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**PICTURED ON FRONT COVER**  
**SANZIDA YASMEEN**

Sanzida, originally from Bangladesh, came to America knowing only how to speak her name. Now, she has her dream job.

*Read more about her inspiring journey on page 2*
Dear Wayne Metro Stakeholders,

What does it take to move someone out of poverty to a place that is stable and secure? What does it take to build up enough social and financial capital to have the means and supports to get back up when life knocks you down?

We believe it takes all of us, delivering a collective impact to create social and economic mobility for people and communities through advocacy, resources, and collaborations.

This year, we grew our organizational capacity to deliver collective impact that Detroit and Wayne County so urgently needs. We started by focusing on the client journey, building competencies in our frontline staff, and leveraging national experts to help guide us.

#TeamWayneMetro now has 60 Certified Financial Coaches and more than 100 Certified MiBridges Navigators on staff. As participants in two national Learning Communities, we successfully completed a pilot focused on integrating financial counseling to prevent property tax foreclosure and Whole Family Approaches to serving youth at risk of homelessness in Detroit. Out of this work came the philosophy, “By helping the child, we help the family, and by helping the family, we help the child.”

In addition, our agency began working with Civilla, a design studio based in Tech Town that is devoted to change work. We are helping them prototype a universal intake and service delivery system that prioritizes the client experience and front line staff while keeping the needs of the organization and funder requirements at the forefront. As we walk this path we take great pride that we are working toward a next generation, human-centered services system in Detroit. We could not be more energized by this opportunity.

So let’s stay the course. Let’s keep working for the greater good: creating pathways and opportunities for economic mobility here in Wayne County.

Sincerely,

LOUIS D. PISKER
Chief Executive Officer

JODI ADAMOVICH
Board Chairperson
CLIENT STORY: SANZIDA YASMEEN

SANZIDA YASMEEN
YOUTH & FAMILY SERVICES

Sanzida Yasmeen arrived to the United States in 2008 only being able to speak her name. Originally from Bangladesh, Sanzida alwaysdreamt of being a teacher. “Being a teacher is life’s greatest honor,” Sanzida shares.

Sanzida wanted to learn English to support her four children in their education. When she and her family moved to Hamtramck she learned that Wayne Metro offered English as a Second Language (ESL) classes at the same location her children attended Head Start. She enrolled in school, and in just a matter of months Sanzida was able to understand and speak basic English.

Sanzida’s confidence grew and in March of 2017, she enrolled in Wayne Metro’s Learn and Earn Apprenticeship Program (LEAP) to Teach. The program schedule was rigorous. Monday through Thursday, Sanzida was in the classroom working alongside a Wayne Metro Mentor Teacher gaining the required hands-on experience to achieve her Child Development Associate (CDA). For every hour she logged, she earned $11. On Friday and Saturday, she attended Wayne County Community College. The program paid for books, tuition, and gave her a laptop to complete her coursework.

Not only did Sanzida earn her CDA, but in June of 2018 she participated in her first job interview and accepted a position as a Head Start Teacher Assistant at Wayne Metro’s Early Childhood Center in Hamtramck.

“My dream has come true. I have life’s most honorable job.”

SANZIDA’S COLLECTIVE MOBILITY JOURNEY

Head Start Parent
ESL Student
LEAP to Teach Apprentice
Head Start Teacher Assistant

Made possible through partnership and funding from the US Department of Health and Human Services, Ralph Wilson Foundation, Community Foundation for Southeast Michigan, the Walmart Foundation, and Wayne County Community College District.
Derrick Kennedy is a native Detroiter with a deep connection to the neighborhood he grew up in. Over his lifetime, Derrick watched his father purchase and fix up several houses on the block. Through his father’s example, Derrick saw what it takes to make a house a home. When ownership of his parents’ home was passed along to Derrick, he planned to carry on in his father’s footsteps as a proud homeowner in the city that he loves.

When issues with his health prevented him from working, Derrick was on the verge of losing his father’s legacy to tax foreclosure. With just a few dollars in his pocket and more than $17,000 owed in back property taxes, Derrick had little hope for the future when he walked through Wayne Metro’s doors for the first time.

