MISSION
To empower families and communities to gain the knowledge, skills and resources needed to improve their quality of life.

VISION
To break the cycle of poverty, reaching the day when all families and communities thrive.

VALUES

Compassion: Serving our clients with dignity, respect and care.

Progress: Pushing ourselves toward thoughtful, creative, long-term solutions.

Diversity: Embracing a wide array of viewpoints and possibilities.

Integrity: Doing the right thing in all we do.

Collaboration: Partnering with all who can help us help others.

Stewardship: Managing fiscal and programmatic resources responsibly and ethically.

Advocacy: Putting voice with action in pursuit of vision.
OLHSA is the largest private nonprofit agency delivering human services to Oakland and Livingston Counties. We welcome those in need with a comprehensive set of services, focusing on meeting the basic needs of senior citizens, persons with disabilities, and people suffering from economic hardship.

The Oakland Livingston Human Service Agency (OLHSA) was founded in 1964 as a part of President Lyndon B. Johnson's War on Poverty. OLHSA provides dozens of services to assist families and individuals to succeed.

Our broad range of connected services empowered more than 22,164 clients in 2016 to reach or maintain self-sufficiency. Our services address specific needs in Oakland and Livingston County communities.

OLHSA staff members strive for excellence, respect others and honor diversity. To accomplish its work, OLHSA partners with other local organizations and belongs to a network of more than 1,000 nonprofit Community Action Agencies doing similar work throughout the country.
OLHSA SERVICES

- Affordable Assistance
- Asset Development (IDAs)
- CHORE
- DTE Energy Refrigerator Replacement Program
- Early Head Start/ Head Start/Great Start Readiness Program
- Emergency Utility Services
- Financial & Home Buyer Education & Counseling
- Grandparents Raising Grandchildren Support Group
- HIV/AIDS Home Support Services (Ryan White/HOPWA)
- Home Injury Control/Safety Program
- Nutrition Programs
- Resource Advocacy
- Summer Lunch Program
- Tax Preparation Assistance
- The Emergency Food Assistance Program (TEFAP)/ Commodity Food Program
- Venture Inc.: Energy-Efficient Affordable Housing- Sale & Rental
- Water Residential Assistance Program
- Weatherization Assistance
- WIC
- Youth Employment and Training
### SERVICES PROVIDED IN 2016

<table>
<thead>
<tr>
<th>Service</th>
<th>Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Childhood</td>
<td>48,312</td>
</tr>
<tr>
<td>Energy &amp; Community Services</td>
<td>25,320</td>
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<tr>
<td>Financial Education</td>
<td>3,145</td>
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<tr>
<td>Health &amp; Nutrition</td>
<td>109,253</td>
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<tr>
<td>Housing</td>
<td>2,427</td>
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<tr>
<td>Older Adult Services</td>
<td>18,477</td>
</tr>
<tr>
<td>Workforce Development</td>
<td>2,311</td>
</tr>
<tr>
<td><strong>Total Services Provided</strong></td>
<td><strong>209,245</strong></td>
</tr>
<tr>
<td><strong>Total Clients Served</strong></td>
<td><strong>22,164</strong></td>
</tr>
</tbody>
</table>
For over 27 years, OLHSA has hosted its Walk for Warmth fundraiser. The Oakland County event takes place at Great Lakes Crossing and the Livingston County event takes place at the Hartland Educational Support Service Center. In 2017, OLHSA raised over $160,000 all of which benefits the Emergency Utility Assistance Program, helping keep the heat on in the homes of Oakland and Livingston County residents.
WHO’S WHO IN OLDER ADULT SERVICES

- Susan Harding: Chief Executive Officer
- Erica Karfonta: Director for Health Housing and Nutrition
- Heather Zeigler: Deputy Director for Health Housing and Nutrition
- Marie Verheyen: Associate Director for Older Adult Services
- Pauline Kenner: Older Adult Services Supervisor
- Beverly Meadows: Resource Advocacy Coordinator
- Lisa Grodsky: Community Services Coordinator
- Jane Morris: Resource Advocate
- Verna Carthane: Resource Advocate
OLDER ADULT SERVICES

- Chore
- Grandparents Raising Grandchildren
- Home Injury Control
- Resource Advocacy
OLDER ADULT SERVICES
COMMUNITY PARTNERSHIPS

- The Bloomfield Hills Optimist Club
- Big Family of Michigan
- Regional Senior Collaborative
- Livingston Senior Consortium
The following groups are ad hoc committees of OLHSA’s Board of Directors or councils that can nominate persons to serve on the agencies Board of Directors.

- Older Adult Advisory Council
- North Oakland Advisory Council
- Pontiac Advisory Council
- SOAR: South Oakland Agencies Relate
LOCATIONS

Main Office
196 Cesar E. Chavez
Pontiac, MI 48343

Livingston County Office
2300 East Grand River
Suite 107
Howell, MI 48843

Mobile Offices
Addison
Holly
Gary Burnstein Clinic – Pontiac
Woodside Bible Church/
Pontiac Dream Center

Novi
Oakland Integrated Health - Pontiac
Oxford

Visit us online: www.olhsa.org or at facebook.com/olhsa
The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.
www.olhsa.org\OlderAdultServices
248.209.2600

Oakland County Nurse on Call
800-848-5533 www.noc@oakgov.com

Area Agency on Aging 1-B
800-852-7795 www.aaa1b.com

For community presentations contact older adults services
at olderadults@olhsa.org or
248-209-2671