

SETTING A PERSONAL VISION

**OUR MISSION IS TO SUPPORT INDIVIDUALS IN THE PURSUIT OF THEIR
CHOSEN GOALS AND THE ACHIEVEMENT OF PERSONAL SATISFACTION IN THEIR LIVES.**

leadership



THERE IS NO TASK MORE IMPORTANT . . .

There are so many opportunities in life that regardless of our own unique set of skills and strengths and passions each of us can experience the joy of achievement and the thrill of creative effort. We just have to decide what we are going to do to get the things we want. None of us need be a prisoner of the minds of anyone else. We have to map our own preferred future as individuals, as well as for our organization in service to others. Then take the deliberate and calculated steps necessary to bring about that future.

Our common task as the STEP Team is to know the change we want in our world and for those we support and to be a part of that change.

That is our STEP Mission. "To support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives." There is nothing more important to our organization than our joint pursuit of this Mission together with you.

As Margaret Meade said, *"If we are to achieve a richer culture, we must weave one in which each diverse human gift will find a fitting place."* Many opportunities await as we weave our preferred future.

The thrill of our journey continues. AND the joy of achievement will continue to be celebrated with many.

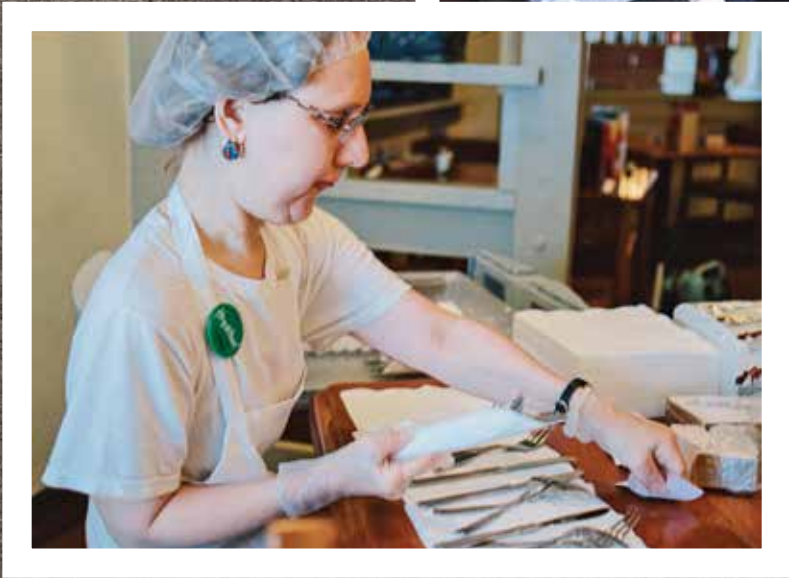
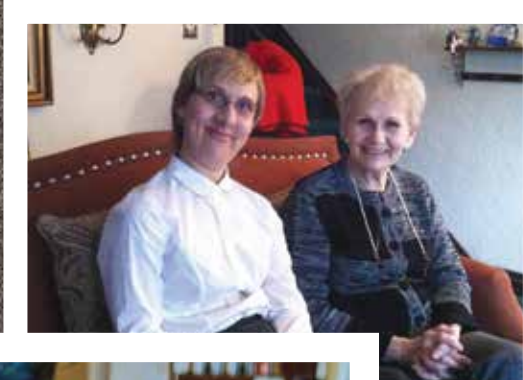
Francis X. Coughlin

Francis X. Coughlin
Chairperson
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James E. Grice
President & CEO

Theresa and Paul Mueller, sister and brother, have received tremendous support and guidance from their mother. But as mothers know best, Bette Jane Mueller knew some added clinical support from STEP Support Coordinators would help in the transition of Theresa and Paul once she was gone.



personal goals

WORKING TOGETHER AS THE FAMILY

Theresa has worked at local restaurants for years and currently is celebrating 13 years with the Olive Garden. Some of her duties include making salads, bread trays, rolling silverware and cleaning. Although she does well at work and only needs Carol, her Supports Coordinator, to check in with her supervisor on a monthly basis, Theresa continues to face challenges at home and works hard at preparing to be the head of the household for her and her brother.

