

*Opportunities
to Achieve*

annual report 2018



Supported Employment Opportunities for Individuals with Disabilities

Mission

To support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

Vision

STEP is responsive to a dynamic, diverse environment serving as a catalyst and the champion for full, meaningful community life for all individuals.

Values

RESPECT for all individuals with whom we come in contact
EMPOWERMENT AND CHOICE for all individuals
INTEGRITY in all of our transactions and dealings with one another and the public
EXCELLENCE in all that we endeavor to achieve
COLLABORATION in making decisions that impact others
COMPETENCY in each task we perform
ACCOUNTABILITY for our decisions and actions
COMMITMENT to those we support and to one another

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From the President

Throughout our lives we were provided several opportunities to add fulfillment to our lives. Some of those we chose to seek and some we did not. With either of the choice we made, those opportunities held develop the person we are today. We should take time to recognize those individuals, families, or businesses who presented these opportunities to us.

STEP has been providing opportunities to the consumers we serve since we started operation over 46 years ago. If the opportunities were Vocationally focused, driven to promote Independence, or improve the individual's quality of life, it is evident our programming continues to provide opportunities to individuals who without the services we provide, may not be offered anything. We fully understand our role as a service provider who listens to the those we serve and help define programming based on their wishes and desires and are developed to promote high levels of satisfaction.

As we reflect on 2018 and numerous accomplishments throughout the year, a number of opportunities have included; Opening our 4th Project SEARCH site with Romulus Public Schools and Beaumont-Wayne Hospital, placing over 30 individuals in an Competitive Independent work site, re-engaged our support of our local Special Olympics Basketball Team, or increasing the number of individuals who are participating in one of our Workplace to Success sites. We are proud of the work we accomplished in 2018.

This coming year will be most likely filled with a few difficult challenges that will require careful navigation and consideration. We also expect the year to be filled with many opportunities for STEP and those we serve. We look forward to sharing these opportunities with the 1,300 individuals and their families throughout the year.

Thank you,



Brent Mikulski
President/CEO



Jeanna English
Board Chairperson

Consumer Spotlight Increased Opportunities



Our recent partnership with Quality Inn of Livonia has provided four STEP consumers with internships at the hotel, with the potential of additional internships and employment. Our interns are learning housekeeping and general hotel maintenance skills. We are excited to grow our partnership with Quality Inn of Livonia!



Congrats to consumer **Ryan Powers** who recently started working as a dishwasher at Matador Restaurant. Ryan previously attended our Dearborn North Resource Center, where he participated in our assembly/ manufacturing skill development. In addition to his dish washing duties at Matador, Ryan started helping the head cooks with various cooking tasks. Ryan has always held a deep passion for culinary; therefore, he is excited to gain skills in this area and further pursue his passion!

Program Highlights and Partnerships

Art Program

This program leverages the skills our clients already have and shows them they are capable of so much more than they ever imagined! If you or your company are interested in purchasing some unique artwork or commissioning original pieces, our artists would love to create something just for you! This year our artists participated in multiple events showcasing their original works. They had a month-long exhibit at the Westland City Hall, won 15 awards at the Wayne County Fairgrounds, and featured at a Professional Gallery, Playground Detroit. Our art program fosters independence by acknowledging accomplishment, practicing motor skills, developing critical thinking while learning and adhering to process. The program puts a great deal of focus on learning the fundamentals of communication through art, color therapy, shape, pattern perspective and content. The events highlighted the positive talents of people with disabilities and shows what they can be capable of.



Thrift Store

At the STEP Thrift Stores, individuals are given the chance to develop skills in a nurturing environment. Skills trainers work side by side with our associates to help them learn all aspects of store operations.

We strive to serve the individual employee by developing their retail skills that mirror mainstream businesses. This will hopefully allow those employees we serve the opportunity to “Grow and Go” by finding employment in other community based settings.



We welcome our shoppers into our clean and inviting stores to get a great bargain but to also meet our associates. Another great way to support our mission is to donate your gently used merchandise to the store for resale! All monies received from sale of merchandise and donations are directly used to support the store associates as they grow in retail skills and make steps toward finding a job in the community.

