more from Matrix.” – Elizabeth Hunter

As 2021 continued, Rashidah was working to find a more stable living environment for her family, because even with rent assistance, the place she was staying in was dilapidated and unwelcoming. She knew she needed a change.

It was at this time when Rashidah was presented with an opportunity she could only dream of.

“I received a text message about a home ownership program. Elizabeth said ‘hey if you’re interested, fill out this application, we’ll check your credit, see if you’re OK there and we’ll go from there. Come to find out my credit was OK, at least enough to be in the program, and she said, ‘OK write a letter why you should be awarded this or why you need this’... So I’m pouring my heart out in this letter, letting everyone know exactly who is this for. It’s not just for me, it’s for three other people too, three other human beings. I wanted to describe who they were and what this would mean to them.” – Rashidah Odom

The program that Rashidah was applying for was actually operated by another organization called Say Detroit, via their Working Homes, Working Families Program. In 2019, Matrix Human Services formed a partnership with Say Detroit, giving Matrix the ability to offer

clients who are already in need of housing or financial assistance, the opportunity to apply for the life-changing opportunity of being gifted a house. Matrix also makes sure that the family that is chosen will be able to meet the specific qualifications to remain in the house, which requires paying the taxes and utilities for two years, allowing them to receive the deed to the home once completed.

Matrix and Say Detroit successfully placed their first family into a home together at the end of 2019, forever changing the lives of the Taylor family, who are now well on their way to receiving the deed to their home.

Little did Rashidah know, she was next.

On July 28th, 2021, Rashidah and her family received the keys to their newly renovated house thanks to Say Detroit. To make the partnership even more incredible, the home also came fully furnished including personalized details like framed family photos, thanks to Humble Design.

“I remember when I was told that I was actually awarded the home and someone from Humble Design was gonna contact me, I remember my skin was hot. Like first it got instantly hot and I said ‘Cynthia let me see that piece of paper.’ I had to fan myself, I couldn’t believe it... I mean I own my own home now. No one can put me out. It feels amazing. There’s no other words I can articulate to describe how it feels. And then, the way my kids look at me... I can just tell they are so much more confident and that’s what it’s really all about. It’s not just me. If it was just me, I could probably still be at auntie’s house or something, but I actually have somewhere for my children to be that’s theirs, that they can call their own. It feels pretty dang good.” – Rashidah Odom

“Watching the process of her receiving the keys to this home, it was very amazing, the feeling is really indescribable. It really brings tears to ones eyes to be able to help someone in this capacity. Ya know, it’s not every day that someone actually offers up a home to a family that really really needs it, and just being able to help be that middle man to actually help a bring a family into a home, and when I say a home, this home was fully furnished. Rashidah didn’t need anything but her clothing for herself and her boys. This home has everything that she needs, so actually being able to provide that opportunity to someone in that capacity was truly, truly a blessing. So the work that we do here at Matrix, I don’t take it for granted.”

– Cynthia Elmore-LeJeune, Assistant Director of Adult Programs

SENIOR SERVICES

Our Senior Center has been assisting seniors to maintain healthy, active and fulfilled lives for over six decades. The goal of our Center for Seniors is to help seniors remain living in their homes, and to live vibrant, active, and socially engaged lives. The Center also fights against senior hunger and provides seniors access to low-cost non-emergency transportation.

Services within this program include: Personal/chores home care services, social, physical, and educational activities through the Senior Wellness Center, low-cost non-emergency medical transportation, health and nutrition support (including The Healthy Senior Living Initiative and Food Rx Program), and more.



HEALTH & NUTRITION

The Health and Nutrition service category was created to convey the overall impact of our Healthy Senior Living Initiative – Food Rx Program and Food for Health for adults with children, focused on assisting participants in addressing chronic health conditions (specifically, high blood pressure, high cholesterol, diabetes, pre-diabetes and obesity). Services these programs offer are:

- Quarterly health screening
- Prescription food boxes
- Overall case coordination

2021 Program Outcomes

- 78 seniors were provided health evaluations through the HUDA Clinic (Health Unit on Davison Avenue)
- 78 seniors were provided prescription food boxes containing both non-perishables and fresh produce from Eastern Market and Forgotten Harvest twice a month.
- 20 successful food distribution events held on the 2nd and 4th Wednesdays of each month – approximately 8000 pounds of fresh produce and 684 nonperishable food boxes were distributed to participants.



CENTER FOR SENIORS

Before COVID-19, our Center for Seniors provided a space for seniors to come and socialize, enjoy guided exercise and games, and obtain resources. In response to the pandemic, staff provided remote services including mental health support, low-cost non-emergency medical transportation, and added crucial new services to help seniors at home, who were spending even more time isolated from friends and family. These included:

- Senior Home Care Assistance Program: provides assistance with bathing, dressing, grooming, laundry, meal preparation, shopping, and more
- Senior Chore Services Program: provides assistance with home repairs and installations, and indoor and outdoor cleaning
- 21 seniors received in-home care services and 450 free round-trip transportation rides were provided to participants.



