



STEP

Services To Enhance Potential

2020
Overcoming
Adversity

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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.

Letter From the President

Greetings!

What a year 2020 has been. The COVID-19 pandemic sure had a toll on the impressive work we were doing early in our fiscal year. The pandemic resulted in several programs to be temporarily closed for up to three months and impacted the lives of all our staff and consumers.

We also were saddened by the loss of one our most dedicated employees as well as a number of those we serve during the past year. We remember them all as we continue to strive to make impactful changes in the lives of everyone we serve.

Despite the continued impact the pandemic has on our programming, we continue to engage with individuals in the hopes of improving their quality of lives. Early in the pandemic we pivoted our forty-eight-year history of providing all our services face to face, to a program that offered all services virtually. Our dedicated staff impressed everyone by immediately managing their caseloads from their homes in a way that offered services in a safe manner. Then in mid-June we began to offer our services both in-person and virtually. This hybrid approach continues to allow those individuals who wish to stay home and those who feel comfortable to return to programming, services to meet the needs of everyone.

As we look forward to charting our course with the pandemic behind us, we need to first navigate the impact the pandemic has had. To address the isolation and looming behavioral health issues that will be a result after this national crisis is over, we need to continue our efforts to engage with those we serve. We need to continue to do our part to offer services in a safe and welcoming environment, if that is in person or over the computer.

I close by offering my deepest appreciation to everyone who has provided financial assistance or non-monetary support during this tough time in our history. We could not have been successful without everyone's support throughout the past eight months.

Be safe and continue to support those around you,

Brent Mikulski
President/CEO



Brent Mikulski *President/CEO*



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COVID

Stories of Excellence



DELIVERING JOY DURING HOUSE VISITS

Due to COVID-19, the DREAM program was not been able to meet for a few months. STEP staff decided to pay them a visit! Using proper PPE and taking social distancing measures, STEP Staff Randy Sidebottom, Heather Johnson, Meghan McGuire and Allison Smith visited DREAM participants and brought a little joy with them. It was a blast and the participants really appreciated seeing folks from STEP.



ESSENTIAL WORKERS

Stacey was hired as a Store Clerk at STEP Thrift Stores before the pandemic began. Since our stores closed temporarily between March and May, Stacey stepped up and decided to help operations to accommodate a number of STEP vendors considered essential. Stacey said, "I always like to work and learn new things adding to my experience. I wish I could be like all the other heroes, but my job is still important."



MJS PACKAGING THANKFUL FOR STEP CREW

STEP had some operations running to accommodate our vendors that were considered essential. One of our vendors, MJS Packaging in Livonia, stated, "We are contacted on almost a daily basis with expressions of gratitude for our products and services as they are used daily by essential services. To put it bluntly, our consumers and the people they serve are safer because of the collective efforts of both our organizations." It was an honor to partner with companies in order to support essential workers with the products they needed to stay safe and serve the community.



LEAH COOLEY LEADS MASK MAKING CHARGE

Leah Cooley, Regional Retail Sales Manager of STEP Thrift Stores, led the charge on mask-making during the COVID-19 shut down. Leah knew there was a need for masks and did everything in her power to help meet that need by sewing masks with co-workers, family and friends using cotton material provided by the STEP Thrift Stores.



DELIVERING PPE TO THOSE WHO NEEDED IT MOST

STEP purchased N-95 masks and distributed them to group homes throughout Wayne, Westland, Romulus and Garden City. Everyone at the group homes were very grateful to receive the masks. STEP Staff volunteered their time to assemble and deliver these masks. STEP Staff also helped distribute masks and gloves purchased by Detroit Wayne Integrated Health Network.