New Partnerships in 2018

Delaware North, a national leader in hospitality and food service management, will employ Project SEARCH graduates at the new Little Caesar’s Arena – home of both the Detroit Red Wings and the Detroit Pistons! As employees of Delaware North, the graduates will be responsible for providing excellent customer service and preparing food for the patrons of the arena as part of the Concessions team.

Quality Inn of Livonia will provide STEP consumers with internships at the hotel, where they will learn housekeeping and general hotel maintenance skills.

FEAST Detroit, an exceptional provider of specialty food manufacturing services, hired STEP consumers part-time to assist with set-up, cleanup and other tasks.

Michigan Rehabilitation Services assisted STEP in hosting students from area high schools and extended programs at our first ever Career Camp. Participants learned about different jobs by touring employment sites and attending group classes and discussions.

Staff Highlights

Core Value Award Winners



Ken Miller

Business Representative

Ken is the ultimate team player and embraces all of STEP's Core Values as well as anyone. His **COMMITMENT** to STEP's mission is unparalleled with his willingness to help out and fill in wherever there is a need, whether it be filling in as a job coach on the weekend, driving a client home, representing STEP on any committee or attending networking events at any hour of the day. Ken demonstrates **RESPECT** for everyone we serve in his role as one of our greatest ambassadors to the community, he consistently spreads the word of how wonderful the people we serve are and the impact they bring to a work place. The relationships that Ken has built for STEP have shown the **EXCELLENCE** that he works towards. Ken loves what he does and it shows in his **INTEGRITY**, he always enthusiastically and honestly communicates STEP's work to anyone he comes in contact with. He is the ultimate **COLLABORATOR**, either serving on committees or sharing information, he is always creating a team environment and making sure everyone knows of any updates or events taking place.

Ken loves STEP as much as anyone and puts his all into his work. He never says "no" to anything asked of him that can help the agency or our clients regardless of if it falls in his required job duties or not. He can be depended on in any scenario to show up early, stay late, and engage others. He is a wonderful example of what is possible when our Core Values are a part of your everyday actions!



Christina Bowman

Skills Trainer

Christina surpasses all expectations in performance of all of STEP's values. Christina is easily one of, if not the, best at whatever she does for anyone, anytime anywhere. Christina serves as a Skills Trainer, Assistant Production Manager, and Super User for our Ascend software. All these positions pose a wide array of necessary interpersonal skills in dealing with consumers, staff, temporary employees and business customers. Her analytical and attention to detail facilitate the operational side of all these roles. Christina's interpersonal skills and caring demeanor allow her to deal effectively with all she comes in contact with, whether it be a consumer, staff or temporary employee. She treats each encounter with **RESPECT** and receives it in return. Although her many roles may have conflicting objectives, Christina stays true to consumers deciding what they want and **EMPOWERING** them to try activities they may be apprehensive about. Integrity: Christina

can be counted on to make the correct moral and ethical decisions in all areas of her job and interpersonal relationships. That quite simply, is who she is. Christina performs all aspects of her roles at STEP with **EXCELLENCE**. Lackluster performance does not exist in her makeup. Christina's excellent interpersonal skills allow her to work productively with all levels of people. She not only is excellent at **COLLABORATING** with other people, but she will be requested to participate when any group is formed. Her personal standard exceeds **COMPETENCY** and she illustrates it every day. With her excellent work habits and attitude, Christina can be proud to author anything she does. If she makes a mistake, she holds herself **ACCOUNTABLE** and will accept constructive criticism in a positive manner. She expects others to follow this suit, all in the interest of doing what is right and correcting issues to continue moving forward. With everything that has been said so far, very little would exist unless she possessed a high level of commitment to the Agency's mission and facility objectives. She doesn't just show up for a paycheck, she is there have an effect.

Year End Highlights



All-Star Days – Several individuals we serve participated in the City of Dearborn All Star Days event. It was a day for individuals with disabilities to enjoy carnival rides and other events.



ARC Basketball Team – Throughout the winter our Detroit Resource Center partnered with the Arc of Detroit to sponsor a basketball team for the Special Olympics. The team took second in the state in their division.



