



2012 Oakland Family Services Annual Report



We build... a brighter future for all.

It takes all of us... and we all benefit. At Oakland Family Services, we've known this for many years. Together, the skill and dedication of our staff, the resilience of those we serve, the commitment of our Board, and, of course, the passion of our volunteers and donors, all tirelessly work side by side to change lives.

Throughout 2012, Oakland Family Services continued to make a difference in the lives of those we serve through quality programs providing prevention, education and treatment. As a result, we've touched the lives of more than 13,000 families comprised of almost 39,000 individuals. Some great strides that were made in 2012 to create a path for sustainability and enhanced services to the community include:

Improved efficiencies were realized through outsourcing much of the Agency's finance and billing functions, allowing us to be more focused on our core work.

A new model for development was adopted that focuses on community engagement and sustainability.

Partnered with Oakland Integrated Health Network to open a family practice medical center at our Pontiac site to improve access to quality healthcare for those we serve and the surrounding medically underserved community.

Strategies were implemented to better understand the needs of the community to continue improving the quality and impact of our response. A comprehensive survey that captures, in real time, the immediate and emerging needs of those we serve will be used to shape our programs and drive community partnerships to enhance services.

In this Annual Report, you will read about lives that have been changed because of the work we do. Each of these amazing individuals and families embarked on a journey to improve their lives... a family brought back from the depths of anguish to reconnect to each other and to their future; a young girl's dream lost in adolescence and recaptured in motherhood for herself and her children; and an older adult finding joy and happiness after the world she knew changed. These are but a few stories that prove Oakland Family Services builds brighter futures.

With deep gratitude and heartfelt thanks,



MICHAEL S. EARL
President & CEO



DANIEL J. PIENTA
Board Chairman





Prevention.

Helping families in crisis, strengthening parent-child relationships, and preventing child abuse and neglect.

Jaime and Aracely had never really recovered emotionally from the horror of their infant daughter's drowning. "Our lives turned into an existence of excruciating pain and my husband became very depressed and shut down," says Aracely.

Six years later, another trauma, this time involving two of their sons, shook the family. Mom started noticing changes in the boys' behavior. But things got worse. "My older son was having constant nightmares and screaming during the night, waking everyone." When Aracely discovered her older son trying to harm himself, they took him to the hospital and the Department of Human Services was called. An investigation uncovered what had happened and the family was referred to Oakland Family Services' Parents As Teachers program.

Consuelo, a Parent and Infant Specialist, began working with the family. "Mom was devastated and Dad spiraled down and was not talking to anyone. Mom was alone emotionally trying to hold the family together."

"When I started working with Aracely, she was under severe stress, her body breaking out in a rash," says Consuelo. "We got her medical attention and she was prescribed antidepressant medication. One morning she called in crisis and crying, thinking about suicide. She felt she could not handle it anymore." Aracely was prescribed stronger medication. Consuelo eventually engaged Dad in the program. He soon began to open up, talking about what happened to his daughter and his sons. "He spoke through gut-wrenching, painful sobs," states Consuelo, "and the barriers between husband and wife were finally broken down. They began to let go of six years of pain and to heal together."

The family began planning activities together where the children were able to have fun and share quality time with their parents. "They began the joy in their new path," says Consuelo.

Today, Mom and Dad continue to implement the parenting skills they learned through the Parents As Teachers program. Aracely is attending Oakland Family Services' Early Learning Communities to further her understanding of early childhood development and continue developing parenting skills.

The family hopes that other families will have the opportunity to participate in the Parents As Teachers program.



"They began to let go of six years of pain and to heal together."

2012 Accomplishments.

Named a Detroit Free Press "Top 100 Workplace"

The Detroit Free Press recognized Oakland Family Services as a "Top 100 Workplace in Michigan." Oakland Family Services was also ranked in the top 35 mid-sized organizations to work, alongside well-known companies like Microsoft and Volkswagen.

Transitioned to Trauma-Informed Care

Many individuals who seek services at Oakland Family Services have histories of physical and sexual abuse and/or other types of trauma-inducing experiences. This often leads to symptoms of depression, anxiety and addiction. People can inadvertently be re-traumatized when there is a lack of awareness in a service setting. Armed with this knowledge, Oakland Family Services has become a trauma-informed agency. Everything we do, from the way our staff approaches and treats people to the décor of our buildings, is done with sensitivity to the fact that our clients may have experienced trauma.