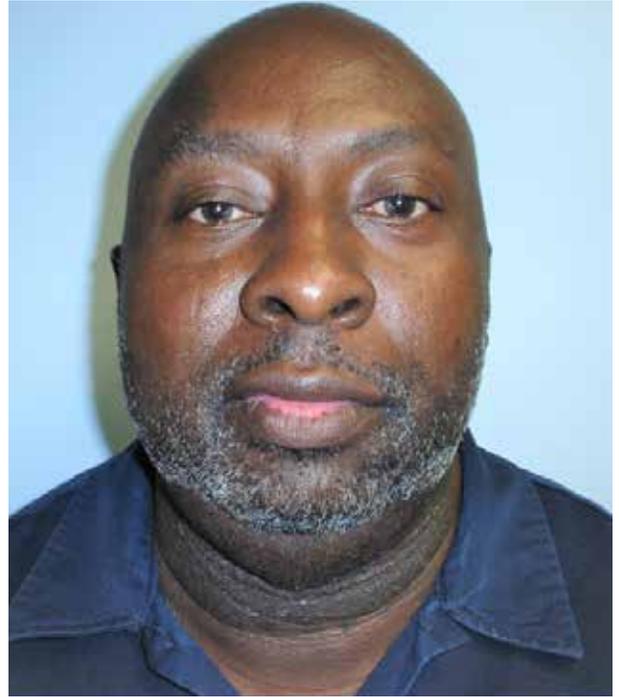


THE BIRTHDAY HAT

There's a long standing birthday tradition in the DREAM Program that on your birthday, STEP Staff, Randy Sidebottom, sings Happy Birthday to you while you get to wear the birthday hat! When Randy heard that Andy was sad that he was going to miss being sung to on his birthday due to the pandemic, he hopped in his car, picked up the birthday hat, drove to Andy's house and sang "Happy Birthday" from the sidewalk! Randy said, "Sometimes it is the little things that matter the most," and we agree.

Core Value Award: Tyrone Allen

It was not difficult at all this year to decide who should receive the STEP Core Vision Award: none other than Mr. Tyrone Allen. Tyrone passed away in the spring of 2020, but will live on in our hearts forever. We honor him by remembering his character and work ethic as we dedicate this award to him. Tyrone began his time at STEP in 2017 as a Maintenance Staff. Immediately, you could tell that he did not meet any strangers! He had a laugh that was contagious and had you laughing all the time. Tyrone worked very hard between all four of the STEP Resource Centers and the three STEP Thrift Stores without complaining. Tyrone was committed to finishing all of his projects even if it meant coming in early or staying late sometimes. Within a year, Tyrone was temporarily laid off, but was able to resume a full-time position as a Skills Trainer at the STEP Detroit Resource Center. It was during this time that Tyrone really dedicated himself to learning a new position that involved working with the consumers on a one-on-one basis; teaching Maintenance Classes; supervising the Maintenance Crew; supervising the Consumer Advisory Committee; being a Safety Chairperson; and becoming



a Community Skills Trainer. Tyrone was patient, respectful, and excellent in his multiple roles. Tyrone was reliable and could work independently, but also a great team player. Tyrone came in everyday saying “whatever you need me to do, just let me know!” It never was a dull moment when Tyrone was around! The consumers always wanted to go with him on community outings and staff always wanted to partner with him on joint projects. Tyrone was a very integral part of STEP and will truly be missed. Tyrone personified STEP’s Core Values: Respect, Empowerment, Integrity, Excellence, Collaboration, Competency, Accountability, and Commitment.

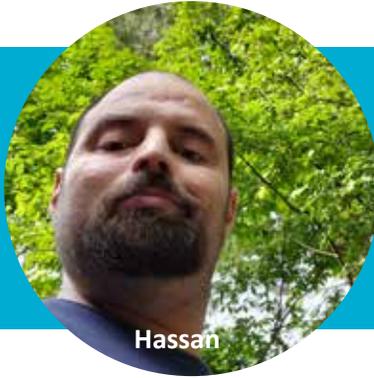
STEP Core Values

- **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

Employment Success Stories



Betty



Hassan



Laquita



Taylor



Jonathan



Remy

Betty's journey with STEP began in 2014. She initially worked in production/manufacturing at STEP and initially, was very reluctant to work in the public due to her past experience. After a year or so and a lot of encouragement, Betty agreed to assist with setting up the Dearborn Heights Thrift Store and Donation Center. She quickly progressed to becoming a store associate and last year she became employed at Greenfield Village. Due to Covid, Betty switched gears and is now employed at Burger King performing cleaning and other duties that keep us all safe during the pandemic! Congratulations, Betty!

Hassan was hired at FEAST Detroit and has been happily employed for the last two years. He's doing a fantastic job and everyone at FEAST Detroit enjoys working with him. Hassan states, "If you work hard, don't worry about failing, you tried. When I started working at STEP, for 16 years it felt like an adventure, every day I worked, I was building my skills. I never let anything stop me. I was a slow worker, but I got the job done. Even if I failed I kept on asking. If you never ask, how would you not know? STEP was my stepping stone, it made me grow to a successful person. If I never found STEP I would never find FEAST." Congratulations, Hassan!