INTERNET ACCESS

Since staff were interacting with seniors mainly via the internet or phone, it was important to make sure seniors had access to both a computer and the internet, as well as training on how to use them. **Matrix Human Services was extremely grateful to have partnered with Comcast OATS (Older Adults and Technology Services), to provide 44 seniors with new laptops and access to low-cost internet.** This helped staff stay in touch with those seniors and provide important virtual socialization among other services.

Matrix Senior Advocate Receives “Unsung Hero” Award

As Senior Programs at Matrix Human Services continued to expand despite the pandemic, staff in the program quickly had to take on more roles and fill gaps. Soon, Dominique Jordan began to stand out, helping out all of the senior programs in various ways, on top of her role of handling senior home-care services and doing monthly check-ins. Dominique was still surprised, however, when she received the Unsung Hero Award from the Detroit Area Agency on Aging (DAAA).



THE MATRIX CENTER

The Matrix Center is Matrix Human Services' thriving community center on Detroit's East Side. The Matrix Center offers youth, families, adults, and seniors supportive services and referrals through Matrix programming and collaboration with more than 150 mission partners.

Detroit residents count on The Matrix Center for Food Tuesday Distribution, a community clothing closet, computer literacy instruction, GED & High-school completion, employment skill-building + financial literacy, summer youth day-camps, youth basketball & boxing, community + family events, and more.

In 2021, The Matrix Center received it's biggest renovations in over a decade thanks to generous funding from the City of Detroit as well as many corporate and individual donors. The Matrix Center also provides a polling location for local political elections.



EMERGENCY FOOD + APPLIANCES

On the 2nd and 4th Tuesday of every month, The Matrix Center provides a food distribution to anyone in need in partnership with Forgotten Harvest. 386,003 pounds of food were distributed in 2021 valued at \$890,944.

In collaboration with SEEL (Solutions for Energy Efficient Logistics) the Matrix Center replaced 75 Refrigerators and did 75 Furnace/Central Air replacements/Test and tunes for our clients.



YOUTH RESOURCES

As one of the lead agencies through the Grow Detroit Young Talent (GDYT) Program, The Matrix Center was able to employ 150 youth during the summer: these 150 young people did virtual job training.

- Baseball- Had a 10 and under team in Detroit PAL and Eagle sports
- Softball – Had a 14 and under girls team in Detroit PAL.

The Matrix Baseball and Softball program met Monday, Wednesday, and Friday from 5pm-7pm for practice throughout the summer. Participants also were offered several opportunities to learn from college players and coaches. **We were able to serve 50 young people 8-14 years of age.** The project gave youth in a low-income community access to recreation, college coaching techniques and top-level training facilities.

Provided support for Golf. My. Future. My Game Program (See Youth Assistance section)



HOLIDAY SUPPORT FOR FAMILIES

The annual Harvest Festival typically hosted inside The Matrix Center near Halloween has been known throughout the community as a safe place to trick-or-treat, enjoy a warm meal, and allow kids to show off their costumes in the gym. Because of the pandemic, in 2021 the event became a drive through trick-or-treat experience instead. More than 400 families drove through The Matrix Center parking lot where they received candy and enjoyed the staff costumes.

Angel Tree is our annual event near Christmas to provide families in need with gifts for the holidays. **In 2021, 86 families received holiday gifts.** The families were able to meet the sponsors over Zoom and the sponsors were able pass the gifts out in a drive by setting at The Matrix Center.

THANK YOU TO ALL OF OUR SUPPORTERS FOR MAKING THESE IMPACTS POSSIBLE

INVESTMENTS IN OUR COMMUNITY

MAJOR BENEFACTORS - \$100K+

Ballmer Foundation/Goldman Sachs
City of Detroit
Detroit Area Agency on Aging
Detroit Employment Solutions Corporation
Educational Data Systems, Inc
Edward N And Della L Thome Memorial Foundation
Michigan Health Endowment Fund
Southeastern Michigan Health Association
U.S. Department of Health and Human Services
United Way for Southeastern Michigan
Wayne County

INVESTORS - \$50K +

Community Foundation for Southeastern Michigan/DMC Foundation
Ford Motor Company Fund & Community Services
Ross and Jayne Hare
Vera and Joseph Dresner Foundation, Inc

PATRONS - \$25K+

FEMA - Emergency Food and Shelter Program
Fifth Third Bank
Huntington National Bank
Community Foundation
Patrick & Christie Scoggin Family Foundation
PNC Foundation

