Annual Report | Increasing Options

STEP
Services To Enhance Potential

2019

stepcentral.org
Greetings,

This past year was filled with new opportunities for everyone at Services to Enhance Potential. These opportunities came in a number of shapes and sizes and we are eager to share those with you in our 2019 Annual Report. From the expansion of our Project SEARCH Program into the Romulus Public School District, to our partnership with CVS, these opportunities are transforming the work that we have been doing for the past 46 years.

The transformation we’re actively engaging in continues to position Services to Enhance Potential as a leader in our industry. We continue to see record numbers of individuals achieving their goals. The Employment and Training Department and our Skills Building Program are two examples of this. Our Employment and Training Department continues to develop important training and support programs designed to promote competitive employment opportunities. Our Skills Building Program engages with individuals to promote independence and inclusion in their daily lives. We take pride in knowing that we meet individuals where they are, identify their strengths, and provide the services they need to reach their goals. At STEP, it is not a one size fits all program. Each individual determines their goals and our staff customizes the supports and services needed in order to assist individuals in reaching their full potential.

We hope you enjoy the content of this year’s Annual Report. We tried to highlight just a few of our amazing programs and the successes those programs bring. It continues to be a difficult process to select the stories and successes we share with you as there are simply too many to count. If you would like to learn more, please reach out to us. I encourage you to become closer to the work we do by following us on social media or by volunteering at one of our Resource Centers or Thrift Stores. These experiences would allow you to see first-hand the tremendously valuable work our staff do every day to help those we serve overcome the daily challenges they face.

Thank you for your continued support in the work we do at STEP. We look forward to the coming year and all opportunities that it will bring.

Thank you,

Brent Mikulski
President/CEO

STEP Board of Directors

Jeanna English  Chairperson
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Krista Shuler
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Letter From the President

Increasing Options

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Brent Mikulski
President/CEO

2019 Annual Report

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NEXT stands for Navigating Employment Experiences Together. NEXT is an outreach program of Services To Enhance Potential Pre-Employment Training Services and Vocational Rehabilitation provided to high school students with disabilities, ages 16-26, who are potentially eligible for vocational rehabilitation services. These services are designed to make an impactful difference for more students with disabilities at an earlier age which will lead to better coordination, enhanced communication, stronger collaboration, and increased successful post-school outcomes. The lessons and activities include: Self-advocacy, work-based learning, post-secondary counseling, workplace readiness and job exploration.

The NEXT program is a collaborative effort between schools, public vocational rehabilitation services and STEP. It gives teachers innovative and customizable tools to enhance classroom learning experiences and help students achieve employment success. NEXT has work-based learning experiences and unique curriculums that include video and action-based lessons to build pre-employment, on-the-job, independent living skills, and a method to track employment success. STEP has seen amazing growth in its Pre-Employment Training Services and Vocational Rehabilitation this year, and STEP is beyond excited about the successes so far and what will come to fruition in the future as a result.

NEXT STEPS:
A Journey to Employment

Project SEARCH

Project SEARCH is a collaborative program between high schools, Community Mental Health, Michigan Rehabilitation Services, Bureau of Services for Blind Persons, STEP, and an employer. This program permits students currently enrolled in a public school an opportunity to spend their last year of high school in a blended classroom and worksite environment. This blended service permits a student to graduate with one full class year of worksite experience. The host site permits a student to experience a variety of work experiences during the student’s final year of education. With a job placement rate of over 60% this year, participants were successful in reaching their goals of employment through Project SEARCH. This has been a STEP program since the 2010/2011 school year.

The 2018-2019 Project SEARCH host sites for 28 students were Beaumont Wayne Hospital in Romulus, MI, Embassy Suites by Hilton in Livonia, MI, Henry Ford Community College in Dearborn, MI, and DTE Energy in Detroit, MI. We are so grateful for all the support from our host sites. Their devotion to Project SEARCH makes it all possible.
STEP Hosts First STEM Day

STEP’s first STEM Day (Science, Technology, Engineering, and Mathematics) was fantastic! More than 30 students from many local schools participated in rotating classes at the Western Wayne County Resource Center. Classes offered included Forensics, Bees and Pollinators, Physics, Skilled Trades, Chemistry, Math, Mechanical Engineering, and more! Classes were led by wonderful volunteers including Bees in the D, STEMulation, and private citizens sharing their skills and knowledge. Some of the projects included building a time explosion, fingerprinting, “drug detection,” building a “grabber” and a Newton’s Cradle, making a “Zombie Graph” and more!

