



2016 Annual Report

S U C C E S S
S T O R I E S

Employment Opportunities For All Abilities



Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.



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Letter from the President

“Without continual growth and progress, such words as improvement, achievement, and success have no meaning” - Benjamin Franklin

Services To Enhance Potential continues to see growth in the services we provide. In the summer of 2016 we were fortunate to open our third Thrift Store. With the addition of the third store we now employ close to one-hundred individuals within our retail operations. The new store also provided the opportunity for us to provide classroom instruction on-site. Its central location has already permitted training opportunities for individuals close to their homes. This past year also included the creation of our Senior Reach program. With the financial support, through a multi-year grant administered by the Michigan Association of Community Mental Health Boards, we are able to work closely with a number of seniors throughout Wayne County. Our success stories have been highlighted in several local and statewide publications. Our Employment and Training Department continues to help develop and place individuals

with disabilities into community based integrated settings. With an increased focus on training and development, more individuals have participated in classroom and community based programming than in past years.

As we take time to celebrate our 45th year of operation, our agency will maneuver a difficult balancing act of planned growth and program enrichment. Future funding and regulatory changes to the services we provide will have a direct impact on the individuals we serve.

On behalf of Services To Enhance Potentials Board of Directors, Consumers, and Staff, I hope you enjoy our 2016 Annual Report. I encourage you to learn more about the services we offer and the impact we make in the lives of individuals with disabilities.

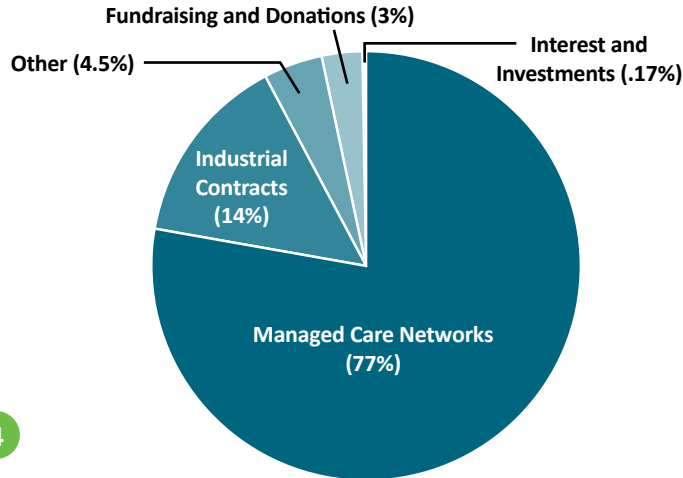


Brent Mikulski
President/CEO

2016 Financials

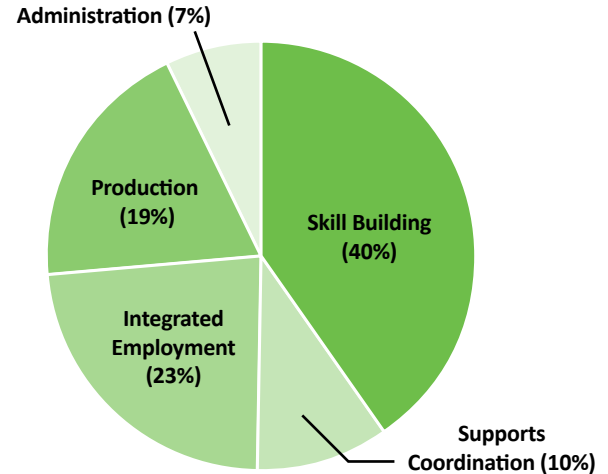
Sources of Funds

Managed Care Networks	\$12,905,254
Industrial Contracts	\$2,411,281
Other	\$753,728
Fundraising and Donations	\$533,741
Interest and Investments	\$29,332
Total Sources of Funds	\$16,633,336



Uses of Funds

Skill Building	\$6,644,816
Supports Coordination	\$1,678,869
Integrated Employment	\$3,883,596
Production	\$3,224,269
Administration	\$1,146,408
Total Uses of Funds	\$16,577,958



