Dear United Way Friends,

United Way is a proud founding partner of the Washtenaw Coordinated Funders, a grant-making collaborative that leverages over 4.5 million dollars in private and public dollars to address the most pressing needs in our community. We build knowledge and consensus around solutions to achieve our goals. The result? Dynamic partnerships with nonprofits and increased cooperation in our funding decisions. United Way is a catalyst for change and provides real time responses and solutions.

Our Work at United Way of Washtenaw County advances education, financial stability and health in our community. The plan to drive change starts with targeted priorities and strategies focused intently on our community’s most pressing needs.

Our Education Work focuses on children’s success along every step of their education, from kindergarten to high school graduation. We invest in the Cradle to Career initiative that is organized with local nonprofits to provide the support the children need.

Our Poverty Work helps low income families learn to save and reduce debt and to become financially independent and stable. We support and provide resources around the county for families needing assistance to keep them in their home.

Our Health Work increases access to nutritious food for our citizens, provides oral health care and emergency dental clinics, addresses the needs of our elderly population, provides access to healthcare and a consistent medical home. Innovation, determination and perseverance help us tackle complex social problems. Your United Way builds a safety net of support for the entire community doing what no single-cause agency can do alone by investing in 79 grants to 57 local organizations. We count on your support to change lives.

Thank you again for being part of the solution.

Karen Bantel, Chair

Pam Smith, President and CEO

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Scott Menzel
Washtenaw Intermediate School District

Yodit Mesfin-Johnson
New Center

Shen Ni
University of Michigan

Vince Price
Thomson-Reuters

Doug Strong
Community Volunteer
Impact Story:
Mentor2Youth is a small, young nonprofit serving disadvantaged students primarily in Ypsilanti. After participating in 12 months of comprehensive capacity building training Executive Director Emmanuel Jones says the most significant change for the organization’s staff and volunteers has been gaining a better understanding of what a sustainable organization should look like “from the inside out”.

The Partnership
United Way of Washtenaw County is a founding partner of the Washtenaw Coordinated Funders, a unique grant making collaborative of seven public and private partners that include: United Way of Washtenaw County; the Office of Community and Economic Development (representing the City of Ann Arbor, Washtenaw County and Washtenaw Urban County); the Ann Arbor Area Community Foundation; St. Joseph Mercy Ann Arbor and the RNR Foundation.

By the Numbers
3 types of grants: sector leadership, program operations and organizational capacity building
4 types of funding to resource human service organizations: private donor dollars; tax payer dollars; community benefit funds and federal grant funds
4 priority areas of investment: Cradle to Career; Housing and Homelessness; Aging and Safety-Net Health & Nutrition
7 funding partners
24 million dollars invested since the partnership was established in 2010
43 human service organizations supported in 2016
80 volunteer hours contributed to grant review processes in 2016
90 percent of United Way funds raised annually that are invested through Coordinated Funding
1.9 million dollars invested by United Way of Washtenaw County in 2016
Early Childhood

Impact Story: Stephanie, a young single mother of two children under the age of 2, did not have many resources, connections or support systems in the community. At one point, she contemplated giving her children up for adoption, because she thought they might be better off with someone else.

Through The Catholic Social Services THRIVE group, this mother was able to connect with other parents, share her story and challenges, and find solutions to some of her problems. She gained stronger parenting skills and knowledge of child development. Her children were provided a place to be around other children and interact with caring adults during the child group. Each session includes a free meal and a carry-out meal to enjoy at home.

Stephanie and her kids also benefited from home visits with the behavioral consultant who works with THRIVE. This helped her develop concrete strategies related to improving parenting, and improving her environment. Melissa was provided assistance from staff in securing employment, appropriate childcare for her children and other resources in the community that helped support her become the best parent she can be.

United Way of Washtenaw County is proud to support Catholic Social Services of Washtenaw County.

Goal

<table>
<thead>
<tr>
<th>1 EARLY CHILDHOOD</th>
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<td>OUTCOME:</td>
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<td>- Children enter school ready to succeed.</td>
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Strategies

- Build Parenting Skills
- Provide High Quality Childcare
- Strengthen Social Emotional Health

Results

- **387 Children** with high needs participated in high-quality early childhood programs
- **383 Parents** received support & education to become the best parent they can be
- **$618,046** invested in getting children ready for kindergarten

4 | United Way of Washtenaw County | 2016 Annual Report
School-Age Youth

Impact Story: Carlos came to The Family Learning Institute (FLI) as a 4th grader reading at a kindergarten level. He is the only child of his Spanish-speaking mother. She works two jobs to support them and neither job provides much opportunity for her to practice English. She rarely uses English and speaks only Spanish to Carlos.