Parents attended workshops that included information from the Wayne County Health Department, Michigan Rehabilitation Services, and STEP. It was a great day that enabled many to see that people with many different abilities can pursue a career in STEM! We look forward to hosting many more STEM Day’s in the future.

STEP held its first four-day STEM (Science, Technology, Engineering and Mathematics) Skilled Trades Summer Camp in July at the Western Wayne County Resource Center! Students from Plymouth-Canton, Redford Union, Redford Thurston, Wayne Memorial and Garden City high schools explored Skilled Trades. The areas they were able to learn about included: electrical, plumbing, electronics, and carpentry. They also learned the equipment and safety skills needed for each field mentioned. Classes were led by excellent instructors from STEMulation Learning which engaged students in each category. Each day, the students also worked with STEP Employment Staff to learn about job skills and how to look into careers in the skilled trades.

Students on the Move

During the week of August 19th, high school students explored many different modes of transportation through the On the Move Summer Camp at STEP. This camp was a huge success! Each student was able to put into practice what they learned on the last day of camp. Their last day started at the Western Wayne County Resource Center and the students were on the move for the rest of the day with STEP staff, Lisa Rhudy, learning how to navigate many types of transportation. It was a busy day as they traveled via the F.A.S.T Smart Bus, Lyft, QLine, Amtrak, People Mover and a STEP Van. Transportation can be a barrier to reaching your goals, but these students are now equipped with the knowledge they need to get from point A to point B in a flash!

STEMulation Camp

The 2019 STEP Cookbook, Marvelous Meals Made in the Market, made its debut in July 2019! All sales support the Made in the Market Program located in the historic Eastern Market district of Detroit. This program, taught by Certified Chef Candace Hawkins, teaches culinary skills, proper eating habits, food preparation, and clean up. Made in the Market was launched in 2013 and to date, over 260 individuals have participated. Each of the recipes included in the cookbook are prepared by participants and Chef Candace on a regular basis. A few of the fabulous recipes in this edition of the cookbook include: Chicken Poblano Soup, Crispy Parmesan Chickpeas, Sausage Alfredo Pizza, Banana Ice Cream, and Aqua Fresca! Contact Tamaria White, at twhite@stepcentral.org, for more information and to purchase your copy of the cookbook!
STEP Core Values

Our 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

DREAM
Downriver Employment and Activity Milestones

DREAM stands for Downriver Employment and Activity Milestones. It is a community activity and volunteer program for STEP clients. The object of the program is to give individuals the opportunity to not only access their community, but to become involved in and contribute to it. Each individual has the opportunity to choose what they wish to experience on a daily basis. This can range from community inclusion to volunteering and investigating the types of employment in their community. Participants are not only encouraged to do activities in their community, but to engage the public at large. The DREAM program promotes life and social skills through various community activities.

Our Vision
We are responsive to a dynamic, diverse environment serving as a catalyst and the champion for full, meaningful community life for all individuals.

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

Core Value Awards

Tammy Marhesic, Secretary
In the 32 years Tammy Marhesic has worked for STEP, she has always treated each person with the utmost RESPECT in conversation and in any circumstance. When the Downriver Employment and Activity Milestones (DREAM) program first began, Tammy embraced the idealism of each consumer having a choice. She did so in her words and in her actions. Since then, she continues to EMPOWER and encourage clients in their daily actions. Being at the front desk of the office, both at the former Downriver location and the current Dearborn South location, she is the first person the public interacts with. She operates with INTEGRITY, a high degree of professionalism and of course, COMPASSION. Families and clients connect with Tammy and this shows her heart for the individuals STEP serves. Tammy performs her work duties with a high degree of EXCELLENCE. Not only this, but Tammy tends to be the go-to person when others have questions and need answers. She goes above and beyond, putting 110% into whatever she is asked to do. Tammy COLLABORATES with others on committee work and other groups in which she has been a part. Tammy knows all things STEP, and is your go-to person. Tammy stays true to her word and holds herself ACCOUNTABLE to very high standards. No matter the day of the year, Tammy can be found with a strong COMMITMENT to STEP as she exudes each and every Core Value that STEP holds dear.

