

FROM 1906 TO TOMORROW



2025
IMPACT
REPORT

2025 ANNIVERSARY EDITION
Celebrating 120 years of service

CEO Message

Dear Friends, Partners, and Community Members:

As we reflect on 2025, like many organizations, Matrix Human Services faced a year of unrelenting challenges. Yet, what stands out most is not the difficulty of the moment, but the power of possibility. Doubling down on our commitment, increased collaboration, and renewed determination that emerged because we leaned into community, unity, and shared responsibility. Through every challenge, our team, partners, and supporters found ways not only to respond, but to reimagine what is possible.

This year reminded us that the work we do is bigger than any one program, initiative, or individual. It is about firmly standing with children, families, seniors, our neighbors, and our communities, walking alongside them through uncertainty and ensuring that they have access to the resources they need, while maintaining the dignity and care that they deserve.

Matrix Human Services is approaching a powerful milestone...120 years of service. For nearly twelve decades, this organization has adapted to meeting the evolving needs of our community, grounded in the belief that every person deserves support, stability, and the opportunity to thrive. We are deeply proud of our history and the legacy built by those who came before us. Their vision and resilience continue to guide, inspire and remind us that challenge is inevitable, but a heart and a commitment to serve, will ensure the success of the lives we touch and impact communities for many years to come.

Get excited because Matrix is stepping into the future with momentum and purpose, fueled by stronger collaboration and a growing network of supporters who believe in what we do, and who we are. The opportunities before us are meaningful, and our unwavering commitment will ensure our success toward meeting the needs of our community.

To our staff: thank you for your relentless dedication, compassion, and strength.

To our partners and supporters: thank you for walking alongside us and believing in our work.

To the people we serve: thank you for trusting us and allowing Matrix to be part of your journey.

Together, we are building something powerful and enduring. Challenges will come, but it only fuels our passion that in turns into power. The Matrix legacy is better today, and we will be stronger tomorrow because of it.

With gratitude, determination, and conviction,

Starr Allen-Pettway
President & CEO



EARLY CHILDHOOD

13

Locations
CCP: 14 sites

1,204

Children Served
HEAD START / BIRTH-5

90

Classrooms
CCP: 50 Classrooms

313

Children Served
CCP

923

Parents & Families Served
HEAD START / BIRTH-5

363

Parents & Families Served
CCP

COMMUNITY HEALTH

40

CMfgA/EVF Enrollees

10

Home & Building Repair Enrollees

25

Ed2Go Graduates

WORKFORCE DEVELOPMENT

1,616

Received Supportive
Services

410

Referrals Provided
Since March 2025

594

Individuals with
Outpatient Primary Care

HOUSING & FINANCIAL EMPOWERMENT

58

Individuals Successfully Purchased Homes

519

Participated in First-Time Homebuyer Workshops

YOUTH SERVICES

726

Youth Served Across Programs

114

Youth Enrolled in Summer Programs

306

GDYT Participants

278

Total Number of Referrals

SENIOR SERVICES

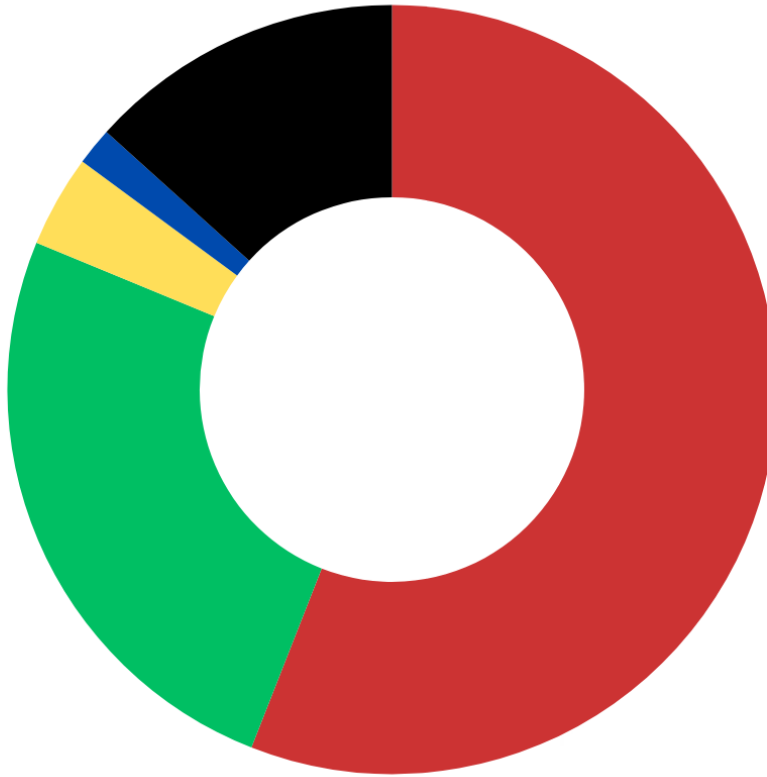
1,320

Boxes of produce and fruit delivered

1,051

Home health hours and 505 chore services hours

FINANCIAL OVERVIEW



EARLY CHILDHOOD	COMMUNITY HEALTH	ADULT SERVICES	YOUTH SERVICES	GENERAL
\$33.2M 64.10%	\$15.0M 24.25%	\$2.3M 5.08%	\$936K 1.11%	\$7.9M 3.74%

Total Revenue \$59,460,573
Fund Balance \$17,882,007
Total Debt \$0



Executive Leadership

Starr Allen-Pettway
PRESIDENT/CHIEF EXECUTIVE OFFICER

Nicole Pilgrim
CHIEF OPERATIONS OFFICER

Monique Phillips
VICE PRESIDENT OF
DEVELOPMENT AND MARKETING

Bobbie Goodrum
VICE PRESIDENT OF
EARLY CHILDHOOD AND HEAD START

Dave Perkins
VICE PRESIDENT OF
COMMUNITY HEALTH SERVICES

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