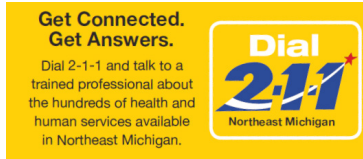


Listening Ear Crisis Center
 107 E Illinois, P.O. Box 800
 Mt. Pleasant, Michigan
 48804-0800
 PH: (989) 772-2918
 FAX: (989) 772-5339
 TTY: (989) 775-0480

NONPROFIT ORG
 U.S. POSTAGE
 PAID
 PERMIT NO. 110
 MT. PLEASANT, MI

RETURN SERVICE REQUESTED



Advancements

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

Welcome to:

- Ashley Ball, Business Support Front Desk
- Christa Justice, combination Employment Specialist and Activity Specialist, Residential Services North.
- Taylor Cramer, BSW, Transitional Living Program (TLP) Case Manager

Congratulations to:

- William Brewer promoted to Assistant Program Director for Residential Services Central's Oakleaf home

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 dschuster@listeningear.com.
 If you want more information about us, please visit our website at www.listeningear.com or see www.guidestar.org.

BOARD OF DIRECTORS

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

Secretary: Al Kaufmann
Treasurer: Paul Siers

Gregg Barrick
 Ruth Freebury

Bonnie Hayward
 David Johns, PA

Kris Kirby
 Carol Meixner

Heather Tubbs
 Lois VanOrden

Executive Director: Donald Schuster



- 1 • Answering the Calls
- 2 • Letter from the Director
• Annual Report
- 3 • Recreation Builds Skills
• Tommy Supporters
- 4 • Agency Updates

The mission of Listening Ear is to provide citizens of Michigan with human services and affordable housing that satisfy, support, and promote the dignity and well-being of those in need.

May 2015
 Volume XVIII, Issue 1

Listening EAR

Answering the Calls for Help

A new state-of-the-art phone system was recently installed that offers more in-depth service options and quicker access to emergency responders for people in crisis. The previous phone system was outdated and unable to meet the growing demand.

The new system is integrated with 911 for emergencies, offers text messaging, customer satisfaction surveys, mobile call answering during natural disasters and more telephone lines for the public. Note all Listening Ear extensions have changed to a 4 digit number. If you need a new list of staff and extensions contact Jaclyn Dean at (989) 773-6904 ext. 3249.

The Consumers Energy Foundation and the Mt. Pleasant Jaycees generously answered the call for help to fund the new Avaya Phone System. As Consumers Energy Foundation spokesperson Carolyn Bloodworth said, "Due to Listening Ear's large footprint, helping citizens in 18 counties, and the nature of their vitally important service, was a large reason they were chosen to receive the grant. We are huge proponents of 2-1-1 in Michigan because we know what an incredible service this provides to everyone."

Kathy Tarrant, Crisis Center Director receives Consumers Energy Foundation check toward phone system from Harmony Nowlin, Community Services Area Manager at Consumers Energy.



Every day of the year, trained professional mental health technicians and 2-1-1 call specialists at Listening Ear respond to callers seeking assistance. They listen to each person, offer information and help them work toward their personal goals. Last year, an average of 117 callers a day used the Crisis Center services - a total of 42,884 calls! In recent years, the volume has increased significantly. Those served are youth and families calling to get information, to help themselves cope with challenges, people running out of food, elders unable to fill their propane tanks, and, folks just wishing to be heard.

INCREDIBLE COMMUNITY

Dear Readers,

Listening Ear is committed to continually evaluating and improving services that ensures access to quality care. The Quality Improvement process includes listening to consumers, staff and community partners, considering changing needs, monitoring progress and measuring outcomes. Last year, Listening Ear underwent a rigorous review and was nationally accredited by the Council on Accreditation. We were found to be one of the best managed agencies. We also incorporated Gentle Teaching, a best practice approach, all across the agency. We improved emergency readiness by installing generators and automated defibrillators in offices and homes. We established an emergency alternative shelter site complete with bathrooms, showers, cots, food and kitchen to house 12 individuals.

Our strongest proof of successes are real life examples – such as:

- Jenny, a homeless teen, now reunited with her family,
- 11 year old Ellie who received treatment services because of five years of sexual abuse by a cousin and who is now on the road to healing, and,
- Patrick who called the crisis line making suicidal statements, said he had a gun, was despondent about losing his job and who is alive today because of the caring empathy and quick action by staff who were able to reach the police to conduct a wellness check and prevented tragedy.