Jessica Montie, Skills Trainer
Jessica Montie embodies all of the STEP Core Values. This is evident in the way she leads her coworkers to excellence and the way she interacts with anyone that crosses her path. Employed by STEP for six years, Jessica has shown her COMMITMENT to furthering STEP’s mission to help others reach their full potential. Demonstrated by the way Jessica leads a team, she embodies all the qualities of a great leader and has earned the respect of her coworkers. She shows RESPECT to each and every person she comes in contact with. Jessica’s work ethic shows everyone around her what it means to work and live life with INTEGRITY and EXCELLENCE. The way she talks to people and treats people empowers them to reach their personal and work goals. Jessica instructs her team with KINDNESS, positivity, constructive criticism and purpose. Her teaching style is the perfect balance of high expectations and understanding as she employs a very supportive approach. Her COMMITMENT to those we serve is evident and this is demonstrated in her coaching techniques. She is clearly invested in the outcomes and success of her team. All of these are reasons why Jessica is one of this year’s Core Value Award winners!
Thrift Store Impact
October 2018 - October 2019

CUSTOMERS SERVED | 71,597
STEP has served 71,597 customers during this year.

AVERAGE SALE | 10.09
Customers purchased an average of 10.09 items in one transaction.

ITEMS SOLD | 289,928
Thrift store customers collectively purchased 289,928 unique items during the year.

ESTATE SALE SUPPORT | 68
STEP has supported 68 estate sales this year.

PARTICIPANTS TRAINED | 179
179 trainees have participated this year.

HOURS TRAINED | 5,991
STEP has provided 5,991 hours of paid training this year to thrift store employees.

DONORS | 2815
Donations have been acquired from 2815 entities.

DONATION PICKUPS | 513
STEP has completed 513 pickups of donations.

ROUND UP DONATION PROGRAM
Wayne 1,355.37 | Southgate $896.57 | Dearborn $1,687.40 | Total $3,939.34

CVS Partnership

We are thrilled to announce STEP’s CVS Retail Training Classes were launched in the summer of 2019! In partnership with CVS, the classroom at the Dearborn Heights Thrift Store is transformed into a mini CVS store! Participants are learning all about every aspect of working for CVS and retail in general. The classes meet twice a week for five weeks at a time. The class features the training that CVS employees receive during orientation. The first course began in July 2019, followed by consecutive classes throughout the year. Following every class, each participant works at the STEP Thrift Store to put into practice what they learned that day in class. Upon completion of the five week course, each participant engages in a work trial program at a CVS Pharmacy store. Graduates are given priority for hire at CVS stores, and gain skills and knowledge that they can carry with them anywhere! This is an amazing opportunity for participants to gain work experience. We love this partnership with CVS and we are eager to form more partnerships like this one.

Year End Highlights

Cruisin’ with STEP Car Show – On June 19, 2019
The 2nd Annual Car Show was hosted at the Western Wayne Resource Center, sponsored by Don Nicholson.

NAMI Walk – STEP staff and clients participated in the annual NAMI Walks event in September on Belle Isle in Detroit, MI.

Boy Scouts of America Clothing Drive – On April 13, 2019, STEP partnered with the Boy Scouts of America for a clothing drive to benefit STEP Thrift Stores and all services provided by STEP.

Special Olympics Basketball Team – STEP partnered with the Arc of Detroit to form a Special Olympics Basketball Team. The team finished 3rd in the Special Olympics State Tournament.

All Stars Day – Clients from each resource center participated in the City of Dearborn’s All Stars Day at Ford Field on August 2, 2019. It was a very fun-filled day for everyone who attended.