Helped Open a Family Practice Medical Center

Research has shown that integrated healthcare leads to better outcomes. Oakland Family Services partnered with Oakland Integrated Healthcare Network to open a family medical practice at the Pontiac site. The practice provides integrated healthcare, coordinating physical healthcare and other related needs, such as mental health, substance abuse treatment and dental care to the medically underserved community surrounding the Pontiac site.

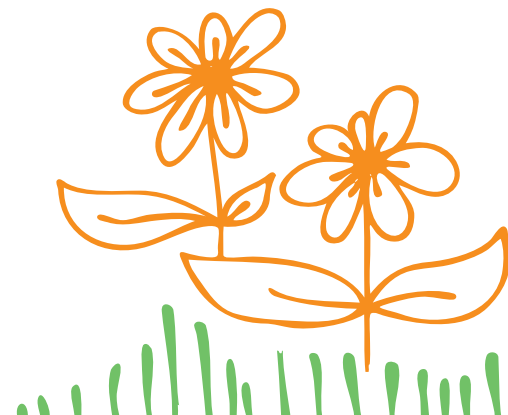
Oakland Family Services also employs a behaviorist within the practice. The behaviorist meets with patients to assess for mental health or substance abuse. If issues are present, the behaviorist either provides short-term services or refers the patient to someone who can provide long-term services.



Accepted Numerous Speaking Invitations

Oakland Family Services was honored to speak at the request of numerous national bodies and a local accredited university regarding our innovative programs and mentor colleagues in other states. National bodies and events included:

- + Administration on Aging
- + Alliance for Children and Families' New Age of Aging
- + Substance Abuse and Mental Health Services Administration
 - Annual Grantee Conference
 - Policy Regional Academy
 - Partnerships: Key to Local Implementation Success webinar
- + Wayne State University



Board of Directors.



There are no stronger leaders than those dedicated individuals serving on the Board of Oakland Family Services. Our Directors provide outstanding leadership, guidance and support at every level of the organization. These extraordinary volunteers offer their time, expertise and resources to improve the lives of others and ensure our programs and services meet the community need.

On behalf of the entire staff of Oakland Family Services, we extend to our Board of Directors our most sincere appreciation for all they have done and continue to do.

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James B. Zick



Programs & Services.

For more than 90 years, Oakland Family Services' programs have responded to the changing needs in our community. Today, Oakland Family Services offers a continuum of prevention, education and treatment services that span the human life cycle to enrich the lives of children, strengthen families, and build brighter futures.

Examples of the impact our innovative programs had in our community in 2012 are:

- + Children in more than 1,000 families will have brighter futures through culturally sensitive programs that enhance parenting skills, strengthen family relationships, and help children enter school ready to succeed.
- + 156 children were provided with safe and loving homes, whether placed with an adoptive family or reunified with their parents.
- + More than 2,400 parents and relative or licensed caregivers attended trainings to learn how to provide children with more experiences that foster learning and development, helping children enter school with the skills they need to be successful.
- + Nearly 300 youths with serious emotional disturbances, and their families, learned skills to manage emotions and behaviors, so that children are able to achieve their goals at home, school and with friends.
- + More than 6,000 people were helped to overcome issues such as depression, anxiety, grief and loss, substance abuse and troubled interpersonal relationships, improving social, family and work functioning.
- + Nearly 1,600 isolated, homebound older adults received outreach services and/or home-based counseling to help alleviate depression and other issues related to aging.
- + More than 500 caregivers were provided with education on maximizing the quality of life of older adults.

OFS.

School
Readiness
& Education
Services

...preparing children to succeed

- + Children's Learning Center
- + Great Start Readiness Program
Achieving Preschool Excellence
(GSRP APEX)
- + Early Learning Communities

Early
Childhood
Services

...nurturing healthy
parent/child relationships

- + Early On
- + Parents As Teachers

Family
Preservation
Services

...providing safe and secure
homes for children in need

- + Foster Care for Children
- + PRIDE: Pre-Service Training for
Foster Parents and Adoptive Parents
- + Adoption Services
- + Foster Home Licensing
- + Foster Parents' Support Groups



Behavioral Health Services

...addressing barriers to change & empowering individuals to thrive

- + Mental Health Treatment
- + Substance Abuse Treatment
- + Hispanic Treatment Services
- + Project Recovery Intensive Services for Mothers (PRISM)
- + Adolescent Substance Abuse Treatment Services

