



**John Van Camp**  
President of  
Southwest Solutions



**Lenora Hardy-Foster**  
Executive Director of  
Southwest Solutions  
Administrative Services  
Organization



**Joseph Tardella**  
Executive Director of  
Southwest Counseling  
Solutions



**Timothy Thorland**  
Executive Director of  
Southwest Housing  
Solutions



# Counseling Programs

## Adult Counseling Services

**Provides counseling, medication monitoring, support groups, supportive employment, supportive housing, and a homeless drop-in center**

- Served 1,958 adults with severe and persistent mental illness with recovery-focused counseling in 2009
- 83% of our adult outpatient clients have annual incomes less than \$10,000
- 96% reduction in psychiatric hospitalization compared to pre-service among those we serve who complete their treatment with us
- State's largest number of Spanish/English bilingual counselors
- Go-Getters homeless drop-in center serves 70 adults a day
- On-site primary care and pharmacy services at Waterman clinic

## Early Childhood & Family Literacy

**Helps children and parents improve reading, writing, and language skills, while teaching parents to become full partners in educating their children**

- 201 families were enrolled in Family Literacy programs in 2009
- Our program is best in the nation in outcomes of parents reading to their children, parents supporting their children's academic achievement, and parents expecting their children to graduate from high school and then complete college
- 100% of children birth through 3 reach developmental milestones within a year of services
- 92% of children K - 3 read at or above grade level
- 96% of adults demonstrate advancement in learning English as a Second Language
- Early Learning Communities Hubs and Early Care Community Organizing provided training and support to 650 parents and childcare providers

## Children, Youth and Family

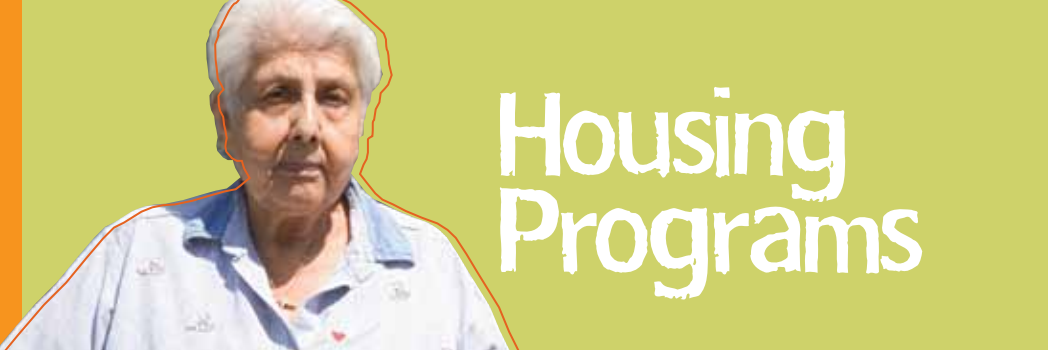
**Provides individual and family services for children and youth with serious emotional disorders and serves adjudicated youth in partnership with Wayne County Juvenile Court, schools and agencies**

- Provided 472 children individual and family counseling in 2009
- Four out of five families in counseling achieve their goals
- 94% of children report feeling better and have improved in school, at home, and in their social relationships
- Juvenile justice program served 372 youth referred by juvenile court
- 99% of adjudicated youth served did not reoffend

## Supportive Housing

**Serves those who were homeless by providing permanent housing and needed support services**

- Helped 600 chronically homeless persons and families obtain housing in past five years
- 90% of those helped into housing have remained in permanent housing for more than six months
- 93% success rate in housing homeless individuals with mental illness or addiction - the highest success rate among 500 programs in the nation
- Received 2009 Excellence in Innovation Award from National Council for Community Behavioral Healthcare



# Housing Programs

## Housing and Real Estate Development

**Construction and renovation of single and multifamily residences and commercial real estate development**

- \$100M in development completed or in progress
- 24 multistory historic buildings renovated for residential and/or commercial use
- 50,000 sq. ft. of retail space developed and/or managed
- Bagley Housing Association, which has invested \$53M in southwest Detroit, became a wholly-owned subsidiary
- Began construction of Piquette Square, which will provide 150 units of permanent supportive housing to homeless veterans

## Property Management

**Experienced team of specialists familiar with all aspects of property management, compliance, reporting, and resident services**

- Developer and/or manager of 29 apartment buildings, providing 500 units of affordable housing for individuals and families
- 90% occupancy rate
- More than 1300 tenants housed in 2009
- Leased all 44 units of Hubbard Communities, our \$8.2M single-family home and townhouse development

## Resident Services

**Assists children and families in our apartment buildings and helps develop resident leadership within Southwest Solutions and the broader Detroit community**

- Serves more than 500 tenants each year with after-school programs, household safety workshops, recreational activities, and community gardens
- Most families earn less than \$15,000 a year and are headed by a female single parent
- One-third of our tenants are formerly homeless who receive mental health services

## Housing Opportunity Center (HOC)

**Offers financial counseling services to promote and preserve homeownership and family economic stability**

- Provided foreclosure prevention counseling to 1497 families in 2009 and averted 463 foreclosures
- Two-thirds of clients earn less than 50% of Area Median Income
- Counseled more than 700 families in last two years to prepare them for home purchase
- Of the more than 300 homebuyer education graduates, 85 bought homes
- Helped 11 families repair homes with loans and grants in 2009

## Center for Working Families (CWF)

**Helps low-income families reach financial stability, access income supports, develop educational and employment opportunities, build wealth and move up the economic ladder**

- Enrolled 426 clients who receive at least one service
- Helped 12 clients gain employment in 2009
- Our site is a national model in achieving successful outcomes



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**20** Changing Lives  
Annual Report  
**09** Building Community