Art Shows – To highlight the work of our Art Program, we hosted two art shows and had art displayed at the Wayne County Fair in August. The two arts shows were partnership with Playground Detroit and the City of Westland.



Rawsonville Lunch Program – Our lunch program is a hit at the Ford Rawsonville Plant. A crew is on site once a week selling lunches to over 100 employees.

NAMI Walk – STEP staff participated in the annual NAMI Walks event in September.

Staff Picnic – STEP hosted its staff picnic in August at Hines Park.

Transitional Transportation Program – We were awarded a \$37k grant to assist individuals who are starting job with their transportation needs.

Pre-Employment and Training Services (Pre-ETS) – Our School-to-Work program that works with a number of local school districts introducing work to students who will be transitioning from high school.

New Western Wayne County Resource Center – In February we merged two of our Resource Centers into one location. Our new location located at 450 S Venoy, Westland, is a former school in the Wayne Westland School District.

CARF Accreditation Renewal – In March, STEP received a 3-year accreditation for our services. We have been accredited since the 80's.

Outcome Measures

Outcome Measurement Summary – 2017/2018

As an organization whose mission it is to support individuals in pursuit of their chosen goals, it is not only important for STEP to measure the quality of its services and the degree to which our efforts support our mission, but it is also important, as we move more into an outcomes-based environment from funders, for STEP to use data and outcomes to measure consumer progress and growth. One way to accomplish this is to measure the impact services have on the lives of the individuals STEP serves and other stakeholders. To obtain this information, performance indicators are identified and progress towards the targeted goal is measured over quarterly intervals. This report delineates STEP's performance on identified performance indicators for 2017/2018. It is also important to note that for this period, just as the last, STEP continues to undergo significant changes in program structure due in part to federal, state and local legislative actions that have been the driving force behind a complete paradigm shift in focus, philosophy and program structure. Consequently, some of the outcomes noted were impacted by shifts in programming and services with trends toward reducing the number of individuals receiving OES services and an increase in the growing number of individuals accessing opportunities for participation in community-based activities. Satisfaction with these changes as STEP transitions has been somewhat impacted but remains high. It is also important to note that in the five core elements evaluated below, of the 26 target goals set, 85% were either achieved or exceeded, which is an increase from the prior year. Only 16% fell short of expectations and of those most were either improved from the previous year or fell within 1-2% of the goal. As STEP moves into 2018/2019 fiscal year, integration of the Transition Plan and the Employment First Initiatives into the Outcome Measures with a continued focus on achievement of all targeted goals at or above expected outcomes will be incorporated into the revised outcome measures worksheets.

1. Core Element - Organizational Employment Services (OES)

Projected Outcomes for OES: Individuals will achieve a higher overall score than in the previous year's vocational assessment, begin OES services within 30 days of submitting a completed intake packet*, feel treated with respect and are satisfied with services received at STEP. (*The intake policy has been changed to reduce the time from application to start of services by half, so outcomes will be changed for 2018/2019 to reflect this reduction from 30 days to 15 days.)

Achievement of OES Performance Indicator:

- 73% of the Individuals receiving OES services achieved higher overall scores on their vocational assessments using the revised 5-point assessment tool;
- 100% of individuals began receiving services within 30 days of completing an application; and

96% of individuals and stakeholders

reported satisfaction with the changes in STEP services and 97% of individuals felt that they were treated with respect, which is a 4% increase from the previous year.

2. Core Element - Community Integration (CI)

Projected Outcomes for Community Integration: Individuals can relate information about their community [volunteer] experiences, naming people, places and things, more individuals participate in community integration activities on a regular and consistent basis than in the prior year, individuals with special needs have access to community integration activities, and individuals and other stakeholders report satisfaction with community integration activities.

Achievement of CI Performance Indicator: "Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives."

91% of Individuals

served and their support circle are able to relate information about their community experiences, exceeds the targeted goal for this domain.

- 84% of Individuals who participate in community integration activities participate on a more consistent or regular basis than they did previously, which exceeds the targeted goal for this domain and is an 11% increase from the previous year.
- 85% of individuals with special needs report also an 11% increase in this domain from the previous year.
- 95% report satisfaction with community integration activities, which is consistent with the targeted goal for this domain.