When Derrick sat down with a Wayne Metro financial coach, he was 22 months behind on payments and needed $5,500 to save his home. They quickly got to work creating a budget and savings action plan. With Wayne Metro’s help, Derrick qualified for a lowered tax rate through a poverty exemption. He received energy and water payment assistance and free tax services that put money back in his pocket and hope back in his heart.

Today, Mr. Kennedy is working toward a Masters Degree and looking forward to the future. He hopes to find a career path that will allow him to use his experience to help others and advocate for Wayne Metro. “You can tell that the staff at Wayne Metro aren’t just doing their job. When you look into their eyes, you can see they really care about you. They really want to help you out as a person.”

“I am so grateful to Wayne Metro. They really helped me out when I had nowhere to turn.”

Derek’s Collective Mobility Journey

Cities for Financial Empowerment Pilot Project
Water Residential Assistance Program (WRAP)
Michigan Energy Assistance Program (MEAP)
Volunteer Income Tax Assistant Program (VITA)

Made possible through partnership and funding with the Bloomberg Foundation, JP Morgan Chase, Wayne County Treasurer, City of Detroit Department of Neighborhoods, Great Lakes Water Authority, Detroit Water and Sewerage Department, the Michigan Department of Health and Human Services, and the US Social Security Administration.
An unexpected illness or major life event such as the loss of a job is what often leads to a person or family experiencing homelessness. For Leonard Rilett, it was a series of injuries and medical hardships including a battle with cancer that would prevent an aspiring athlete and successful professional from realizing his dreams.

In his youth, Leonard was a standout baseball player. At the age of 21, he was invited to try out for the Detroit Tigers, but a major knee injury cut his dream short. Leonard chose not to let this one setback knock him down. He entered the workforce and excelled for many years. He was just about to begin an exciting opportunity on an oil rig when he found himself in the hospital with an aggressive form of colon cancer.

In under a month, Leonard underwent three surgeries and six grueling months of chemotherapy. Unable to work, Leonard’s savings quickly depleted. The heat and lights were shut off while he was undergoing treatment. Leonard lived through a long Michigan winter in the frigid cold.

With nowhere else to turn, he called United Way 211 and was referred to the Out-Wayne County Homeless Services provider network who helped with his housing situation. Through the provider network, Leonard entered Wayne Metro’s employment readiness Coffee Clutch Program where he received assistance updating his resume, searching for a new job, and sharpened his computer skills. Working with a Wayne Metro financial coach, he worked to repair credit, create a monthly budget, and file his taxes - all at no cost.

“It takes a team. My story and lots of other stories of progress and recovery don’t happen any other way.”

Today I’m a cancer survivor, I’m employed, and before too long I’ll be debt-free,” Leonard remarks.

**LEONARD’S COLLECTIVE MOBILITY JOURNEY**

Financial Coaching
Volunteer Income Tax Assistance (VITA)
Transportation Services
Employment Readiness Services
Legal Services
Emergency Shelter & Housing Services

Made possible through collaborations and funding from the US Department of Housing and Urban Development, the Michigan State Housing Development Authority, Wayne County Legal Services, ChristNet Services, Community Care Services, JP Morgan Chase, and the Internal Revenue Service.
Engaging Skills-Based Volunteers:

Wayne Metro Community Corps joined forces with JP Morgan Chase Service Corps to develop and implement a plan for engaging more skills-based volunteers. The team of four JPMC executives left their positions at the firm for three weeks to join #TeamWayneMetro in Detroit. Their work assessed strategies for recruitment, information management, and matching skills with organizational need. The value of the pro bono professional service to the agency is estimated at more than $76,000.

Mobilizing at Tax Time:

Each year, Wayne Metro enlists the help of volunteers during tax time to offer free tax preparation services throughout Wayne County. Tax time presents an opportunity for residents to access Wayne Metro’s Financial Empowerment Services to maximize their annual tax refund and develop financial plans. This year, Wayne Metro Community Corps worked in partnership with United Way for Southeastern Michigan to increase the number of VITA (Volunteer Income Tax Assistance) volunteers significantly growing the number of available free appointments for low income residents.