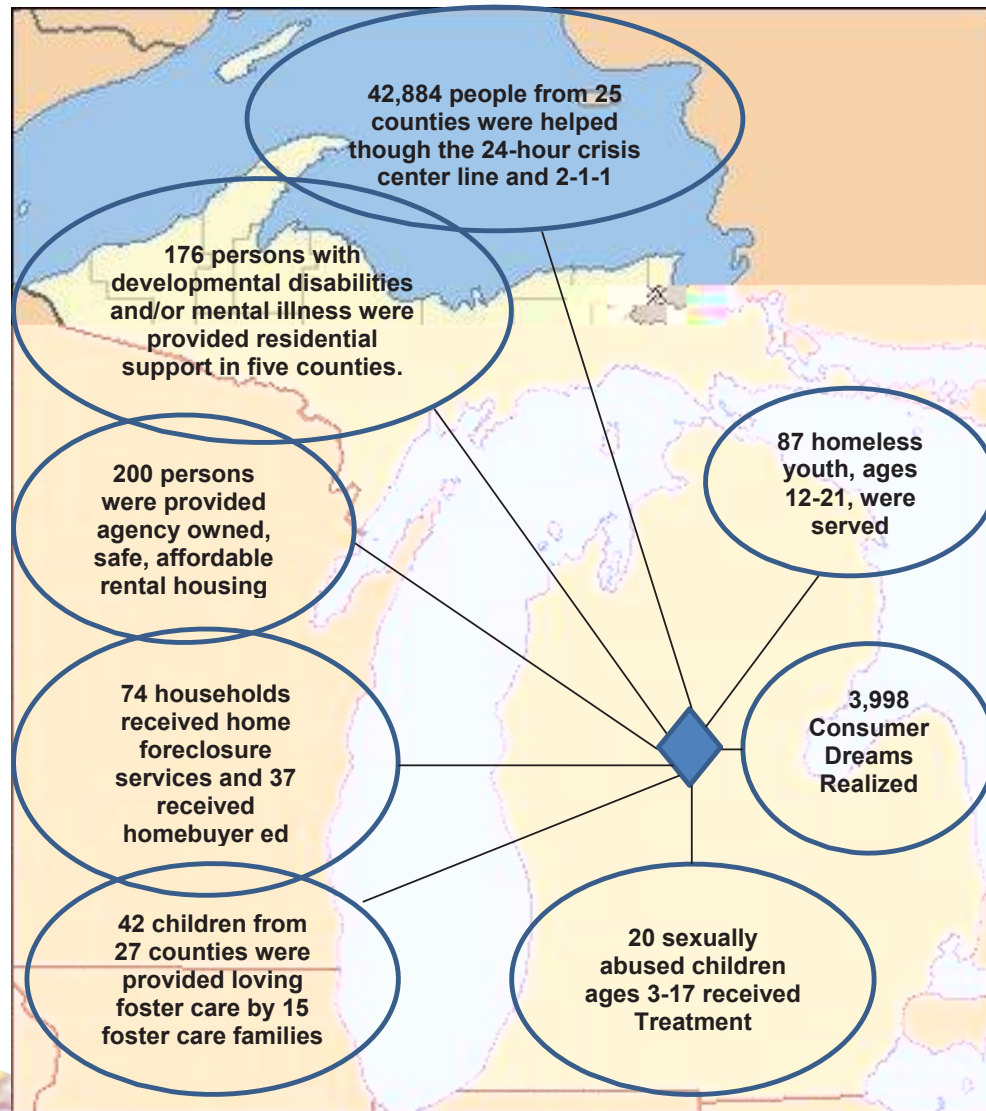
With staff dedication and your support, Listening Ear is able to build a community that is "Always There."

Sincerely,

Donald Schuster, LMSW
Executive Director

ANNUAL REPORT

LISTENING EAR SERVED OVER 43,000 CHILDREN AND ADULTS FROM 46 MICHIGAN COUNTIES



Audited Expenses 2013-2014

| | |
|------------------------|---------------------|
| Personnel | \$ 7,481,419 |
| Operations | \$ 3,516,625 |
| Depreciation | \$ 167,294 |
| Administration | \$ 742,488 |
| Total Expenses: | \$11,907,826 |

Client Satisfaction-2013-2014

| | |
|---------------------------|------|
| Residential Consumers... | 93% |
| Child Sex Abuse..... | 100% |
| Homeless Youth..... | 100% |
| Foster Youth..... | 99% |
| Foreclosure Families..... | 99% |
| Crisis Line..... | 99% |

"Nationally Accredited with the Council for Accreditation since 1998"
A United Way Agency Since 1975

Recreation builds skills

The Alden and Vada Dow Family Foundations made a significant gift to support monthly recreational programming for children and adults with disabilities. The activities allow participants to build socialization skills and alleviate stress.

Each month, children who are in licensed foster care and youth who have experienced homelessness, abandonment or families in crisis, are able to enjoy new experiences that challenge, teach and empower. Youth activities include rock wall climbing, snow tubing, visiting the Dow Gardens' Butterfly House and going on a spring retreat at a camp.

Adults served by the agency's Residential Services enjoy the monthly Weekend Recreation Program where music, dance, arts/crafts, presenters, games and more are offered.



