Dear United Way Friends,

Thank you! Your support and feedback is the personification of LIVE UNITED. People coming together to solve problems, ask questions and share resources to help the community thrive – that’s what we did this year. Your United Way builds and provides a safety net of support for the entire community doing what no single-cause agency can do alone. LIVE UNITED gives every person a voice that is heard!

- **Community Voice** helped to shape our Financial Stability Platform - community conversations highlighted needed services such as financial coaching, free income tax preparation, advocacy and dedicated grants to promote self-sufficiency and independence.
- **Community Volunteers** were vital in the Coordinated Funding cycle spending 1,000 hours reviewing proposals and making grant recommendations.
- **Community Leaders** - The Young Leaders Society - our young philanthropic professionals raised $10,000 and funded our first Club Connect promoting literacy in Ypsilanti Community Schools.
- **Community Synergy** – Our Board of Directors and our committee members are all community people who stepped up and volunteered to help make a difference.

Thank you again for being part of the solution. There are many challenges ahead but together local dollars will change local lives!

Todd Clark
Board Chair 2014-2016
Pam Smith
President and CEO

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**EARLY CHILDHOOD:** When Asia’s father was diagnosed with terminal brain cancer, her mother had to return to work and needed child care for the toddler. United Way funding provided a child care scholarship through Child Care Network. Asia is growing and learning in a safe, nurturing environment while mom works and attends classes to advance her earning potential for the whole family.

This year, United Way supported programs provided high quality child care for 471 at-risk low-income children ages 0-5.

**SCHOOL-AGED YOUTH:** Tia was a 4th grader reading below a 1st grade level when the Family Learning Institute started working with her. She is now up to a third grade reading level and her confidence and pride in her work continues to grow.

United Way supported programs helped over 800 at-risk students stay on the path to high school graduation.

**HOUSING AND HOMELESSNESS:** Simone was mentally unstable and had been in and out of the homeless shelter. Once stabilized, a case manager at the Shelter Association of Washtenaw County was able to assist Simone with move-in expenses so she could get into her own apartment and out of the shelter system.

United Way supported programs provided emergency shelter, rapid rehousing or permanent supportive housing for 3,858 individuals and families experiencing homelessness, and prevented more than 8,400 people from becoming homeless.

**NUTRITION:** Ruby, age 92, had very limited mobility and took medication for high blood pressure and diabetes. After 16 months of receiving nutritious home-delivered meals from Ann Arbor Meals on Wheels, her doctor was able to reduce her blood pressure medication and take her off medication for diabetes.

United Way supported programs provided home delivered meals to 446 low-income, home-bound individuals.

**SAFETY-NET HEALTH:** Melissa and Bob found themselves in crisis when Bob was laid off from his lifelong job. They cashed in their retirement but insurance and medical costs forced them to seek help at the Community Resource Center in Manchester when they had no food or heat in their home. The CRC was able to connect them with resources to meet all their basic needs, including prescriptions.

United Way supported programs connected more than 6,400 individuals and families with access to health care coverage and other benefits.

**AGING:** Mabel, an 86-year-old widow, was a regular participant in Chelsea Senior Center activities. When her dementia began impacting her life, she teetered on the edge of crisis. Staff worked to secure a variety of resources for her, including home-delivered meals, food assistance, Medicare benefits and propane to heat her home.

United Way supported programs helped over 5,100 vulnerable senior citizens experiencing a crisis stay independent and a part of their community.

This kind of support is made possible through strong partnership and collaboration. Since 2011, United Way has invested 9.9 million dollars to resource our local social safety net. Combined, we have leveraged more than 24.2 million dollars as a partner of the Washtenaw Coordinated Funders. Learn more at uwgive.org.
“VolunteerWashtenaw.org was easy – I needed volunteer hours for a school project and went online to check it out after I saw a sign on the local bus. I couldn’t believe how many different things there were to choose from, the information and requirements were easy to find – I have used it multiple times and told my friends about it.”

A local volunteer

“As an agency director I love VolunteerWashtenaw.org. We are using more volunteers than ever. It’s easy to list events and needs and in one case, I got six volunteers in a day after they posted it on social media!”

A local agency director

Volunteer Center

VolunteerWashtenaw.org

What happens when a nonprofit agency needs help and doesn’t know where to find it? Where do caring people turn to when they have a few hours of time to give?

VolunteerWashtenaw.org is the United Way answer!

VolunteerWashtenaw.org is a community developed and community driven, online center that lists more than 400 volunteer opportunities from over 200 agencies – and it’s all free! Over the past year more than 11,000 people looked to see what they could do with their time. Supported locally by the Office of Community and Economic Development, the Buhr Foundation and the Bank of Ann Arbor along with UWWC donors, the center has quickly become a hub of activity that has over 13,000 hours of volunteer time credited to it, worth more than $290,000!
This year United Way’s 2-1-1 statewide system took on an important role as the emergency response system for the Flint Water Crisis. More than 29,000 calls were handled in the first 23 days of the crisis – five times the average number of calls. Proof that the system works and 2-1-1 is Michigan’s go-to resource for those in need!