Much of the work Theresa does with Carol involves setting goals. Carol will write out a plan to assist Theresa with learning household tasks. From changing a light bulb to becoming efficient in the kitchen, Theresa now knows and understands household appliances better like using the microwave and stove, and even making coffee. Theresa can manage cooking and has even assisted her mom with holiday meals. Working as a team, Carol and Theresa's mom Bette Jane, have been building Theresa's confidence. "They have both given me a great deal of confidence," said Theresa.

"I feel like I can talk with Carol, and I know that she would help me get through things."

With STEP's help Theresa has been able to keep a job and she also volunteers for church. "I noticed that my mother was doing a lot for the church and I was going there but wasn't helping. So I work in the nursery now."

Theresa also enjoys bowling, reading novels and going on outings with the Just for Fun Club. "I'm on a bowling team, and my brother and I are on the same league."

Carol has seen Theresa's skills steadily improve. "She lets me know what she wants and needs," says Carol. "I'm trying to make that happen for her."

Like his sister Theresa, Paul has been working for years with the assistance of STEP. His Supports Coordinator, Stephanie Jackson, is helping Paul to become more independent.

Currently, Paul does assembly work while at the Northwest Resource Center. "I've learned a lot," said Paul. "There's three of us on a team. We spend the entire day here, everyday." Paul has been at the Northwest facility since 1990, and feels that having a chance to work in this facility is a great opportunity.

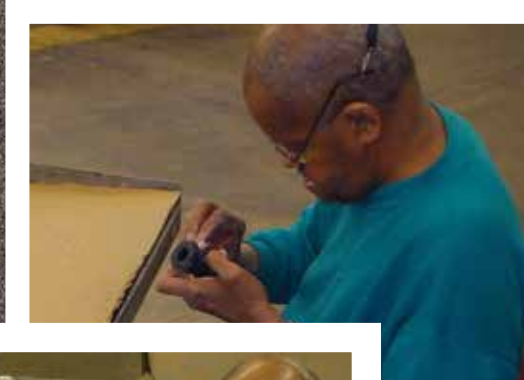


Paul has worked on floats in the Thanksgiving Day Parade and was in the parade as well. "We also go to Redford and pass out meals for Meals On Wheels."

Stephanie, Paul's Support Coordinator, has been helping Paul a lot. "She's really good for me and tells me when I've been doing a good job."

At home Paul works on becoming more independent by watching his sister Theresa and getting direction from Stephanie. Paul has become helpful around the house. He volunteers at church and enjoys being on his bowling team. He goes to camp near Grand Rapids, and volunteers at the Plymouth Library which gives him an opportunity to interact with the public, to experience other jobs, and to help others.

At age 62, Phillip Brown been working with STEP for almost 20 years. With his years of experience and his well spoken character he's the perfect spokesman to advocate for his peers in Lansing, which could be his best work yet.



self-advocacy

SPEAKING OUT FOR OTHERS

"I owe STEP a lot of gratitude," said Phillip Brown. After years of working with STEP, Phillip continues to enjoy his work and continues to learn new things. "I like the work, it keeps my hands busy, like working a puzzle."

Before Target, Phillip was also in maintenance for a catering company. He currently does maintenance work at Target one day a week and assembly work at the Eastern Resource Center three days a week.

Phillip has learned a great deal including how to interact and get along with people. When work is done, he volunteers and enjoys watching baseball and going on vacation with his brother, but what Phillip really excels at is speaking out.

Phillip's best work has been done in front of politicians speaking on behalf of STEP to encourage lawmakers and community officials on the importance of STEP. Whenever Detroit-Wayne County Community Mental Health holds a meeting with lawmakers, Phillip will speak about the needs and the vision of his peers. Audrey Watkins, Phillip's Support Coordinator praises Phillip's speaking abilities and how he helps others. "Phillip is so well spoken he can get up and tell others."