At FLI, Carlos was matched with a reading coach and they began working on very basic reading skills. Each week, Carlos and his coach read together, worked on worksheets, played games and Carlos was quizzed on vocabulary words. With his coach’s guidance and encouragement, Miguel began to realize that he is responsible for his learning and that his teacher, his neighbor and the staff and volunteers at FLI were there to support him.

After the year-long reading intervention at FLI, he was reading at a third grade level, having improved his reading skills by three grades. This outstanding progress has changed his life, and Carlos and his mother are very appreciative of all the support they have received. This past fall, Carlos returned to FLI where he continued on his journey toward reading at his grade level and achieving independence and success.

United Way of Washtenaw County is proud to support The Family Learning Institute.

Goal

2 SCHOOL-AGE YOUTH

OUTCOME:
• Increase the high school graduation rate.
• Physically and emotionally safe.

Strategies

❖ Foster Literacy, Academic Success & School Engagement
❖ Out of School Programs
❖ Facilitate Youth-Adult relationships
❖ On-Site School Programs

Results

260 Youth showed academic improvement of at least one grade level

695 Youth have an unrelated adult mentor providing emotional & practical support

$765,960 invested to increase the graduation rate and ensure youth feel safe
Impact Story: Over a two-week period, three separate women sought therapy through Hope Medical Clinic’s social work department, because they were victims of trafficking, at the hands of their own family members. None of these clients had been able to find support in the community because the familial aspect of their situation made them feel ostracized and isolated.

Through Hope’s Client Advocacy program, the social work manager began a support group tailored especially for these three women. During group sessions it became apparent that they were struggling with common issues, including trust, job security, housing insecurity, PTSD, anxiety, and depression. The advocacy team was able to work with these clients to help address these issues in an effort to stabilize their lives.

Hope’s advocates have been serving these clients for months, working to create opportunities as unmet needs are discovered. They have been provided mental health support and other wrap-around services they sought, such as food security, nutrition education, employment, social support, and individual counseling.

United Way of Washtenaw County is proud to support Hope Medical Clinic.
Impact Story: Robert is a 48 year old white male who was homeless for the majority of 2010-2013, bouncing between shelters and transitional housing programs. His alcohol use and depression was so significant that he could not maintain housing or adhere to sobriety contracts.

One night in November, after a particularly rough patch of drinking, he reached out to Avalon Housing’s 24/7 help line, stating suicidality and requesting help. The on-call case manager went to Robert’s home and with the help and support of team lead, triaged him safely to the emergency room.

Through close collaboration on part of the case manager, team lead, and local substance abuse treatment center intake staff, he was discharged from the psychiatric inpatient and medical detox unit directly into residential substance abuse treatment.

Robert is now regularly engaged with services staff at Avalon Housing, actively working a program of recovery, compliant with mental health treatment, and working full time.

United Way of Washtenaw County is proud to support Avalon Housing.
Impact Story: Beth, a 76-year-old woman in Milan, lost her husband to cancer and from that point; her life experienced a steep decline. She lost her home, moved into a lower income apartment complex, was diagnosed with beginning stages of dementia and was battling clinical depression. She started coming to Milan Seniors for Healthy Living, because she felt very isolated, and was not taking good care of herself.

Initially, Beth spent significant time just chatting with staff, sharing her story and receiving a sounding board. Slowly, she began immersing herself in the activities and programs offered at MSHL. She is now an active participant with MSHL’s congregate lunch program, and has become a key volunteer for the Home Delivered Meal program. She also uses the fitness room, and occasionally will stay and play games or participate in some of the other social gatherings at the center. After building confidence and developing social tools to cope with her depression through her interactions at the center, Beth has also started to build a friend group outside of the center.

While life circumstances remain challenging and her dementia is progressing, she is visibly a different person with a much brighter outlook.

United Way of Washtenaw County is proud to support Milan Seniors for Healthy Living.

Goal

Strategies
- Senior Crisis Intervention
- Senior Service Network Navigation
- Senior Social integration

Results

819 Seniors of low-income received critical services while in crisis
2,129 Seniors of low-income were connected to services to avert future crises
$442,178 invested to help people age in place and maintain their independence

5 SENIORS

OUTCOME:
- Increase independent living factors for low-income seniors.
Impact Story: United Way’s Gift Wrap station at Briarwood Mall boasted more than 100 volunteers donating 500 hours to wrap gifts for mall patrons while raising money for United Way’s Basic Needs Fund! We were thrilled to engage some of our tried and true partners as volunteer gift wrappers and many new volunteers through VolunteerWashtenaw.org.