We are here every day, 24 hours a day to handle calls from people seeking help and support in our community. In Washtenaw County we manage an average of 5,000 calls annually for help. This lifeline is provided free of charge and connects people with utility assistance, eviction prevention, food, medical access and more.

Henry called 2-1-1 when he became disabled and could no longer work. The weight of his debt grew as his income decreased and soon he was behind on utilities and in danger of being evicted. He heard that 2-1-1 was free so he made the call. He was given the information to qualify for utility assistance and rent assistance. He qualified for Meals on Wheels and got information about a local food pantry.

Henry shared that he was nervous to make the call but felt so much relief afterwards! 2-1-1 is building a bridge of support one call at a time.

2015 Top Five Washtenaw County Requests

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Service Payment Requests</td>
<td>600</td>
</tr>
<tr>
<td>Electric Service Payment Requests</td>
<td>400</td>
</tr>
<tr>
<td>Emergency Shelter Requests</td>
<td>300</td>
</tr>
<tr>
<td>Rent Assistance Requests</td>
<td>200</td>
</tr>
<tr>
<td>Food Assistance Requests</td>
<td>100</td>
</tr>
</tbody>
</table>

2-1-1 callers connect to multiple services with just one call! Complete statistics are available at uwgive.org/data-portal.
Katie’s Story

“I would just like to say that through all the years, the different schools and cities that I taught in, I always contributed to the United Way. I knew that the money stayed local and I liked that they really cared for people - lower income people - of which I am now one.

My school pension barely covers the monthly bills. So when taxes come due along with the filing fees, I just didn’t have enough money to file my tax return.

United Way’s volunteers made me smile and feel good about myself. Your volunteers made filing possible and a positive learning experience.

Thank you all. Katie”

A UNITED WAY COLLABORATIVE

VITA or Volunteer Income Tax Assistance is a nationwide program sponsored by the Internal Revenue Service that is available during tax season. United Way of Washtenaw County VITA volunteers provide free tax preparation assistance to low and moderately low income individuals and families. Clients also benefitted by receiving valuable tax credits such as the Earned Income Tax Credit (EITC) the Home Heating Credit and the Home Property Tax Credit.

United Way of Washtenaw County VITA workers prepared a total of 584 state and federal returns with a total refund value of $578,369 - dollars that can help pay back rent, utility bills and bolster the local economy.
Financial Stability

United Way of Washtenaw County is developing strategies to positively impact the financial stability of our citizens, as part of our commitment to address key community issues.

The goal is to help move people toward greater economic self-sufficiency and away from the safety-net services that are designed for use during crisis situations. Building the financial stability of individuals and families is critical to fueling our county’s economic growth and progress to create a thriving community for everyone.

One on one Financial Coaching, provided by the United Way Mobile Financial Resource Team, helps individuals and families reach their financial goals by providing them with the financial tools to manage the resources they already have, and the support to travel down the long road to financial stability and sustainability.

With the help of the United Way of Washtenaw County Financial Coach, households work towards financial goals such as a higher credit score, greater emergency savings, reduced monthly spending and becoming debt free.

One particularly successful client recently graduated from the program and reduced her credit card debt by $12,000. By reducing this substantial debt, the family’s interest payment was also reduced. Easing the financial strain of their budget means the family has more choices and can decide on which school their daughter will attend.

As this family moves forward, they are working on eliminating their credit card debt entirely and rebuilding their credit score. They reported reduced stress and an opportunity to build their savings.

Special Thanks to our partner, the Office of Community and Economic Development for their support of this work.
Financials

Revenue* $8,592,719

- Donations $4,950,736
- Donor Advised Funds $3,248,506
- In-Kind $171,355
- Events $50,654
- Service Fees $94,431
- Interest $77,037

Total $8,592,719

Expense* $8,020,332

- Donor Directed $1,697,101
- Donor Advised Grants $2,610,850
- Grant to Agencies $2,116,547
- Program Services $497,488
- Uncollectible $122,897
- In-Kind $171,355
- Fundraising $539,978
- Management & General $264,166

Total $8,020,332

* Annual Report Financial Data for the Fiscal Year 7/1/2014 - 6/30/2015

Staff

Marshall Averill
Financial Empowerment Coordinator

Brandon Black
Director of Corporate Relations

Deb Bratkovich
Director of Resource Development

Emily Fogelsonger
Campaign Manager

Bridget Healy
Director of Community Impact

Val Kennings
CFO

Joe Malinowski
Accounting Manager

Sheila Pedersen
Community Service Liaison

Brian Rakovitis
Financial Empowerment Specialist

Amanda Reel
Community Impact and Volunteer Center Manager

Pam Smith
President and CEO

Stay Connected

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