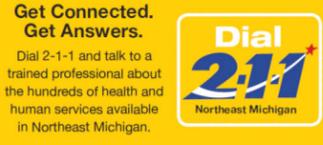


Listening Ear Crisis Center
 107 E Illinois, P.O. Box 800
 Mt. Pleasant, Michigan
 48804-0800
 PH: (989) 772-2918
 FAX: (989) 772-5339
 TTY: (989) 775-1550

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Agency Updates

Listening Ear is pleased to welcome new personnel and congratulate those who have made advancements:

Welcome:

- Callie O'Bryant, Children's Foster Care Intern
- Sara Farago, Children's Foster Care Intern
- Amber Hersey-Phillips, M.P.A., Foster Care Licensing/Case Manager
- Kevin Towe, M.S., Employment Specialist, for Residential Services North, Antrim/Kalkaska
- Becky Wang, M.A. LPC, Director of Children's Services
- Jamie Wing, B.S., Foster Care Certification Worker

Congratulations:

- Edie Bowerman, Community Living Specialist for Residential Services Central, was awarded the Art LeTourneau Award given by Community Mental Health for Central Michigan for her work with the Weekend Recreation Program and ensuring that consumers have richer lives as included members of the community.
- Shirley Crenshaw, M.A., Community Living Specialist for Residential Services Central
- Megan P. Grubbs, Program Director for Residential Services Central – Mount Pleasant Home
- Julia Logan, Assistant Program Director for Residential Services Central - Lynnwood Home
- Alyssa M. Manno, Assistant Program Director for Residential Services Central - Mount Pleasant Home

Board of Directors

Chairperson: Dr. Kristin Sheridan
Vice Chair: Dr. Ross Rapaport

Secretary: Al Kaufmann
Treasurer: Paul Siers

Ruth Freebury
 Matthew Hagen

John Leonard
 David Johns, PA

Heather Tubbs
 Dr. Suzanne Shellady

Executive Director: Amanda Hart

If you wish to have your name removed from the newsletter mailing list, please write: **Executive Director, Listening Ear, P.O. Box 800 Mt. Pleasant, MI 48804-0800** or, email ahart@listeningear.com. If you want more information about us, please visit our website at www.listeningear.com or see www.guidestar.org.

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April 2018
 Volume XXI, Issue 1

Listening EAR

Experienced Leader Becomes New Executive Director

Listening Ear is pleased to announce Amanda Hart as the agency's new Executive Director. Amanda has been part of the Listening Ear team for fourteen years, joining the agency in 2004 as a counselor/case manager for homeless youth. Over the years, she has worked in various roles within the children's division which included case manager/certification worker in Foster Care, a counseling intern in the Child Sexual Abuse Program, and most recently as the Director of Child and Family Services. Both her education and experience have reinforced her ethics and values, problem solving skills, use of strengths perspective, and commitment to advocacy and social justice. Since joining the agency, the children's division has focused on quality improvement, performance based outcomes, and evidence based practices that help consumers and staff succeed.

"I am honored to have been selected as Listening Ear's new Executive Director and I realize it will be a challenge following the agency's well-known and respected previous leader Donald Schuster", Amanda said. "Together, we can continue to improve human life by offering quality services and listening to the needs and desires of the consumers and communities we serve", she added.

Amanda and her family are from the Mt. Pleasant area. She graduated from Sacred Heart Academy. She holds a Bachelor of Arts in Psychology from Central Michigan University and Masters of Social Work from Michigan State University.



Executive Director, Amanda Hart
 & former Executive Director,
 Donald Schuster

INCREDIBLE COMMUNITY

Dear Readers,

Change is never easy. Over the last few months, I have been humbled by the supportive attitude of Listening Ear's Board, staff and consumers as I have moved into the new Executive Director role. I am also very grateful for their selfless, steadfast service and excellent mentorship provided by Donald Schuster preparing for the agency for the transition.

The spring newsletter is always a special issue because the Annual Report (shown at right) illustrates the types of services, numbers of consumers served, and rates of consumer satisfaction by program. Last year, our services impacted 39,500 persons from 46 Lower Michigan counties. There are over 300 employees across 7 counties who work tirelessly to support the consumers of Listening Ear. Due to staffs compassion and commitment, we are pleased to say the overall customer satisfaction rate was 98% with 3,470 consumer dreams realized.