"The officials, they only see what's on paper. I'm a walking billboard for what this place (STEP) can do," said Phillip.

This place is very important. People with

disabilities deserve to have a job just like anyone else... If they were to come here and walk around and see what this place does for people then they might have a different idea of what goes on and they might be willing to help us."

"It's really improved my life," says Phillip. Phillip has made friends while at STEP and he enjoys his days. "When I first came here – these people gave me a chance. It's because of these people here that I have these jobs. I'm thankful to be here."



positive outcomes

SERVICES TO ENHANCE POTENTIAL 2011-2012 OUTCOME MEASUREMENT SUMMARY

Quality is assessed in each core service element and is measured by the impact our services have upon the lives of individuals served, the level of satisfaction they have with services received, and their perception of how well they are supported by staff.

Ours Five Core Service Elements:

- Organizational Employment Services – Resource Center based Skill Building
- Community Integration – Community based Skill Building
- Community Service Coordination – Supports Coordination
- Employment Services Coordination – Supports Coordination for employed persons
- Community Employment Services – Integrated employment in the community

Quality is assessed for each of the core service elements by the following modifiers:

- Effectiveness of service – Does the service effect change in the individuals' abilities or life experiences over time?
- Efficiency of service – Are benefits achieved by individuals equal to the cost and staff efforts?
- Access to service – Are services readily available to all individuals as desired?
- Satisfaction with services – Are services meeting the needs of individuals; Are individuals and stakeholders satisfied with STEP services?

A set of performance indicators were developed for each modifier. Determining the performance of individuals vis-à-vis the indicators is how success and quality achievements are measured. The performance indicators tell us how well individuals succeed and achieve opportunities, benefits, and skills as a result of our supports and services.

A BRIEF OVERVIEW OF OUR PERFORMANCE

Organizational Employment Services

- 56% of individuals achieved a score of 1.8 or better on their vocational assessment
- 48% of individuals feel that they are learning skills that will help them work in the community
- 76% of stakeholders support a shared schedule of center based and community based skill building

Community Integration

- 59% of individuals have established a new relationship with someone in the community
- 75% of individuals participate in community activities at least twice per month
- 96% of individuals are able to choose their community activity
- 92% of stakeholder feel less fearful of them working in the community

Community Service Coordination

- 91% of individuals have goals in their plan of service that addresses life issues
- 86% of individuals have a goal in their plan of service that addresses a desire to experience or achieve something personal.
- 36% of all supports coordination contacts are made in the community or residence of the individual

Employment Service Coordination

- 97% of individuals who are employed can state their responsibility for staying employed
- 94% state they are able to resolve problems with their employer on their own
- 99% of stakeholders indicate earning an income has increased overall independence in the individual

Community Employment Services

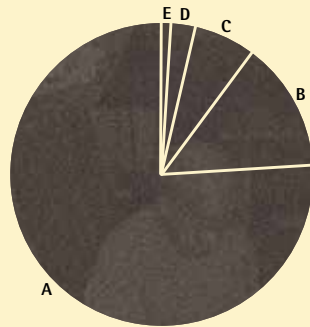
- 36% of individuals receiving job development services obtain employment
- 71% of individuals newly hired maintain employment for at least 90 days
- 88% of individuals newly hired are satisfied with their job
- 84% of employers of individuals newly hired are satisfied with the placement

financials

STEP ANNUAL REPORT FINANCIALS 2011-2012

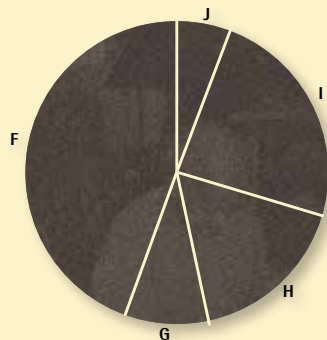
Sources of Funds

A - Managed Care Networks	11,989,385
B - Industrial Contracts	2,126,101
C - Other	1,043,806
D - Fundraising and Donations	397,727
E - Interest and Investments	35,623
Total Sources of Funds	15,592,642