Laquita transitioned from an internship with StoneCrest Center in Detroit to her first permanent job there as a dietary aide. Director of Operations at StoneCrest Center, Elliot Brown, says, "Ms. Parker plays a vital role in aiding with food preparations for our rotating menu, and nearly single-handedly sustains utensil and dish sanitations. She is always mindful about ensuring she is playing her part in maintaining kitchen cleanliness and safety. When asked to carry through with any task, Laquita does it with a smile, and tact. On delivery day, when the team needs to put up stock and count inventory, you wouldn't want to do that task without her. She is a real team player, and I would not even think of replacing her. In fact, I wish I had the ability to clone her!" Congratulations, Laquita!

Taylor is employed by Kroger as a Courtesy Clerk and has worked there since June 2020. Taylor shares that he wishes he would have gone into the community sooner because he loves it! Taylor has been a clerk at one of our Thrift Stores since 2012 and has also participated in the DREAM, community based program. Kroger shares that Taylor is adjusting well and is a joy to have on

the team! They are impressed with how determined he is and how fast he learns. Congratulations, Taylor!

Jonathan has been successfully employed with Goodwill Industries since November 2019. Jonathan has learned a variety of new skills including receiving donations, answering the telephone and utilizing the pallet jack. He enjoys hanging clothing on the sales floor the most. Johnathan loves his job and all of the new friends that he has made. Congratulations, Johnathan!

Remy works as a custodian at the Metro Detroit Airport Air Traffic Control Tower. Remy is praised by the Federal Aviation Administration personnel for going above and beyond in his position and for his thoroughness and attention to detail. Remy's onsite supervisor says, "Remy has really stepped up as a leader and he has learned how important it is to check all surroundings, not just areas being cleaned that day". Congratulations, Remy!

DREAM: Adapting during a Pandemic

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.

Read this message from DREAM Program Manager, Randy Sidebottom:

Covid-19 has presented many challenges to community programming, but has also offered some helpful insights into the future, beyond the pandemic. We have tried to keep many of the activities that our consumers enjoy, while making sure their safety is a primary objective. A great example is bowling. We have switched to Biddle Bowl in Wyandotte because it is a smaller bowling Alley and they close it to just us on Monday and Fridays. This allows us to space out properly and less contact with other community members. Instead of meeting at the DREAM location first in the morning, we pick everyone up at their home and go directly to the outing. This once again limits additional exposure and allows more time for outings. We have also lengthened out programming day. The people who attend DREAM have been fantastic about following all safety protocols. Places we have visited recently include Cabelas, Apple Charlie's, Halloween stores, nature trails at the metro parks, Frankenmuth, Metro Parks to observe the fall colors and Calder's Dairy Farm. When we visited Frankenmuth, we observed space and wore our masks. When accessing stores in Riverwalk, we limited people going into stores to a few at a time. Going forward, we will continue to try and make our outings exiting and safe. With everything that we have faced this year, our consumers continue to be awesome and have a wonderful time at DREAM.



Project SEARCH

Project Search's primary objective is to secure competitive integrated employment for people with disabilities. It is a collaboration between local schools, Michigan Rehabilitation Services, Businesses and STEP, providing local high school students with disabilities the opportunity to train, gain and maintain employment through businesses and organization opportunities across Wayne County. The 2019-2020 Project SEARCH host sites were Wayne Hospital, St. Mary's Hospital in Livonia, Beaumont-Dearborn Hospital and DTE Energy. We are so grateful for all the support from our host sites. Their devotion to Project SEARCH makes it all possible.



NEXT stands for Navigating Employment eXperiences Together. The principal objective of the Student Family Outreach Innovation Project (SFO) is to provide support for transition students with disabilities and family members to assist the students to achieve post-secondary vocational training and integrated competitive employment. This project is a collaboration between the Western Wayne District of Michigan Rehabilitation Services and STEP. This was our second year participating in the grant. We had eight students from public and private schools in Western Wayne County participate in the SFO Project!

Another aspect of the NEXT program has been workshops. This year we have covered the following topics in our workshops: Virtual Learning Etiquette, Communication Skills, Continuing Education, Financial Aids, Presenting your best self, Safety Precautions in the workplace, Transportation Options, Get, Keep and Advance on a Job, Money Management, Natural Supports and Workplace Manners. Our workshops consists of four individual one-on-one sessions per students and family. There was a total of 32 sessions on specific requested topics that ranged from careers in HVAC to video game production to pastry chef to health care jobs. Also included were training programs on making friends and human trafficking. In addition, individuals participated in the workplace experience at the STEP Thrift Stores.