Tommy is surrounded by loving care

It seems that everyone likes Tommy. Tommy, who lives at a Listening Ear AFC home in Rapid City, recently needed an operation at Munson Medical Center and then needed to remain in a specialized bed for eight weeks at his home.

During his stay at the hospital he was lovingly supported by nursing staff who all loved Tommy. The after-care took a special team that included the North Country Community Mental Health (CMH) nurse and case manager, Occupational Therapist, Physical Therapist, his guardian and Listening Ear home staff to support his recovery. He has had supporters, including visits from members of his church, friends from the Head Start Program where he is a volunteer, Aktion Club, his work sites, CMH staff and daily visits by his housemates.

Tommy's recovery in bed is almost up and his surgery site has healed. He is still smiling and looking forward to more time with his friends. As Karen Elkins, Listening Ear coordinator states, "Everyone rallied to Tommy's care, it was great teamwork."



Church friend Beverly joined Tommy's team of support.

We are thankful for these supporters!

(Gifts made since the last newsletter)...

LISTENING EAR CRISIS CENTER FUND

- Anonymous
- Harvey Aronson
- Linda Browne
- Betsy Banta
- Suzanne & Terrence Carey
- Sally Goodrow
- Pat Hartman
- James & Kathleen Howell
- John Harkins, Harkins Properties
- Phyllis & Dykstra Heinze
- D Nolan Kaiser
- Elizabeth Kowalczyk, Mt Pleasant Comm Counseling
- Mary Kushion
- Dolores Lawrence
- Robert Long, Summit Petroleum
- Martha & John Mater
- Carol Meixner
- Ross & Shelly Rapaport
- Steven & Marjorie Robbins
- Thomas & Mary Alice Stenman
- Kathy Tarrant
- Patrick & Mary Thompson
- Meredith Welling
- Alma & Sherry Wentworth
- James J Whyte
- Don & Sally Wiper
- William & Patricia Zinser

CONSUMER NEEDS & DREAMS FUND

- Anonymous in honor of Lori A Shively
- Greg & Cecilia Bator
- Laurie Booth
- Joseph Bohrer & Patricia Brand
- Linda Vos-Graham & Kenneth Graham
- Bonnie Hayward
- Jane Kipp
- Michael Libbee & Kristin Sheridan
- Mike & Dianne Morey
- William & Dianne Saltarelli
- Louise Uphold in honor of Carlene Uphold
- Carol & Jim Wojcik

CHILD SEXUAL ABUSE TREATMENT FUND

- Anonymous in honor of Valerie Stephens
- Anonymous in honor of Valerie Stephens
- Norma Bailey
- Joyce Baugh & Roger Hatch in honor of Valerie Stephens
- Linda Byers Blaksmith & Charles Blaksmith in honor of Valerie Stephens
- Mary Ann Freling in memory of Valerie Stephens
- Grayson Holmbeck in memory of Valerie Stephens
- Virginia Kjolhede
- Marcia LeClear
- Tom & Gisela Moffit in honor of Valerie Stephens
- Stacey Pattison
- Earl & Georgann Schuster in honor of Don Schuster
- Carol Richardson in memory of Lori Ann Shively
- Debra Smilo in honor of Valerie Stephens
- Ronald & Margaret Vredevel in memory of Sheri Vredevel
- David & Mary Weisenburger in memory of Carolyn Cosan

PHIL A. LANGLOIS ENDOWMENT FUND FOR LISTENING EAR

- Anonymous
- Dr. David & Colleen Bremer
- David Coyne, Coyne Oil Corp.
- Albert Langlois
- Jeannette Langlois
- Kevin Langlois
- D. Jean Powell
- Michele & Martin Punke
- Shepherd VFW Post 8215
- Terry & Marcia Stacy
- Nancy & Frank Wanek in honor of Lori Shively
- Herb & Judy Wybenga

GENERAL DONORS & GRANTMAKERS - Thank you to:

- CMU Therapeutic Recreation students support for the Weekend Recreation Program
 - Grand Traverse Regional Community Foundation FOCUS Fund Endowment grant toward a natural gas powered generator to ensure the safety and uninterrupted services at a foster care in Mancelona.
 - Central Michigan University's Recreation, Parks and Leisure (RPL) class 430 gift to Crisis Center
 - Carolyn VanCleave, Deb Smilo, and John Petras in honor of Kristin Sheridan's outstanding work, dedication and friendship.
 - Wheatland Church of Christ
 - Wheatland Music Organization support for the Weekend Recreation Program
 - Sanda Wiper supporting the Schuster Family Fund for Listening Ear
 - James Whyte, Bedrock Data LLC, Gold Sponsorship of the Listening Ear webpage
- Gifts in support of homeless youth services:
- Central Michigan Roller Derby
 - Chemical Bank
 - C&O Sportswear
 - Richard McClean
 - Smokers Club for the Mountain Town Society of Kapnismologists (MTSOK), Order of Collegiant Pipe Smokers, and, International Association of Pipe Smokers Clubs