Listening Ear is fortunate to have retained most of its qualified management team staff for decades. The team has been hard at work for months preparing for our sixth Council on Accreditation review this summer. Committed to excellence, staff are looking at every policy and protocol to make sure that Listening Ear meets best practice standards. (see page 3)

Funding for services come from contracts, grants and gifts from generous donors (page 3). As a nonprofit charitable organization, donor income is used to carry out programs as well as build agency capacity to better meet community needs. The ICTC bus award opportunity is a unique way for us to be able to share information with area residents about our Crisis Line services while advertising employment opportunities.

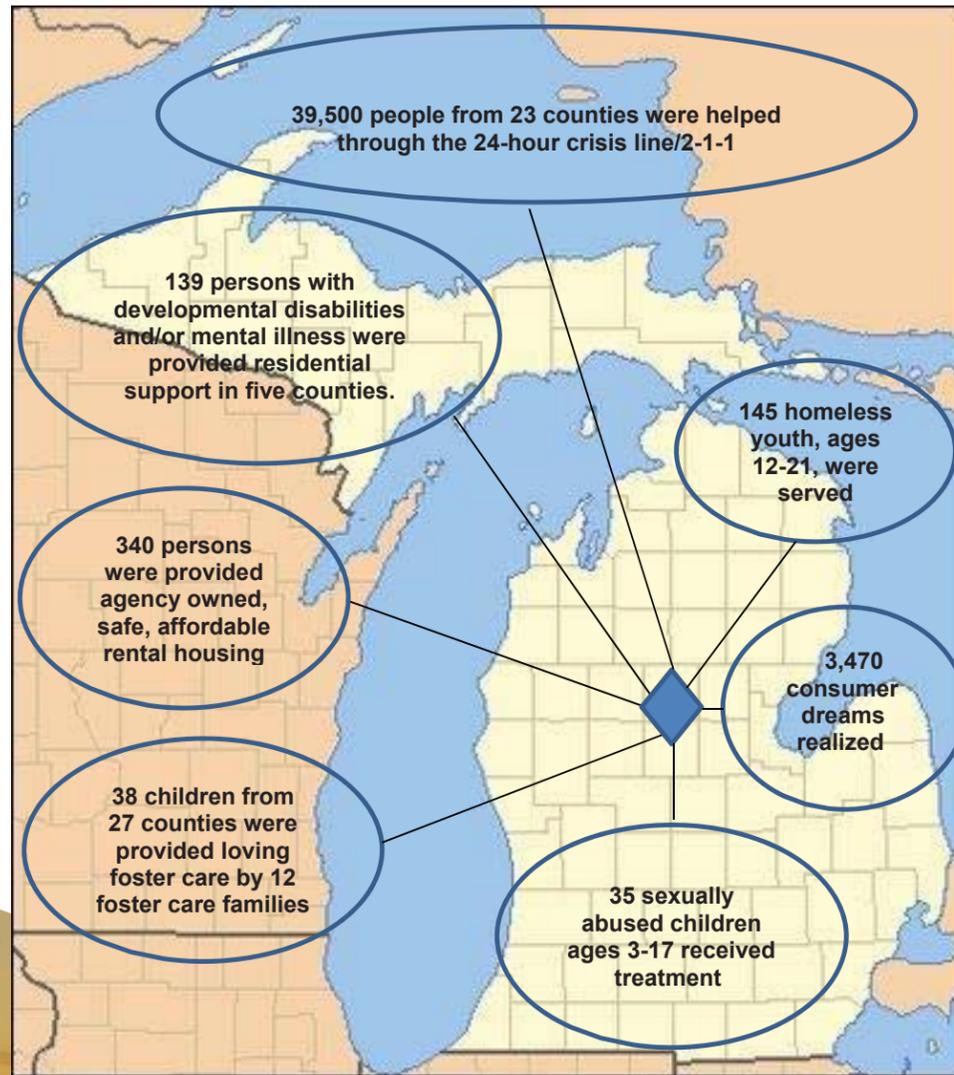
Despite changes, we at Listening Ear pledge to continuing to meet our mission to offer "hope and opportunity by listening to, supporting and advocating for people who need quality services and safe, affordable housing." With your support, Listening Ear is able to build a community that is "Always There."