ATA

Work Experiences

The main objective of the Advanced Technology Academy (ATA) Work Experiences program is to provide students with seminars on workplace behaviors needed to obtain and maintain employment and place them in integrated employment to practice their skills. This program is a collaboration between the ATA, Michigan Rehabilitation Services and STEP. This was the second year of this program and six students participated. There were six workshops including: orientation, virtual etiquette, workplace safety, workplace manners communication skills, money management and transportation options. Workplace locations included STEP Resource Centers, STEP Thrift Stores, Strategic Staffing Solutions and Head to Tail.



Thrift Stores: 2020 in Review

STEP Thrift Stores and Donation Centers, similar to other retail stores, have experienced countless struggles throughout 2020. However, even with the setbacks, the stores have experienced record sales since re-opening in the beginning of 2020. We want to thank all of our amazing customers and donors for the unending support through donations and purchases. We are excited about the future of the STEP Thrift Stores and Donation Centers.

STEP Thrift Store Double Your Difference Monthly Partnerships Begin

In August, STEP began the Double your Difference program, where we partner with another nonprofit by pledging to share a percentage of our sales to another local nonprofit. By both organizations promoting this partnership, we were able to expand our customer base to include those customers of the other nonprofit. In August, we first partnered with Downriver for Veterans giving a total of \$2640.00 at the end of the month. In September, we partnered with Friends for Animals of Metro Detroit giving a total of \$1833.00. Our efforts to partner and support other nonprofit agencies in our area had a positive impact on our sales. We are happy to report that our sales exceeded those months in 2019.



2020 Facts & Figures

55,864
TRANSACTIONS/
CUSTOMERS

249,325
OF ITEMS SOLD

\$11.32
AVERAGE
SALE

297
OF PICK-UPS
SCHEDULED

644
OF ITEMS
PICKED UP.

STEP Thrift Store Now on eBay!

In October of 2019, we launched our eBay STEP Thrift Store! Our eBay store consists of many unique or vintage items as well as brand new items. We have over 500 listings that are continually updated as we sell merchandise. Visit our eBay store called STEPThrift at <https://www.ebay.com/str/stepthrift> to thrift from the comfort of your own couch!

Retail Clerks are vital to the daily operations of STEP Thrift Stores and Donation Centers. We are happy to highlight the efforts of various Retail Clerks who returned to their positions upon the reopening of the stores after the shutdown.



Charles



Lauren



Brandon



Lakin



Joseph



Stacy



Kelly

Charles started off as an Associate at the thrift store for a few years prior to being promoted to Retail Clerk! He mastered the retail tasks and was a lead cashier on a regular basis. Charles has enjoyed his time at STEP and appreciates that he can continue to help further STEP's mission as a Retail Clerk.

Lauren participated in retail training in the stores and has shown great growth and development. As a Retail Clerk, Lauren is integral to the daily operation of the thrift store. Lauren specializes in customer service but can hang and tag fast as the wind!

Brandon began the retail training program in April of 2018 and was promoted to Retail Clerk in December 2019! Brandon is thankful for the opportunity to be a clerk and has been very grateful for the support in his employment.

Lakin trained with STEP Thrift Stores for a few years, eventually becoming a Lead Associate. She was hired in as a Retail Clerk in December of 2019. Lakin has worked hard to graduate high school and get her driver's license. She recently was able to buy her first home. We have been proud to see Lakin grow so much and chase and catch her dreams!

Joseph is accomplished at the technology in the stores and has trained multiple interns and staff over the years. Joseph is a welcome addition to the store staff as he transitions from supported employment to providing support and training to others.

Stacy began working at the thrift store as an Associate, moved up to the position of Lead Associate and then accepted the position as a Retail Clerk! Stacy demonstrated impressive work ethic, leadership and efficiency. Now, Stacy is employed by both Rite Aid and Goodwill, offering her wide array of talents to their workplaces.

Kelly's journey with STEP first began in 2009 attending the DREAM Program. Soon after this in 2011, Kelly began working in the Southgate Thrift Stores as an Associate. In 2019, Kelly was hired as a Clerk at the 33rd Judicial District Court in Woodhaven. Due to the shutdown, Kelly searched for different employment. When the stores reopened, Kelly was hired as a Retail Clerk at the Dearborn Heights store and is doing a great job.