Many thanks to all of our individual and family gift wrap volunteers! We also really appreciate the support of volunteers from: A3C: Bank of Ann Arbor; Enterprise Rent-a-Car; Kapnick Insurance; Old National Bank; NSK Corporation; University of Michigan Athletic Department; and United Way’ of Washtenaw County’s Young Leaders Society.

Our Volunteer Center is here to help you do what you love. For others!

Visit VolunteerWashtenaw.org to find hundreds of ways to serve throughout Washtenaw County.

What We Do

- Free online Volunteer Center database
- Individuals search for opportunities that match their interests
- Non-profits post needs

How We Do It

Results

- 13,000 hours of volunteer time donated
- 1730 Individuals actively use the volunteer center to connect to agencies that need help
- $321,509 savings to non-profits - dollars that then are available to help people

OUTCOME:
- Connect people that want to help to non-profits that need help

Volunteer Center
Impact Story: Laura joined the United Way Financial Coaching Program in the spring of 2016. With help from our Financial Empowerment Coach, Laura paid off more than $10,000 in credit card debt and is now in control of her budget.

By working with United Way Laura is making progress toward her financial goals and becoming debt free.

By taking control of her finances, Laura has reduced her stress levels and is enjoying her life more!

Laura, who is now retired, mentioned that while she was actively working, she donated to United Way regularly, because it is an easy way to help people. It made her feel good being able to see exactly what kind of help that United Way provides to the community, knowing that she helped to support United Way.

“I have never made or lived with a budget before in my life, living comfortably and working hard. But then I retired and was on a fixed income, less than I had lived with in the past. I made a few financial decisions that didn’t seem so risky at the time, but unforeseen debts completely overwhelmed me. I found life-saving help and support at United Way!!”

Laura W.

What We Do

**FINANCIAL STABILITY**

OUTCOME:
- Individuals gain and retain assets.

How We Do It

- Free One-on-One Financial Coaching & Resource Navigation
- Free Financial Empowerment Workshops

Results

- 700 Individuals attended financial workshop
- 23 Individuals received 3-12 months of one-on-one financial coaching
- 74% of Individuals who were coached decreased monthly household costs; 61% saved at least $250; 47% improved their credit score
Impact Story: Olga felt nervous dealing with the government and filing taxes. In 2016, she came to United Way of Washtenaw County and our Volunteer Income Tax Assistance (VITA) volunteers reviewed her prior year tax return and noticed the preparer had made a mistake. Olga also came with a letter saying that she owed the IRS money from the prior year, which was actually incorrect based on the review our volunteers conducted.

VITA Volunteers helped Olga gain the refund she was entitled to, respond to the IRS letter, and correctly file her tax returns. As a result of our volunteers’ hard work she was able to “set herself right with the U.S. government.” In 2017, Olga returned to VITA because she knows United Way is there to help.

Key financial supporters of VITA include: Internal Revenue Service, the Office of Community and Economic Development, Old National Bank, Key Bank, Community Economic Development Association of Michigan (CEDAM), the Rotary Club of Ann Arbor and the Michigan Association of United Ways.

The VITA Program is a national IRS program managed by United Way which provides free tax preparation for individuals and families making $53,000 or less, persons with disabilities, the elderly and those with limited English proficiency.

What We Do

How We Do It

Results

596 Returns
in state and federal taxes filed

$90,000 Saved
in tax preparation fees

$578,000
in tax refunds brought back to Washtenaw County residents who need it most
Financials

Revocation*
$5,071,509

Expenses*
$4,912,614

- Donations $4,698,710
- In-Kind $164,831
- Events $44,941
- Service Fees $85,467
- Interest $77,560

- Donor Directed $1,479,389
- Grants to Agencies $1,786,494
- Program Services $475,100
- Uncollectable $154,512
- In-Kind $164,831
- Fundraising $557,098
- Management & General $295,190

* Annual Report financial Data for the fiscal year 7/1/2015 - 6/30/2016
For information about our Donor Advised Fund please review our 990 and Audited Financial Statements available at uwwashtenaw.org/annualreports

Staff

Marshall Averill
Financial Empowerment Coordinator

Deb Bratkovich
Director of Major Gifts

La'Shun Cooper
VITA Program Assistant

Bridget Healy
Director of Community Impact

Tina Heusel
Business Development Manager

Craig Kissel
AmeriCorps Member

Sheila Pedersen
Community Services Liaison

Brian Rakovitis
Financial Empowerment Specialist

Ashley Redford
Database and Finance Associate

Amanda Reel
Community Impact and Volunteer Center Manager

Lisa Rentz
Director of Finance and Administration

Pam Smith
President and CEO

Susan Smith
Director of Development