Seth Lloyd  
Chairperson

Linda West  
Chairperson

Olga Stella  
Chairperson

# 20 Annual Report 09

# Southwest Solutions

## Changing Lives Building Community

**Southwest Solutions** is nationally recognized as a model of comprehensive community building - as a leading provider of both human services and housing and economic development. We are passionate about building community because it is such a potent force. When communities are strong, crime is deterred, families and businesses thrive, and schools are successful. And so, just as we intervene with services to help an individual or family become healthier and stronger, we intervene to create community - by revitalizing the neighborhood, by training leaders, and by aligning with others around a shared vision for southwest Detroit. We are dedicated to excellence, innovation and efficiency in every aspect of our organization, and have been honored with many awards and significant acclaim, including our being named "Best Managed Nonprofit" by Crain's Detroit Magazine. We invite you to stand with us as we work with others to improve the lives of children, youth, families and adults in southwest Detroit.

- Seth Lloyd, Chairperson of the Southwest Solutions' Board



### People we served in 2009

Housing Opportunity Center:	2600
Tenants housed:	1300
Adult Counseling Services:	2000
Supportive Housing:	500
Children, Youth and Family:	1000
Family Literacy:	1100
Community Organizing:	2500

### INCOME

Carelink Network	5,819,858
Detroit-Wayne County	
Community Mental Health	4,037,939
Bridgeway Services	2,428,880
US Department of Housing and Urban Development	2,313,070
Miscellaneous Grants and Revenues	1,579,428
Foundation Grants	1,439,525
Developer Fee Income, Consulting, & Architectural Services	697,994
State of Michigan	652,114
Mgmt & Maintenance Fees	641,763
NeighborWorks America	577,821
Charitable Contributions	410,877
Department of Human Services	400,000
Department of Education	354,600
Rental Activity	308,150
Client Fees and Insurances	299,752
Wayne County Youth Assistance	209,000
City of Detroit Grants	83,979

Total Revenues 22,254,750

### EXPENSES

Salaries and Wages	9,365,325
Fringe Benefits	2,887,146
Program Expenses	6,516,967
Administrative Expenses	3,147,244

Total Expenses 21,916,682

### RESERVES

Net Operating Income (Loss)	338,068
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Based on unaudited financial statements

## Southwest Counseling Solutions

- Adult Counseling Services
- Early Childhood & Family Literacy
- Children, Youth and Family
- Supportive Housing



## Southwest Counseling Solutions

encompasses a broad range of programs for children, youth, adults and families. All these programs provide services that enable and empower individuals and families to change their lives toward a healthier and more hopeful future. In each of our four Centers of Excellence - Adult Counseling Services, Early Childhood & Family Literacy, Supportive Housing, and Children, Youth and Family - Southwest Counseling Solutions is recognized as an experienced leader, delivering proven and effective results.

## Southwest Housing Solutions

- Housing and Real Estate Development
- Property Management
- Resident Services
- Housing Opportunity Center
- Center for Working Families



## Southwest Housing Solutions

Southwest Housing Solutions is a leader in the planning, development and management of affordable housing and commercial property in southwest Detroit and in surrounding communities. Our mission is to revitalize our community through collaborative, innovative and high-quality projects, by preserving and promoting homeownership, and by helping families build wealth. We provide housing to low and moderate-income residents, including the homeless, homeless veterans and people with disabilities. We also stimulate commercial and cultural development through mixed-use projects.

## Southwest Solutions Community Partnerships

- School-based initiatives
- Youth Voice
- Detroit Action Commonwealth
- Community Advocacy



## Southwest Solutions Community Partnerships

program increases civic participation and grassroots leadership through community organizing. Organizers work with many sectors in the community, including: youth and youth-serving agencies, parents of school children, school principals, neighborhood residents, organizations addressing the needs of the poor, faith-based groups, activists, artists, and others. The mission is to improve the quality of life, government and human services, schools and sense of community in our neighborhoods.

- Established Community Concerns Committees at 10 elementary schools, mobilizing parents to address issues of crime, safety, abandoned homes, and stray dogs
- Developed the School-Based Organizing Collaborative with 8 schools, involving principals and top parental leadership
- Helped organize Youth Voice, drawing 300 students to advocate for better schools and neighborhoods, recreation, jobs, and public policies more responsive to youth concerns

### SOUTHWEST SOLUTIONS

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Fern Espino, 2nd Vice-Chair  
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Lloyd Banks, III  
Eugene W. Kuthy  
Armando Ojeda  
Daniel M. Share  
Olga Stella  
C. E. Veeck  
DeWayne Wells  
Linda West  
Mary Zatina

### SOUTHWEST COUNSELING SOLUTIONS

Linda West, Chairperson  
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Stephanie Miller, 2nd Vice-Chair  
Sr. Mary Ellen Howard, Secretary  
Dan Babb  
Roberta Davis  
Robert Hoey  
Catherine Mancina Baldwin  
Monica Navarro  
Jessica Pfeiffer  
Jose Reyes  
Larry Zbanek

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Olga Stella, Chairperson  
Gehad H. Alawan, Vice-Chairperson  
Angelita Espino, Secretary  
Dennis R. Quinn, Asst. Vice-President  
Kathryn Brennan  
Sharon Dolente  
Ibrahim Elabed  
Juanita Hernandez  
Vanessa Johnson  
Eugene W. Kuthy  
Lisa Nuszkowski  
QuanTez Pressley  
Dorlester Sharp

### EXECUTIVE STAFF

John Van Camp, President  
  
Lenora Hardy-Foster, Executive Director of Administrative Service Organization  
  
Bob O'Brien, Vice President for Development  
  
Joseph Tardella, Executive Director of Southwest Counseling Solutions  
  
Timothy Thorland, Executive Director of Southwest Housing Solutions