Older Adult & Caregiver Services

...maintaining an active and healthy lifestyle

- + Early Identification & Intervention for Seniors with Dementia
- + Crisis Intervention
- + Level of Care Assessments
- + Caregiver Training Program
- + Individual, Family & Group Counseling
- + Older Adult Specialty In-Home Services (OASIS)

Specialized Services for Youth

...a program for children, adolescents and families funded through the Oakland County Community Mental Health Authority

- + Individual Counseling
- + Family Counseling
- + Group Counseling
- + Case Management
- + In-Home Services
- + Peer Support and Parent Empowerment
- + Respite
- + Psychiatric Services
- + 24/7 Access to Program Staff



"They began the joy
in their new path."

Successes.

GREAT START READINESS PROGRAM - APEX

The staff are welcoming, caring and so concerned about each student. My child has learned so much and seems so enthused about his daily curriculum. I know my child is safe, cared for, taught well, and well-loved here at Oakland Family Services. I would DEFINITELY recommend this program!

COUNSELING

I came to Oakland Family Services because of depression related to my father's failing health. I chose Oakland Family Services because the price was reasonable but what I found was high-quality treatment. I learned coping skills. My therapist was positive, easy to talk to, nonjudgmental and really cared what happened to me. I consider him an important part of my support group.

SPECIALIZED SERVICES FOR YOUTH

My foster daughter's therapist has been instrumental in maintaining our foster placement. My foster daughter has become communicative and responsive. It is clear her therapist is invested in our foster family and in securing a healthier environment for reunification.

SUBSTANCE ABUSE TREATMENT

When I first started, I was a mess. I just stopped doing drugs and had many emotional issues. Coming here, I could feel my stress and emotions become controllable. If it wasn't for me starting this program, I would be lost. My therapist was always there to talk and listen. I thank her for helping me take that next step.

CHILDREN'S LEARNING CENTER

Our family couldn't have asked for a better way to start our child's schooling experience. This has been a truly awesome experience. We are so satisfied with the program. The teachers are amazing. They treat each child as a unique person and have helped our son learn and grow. Thank you!

PARENTS AS TEACHERS

I believe that thanks to Parents As Teachers, my future and my family's future has been changed drastically. I'm thankful to the program because I've learned all the tools I need to succeed at being a mom. Thank you Oakland Family Services!

Education.

Giving children the fundamental skills they need to succeed in school.

Marcela knew she wanted to be a teacher from the time she was a very young child in Mexico. But the dream was crushed when she was 16 and her father died. Times were hard and gone was the money to pay for college. Marcela finished high school and a few years later, visa in hand, moved to America. Marcela met a wonderful man; they were married and had a daughter, Marisol.

When Marisol was one, Marcela enrolled in a family literacy program at Oakland Family Services. Marisol attended the Children's Learning Center (CLC) and, eventually, Great Start Readiness Program (GSRP) APEX. "Marisol had the opportunity to develop relationships with other children and the teachers. She was exposed to so many things and so much stimulation."

During this time, Marcela was hired as a Teacher's Aide to work with Spanish-speaking parents in the infant room. Marcela was thrilled and continued until her son, Edwin, was born. When Marcela wanted to return to work, she knew exactly where she wanted to work... Oakland Family Services. "The staff are so kind and passionate. The parents are so pleased with the program and so excited with how their children progress."

Upon hire, Marcela immediately began to pursue a Child Development Associate certificate, which she will have by June 2013. With this, she can be a Teacher's Assistant.

Son Edwin attended the CLC and GSRP APEX and made tremendous gains in the social-emotional developmental domains and grew in confidence. "It helped to prepare him to be successful when he started school," says Marcela.

Today, Marisol is in 6th grade and achieving all A's. Marcela attributes Marisol's academic success directly to the opportunities for growth, learning and development that she received during her four years at Oakland Family Services. Edwin is in 1st grade and doing really well.

"Thank you to Oakland Family Services," says Marcela, "because they give wonderful opportunities to people who want to be something different in their lives."

"I had a vision of what I wanted to be...OFS helped me to achieve it. I believe that my life and my children's lives will be more successful because of this."



I am
OFS.



Thank you To Our Staff.