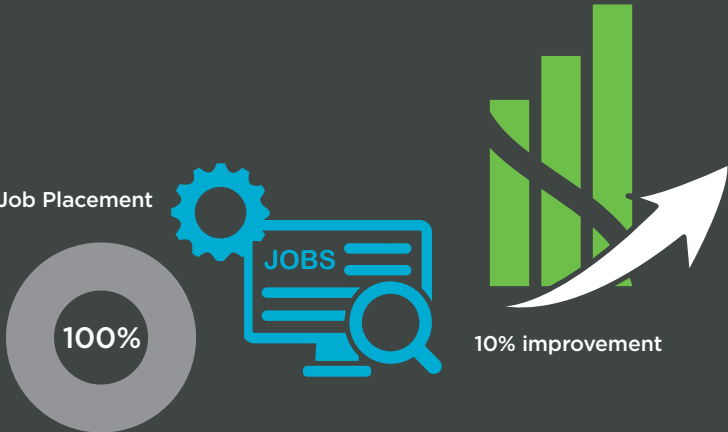
Outcome Measures

Individuals & Stakeholders



100% of individuals and stakeholders **reported satisfaction** with STEP services and 93% of individuals felt that they were **treated with respect**.

Job Placement



100% of **employers of newly hired individuals** reported satisfaction with the **job placement**, which is a 10% improvement from the previous year.



Employment Overview

STEP's Employment and Placement Department works hard to provide guidance and opportunities to the individuals we serve. Our Employment Department is devoted to finding the best employment fit for any ability. We work one on one with the consumers of our services; helping them explore, prepare for and become successful at a job of their choice. Job success is accomplished through training opportunities, education, outreach with community businesses and ongoing support.

STEP's Workplace To Success Internship Program, offers STEP consumers the necessary training, experience and confidence to advance into full time employment. Our most recent Workplace To Success partners include: **Samaritan Center, Rainbow Child Care, Northwest Activity Center, Focus Hope, Staybridge Suites, and Stonecrest Behavioral Health Center.**

Help us eliminate perceived stigma by encouraging disability inclusion. To provide an internship or placement opportunity contact Terey DeLisle, Employment and Training Services Director: tdelisle@stepcentral.org





In recognition of National Disability Employment Awareness Month (NDEAM), STEP hosted a very successful networking event with the help of partner, Staybridge Suites of Dearborn. Staybridge is a participant in our Workplace To Success Program, providing internship opportunities to STEP consumers.

We focused on the importance of disability employment inclusion, recognized employment partners, and shared consumer success stories. The hotel lobby was filled with smiling faces and we were beyond grateful for the received community support.



Meet Bianca

Bianca was introduced to STEP in 2015, when she started receiving services. In the short time working with us, Bianca's commitment towards independence inspired many. While starting out in our workshop, Bianca was determined to advance to community employment. She expressed her passions and goals with our Employment and Placement Department and closely worked with Employment Representative, Kisha Jones. Bianca quickly progressed to STEP's Workplace to Success, a paid internship program providing STEP consumers work experience in a field of their choice. She successfully completed a six month internship at Samaritan Center Detroit, where she was responsible for various janitorial related tasks and gained valuable skills such as time management and teamwork.

"I was disappointed when the internship was done, but my mind was set on finding a full time job. I wanted to better myself because I deserved a better life", Bianca expressed. And that is exactly what she did. Kisha helped Bianca with her resume and one day they both walked into Samaritan Center with high hopes. Bianca handed her

resume to the gentleman at the front desk and asked about any available employment opportunities. She was hired on the spot as a Customer Service Representative! Bianca has been employed since January 2016 and continues to demonstrate growth in her position. Some of her tasks include: answering phones, greeting and directing customers, and administrative responsibilities. "I interact with people all day so I make sure I am polite and keep a positive attitude", Bianca mentioned. She works with four others in her department and has grown close to one of her coworkers, Ms. Tate. Ms. Tate encourages Bianca to stay motivated and on track; over time they developed a wonderful friendship.