Dearborn Chamber 5 After 5

On January 28, 2020, we hosted the Dearborn Area Chamber of Commerce 5 After 5 series. It was a wonderful time connecting, networking and demonstrating to all in the Dearborn area how our thrift stores further the mission of STEP.



CVS Partnership

On February 2, 2020, we hosted a ribbon cutting for the CVS Retail Training Class at the Dearborn Heights STEP Thrift Store. We had a wonderful turnout and enjoyed celebrating this new opportunity for STEP consumers. We look forward to re-engaging this class once we are able to do so.

Support & Skills

BUILDING A VIRTUAL SKILL BUILDING PROGRAM AT THE ONSET OF COVID-19

At the onset of COVID-19 in March of 2020, STEP took drastic measures to create a Virtual Skill Building Program in order to provide the same quality services to our consumers. Our mission was to reach our consumers through Telehealth in the midst of a pandemic. Even after resuming face-to-face services in June, Virtual Skill Building and Telehealth still proved to be vital in reaching our consumers. We will continue using this platform as long as we are able to do so.

Examples of virtual classes offered are American Sign Language, Spanish, Cooking Demos, Why Work, Mock Interviews, Arts and Crafts, Sittercise, Computer Basics, Job Readiness, and many more.

In forming the Virtual Skill Building Program, we surveyed consumers, their parents and/or caregivers, to estimate interest levels and to see what would yield the best results. Consumers were contacted to assess their desire and ability to participate and staff and consumers were trained in appropriate technology. Up to 100 consumers participated and because of this, they reported a decrease in depression and anxiety due to engagement with staff and peers. Virtual Skill Building is certainly an important part of what we do and how we are reaching out to our consumers during the COVID-19 era and beyond.



Employer Partners



Marcus

In 2019, STEP approached **Quicken Loans** to discuss ways to work together. Quicken is very committed to diversity in hiring. We discussed what the various jobs are at the office and had a tour of the office and the work involved. We noticed that the customer service and mortgage staff were very busy on the phones, but also spent a lot of time on peripheral tasks that took them away from their desks.

We talked with the management at Quicken Loans about Customized Employment, an employment model where the relationship between employee and employer is personalized in a way that meets the needs of both. We talked with the Quicken staff about tasks that took them away from their main focus. We identified tasks like assembling and binding, sorting and delivering mail, stocking and delivering office supplies to staff, and printing and shipping. From there we created a new position, Document Specialist.

We had someone in mind, Marcus Smith, who was very interested in office work and learning more about business. He had been job training with us at various sites and completed Work Readiness classes. He interviewed with Quicken Loans and both parties agreed he'd be a great fit!

Marcus started off as a paid intern, learning these tasks and more. He excelled and got along well at the office. After a few months, Quicken Loans hired Marcus on as a permanent employee. Marcus remains employed with Quicken Loans and it is going very well.

Detroit Quality Brush

Our partnership with Detroit Quality Brush Industries spans many many years. Every day, a STEP work crew shows up for work. Their responsibilities include assembling brushes, applying stickers, and preparing them for packaging. Our partnership has been mutually beneficial in many ways. Owners, Don and Bev, are very supportive of our mission to help consumers reach their full potential. As we work together, needs of our employer partners are met while consumers are able to reach their employment and personal goals.

One unfortunate result of the pandemic was that the STEP work crews were not able to continue at Detroit Quality Brush Industries. To help fill the void, Ted was hired. Ted was originally on the work crew. His incredible work ethic and personality is what made him stand out and Detroit Quality Brush Industries wanted him to be a part of their team.

We're thankful to work with many different employer partners. If you're interested in learning more, please contact Director of Employment Services, **Terey DeLisle**, at tdelisle@stepcentral.org.



Ted

What's Cooking in Westland



We are so excited to announce the grand opening of the new What's Cooking in Westland STEP cooking class and the opportunities it provides to STEP consumers. This class is held at St. John's Episcopal Church in Westland, MI, where we are able to utilize their commercial grade kitchen. The class meets Monday-Friday and there are roughly five individuals in each session. Registered Chef Sheanta Brown instructs the class and teaches safety in the kitchen, proper food handling and preparation, and proper cleaning techniques.

Chef Brown is a native of the city of Detroit. She graduated from Schoolcraft College and has been working in the Hospitality Industry for over ten plus years. She is passionate about food and providing the best customer experience. We are so thankful to have Chef Brown on board.