Meghan Alderson
 Erika Alexander
 Juliana Alicea Seijo
 William Alliston
 Suzanne Baisley
 Brenda Bartenbaker
 Pamela Bartos
 Amanda Beckman
 Carol Beggs
 Sandy Benson
 Margaret Berg
 Kris Bishop
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 Kelly LeMay
 Dolores Lemkau
 Jasna Leova
 Kimberly Little
 Julie Longstreet
 Maria Lucio-Banales
 Kathleen Lynd
 Dawn Mahaday
 Lori Makowiec

For more than 90 years,
 Oakland Family Services
 has remained a cornerstone
 of strength and stability
 in our community. With
 compassion and expertise,
 our staff has delivered hope
 through quality services and
 programs that make a real
 difference in the lives of
 the individuals, children
 and families we serve. It is
 their work that allows us
 to advance our mission each
 and every day.

Kathleen Mallett
Paulette Mallett
Natalie Marchione
Mary Markovski
Michelle Masheff
Douglas Masheff
Kevin May
Lorraine Mayes-Buckley
Menrose McBride
Douglas McCann
Jill McCormack
Melissa McMahan
Nemesio Mendoza
Raynard Meridith
Colleen Micklas
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Jennifer White
Cindy Whitwell
Michelle Wilder
Deborah Wiles
Christina Williams
Cynthia Williams
Jay Wilson

Marianne Winter-Long
Yalandria Womack
Allen Wood
Sherrydawn Wygant
Patricia Young
Stacy Young
Kevin Zoromski
Lisa Zupal-Leggett

Contractors

Jaswant Bagga
Stephen Fabick
Michael Gotlib
Karen McCann

Volunteers

Myra Enders
Charles Johnson
Douglas Masheff
Allie Ulrick

Interns

Tara Becker
Christina Colucci
Catherine Cylkowski
Yvonne Dickerson
Andrea Hanson
Jennifer Hurst
Julayne Johnson
Scott Krull
Phillip Rosenbaum
Margaret Schroer
Sonja Thayer
Brian Wummel
Marni Zeltzer

“I had a vision of what I wanted to be...
OFS helped me to achieve it. I believe
that my life and my children's lives will
be more successful because of this.”



Thank you To Our Friends.

The Friends of Oakland Family Services volunteer their time, energy and resources to improve the lives of children and families throughout our community. This group grew from a handful of compassionate and committed women, who came together more than 17 years ago, to a vital group of more than 150 members.

The purpose of this diverse group of women known as the *Friends* is:

- + to give their time, talents and leadership to support, as volunteers, the various *Friends* projects and programs of Oakland Family Services when the need arises; and
- + to communicate, to the general public, awareness of these programs and their importance to the well-being of the children and their families in our community.

On behalf of the families served by Oakland Family Services, we would like to thank this dedicated group for their unwavering support and their generous spirit toward helping others.

Dee Wright-Masilotti

CHAIRMAN

FRIENDS ADVISORY BOARD

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Friends Volunteer Projects

Adopt-A-Family

Back-to-School

Foster Care Holiday Party

Thanksgiving Baskets

2012 Financials.

Revenue

Grants & Contracts (Other Than Foundations)	3,515,167
Foundation Grants	114,637
Program Fees	5,101,548
United Way for Southeastern Michigan	599,399
United Way on Behalf of Family Service Alliance Members, net	6,578
Contributions & Special Events	1,463,152
Other	259,323

TOTAL REVENUE

\$11,059,804

Expenses

Compensation & Professional Fees	7,851,412
Occupancy	284,149
Communication & Transportation	366,574
Equipment & Supplies	265,916
Assistance to Individuals	1,018,429
Interest Expense	38,686
Other Expenses	622,476

TOTAL EXPENSE

\$10,447,642

CHANGE IN NET ASSETS BEFORE PENSION TERMINATION COST

612,162

Net Investment Gains (Losses) on Endowment Available for Appropriation	125
Settlement cost to terminate pension plan (See Note 3)	(857,097)

TOTAL CHANGE IN NET ASSETS

(244,810)

Fund Balances at Year End

Unrestricted Net Assets	
Net Assets from Operating Activities	(203,404)
Temporarily Restricted Net Assets (See Note 1)	114,753
Permanently Restricted Net Assets (See Note 2)	92,427

NOTE 1: Contributions designated by the donor to be expended for a specific purpose are recognized as temporarily restricted revenues in the year the contribution occurs, even though the related expenditure may not occur in the current year, yet will be spent in future years. Unspent restricted contributions are considered temporarily restricted assets at year end.