3. Core Element - Community Service Coordination (CSC)

Projected Outcomes for Community Service Coordination: Individuals address or resolve life issues in health, residential, legal, financial, social, educational or recreational as reflected in their Person Centered Plan of Service (PCPOS/IPOS), these identified services are medically necessary, they are able to self-advocate or receive assistance to do so through ease of access to their Supports Coordinator, and they are satisfied with their Plan of Service and their Supports Coordination services.

Achievement of CSC Performance Indicator:

- 95% of individuals who receive supports coordination services from STEP address or resolve major life issues in their PCPOS, which exceeds expected outcomes by 15%.
- 89% of individuals who receive supports coordination services from STEP feel that they have become better self-advocates than the previous year, which exceeds expected outcomes by 9% and is consistent with the previous year's outcomes.
- 93% of individuals who receive Supports Coordination services from STEP report satisfaction with their community living experiences, which exceeds expected outcomes by 8% and is also consistent with the previous year's outcomes.

95% feel "listened to"
when they expressed concerns to their Supports Coordinator, which exceeds the targeted goal for this domain by 5%.



4. Core Element - Employment Services Coordination (ESC)

Projected Outcome for Employment Service Coordination: Individuals who are employed recognize that they have responsibility in job retention.

Achievement of ESC Performance Indicators:

- 32 minutes is the average amount of time per month that employed individuals spend with their Supports Coordinator with 39% of individuals reporting that they access their Supports Coordinator in home or community settings.

98% of Individuals
who are employed recognize the importance of their own role in maintaining their employment, which exceeds the targeted goal for this domain by 13%.



- 98% of stakeholders who receive Employment Services Coordination are satisfied with these services, which exceeds the targeted goal for this domain by 3%.

5. Core Element - Community Employment Services (CES)

Projected Outcome for Community Employment: Job development activity results in individuals becoming employed.

Achievement of CES Performance Indicators:

100% of individuals
referred for job development receive employment services.



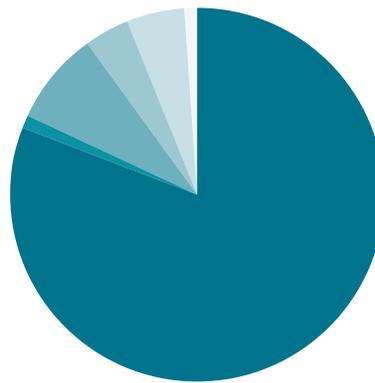
- 78% of individuals referred for job development became employed or transitioned into a more competitive placement.
- 73% of Individuals who are newly employed are able to maintain employment for 90 days and beyond, which is a slight decrease from the previous year but is within 1% of the outcomes achieved in 2016/2017, so the outcomes in this domain are consistent with the previous year.
- 100% of individuals who transitioned from OES to Employment did so for the first time.
- 95% of employers of newly hired individuals reported satisfaction with the job placement, which is consistent with the outcomes from the previous year.

Summary Narrative: As noted, there have been significant changes over this past year which have impacted outcome measures. Focused movement away from OES services and increasingly into more community-based settings continues and outcome measures are being adapted to incorporate these changes. There were four areas in the outcomes measured for 2017/2018 that fell below expected outcomes which will receive increased focus for 2018/2019: Overall score on Vocational Assessment is higher than the prior year; Average number of minutes Individuals spend face-to-face with SC per month; Individuals newly hired maintain job for 90 days or more; and overall satisfaction with services (ranges between 95-99% but 100% is the targeted goal for satisfaction with all services). All other outcomes were achieved at or above targeted goals. Some will be carried over into the new Outcome Measures and others revised based on transition planning, and additional action steps continue to be taken to increase reliability and validity of outcome results. Some steps that have already been incorporated include: an increase in the amount of data that can be derived from objective sources, such as that captured in ASCEND, MH-WIN and internal databases. including claims data, and increasing opportunities for feedback from stakeholders and consumers through on-line surveys, STEP's website, Customer Service line and social media sites are all additional data sources that can be measured to improve reliability and validity.