Sincerely,

Amanda Hart, LLMSW
Executive Director

2017 Annual Report

LAST YEAR, 39,500 CHILDREN AND ADULTS FROM 46 MICHIGAN COUNTIES WERE PROVIDED A VARIETY OF SERVICES BY 311 CARING EMPLOYEES



Audited Expenses 2016-2017		Client Satisfaction-2017	
Personnel	\$ 7,156,416	Residential Consumers...	92%
Operations	\$ 3,557,884	Child Sex Abuse.....	100%
Depreciation	\$ 244,841	Homeless Youth.....	100%
Administration	\$ 770,252	Foster Youth.....	100%
Total Expenses:	\$11,729,393	Crisis Line.....	100%

"Nationally Accredited with the Council for Accreditation since 1998"

Seeking our 6th Accreditation since 1998...

Listening Ear is preparing for its 6th re-accreditation site review to join the national "Community of Excellence." Listening Ear has always been committed to providing the highest quality of services and being nationally accredited ensures we review, maintain and implement best practices compiled by the Council on Accreditation (COA). The agency reviews all internal practices by looking at services to ensure they are accessible, culturally competent, evidence-based, individualized, outcome-oriented, provided by a skilled and supported workforce, respectful of individual rights and involves consumers and family members.

The accreditation process involves an internal and external review of administration and service delivery functions to ensure ongoing quality improvement. The external review is conducted by a team of national Site Reviewers which will come to Mt. Pleasant in July to conduct a detailed analysis of all of Listening Ear's administrative and service delivery practices.

We can't achieve this without community input. Each year we ask for feedback from our staff, consumers, family members and the community either in person or through a satisfaction survey. You are always welcome to share suggestions as to how we might improve our services by contacting Listening Ear at jdean@listeningear.com or by calling (989) 773-6904 Ext. 3249.

Together we can assure that Listening Ear's services are meeting the needs of the communities and consumers served. Accreditation is one way of demonstrating the credibility, integrity and achievement of the organization.



Bus Signage Award

Listening Ear is pleased to have won two bus wraps on I-Ride buses. The signage features consumers and staff and promotes the Crisis Line phone number and jobs available. The Isabella Parade 365 Bus Wrap contest was hosted by The Isabella County Transportation Commission (ICTC) and community sponsors.

WE ARE THANKFUL FOR THESE SUPPORTERS!

(Gifts made since the last newsletter)...

LISTENING EAR CRISIS CENTER FUND

- Anonymous
- Linda Browne
- Katherine Baillargeon & James Scherer in honor of Donald Schuster
- Coyne Oil Corp
- John & Nancy Davis
- Sally Goodrow
- Nancy Grover
- Mary Kushion in honor of Donald Schuster
- Dolores Lawrence in memory of Joe Lawrence
- Aparna Lhila in memory of Valerie Stephens
- Mr. & Mrs. John Lorand
- Ross & Shelly Rapaport
- Carol and Jim Wojcik in honor of Donald Schuster
- Marilyn Zorn in memory of George Zorn

CONSUMERS NEEDS AND DREAMS FUND

- John & Nancy Davis
- Carol Meixner
- Richard Shively

CHILD SEXUAL ABUSE TREATMENT FUND

- Anonymous
- Dr. David & Colleen Bremer
- Jeffrey Caspari in memory of Valerie Stephens
- John & Nancy Davis
- Mary Ann Freling in memory of Valerie Stephens
- Frances Lichtman in memory of Valerie Stephens
- Marty Mater in honor of Michael Libbee & Kristin Sheridan
- Ronald and Margaret Vredeveld in memory of Sheri Joy Vredeveld

PHIL A. LANGLOIS ENDOWMENT FUND

- Norma Bailey
- John & Nancy Davis
- Robert & Catherine Janson in honor of Donald Schuster
- Jeannette Langlois
- Kevin & Melissa Langlois in memory of Phil A Langlois
- Bill & Jan Strickler in memory of Phil A Langlois

GENERAL DONORS & GRANTMAKERS – THANK YOU TO:

- Commercial Bank – Alma
- C&O Sportswear/MacGregor Family donated sweatshirts for the Transitional Living Program
- Gregory and Cecilia Bator for the Crisis Center
- Linda and Ronald Black in memory of John Reilly
- Listening Ear Board of Directors to the Schuster Family Fund
- Wheatland Church of Christ for the Crisis Center
- Sanda Wiper to the Schuster Family Fund



WANTED!

Direct Care Workers
Caring and compassionate staff sought who want to make a difference in the lives of others.

Call Human Resources
(989) 773-6904 Ext. 3249