Uses of Funds

F - Skill Building	6,279,349
G - Supports Coordination	1,796,006
H - Integrated Employment	2,299,068
I - Production	3,234,462
J - Administration	1,067,520
Total Uses of Funds	14,676,405



community



PARTICIPATION IS PRICELESS

David White and Andrea Flynn were privileged to walk and dance in this year's America's Thanksgiving Parade beside the Mother Goose Float which has been around as long as the parade has, 85 years! They were provided with very colorful costumes and made up with paint and glitter. They learned the special dance and performed to entertain the throngs along with the spinning float when the parade line was stopped. It also helped to keep everyone warm.

This opportunity was made possible by the ongoing volunteer hours worked by members of the Northwest Resource Center who have been volunteering at The Parade Company for 9 years. This also marks the 9th year that Services To Enhance Potential has had participants in the parade.

The theme for the 85th America's Thanksgiving Parade in downtown Detroit was *So Much To Believe In*. The parade, one of the country's oldest and most celebrated parades, was seen by hundreds of thousands of parade goers lined along Woodward Avenue and was broadcast live on local television and radio.

Services To Enhance Potential is proud of its association with The Parade Company and its longstanding service to the community. We are also grateful for the opportunities afforded to us by all of our host volunteer sites, employers, contractors, and to the generous donors who support our programs with their contributions.

employers

EMPLOYERS

Advance Print & Graphics
Alexa Joshua, MD DMC
Alpine Power Systems
AMC Star Theater Fairlane
American Connoisseur Gourmet Foods
American House
Approved Aircraft Accessories
Arc Dearborn
ATC Associates
B. A. Maze, Inc.
BASF Cellasto Plant
BCA Stonecrest Center
Blue Cross Blue Shield of Michigan
Box Smart
Boxsmart
Buca di Beppo
Buddy's Pizza
Burger King
Ca One Services, Inc Irish Pub
CEVA Logistics, Westland
City of Detroit Recreation Dept
Comerica Park-Delaware North Company
Cool Cream Ice Cream Shop
CVS
Dearborn Hills Golf Course
Design Pro Insurance Co.
Detroit Quality Brush
Dixon Inc.
Don Nicholson Enterprises, LLC
E.C. Moore, Inc.
Eagle Industries, Inc.
Eppinger Manufacturing Co.
Farmer Jack
Fastube, LLC
ForeverFresh Disposable Products
Fourslides, Inc.

Fox Run Village
Franklin Fastener
Gleaners Community Food Bank of Southeastern Michigan
Guidance Center
Henry Ford Village
Home Depot
I.W.S. Ventures, LLC
JEET, Inc
Kerr Corporation
Kroger
L & W Engineering Company, Inc. Plant 1 & 2
Leidal and Hart Contracting
Livonia Property Management
Lit Pak
Little Caesars
M. Jacob & Sons
Matador Restaurant
McDonald's
Meijer
Metrex
Michigan Dept. of State #135
Michigan Truck Parts
Mike's Market
Mirror Lite Company, Inc.
Nate's Market
ND Industries
Oakwood Hospital
Food & Nutrition Services Dept.
Odyssey Electronics Inc.
Olive Garden
People's Community Baptist
Perry and Drummy Insurance Co.
Poof-Slinky, Inc.
Rakestraw Animal Hospital
Rite Aid
Source Personnel
Super Land Market
Taco Bell