Another noteworthy accomplishment is that Bianca recently moved out of her mother's house and into her own apartment! She enjoys the space and freedom of living on her own. Throughout her journey, Bianca experienced many challenges but she refused to give up her dreams. "Keep pushing, and move forward", Bianca said. In addition to her job, Bianca enjoys cooking and singing. In the near future, Bianca desires to pursue an education in performing arts or

cooking. She plans to maintain her job while going to school. When asked what piece of advice she would offer individuals with perceived barriers to employment Bianca responded, "Keep fighting, keep your faith, and motivate yourself. If you have good friends and family, let them encourage you." Bianca's success story is one of the many we experience at STEP every day. The individuals we serve continue to inspire us with their set goals, dedication and accomplishments.

"I was disappointed when the internship was done, but my mind was set on finding a full time job. I wanted to better myself because I deserved a better life".



STEP Thrift Store and Donation Center

Thrifting with a Purpose, STEP opened doors to Dearborn Heights Thrift Store

2016 brought many exciting opportunities to STEP. Not only did our thrift stores receive an updated name, STEP Thrift Store and Donation Center; we also opened the doors to our third location! Our newest addition is located in Dearborn Heights at Ford Road and Telegraph.

Dearborn Heights Mayor Paletko, Dearborn Heights Police Department, Chamber of Commerce Representatives, community members and thrift store enthusiasts joined us in celebration of the new chapter in our thrift store operations.

Our three STEP Thrift Store and Donation Centers (located in downtown Wayne, Southgate and Dearborn Heights) provide unique employment and training opportunities to the individuals we serve. Our store associates gain valuable retail experience while earning a livable income. By shopping and donating at any of our thrift store



locations, you are directly helping the consumers of STEP services become proud members of society.

Bring in any gently used donations and receive a tax credit for your contributions. For your convenience, we pick up large donations! For additional inquires call or visit our locations:

35004 W Michigan Ave
Wayne, MI 48184
(734) 728-9777

15413 Dix Toledo
Southgate, MI 48195
(734) 225-3400

23830 Ford Rd
Dearborn Hts, MI 48127
(313) 633-0755

CCS Design Students helped design our Dearborn Heights Thrift Store!

At STEP, we are enthusiastic about community engagement. The store received an eye catching makeover with the help of College for Creative Studies (CCS) design students. The design class created concept ideas for the interior layout space and competed amongst one another for a scholarship based prize. The students were judged by a panel of STEP representatives on the creativity and functionality of their designs. The winner of the design challenge was CCS junior, Ian Evans. Ian later worked with us as an intern to provide additional design consultation for our Dearborn Heights Thrift Store location. We had an amazing experience working with the students and the CCS team!



A portrait of Jennifer Onwenu, a woman with long red braids and glasses, wearing a grey sweater and a lanyard with a name tag. She is smiling and looking slightly to the right.

Jennifer
Onwenu

Senior Reach

STEP partnered with care provider Senior Reach, to offer various services to adults ages 60 and older, living in Western Wayne County. Senior Reach is a community based program, identifying older adults in need of assistance before it reaches a crisis point in their lives. To help us with the collaboration, we welcomed two new faces to our STEP family: Jennifer Onwenu, Care Manager and Ellen Mariscal-Torres, Behavioral Health Provider. Jennifer and Ellen have been making a significant impact in the lives of many struggling older adults.

Meet Jack, an elderly man whose future wasn't always so promising

Jack is a 73-year-old man who was referred to STEP Senior Reach by a community partner. During that time, he was living in a park in a tent and was asked to leave. Upon meeting, I found out he cannot read or write, and fell into homelessness after a failed relationship. His wife of 20 years left him and refinanced their home without his knowledge. As an elderly carpenter who was living on fixed income, he couldn't make the payments and eventually lost his home. Since that incident 10 years ago, he fell into hospitalization and debt

A portrait of Ellen Mariscal-Torres, a woman with long brown hair, wearing a black top. She is smiling and looking directly at the camera.