MLK Day of Service:

On January 15, 2018, Wayne Metro Community Corps mobilized a MLK Day of Service to collect and prepare supplies for warming and hygiene kits to be distributed to area homeless. More than 50 volunteers gathered to assemble 300 kits. Over the course of the year, all 300 kits were distributed by the Out Wayne County Homeless Services provider network.
## SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Michigan Department of Human Services</td>
<td>$11,482,881</td>
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<td>U.S. Department of Health and Human Services</td>
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<td>Great Lakes Water Authority</td>
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<td>Michigan Community Action Agency Association</td>
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<td>Michigan Department of Education</td>
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<td>U.S. Department of Housing and Urban Development</td>
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<td>Excellent Construction</td>
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<td>U.S. Department of Veteran Affairs</td>
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<td>Other Revenue</td>
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<td>Detroit Water and Sewerage Department</td>
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<td>Paczki Properties</td>
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<td>United Way for Southeastern Michigan</td>
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<td>Michigan State Housing Development Authority</td>
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<td>Rental Income</td>
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<td>Wayne County CDBG</td>
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<td>JP Morgan Chase Foundation</td>
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<td>U.S. Department of Treasury</td>
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<td>Plymouth Housing Commission</td>
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<td>Walmart Foundation</td>
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<td>Other Income</td>
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<td><strong>Total Support &amp; Revenue</strong></td>
<td><strong>$35,470,543</strong></td>
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## EXPENDITURES

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<th>Program</th>
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<tr>
<td>CONNECT - Crisis and Emergency Intervention</td>
<td>$9,394,581</td>
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<tr>
<td>ENGAGE - Stabilizing Supports</td>
<td>$12,237,809</td>
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<td>BUILD - Resource and Skill Building</td>
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<td>THRIVE - Self-Driven Planning and Goal Attainment</td>
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<tr>
<td>Agency Support Costs</td>
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<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$35,271,197</strong></td>
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**Increase to Net Assets**