On Friday, August 28, 2020, STEP celebrated the What's Cooking in Westland cooking class with a ribbon cutting and open house. We had over 75 attendees at the event commemorating the beginning of the program. It was a fun-filled event commemorating the new program and was catered by Chef Brown and STEP members of the cooking class. Thank you to St. John's Episcopal Church for hosting the class and to Rev. Henny for partnering so closely with STEP. Thank you to the Dearborn Area Chamber of Commerce and the Westland Chamber of Commerce for their assistance in the ribbon cutting!



"The What's Cooking In Westland Class is a great opportunity for consumers for several reasons. It teaches basic nutritional, safety, and various cooking and kitchen equipment utilization; it builds their socialization, independent, and teamwork skills; it provides experience that can be used to obtain employment at restaurants/cafes; and it builds self-confidence. When asked about why they like going to the class, the consumers stated they "liked learning how to cook, meeting new friends, and eating good food!"
 – Tamaria White, Director of Program Services



STEP Art Program



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! The STEP Art Program grows and evolves every year. This year has presented certain challenges in every way, but we have been hard at work with plans in the works for 2021 and the STEP Artists.

Michigan Inspiration

The Opening Reception for the STEP Artists Collective Exhibit at Westland City Hall was a huge success welcoming many community members, family, friends, STEP Staff and consumers to celebrate the artists and their hard work. The exhibit was titled Michigan Inspiration 2020 and featured approximately 100 pieces. The exhibit ran from February 28, 2020 – March 28, 2020 and received wonderful feedback.

Happiness Is...The book! In July 2020, we were overjoyed to announce the STEP Artists Collective role in the creation of Bundled's new Children's Book written by Courtney Taylor and Chelsea Ghesling titled "Happiness is...!" *Happiness is...* is illustrated by the STEP Artists Collective. The pictures are absolutely breathtaking and beautiful. We are so proud of each and every one of the STEP artists. Bundled is a treasured STEP employer partner and we're grateful for another opportunity to showcase the talent of STEP consumers. *Happiness is....* can be purchased on Amazon.com and on Bundled's website, bundled.mi.com.

PASC-

COMING SOON in 2021

PASC

An Art and Design Studio for Disabled Artists

Progressive Art Studio Collective (PASC) is a dedicated art and design studio with a professional gallery for disabled artists. PASC will use a “progressive art studio” structure, an effective model adopted by many disability programs across the United States. This structure encourages participants to develop their own independent art practices, supported by a staff of professional artists who help them launch careers in the fields of art and design. PASC will be the first progressive art studio in Detroit and Wayne County, and will join an international network of successful peer studios.

Six years ago STEP (Services to Enhance Potential) launched the Art in the Market program in Eastern Market, a series of classes aimed at instructing adults with developmental disabilities and mental health issues in the fundamentals of art. The program began with one small class of 15 artists and grew to over 100 participants a week. STEP is launching PASC to expand this program into a collective of dedicated art and design studios based on a participant-driven structure. PASC will run an art gallery presenting rotating exhibitions, and public programs open to everyone.