Ellen
Mariscal-Torres

from medical bills which eventually caused him to lose his second home. Prior to our meeting, Jack has been living in motels week to week, his car, and an RV in a park he heated with butane. Because motel stays become costly, sometimes Jack used his refined carpentry skills to find odd jobs to make ends meet.

On my first meeting with Jack, he told me his story. Ellen and I immediately signed him up for health benefits with DHS (Department of Health Services). He was hospitalized a week before. We wanted his medical bills paid and coverage for the future. We soon began to look at potential housing for Jack. He mentioned he wanted to stay downriver so we started there. We called various places and provided him with the numbers of others. I shortly received a call the next week from a service coordinator at Flat Rock Towers Apartments with amazing news; she was able to get him an apartment!

I am happy to disclose that Jack has recently moved into his apartment. It is a fixed income apartment with utilities included. Due to this, Jack will always be able to afford the rent payment. I also worked with the service coordinator to provide him with additional necessities such as clothing, dishes, furniture and food items so Jack can feel at home in his

new residence. Since moving into his new apartment, Jack is uplifted and always smiling. From now on, he will never have to worry about his living or sleeping situation.

-Jennifer Onwenu, STEP Senior Reach Care Manager

If you would like to refer a senior, volunteer as a Community Partner or receive more information about STEP Senior Reach, contact our referral line: 1-844-202-9932

When asked if Jack would recommend Senior Reach to others, he enthusiastically replied, **“Yes, definitely! Senior Reach made sure I was cared for when I lost nearly all hope.”**



Get Involved with STEP

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We believe in working together to bring a sense of reassurance, confidence and self-accomplishment into people's lives. With your help we can encourage a bright future for individuals with perceive barriers to employment. **Contact us** if you are a business or group seeking a partnership or fundraising opportunity, or an individual looking to support a heartwarming cause. Together, we can help individuals take the necessary steps towards an independent lifestyle.



Resource Center Locations

Hours of Operation: 8am-4pm

Dearborn North

2941 S. Gullett Road, Dearborn, MI 48124
(313) 278-3040

Dearborn South

15200 Mercantile, Dearborn, MI 48120
(313) 827-0764

Detroit

4700 Beaufait, Detroit, MI 48207
(313) 267-9777

Eastern

17910 Van Dyke, Detroit, MI 48234
(313) 368-5200

Northwest

32229 Schoolcraft, Livonia, MI 48150
(734) 261-7530

Western Wayne

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

STEP Thrift Store and Donation Center Locations

Hours of Operation:

Monday - Saturday 10am-7pm
Sunday 12pm-5pm

35004 W Michigan Ave
Wayne, MI 48184
(734) 728-9777

15413 Dix Toledo
Southgate, MI 48195
(734) 225-3400

23830 Ford Rd
Dearborn Heights, MI 48127
(313) 633-0755

Community Programs

Made in the Market

Detroit Eastern Market
in the Cost Plus Wine Warehouse
2448 Market Street Detroit, MI 48207
Tuesday - Friday 10am-2pm

Downriver: DREAM Community Program

15431 Dix-Toledo Road,
Southgate, MI 48195
(734) 552-6860

STEP is a service provider for:

- The Detroit Wayne Mental Health Authority
- The Managers of Comprehensive Provider Networks (MCPNs): CareLink, ConsumerLink, Community Living Services, and ICA
- Detroit Wayne County Project Search
- Michigan Rehabilitation Services (MRS)



To view additional 2015-2016 information including: list of donors, volunteer & employment sites, outcome measures, and persons served characteristics: [visit STEPcentral.org](http://visitSTEPcentral.org)



2941 S. Gulley Rd.
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 facebook.com/enhancepotential