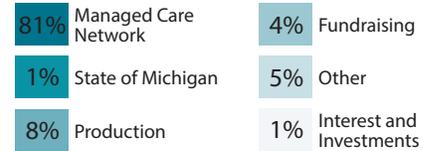
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REVENUE



	Unrestricted	Temporarily Restricted	Permanently Restricted	Total
REVENUE				
Managed Care	\$ 13,908,447	\$ —	\$ —	\$ 13,908,447
State of Michigan	228,982	—	—	228,982
Production	1,358,148	—	—	1,358,148
Fundraising	649,113	—	—	649,113
Other	805,785	75,000	—	880,785
(Loss) gain on disposal of assets	(18,394)	—	—	(18,394)
Change in market value of investments	25,115	—	—	25,115
Dividends	5,724	—	—	5,724
Interest	86,593	—	—	86,593
Total revenue	17,049,513	75,000		17,124,513
FUNCTIONAL EXPENSES				
Program services	15,538,496	—	—	15,538,496
Supporting services	1,530,870	—	—	1,530,870
Total expenses	17,069,366	—	—	17,069,366
REVENUE OVER (UNDER) EXPENSES				
before net assets released from restrictions	(19,853)	75,000	—	55,147
Net assets released from restrictions	26,987	(26,987)	—	
CHANGE IN NET ASSETS	7,134	48,013	—	55,147
NET ASSETS, Beginning	12,943,228	—	10,000	12,953,228
NET ASSETS, Ending	\$ 12,950,362	\$ 48,013	\$ 10,000	\$ 13,008,375

Persons Served Characteristics

I. Num Served – 10/1/2017 - 9/30/2018	1537
II. New entries – 10/1/2017 - 9/30/2018.....	346
A. ICA.....	38
B. CLS.....	28
C. ConsumerLink	101
D. Gateway	0
E. CareLink	59
III. Closures – 10/1/2017 - 9/30/2018	224
A. ICA.....	47
B. CLS.....	23
C. ConsumerLink	108
D. Gateway	0
E. CareLink	47
IV. Current census as of 9/30/2018	1513
VI. Age Group	1513
0-18	302%
19-25	24016%
26-40	45130%
41-50	29920%
51-65	41227%
66+	815%
VII. Gender	1513
Male	93862%
Female.....	57538%
Unknown.....	0
VIII. Ethnicity	1513
Alaskan Native (Aleut, Eskimo).....	1
American Indian (Non-Alaskan).....	5
Asian.....	101%
Black or African American	73748%
Native Hawaiian or other Pacific	0
Other race	684%
Refused to Provide	3
Two or More Races.....	0
White.....	53035%
Unknown	15911%
VIII. Disability	
Intellectual disability	130987 %
Cerebral palsy.....	805 %
Epilepsy	0
Mental Illness	42428 %
IX. Living Arrangements	1513
General Residential Home.....	845%
Homeless.....	20.1%
Private Res not owned by CMHSP	22415%
Private Residence owned by CHMSP	534%
Private Residence w/ Family.....	77451%
Unknown	37624.9%
X. Functional Impairment	
Personal hygiene / self care	18612 %
Activities of Daily Living.....	34022 %
Self direction / lack initiative.....	29620 %
Communication skills	34022 %
Socially Interact	54736 %
Impaired Mobility.....	966 %
Visually impaired.....	1107 %
Hearing Impaired.....	483 %
Cardiac dysfunction.....	272 %
Diabetic	755 %
XI. Assist. for Challenging Behavior	
Extensive	312%
Limited	23916%
Moderate	856%
No Problem	51934%
Unspecified	745%
Unknown	56537%



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(313) 278-3040
STEPcentral.org
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Resource Centers

Dearborn South
15200 Mercantile Drive
Dearborn, MI 48120-1223
Phone: (313) 827-0764

Detroit
4700 Beaufait
Detroit, MI 48207-1372
Phone: (313) 267-9777

Western Wayne
450 S. Venoy
Westland, MI 48185
Phone: (734) 722-1000

Step Thrift Stores

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

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

Southgate
15431 Dix Toledo
Southgate, MI 48195
Phone: (734) 284-0814