PARTNERS - \$10K+

Assured Partners/Daly Merritt Inc
Connect Detroit
Credit Builders Alliance Inc.
Joan LeMahieu
Paul Rentenbach
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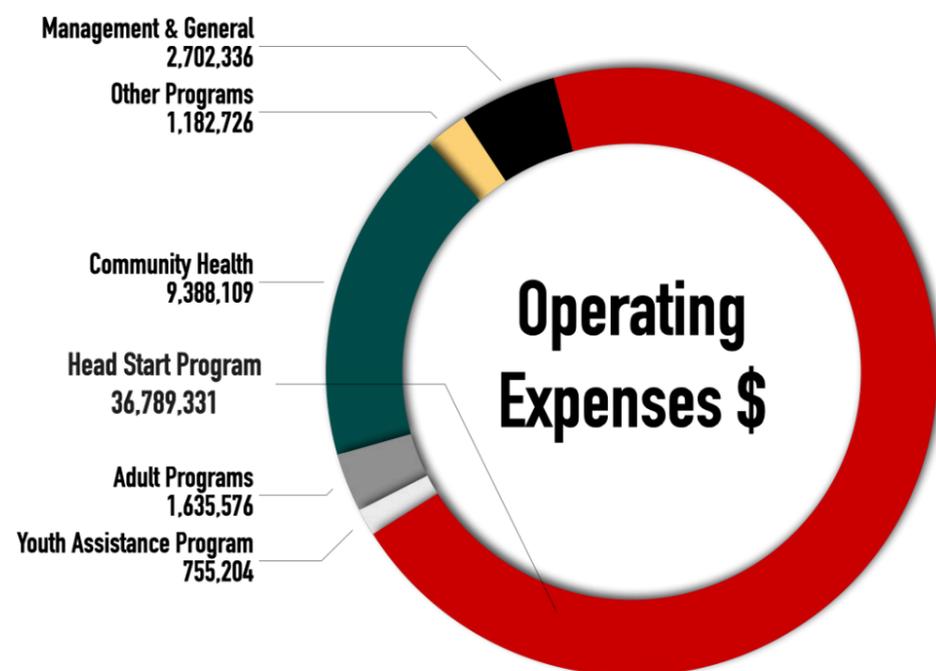
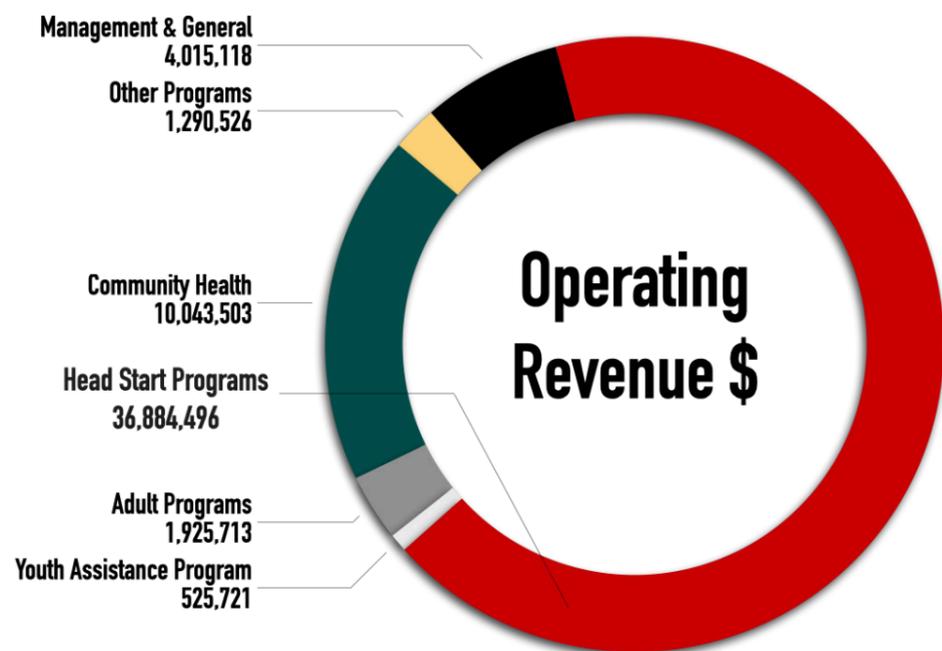
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Victoria Machado
Will Leicht

FINANCIAL REPORT



Total Revenue: \$54,685,077
Total Expenses: \$52,453,282



One Million Dollars Was Spent With Minority Owned Businesses in 2021

In 2021, Matrix spent over one million dollars with local, Black and Hispanic owned businesses. These dollars go directly into the community supporting local jobs and businesses. The large majority of the money was spent on building renovations across 16 Head Start Centers throughout Detroit owned by Matrix Human Services. COVID was the perfect time to upgrade facilities and thankfully, Matrix had the funding to do so. One of the many businesses that benefited from these dollars was Nail-Rite Construction Company, one of the few Black-owned and woman-owned construction businesses in the state of Michigan, owned by Ms. Kimle Nailer.

“We got slapped in the face a little bit during 2020 but came back last year and thanks to Matrix, they were very instrumental. They helped us to ramp up with Care Village [Head Start Center], that was a sizable project, and then we were able to do some other projects to get us back, some residential work.” - Ms. Kimle Nailer, Owner of Nail-Rite Construction Company.



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