Target
Taylor Recycling
The ARC of Western Wayne County
The Bottle Crew
The Parade Company
Tried and True
Tried and True Too
U. S. Farathane Corporation
Unistrut International Corporation
Vibra Tite
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Tracey Willams
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Kathy Wisniewski
Sharon Wojcik
Raymond Yenkel
Sherry Young
Lori Young
Karen Zorney

volunteering

VOLUNTEER SITES

ANNAPOLIS PARK CHURCH OF CHRIST
Westland

ARTS & SCRAPS
Detroit

CAPUCHIN SOUP KITCHEN
Detroit

CAROLINE KENNEDY LIBRARY
Dearborn Heights

DEARBORN PUBLIC LIBRARY
Dearborn

DETROIT RESCUE MISSION MINISTRIES
Detroit

DORSEY COMMUNITY CENTER
Westland

EARTHWORKS URBAN FARM
Detroit

FIRST STEP SHELTER
Wayne

FOCUS HOPE
Detroit Inkster

FRIENDS OF DETROIT & TRI-COUNTY
Detroit

GLEANERS FOOD BANK
Detroit Taylor

HENRY FORD HOSPITAL
Wyandotte

IMPERIAL HEALTH CARE CENTRE
Dearborn Heights

JOHN BOLDE MEMORIAL DEPOT
Wayne

LIGHT HOUSE MISSION
Westland

MEALS ON WHEELS
Lincoln Park Livonia Redford Taylor

MICHIGAN HUMANE SOCIETY
Westland

MILLS RACE
Northville

NEW DIMENSION CHURCH
Taylor

PLYMOUTH DISTRICT LIBRARY
Plymouth

ROMULUS PUBLIC LIBRARY
Romulus

SANCTUARY AT VILLA MARIE
Livonia

SOUTHGATE LIBRARY
Southgate

SOUTHGATE MANOR
Southgate

SOUTHPOINTE COMMUNITY CHRISTIAN CHURCH
Trenton

ST VINCENT DEPAUL
Inkster Westland

THE PARADE COMPANY
Detroit

THE SALVATION ARMY FAMILY THRIFT STORE
Detroit Lincoln Park

WAYNE COUNTY FAMILY CENTER
Westland

WAYNE COUNTY REGIONAL LIBRARY FOR THE BLIND
AND PHYSICALLY HANDICAPPED
Westland

WAYNE PUBLIC LIBRARY
Wayne

WAYNE REGIONAL
INTERAGENCY COORDINATING COMMITTEE
Detroit

WORLD MEDICAL RELIEF
Detroit

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15431 Dix-Toledo Road, Southgate, MI 48195
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17910 Van Dyke, Detroit, MI 48234
(313) 368-5200 Fax: (313) 368-0992

Northwest

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(734) 261-7530 Fax: (734) 261-4192

Western Wayne

35000 Van Born, Wayne, MI 48184
(734) 722-1000 Fax: (734) 722-0368

Tried and True Thrift Store

35004 W. Michigan Avenue, Wayne, MI 48184
(734) 728-9777 Fax: (734) 713-0411

Tried and True Too Thrift Store

15431 Dix-Toledo Road, Southgate, MI 48195
(734) 225-3400 Fax: (734) 285-3961

Customer Service Representative

info@stepcentral.org
(734) 718-0483

Limited English Proficiency Assistance

(734) 722-1000 ext. 203

www.stepcentral.org



The Commission on Accreditation of Rehabilitation Facilities has accredited the following programs at Services To Enhance Potential through April 2015. These programs are:

Community Services Coordination • Community Integration

Community Employment Services: Job Development • Job-Site Training • Job Supports

Employment Services Coordination • Organizational Employment Services

We are a service provider for... The Detroit-Wayne County Community Mental Health Agency, The Managers of Comprehensive Provider Networks • CareLink • Community Living Services • ConsumerLink • Gateway Community Health • Synergy Partners LLC. • Saginaw County Community Mental Health Authority • Michigan Rehabilitation Services



Services To Enhance Potential is funded by the Detroit-Wayne County Community Mental Health Agency.

Services To Enhance Potential
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