National Thrift Store Day - STEP Thrift Stores and Donation Centers participated in National Thrift Store Day on Saturday August 27, 2019. Customers enjoyed 50% off all clothing and accessories.
Success Stories

Holland recently obtained his driver’s license! Holland took the road test in July of 2019 and passed with flying colors. Holland completed a carpentry program, but had not been able to work in this field without transportation. Now that transportation is not an obstacle to employment, Holland will reapply for the Carpenter Union and seek employment. Congratulations, Holland!

Hassan started working at the Dearborn Heights Thrift Store Retail Training Program. He excelled in this program and learned a lot about customer service. Hassan was recently hired by Kroger as a Retail Clerk where he is putting his retail training to use! Congratulations, Hassan!

Shayla was hired by The Detroit Zoo as a Front Lobby Associate. This is Shayla’s first job and we are so proud of you for reaching your goal! Congratulations, Shayla!

Tyrone started as an intern at The Henry, Autograph Collection Hotel learning cleaning and housekeeping. He was then hired on in a Houseman position. Tyrone is a hard worker and never gives up at his work or with his goals. Tyrone has a smile that lights up a room, you will see his smile from a mile away. Congratulations, Tyrone!

2019 SourceAmerica Design Challenge

For a number of years, engineering students from Lawrence Technological University (LTU) partnered with STEP to create a product that would decrease barriers to work for a few of our clients. In June 2019, STEP client, George, accompanied LTU student partners and STEP Staff, Steve Slayton, to the SourceAmerica Design Challenge in Washington D.C. where the students presented their design at the national competition.

After spending time at STEP, the LTU student group noticed that certain clients experienced sore hands while working and as a result, decreased productivity during work periods. The student team wanted to create a way to eliminate this barrier to work. They began brainstorming a solution which resulted in the creation of a ring assembly jig and a ring counting pole. These devices were found to increase productivity, reduce hand soreness, increase accuracy and increase opportunity. We are proud to announce that George and the students earned second place in the national Design Challenge.

The following is part of George’s biography submitted to SourceAmerica. “Throughout the week, George attends the Skills Building program at Services To Enhance Potential, where he finds pride and a sense of accomplishment in the assembly work he does while also enjoying getting out in the community to take bottles back to the store or to participate in other local events. At home, George loves cars, going out for rides and pointing out the cars he likes. He also likes watching television, participating in family events, listening to music, dancing, and shopping with his guardians. George entered life with challenges that most don’t ever have to face, but he met those challenges with a determined spirit and an outlook that has been his driving force since birth.”
The STEP Art Program is anchored by 14 studio art classes for all levels and regularly presents gallery quality shows in the community. For the individual artist, the STEP Art Program fosters independence by acknowledging accomplishment, practicing motor skills, while developing critical thinking and learning. The program focuses on the fundamentals of communication through art: color theory, shape, pattern, perspective, and content. Our art program is a cornerstone of what we do at STEP as we work to advance the potential of others by helping them reach their life goals!

In May of 2019, STEP was awarded a grant by Motor Cities National Heritage Area to further showcase the artistic talent of STEP clients through the STEP Artists Collective Exhibit at the Swords into Plowshares Peace Center and Gallery. Motor Cities approved grant funding to a dozen organizations through its 2019 Challenge Grant and Mini Grant Programs, and STEP was grateful to have been chosen for this opportunity. The STEP Artists Collective Exhibit showcased artwork from STEP’s Advanced Art Classes. The exhibit, featuring 120 pieces of art, celebrated Michigan’s rich automotive history in unique ways. The exhibit opened to the public on September 5, 2019 and was set to run through October 5, 2019, later to be extended until October 19, 2019. An opening reception was held on September 5, 2019 to feature and celebrate the STEP Artists Collective Exhibit. Over 150 members from the community attended and everyone had a fantastic time. We look forward to seeing where STEP artists and the STEP Art Program will showcase their talent in 2020!

The STEP Art Program continues to expand and grow! It was a busy, exciting year with the following exhibits and opportunities.