NOTE 2: Permanently Restricted Funds (or Endowments) are funds which are restricted as to their use by the donor. Typically, the donor restricts against the use of the gifted funds (the principal), yet allows for the discretionary use of the income and market appreciation from the investment of funds.

NOTE 3: On December 21, 2012, the Agency completed the curtailment and settlement of the Employee Benefit Plan of Oakland Family Services (the Plan). The Agency financed the unfunded settlement liability with proceeds from the refinancing of the Agency's term loan, issuance of subordinated related party term loans, redirection of certain endowment contributions by donors and an appropriation of earnings on endowment investments.



Funding Partners.

Department of Health and Human Services, Substance Abuse and Mental Health Services Administration

DeRoy Testamentary Foundation

Michigan Department of Corrections

Michigan Department of Education

Michigan Department of Human Services

Michigan State University
Farm to School Grant

Oakland County Community Mental Health Authority

Oakland County Health Division
Office of Substance Abuse Services

Oakland County 6th Circuit Court Family Division

Oakland Integrated Health Network

Oakland-Livingston Human Services Agency
Department of Labor Re-Entry Grant
Michigan Prisoner Re-Entry Initiative

Oakland Schools
Great Start Oakland

Older Person's Commission

United Way for Southeastern Michigan

Windsor-Essex Children's Aid Society

The Young Foundation



Treatment.

Bringing help and hope to those struggling with depression, anxiety or addiction.

Linda, now 64, thought she was going to be "one of those seniors who jumped out of airplanes". No one, and nothing, prepared her for the realities of aging.

Until a few years ago, Linda was the primary caretaker of her companion of 18 years and fiancé who had developed Alzheimer's. His dementia worsened and he became paranoid, hostile and threatening. He turned on Linda with a ferocity she still hasn't quite processed. That's also when doctors discovered a malignant nodule on her lung related to colon cancer treated 7 years previously. Shortly thereafter, it became necessary for her fiancé to be admitted to a memory care facility. "I was sad and angry that he was no longer able to be my companion; and he was angry with me for being part of his move."

Following surgery, life changed for Linda. "I realized I had become one of those vulnerable seniors. I wasn't physically strong and I couldn't fake it anymore." She was diagnosed with depression and anxiety by her physician, and referred to Oakland Family Services' Older Adult program.

"In the beginning my sessions were filled with tears. My counselor listened to me when I needed to talk, coached me when I was stuck and guided me to let go of unnecessary burdens."

Linda believes all older adults, even with a good support system like she has, need outside support at one time or another. "I'm blessed to have three caring adult children and nieces and nephews. But when they ask me how I am, I say, 'I'm fine,' even if I just endured an anxious, sleepless night. Being 'old successfully' is new to most of us. We need coaching."

"Through Oakland Family Services, I have been able to reclaim my life and return to the things I love, like gardening. I have been able to step out of my comfort zone and learn new things like acupuncture and yoga."

"I want every senior, regardless of income, to have access to a skilled geriatric counselor in a program like this one, whether they are in a facility or living on their own. Just because you are old doesn't mean you know HOW to be old. Thank you Oakland Family Services!"



Planned Gifts. Securing Our Future.

It has been said that "it takes a noble person to plant a tree that will one day provide shade for those whom he may never meet." Endowments ensure that vital services can be delivered in uncertain economic times and provide essential dollars to leverage new funding for innovative community programs. Through planned giving, donors benefit the community beyond their lifetime. Members of the Board of Directors and the staff would like to recognize the donors whose generosity made it possible for Oakland Family Services to launch and build our Endowment Initiative. We commend the following individuals for their faith in Oakland Family Services and the ability to continue its outstanding work on behalf of children and families.

Endowments.

The following donors have made gifts to secure the future of Oakland Family Services:

Mr. and Mrs. Frederick M. Adams, Jr.	Zina and Michael Kramer
Mr. and Mrs. Mandell L. Berman	Lassie M. and Jerry B. Lewis
Mr. and Mrs. Eric D. Booth	Mr. and Mrs. J. Michael Losh
Brenda and Michael Earl	Ann Manix and Robert Cramer
Mrs. Irma Elder	The Manix Family Foundation
Mr. and Mrs. Herbert Fisher	Sandy and Dan Morrison
Samuel and Jean Frankel Foundation	Barb and George Mrkonic
Mrs. Edward J. Green	Mr. and Mrs. Eino Nurme
Mr. and Mrs. Edward E. Hagenlocker	Susan and William O'Brien
David M. Handleman	Mr. and Mrs. Walter Oerhleim
Mort and Brigitte Harris	Mr. and Mrs. Robert Scharff
Mr. and Mrs. Martin Inglis	Mary V. Simonelli
Dr. Sarah W. Keidan	Kimberly and Ken Whipple
Sonya and Norman Klein	

Bequests.