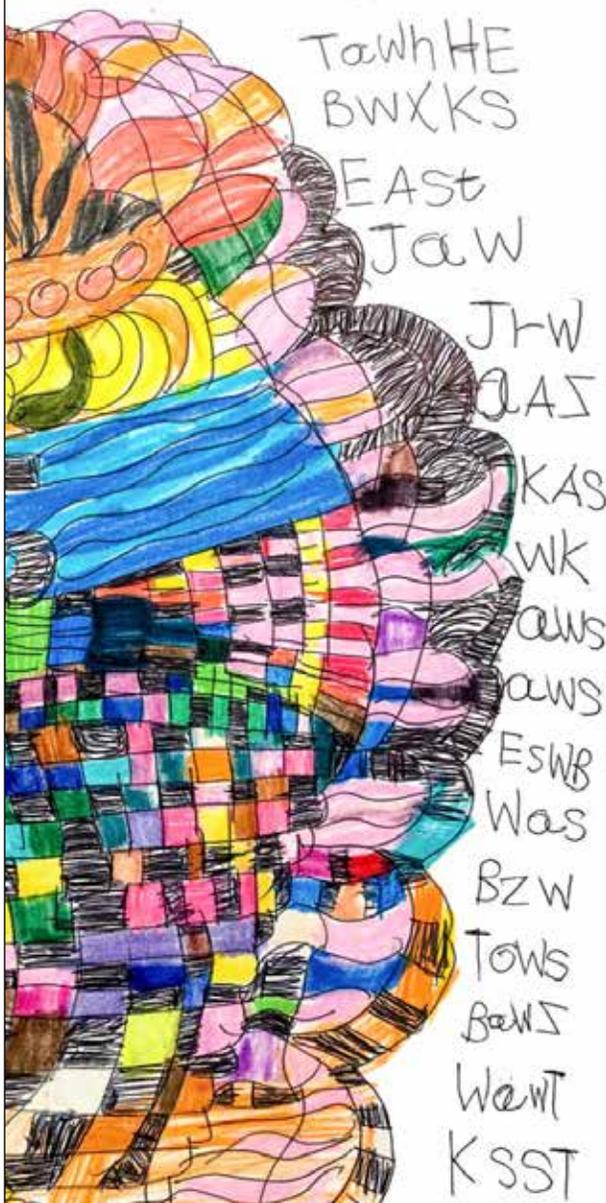
PASC puts disabled artists in control to drive their experience and education. At PASC self-expression is an empowerment tool where art and design are vehicles for communication, connection, and independence. At PASC disability is understood not as a lack of ability, but as a powerful and unique way of seeing, sensing, and being in the world.

We will launch three studios: a Detroit Studio, opening January 2021; a Westland Studio, opening February 2021; and a Southgate Studio, opening April 2021. We are also launching a Virtual Art Studio in January 2021 to support participants unable to physically access the studios.

Our studios will be open Monday - Friday 9:00am - 3:30pm. Participants can choose to attend for a full or half day, as many days a week as they wish. There are no out of pocket costs for the program for those covered by Medicaid, and scholarships are available to cover those not on Medicaid or outside Wayne County.

For more information contact Anthony Marcellini at: progressiveart@stepcentral.org or 313-267-9777 x 3221

Artwork by STEP artist Stanley Brown



STEPS

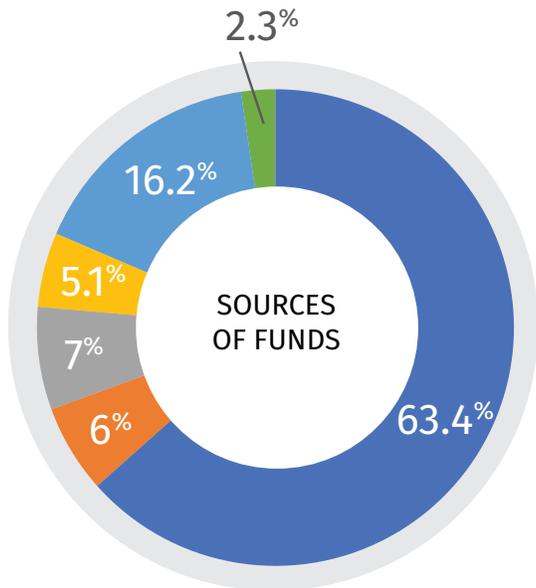
to Success

3rd Annual Fundraiser

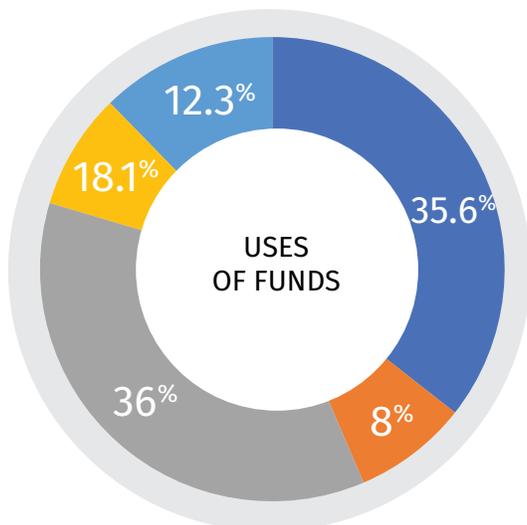
In recognition of National Disability Employment Awareness Month, STEP hosted its 3rd Annual STEPS to Success Fundraiser in October 2019! The gymnasium at the Western Wayne County Resource Center was transformed into an elegant casino for the night where attendees enjoyed food, drinks and entertainment. The event highlighted a number of STEP Services with an emphasis on our Employment Services Department as well as a pop-up STEP Thrift Store in one of the classrooms. Over 60 attendees helped raise approximately \$14,000 to help support STEP programming. Special thanks to the amazing speakers who presented throughout the evening: Khodr Farhat, Tracy Kulikowski, Hassan Hamzi, Suzi Owens, owner of FEAST Detroit, and STEP's President/CEO, Brent Mikulski. Thank you to everyone who contributed to this event! We're excited to continue with our fundraising efforts in the years to come!