$199,346
Angela Aaron-Benifield
Lisa Abdellaoui
Jodi & David Adamovich
Alan C Young & Associates
Alpha Kappa Alpha Sorority, Inc
America Saves
Ampro
Eric Andrews
Michael Appel
AppelWorks
Karen Armos
Arrow Office Supply
Kristine Barann
George Barnes
Beaumont Health
Benkari
Chip & Suzy Berschback
Jeremy Biddle
Black Family Development
Eleanor Blackwell
Blue Cross Complete of Michigan
Mitchel & Barbara Blum-Alexander
Karin Bolwahn
Joan & Louis Bolwahn
Bryan Bolwahn
Joan Brophy
Kimberly Browning
Buffalo Wild Wings
Kanika Cain
Joanne Campbell
Canton Community Foundation
Canton Township
John Carmody
Phil Cavanagh
CEDAM
Bette & Dave Chawalisz
Chemical Bank
Carla Chinavare
CIBC
Cinnaire
Cities for Financial Empowerment Fund
Citizens Bank
City of Detroit
City of River Rouge
City of Livonia
City of Wayne
Letresa Clay
Melinda Clemons
Comcast Heartland Region
Community Foundation for Southeast Michigan
Consumer Financial Protection Bureau
Consumers Energy
Corporation for National and Community Service – Michigan
Courtland Consulting
Maggie Crawford
Michael & Katie Cronk
Laltsha Cunningham
Daly Merritt, Inc
Jazmine Danci
Thomas Danko
Yahaira David
Lysa Davis
Pamela Davis
Michelle DeJesus
Kristen DeLong
Delta Dental
Denha Media Group
Cutler Community Department
Detroit Land Bank Authority
Detroit Regional Chamber
Detroit Water and Sewerage Department
Detroit Wayne Mental Health Authority
Development Finance Associates, Inc
Bashar Dimitry
Linda Dockman
Dollar General Literacy Foundation
LaTonya Dolton
Theresa Donoghue
Downriver Community Conference
Jerome Drain
Linda Draper
Suzanne Drayton
Geoffrey G Drutchas
DTE Energy Foundation
Courtney Elledge
Entertainment Weekly
James Epolito
Martha Esquivel-Leon
Autumn Evans
Everfresh Beverages
Everybody Ready
Torchio Feaster
Kelly Fedele
Johnathan Fernandez
Fifth Third Bank
Flagstar Bank Foundation
Delores Flowers
Ford Foundation
Ariminda Franco
Michael Franklin
Fusco, Shafer & Pappas
Terrence George
Robert Gesell
Timothy Gilbert
Sitara Govender
Sheryl Gray-Dodds
Great Lakes Water Authority
Great Start to Quality
Allison Green
Kimberly Groves
Reem Haider – State Farm
Priscilla Hampton
Hanba & Lazar PC
Nicolet Hare
Brian & Mia Harnos
Anne Harpe
LeKalvin Harris
Shu Harris
Diane Hawkins
Joseph Heaphy
Highway Service Company
Ronald Hinrichs
Louise Holt
Homeless Action Network of Detroit
Huntington Bank
Laura Huot
Rose Laquinta
Internal Revenue Service
Veronica Jackson
Kim Javis – Re/Max
Ann M. Johnson
Aletra Jones
JP Morgan Chase Bank
JP Morgan Chase Foundation
J.S. Vig Construction
Paula Kaiser VanDam
AndrewJ Kandrevas
Daniel & Lindsay Karas
Craig & Patricia Karas
Kathy Kasperek
Janne Kefalas
Katrina Kelly
Jessika Kennedy
Katherine Kibbey
Bryan Kieler
KMG Prestige
Knight-State Farm Agent
Kroger Zero Hunger Zero Waste
Catherine Krusir
Annette & Phillip Kutnick
Heather Kyles
Christie Laggis
William Lane
Dannielle Laura
Michael Law
LB Painting
Phyllis Lee
Michelle LeFeve
Daniel Munro-Leon
Alan Levy
Lewis & Munday, PC
LGC Global
Living Arts
Local Initiative Support Corporation
Lori Long
Miryam Lulion
Mark Lyons
Macy’s
Sheena Majors
Maria Mancos
Tameko Manica
Patricia Mann
Laura Mann
Marathon Petroleum
Paul Marchese
Stephanie Marchese
Rebecca Markey
MB Financial
Claire McCord
Dave McCoy
Glenda McDonald
Lori McGrath
Tamika McLean
Bryan McNamara
Ann Marie Mead
Meemic Foundation
MGM Resorts Foundation
Brad Michaud
Michigan Coalition Against Homelessness
Michigan Community Action
Michigan Community Service Commission
Michigan Council for Arts and Cultural Affairs
Michigan Department of Education
Michigan Department of Health and Human Services
Michigan State Housing Development Authority
Elisabeth Miler
Reletha Moch
Molina Foundation
Daniel Montes
Daniel Mooney
Melody Moore
Jessica Moore
Shama Mounzer
Nicholas Najor
NBS Commercial Interiors
William & Christine Nickles
Megan O’Connell
Clarence Oden, Jr.
Melanie Odom
OHM Advisors
OLHSA
Marilyn Oliver
Charles Onesian
Lateasha Orsborn
Velma Overman
Genevieve Pajulio
Elizabeth Palackdharry
Elizabeth Palazzola
Paragrafix
Parkside Credit Union
Michelle Parnin
Pamela Pau
John Peck
Debra Petri
Jennifer Pettway
Thank you.

Your support helps Wayne Metro to carry out our mission to empower people and communities to be strong, healthy, and thriving.

Accuracy and completeness of this list has been done to the best of our ability.
Whole Family Approaches and Program Integration

Wayne Metro participated in a Prosperity Now learning cohort that tested human services financial capability integration. This work studied family journeys and trained early childhood family advocates to be empowered to support and coach parents facing financial emergencies. The agency also joined two learning communities offered through our national association, Community Action Partnership (CAP): Integrated Services to Improve Impact and Whole Family Approaches to Economic Mobility from Poverty.