The following donors have remembered Oakland Family Services in their estate planning:

Nena and Sidney Dillick
Mr. Lawrence L. Gladchun
Dr. Sarah W. Keidan
Mr. Thomas E. Kimble
Mr. and Mrs. Lee R. Miskowski
Mr. and Mrs. G. Peter Smith

Gifts From Individuals.

\$200,000 and Above

Mr. and Mrs. Edward E. Hagenlocker

\$20,000 - \$99,999

Mr. and Mrs. Robert E. Rossiter

\$10,000 - \$19,999

Mr. and Mrs. William B. Larkin

\$5,000 - \$4,999

Mr. and Mrs. Thomas W. Cunningham

Mr. and Mrs. Shrikant C. Mehta

Mr. and Mrs. George R. Mrkonjic, Jr.

Mr. and Mrs. William J. O'Brien, III

Mr. and Mrs. Ken Whipple

\$2,500 - \$4,999

Mr. and Mrs. Guy Gordon

Mr. and Mrs. Alan C. Johnson

Mr. and Mrs. Terrence M. Meter

Mr. and Mrs. Michael R. Mihalich

\$1,500 - \$2,499

Mr. and Mrs. Thomas Anderson

Mr. and Mrs. Gurminder S. Bedi

Mr. and Mrs. James Caldwell IV

Mrs. Teresa L. Hartle

Mr. Darryl B. Hazel

and Ms. Sheila M. McEntee

Mr. Norman G. Klein

Mr. and Mrs. Eric J. Krause

Mr. and Mrs. Jerry B. Lewis

Mr. and Mrs. Kirk N. Martin

Mr. and Mrs. Jimmy D. McDonald

Mr. and Mrs. Richard D. Miller

Mr. and Mrs. Frederick C. Nahm

Mr. and Mrs. Walter Oehrlein

Mr. Stephen J. Pickett

and Ms. Gayle A. Roberts

\$1,000 - \$1,499

Jaswant and Surjeet Bagga

Mr. and Mrs. Daniel Bickersteth

Mr. and Mrs. Mitchell Bleznak

Mr. and Mrs. Dennis Darin

Mr. and Mrs. Byron Gerson

Mr. and Mrs. George H. Gordon

Mr. and Mrs. Stephen R. Guidos

Mrs. Christina Heidrich

Mr. Theron N. Hilton

Dr. Mark A. and Gail Riggs Kelley

Mr. and Mrs. Jay H. Klein

Mr. and Mrs. Michael R. Kramer

Mr. and Mrs. Michael A. Kunzman

Mr. and Mrs. Edward C. Levy, Jr.

Mr. and Mrs. Paul Lewis

Mr. and Mrs. Richard Masilotti

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Mr. and Mrs. Robert W. Scharff

Mr. and Mrs. David M. Sutton

James H. Trask

and Frances R. Hammond

Mr. and Mrs. Reese C. Zantop

\$500 - \$999

Dr. Kathleen A. Barry

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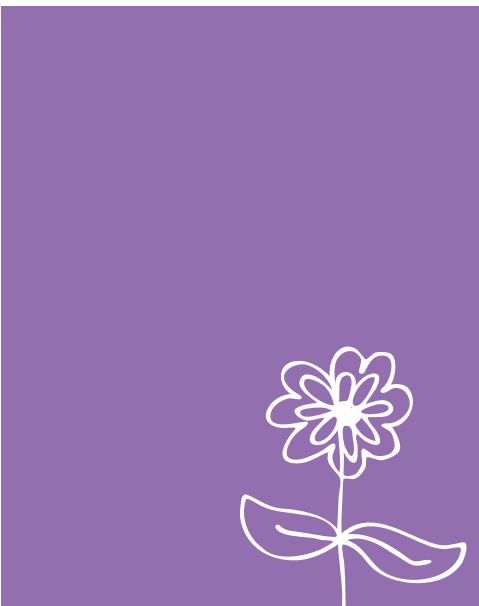
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