- **October 9, 2018** Presentation and silent auction for STEP program at The Henry, Autograph Collection, Dearborn
- **October 18, 2018** Dearborn Sculpture Festival Art Exhibit
- **February 2019** Launched Advanced Art Classes in The Eastern Market and The Western Wayne County Resource Center
- **May 2019** STEP Thank You Card Art created by the STEP Art Program participants.
- **June 2019** Garden City Hospital Art Exhibit
- **June 2019** Westland Shopping Center Art Exhibit
- **July/August** Westland Library Art Exhibit
- **August 2019** Many clients showed their art at the Wayne County State Fair. Livonia Arts Council Art Exhibit at Livonia City Hall.
- **September 2019** STEP Artists Collective art exhibit at Swords Into Plowshares Peace Center & Gallery.
- **September 2019** STEP Art Program commissioned to illustrate a children’s book for Bundled.
We hosted our 2nd STEPS to Success Fundraiser in October 2018! The event highlighted a number of our Community and Business Partners. Guests enjoyed the Community Partner networking event prior to our fundraiser and many stayed for the fundraiser that followed immediately after. Over 70 attendees helped raise approximately $16,000 to help support STEP programming. Thank you to everyone who contributed to this event! We’re excited to continue with our fundraising efforts next year!

2019 Outcomes

- **84%** of those who participate in community activities, participate on a more consistent or regular basis than they did in the past.
- **95%** are satisfied with community activities from the previous year.
- **95%** report resolving major life issues.
- **89%** feel that they have become better self-advocates.
- **78%** of participants referred for job development became employed or transitioned into a more competitive placement.
- **73%** of those who are newly employed are able to maintain employment for 90 days and beyond.
- **100%** of employers responding reported satisfaction with new hires.
**EMPLOYMENT PARTNERS**
Amazon
American House
Bailey’s Cathedral
Bangkok Pk
Beaumont Health
Belle Tire
Boy Scouts of America
Buffalo Wild Wings
Bundled
C-Tech
Canton Emagine Theatre
Carry’s Foodland Supermarket
CEVA Logistics
City of Wayne
Checkers
Courtyard Marriott Livonia
CVS
Dearborn Area Chamber of Commerce
Delaware North
Detroit Quality Brush
Detroit Zoo/Service Systems Associates
Detroit Wayne Mental Health Authority
DNR Outdoor Adventure Center
DTE
EDP Company
Edward Rose Apartments
Embassy Suites, Livonia
Emagine Theaters
Faa – Metro Detroit Airport
FEAST Detroit
Focus Hope
Fox Run Village
Gentleman’s Box
Glass Academy
Goodwill Industries
Goodwill Stores
Greater Sth Temple
Ground Effects Ltd
Head to Tail
Hearing Center for Excellence
Henry Ford Village
The Henry Ford
The Henry, Autograph Collection
The Home Depot
Hype Athletics, Dearborn Heights
Hype Athletics, Westland
IWS Ventures LLC
JVS
Kroger
Lakeridge Village of Detroit
Lawson Cleaning Advantage
Lincoln Bowman Archery Club
Little Diablo Salsa
Livingston Family Dental Center
Lowe’s
Marshall’s
Matador Restaurant
McGraw Home Improvement
Meijer
Merakey Autism Center
MDOT
Michigan Rehabilitation Services
Nankin Mills
Natural Nuts
Northwest Activity Center
Olympia Entertainment
Pinnacle Facilities Solutions
P.F. Changs
The Professional Group
Quality Inn, Livonia
Quicken Loans
The Salvation Army
Samaritan Center
Senate Coney Island
Southern Wayne County Regional Chamber
Stonecrest Center
Stud Hardwear
VetBuilt Services
Volunteers of America
Walmart
Zee the Cook

**VOLUNTEER SITES**
Advance Care Health Center
Belleville Library
Capuchin Soup Kitchen
Dearborn Historical Museum
DHHS
Dorsey Center
Fish & Loaves
Fleece and Thank You
Focus Hope
Forgotten Harvest
Four Chaplains’ Nursing Home
Free Methodist Church
Goodwill
Harvest Bible Church
Humane Society
Imperial Health Center
Lighthouse Mission
Meals on Wheels
New Faith Chapel
Plymouth Library
Pine Creek Manor
Pro Literacy
Romulus Athletic Center
Romulus Library
Salvation Army Harbor Light Center
Southgate Nursing Center
Southpointe Church
Wayne Family Center
Wayne Library
Westland Library
WW Child Services
Veteran’s Charity Services