Changing the National Poverty Narrative

Wayne Metro was a participant in the US Partnership on Mobility from Poverty client focus groups. These groups informed the Partnership’s work on social and economic mobility in suburban Detroit. National experts visited communities across the country, studying poverty over two years. Wayne Metro client Leonard Rilette, one of only four selected to travel to Washington DC, shared his personal journey of rebuilding his economic and housing stability out of homelessness. Three Wayne Metro staff, including our CEO, made the trip with Leonard to DC to support and cheer him on.

Growing the Next Generation of Early Childhood Professionals

The Agency launched our LEAP to Teach Apprenticeship Program, taking the first cohort of nine apprentices through a six-month Childhood Development Accreditation (CDA) curriculum. Apprentices earned $11 per hour working in Wayne Metro Head Start classrooms to gain hands-on experience. They attended Wayne County Community College to earn college credits. The program provided participants with books, tuition, and a laptop at no cost. All cohort participants earned their CDA in less than eight months and eight were hired on as Wayne Metro Head Start Assistant Teachers. Six chose to save a portion of their monthly stipend in a matched savings account. One participant used her savings to buy her very first car.

Building a Culture of Learning

In partnership with Michigan Department of Health and Human Services, Wayne Metro trained 100 staff from across the agency to become certified MiBridges Navigators. Two Basic Needs team members went on to become certified MiBridges trainers. Program staff from Head Start, Financial Capabilities, Energy & Water Services, Call Center, Family Self-Sufficiency, and Housing were trained on how to link and support clients through the new web-based Michigan benefits access platform. The agency also invested in more than 60 staff to become Certified Financial Coaches, greatly increasing our capacity to provide Financial Empowerment Services that promote upward mobility out of poverty for those we serve.
In 2017, Wayne Metro created the Save the Fund to further strengthen the safety net for low income residents in Wayne County. Through the fund, staff can extend a hand up to provide emergency assistance to address financial crisis, homelessness, health & safety issues, and for life’s basic needs. This past year, the agency raised more than $100,000 to save the day for residents who may have otherwise fallen through the cracks.

Providing Emergency Food & School Supplies
When the loss of a job knocked a local family off of its center, Wayne Metro staff were able to draw from Save the Day funds to provide both parents and children with basic essentials such as food and clothing. Funds were also used to purchase school supplies and backpacks for the children to make sure they were fully prepared for the upcoming school year.

Preventing Eviction
Save the Day funds allowed a Detroit resident with a limited income to avoid eviction by paying down high fines and fees that were crippling her monthly budget. By wiping out the bad debt, the payday lending cycle was broken and the resident was able to learn how to manage on a budget with a limited income through financial coaching.

Keeping Moms & Babies Safe
After being released from the hospital, a young mother and her new bundle of joy arrived home to the reality of the water being shut off. While the family did not meet the eligibility requirements for the WRAP program, Save the Day funds were available to pay off the past due bill and restore water service making the home a healthy, safe place for mother and baby.

MasquerAid Ball
Garden Theater, Downtown Detroit

Music by Moonlight
Daly Merrit Building, Downtown Wyandotte
BOARD OF DIRECTORS

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1st Vice Chair, Wayne County Community College District

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City of Detroit

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Shamayim Harris  
Community Representative

Ron Hinrichs  
Southern Wayne County Regional Chamber

Andrew Kandrevas  
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Clarence Oden  
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Jean Overman  
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Beaumont Healthcare

Sarida Scott  
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Edna Walker  
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Educational Consultant

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City of Westland

Jennifer Whitteaker  
DTE Energy

Mignon Lott  
Head Start Representative

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Chief Development & Communications Officer

Yvonne Herman  
Chief Human Resources Officer

William Lane  
Chief Accounting Officer

Katy Kibbey  
Chief Programs Officer  
Youth & Family Services

Alicia Ramon  
Chief Programs Officer  
Basic Needs

Anne Zobel  
Chief Programs Officer  
Community & Economic Development
MISSION
Guided by our belief that no one should live in poverty, Wayne Metro empowers people and communities to be strong, healthy, and thriving.

VISION
Through our work to diminish poverty, we envision communities where all people have hope and opportunities to realize their full potential.

STRATEGIC RESULT
Deliver a collective impact to create social and economic mobility for people and communities through advocacy, resources, and collaborations.