**INDIVIDUAL DONORS**
David Baurske
Robert Anderson
Sandra Blackburn
Jeff Bachynsky
Andrea Bledsoe
Terey DeLisle
Cheryl Fregol
Michelle Goode
Patricia Harrel
Tim Kachmark
Jamie Kling
Holly Lee
Marcela Lugo
Brent Mikulski
Jessica Montlie
Marcus Pugh
Noreen Saliuak
Monica Shart
Randy Sidebottom
Steven Stafon
Nancy Staub
Tamarisa White
Joanne Darga
Lauren Brosch
Doug Rousell
Sharon Samolis
Grace and Porta
John Hibber
Southwest Dearborn Hghts.
Neighborhood Assoc.
Dennis McGill
Jordan Hodges
Kathleen Stearns
John & Patricia Sabat
David Hughes
Tim Kachmark
Tamarisa White
Scott Rajola
Sandi Blackstorm
Kathryn Henninger
Kendra Scott LLC
Peggy Beececroft, Chris & Sheri
Sande
M. Dudash/Gallo
Mechanical Comfort
Flagstar
Bank of Ann Arbor
Grace and Porta
Daly Merritt
The Henry, Autograph Collection
Terrie Hyton
Stan’s Garage
Threat Management
Tesco
Dearborn Area Chamber of Commerce
UHY
Level One Bank

continued...
Dan & Ann Murawski
John & Wendy Pfister
Robert & Barbara Desimptare
Ida Cotts
 Roxanne Young
Euchre Queens, Kathleen Kely, CFO
Funraise, Inc.
Roderick Peterson
Dana Hensley
Baton & Dorothy Bates
Karl Kostrew
Jeanne English
Network for Good

**STEPS TO SUCCESS DONATIONS 2018**
Peter Chang Enterprises, Inc.
Creative Commercial Real Estate, Inc.
UHY Accounting
J & J Mobile Services, Inc.
BCA OF Detroit LLC
Corp Magazine
Ken G. Miller
Terey DeLisle
ICA
G&M Law
Ronald Kresniak
Sherri & E. Bourque
Doug Rousell
Spectrum Signs & Designs
Southern Wayne County Regional Chamber of Commerce
Tercence Reed
Lisa Redick
Tamarisa White
Cheryl Fregol
Assured Partner Daily Merit Insurance
Anthony Balwitz II
Judson Center
Kim Trocchio
NAMI
Lauren Brosch
Jeanne English
Enterprise Fleet Services
Susan Owen
Mutual Of America
Jeffrey L Bachynsky
Lobo Tres
Joanne Darga
Lisa Redick
Tim Kachmark
Don Nicolion Enterprises, Inc.
Friends Of Frank Liberat
Community Opportunity Center
Level One Bank
M. Jacob And Sons
Samartas

**2019 Financials**

**SOURCES OF FUNDS**
Managed Care Networks $ 12,940,209
Industrial Contracts $ 1,109,180
Other $ 1,271,570
Fundraising and Donations $ 731,148
Interest and Investments $ 195,743
Total Sources of Funds $ 16,247,850

**USES OF FUNDS**
Skill Building $ 5,697,957
Supports Coordination $ 1,065,900
Integrated Employment $ 5,830,877
Production $ 1,763,350
Administration $ 1,612,617
Total Uses of Funds $ 16,972,701
Western Wayne County Resource Center & Employment and Training Services Department
450 S. Venoy
Westland, MI 48186
734-722-1000
734-722-0368 Fax
Limited English Proficiency Representative
734-722-1000 x 1003

Downriver DREAM Program
15431 Dix-Toledo Rd.
Southgate, MI 48195
734-552-6860
734-285-3961 Fax | 313-368-0992 Fax

Made in the Market/Art in the Market
2448 Market St.
Detroit, MI 48207
Tamaria White-313-267-9777 ext. 3203