Financials



Managed Care	\$ 8,099,613
Industrial Contracts	\$ 764,904
Other	\$ 890,098
Fundraising and Donations	\$ 645,083
Pandemic Relief Funds	\$ 2,074,690
Interest and Investments	\$ 294,975
Total Sources of Funds	\$ 12,769,363



Skill Building	\$ 4,710,128
Supports Coordination	\$ 1,054,470
Intergrated Employment	\$ 4,766,988
Production	\$ 1,071,438
Administration	\$ 1,628,168
Total Uses of Funds	\$ 13,231,192

2020 Outcomes

As an organization whose mission is to support individuals in pursuit of their chosen goals, it is important for STEP to measure the quality of its services and the degree to which our efforts support our mission. One way to measure the quality of our services is to measure the impact services have on the lives of individuals. To garner this information, performance indicators are identified and progress towards the targeted goal is measured over a period of time. Here are a few of our 2020 outcomes.

100%

of employer partners are satisfied with their placements.

97%

of individuals who are employed report satisfaction with their jobs.

82%

of individuals who become employed maintained their job for 90 days or more.

99%

of persons interviewed expressed satisfaction with the Supports Coordinator or with their TeleHealth visits.

99%

of individuals participating in community integration activities report satisfaction.

88%

of individuals who participate in community integration activities do so six times or more per quarter.

1484 INDIVIDUALS RECEIVED STEP SERVICES IN THE LAST YEAR.

Employment Partners, Donors, and Volunteer Sites

EMPLOYMENT PARTNERS

American House
Bailey Cathedral
Bundled
Central City Integrated Health
CEVA Logistics
City of Dearborn
City of Wayne
City of Westland
Courtyard by Marriot, Livonia
CVS
Dearborn Chamber of Commerce
Detroit Quality Brush
Detroit Zoo/Service Systems
Associates
DWIHN
Edward Rose
FAA
Feast Detroit
Focus Hope
Fox Run Village
Gentlemans Box
The Glass Academy
Goodwill
Greater Seth Temple
Ground Effects
The Henry Ford
The Henry, Autograph Collection
Henry Ford Village
IWS Ventures LLC
JVS
Lincoln Bowmen Archery Club
Little Diablo Salsa
MDOT
Merakey Midwest
Naturalicious
Northwest Activity Center
Samaritan Center
Southern Wayne County Regional Chamber
Stonecrest Center
Quicken Loans
VetBuilt Services

VOLUNTEER SITES

Advance Care Health Center
Allen Park Housing Commission
Belleville Library

Capuchin Soup Kitchen
Dearborn Historical Museum
DHHS
Dorsey Center
Fish & Loaves
Fleece and Thank You
Focus Hope
Forgotten Harvest
Four Chaplain's 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
Wayne Family Center
Wayne Library
Westland Library
WW Child Services
Veteran's Charity Services

INDIVIDUAL DONORS

The Glass Academy
The Doran Foundation
TPC of Michigan
Flagstar Foundation
Cheryl Kaszuba
Cindy Kippert
David Bourque
Terey DeLisle
Cheryl Fregolle
Pat Harrell
Marcus Pugh
Noreen Sarlauskas
Randy Sidebottom
Nancy Stauder
James and Darlene Schoolmaster
North American Steel Solutions
John Hilber
Randall and Jennifer Kreznak

Kathryn Nimety
Karen Blix
Kristopher Flowers
Kristina Briones
Joseph Wyceh
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Global Liaison Solutions
DP Plumbing

STEPS TO SUCCESS DONATIONS 2019

StoneCrest Center
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Judson Center
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MJS Packaging
Mutual of America
NAMI MI
New Horizons
Peter Chang Enterprises
Southern Wayne County Regional Chamber
Threat Management
UHY Advisors MI, Inc
Cindy Warren
Corp! Magazine
Alena Howell
Sherry Bourque
Terey DeLisle
Terrie Hylton
David Bourque
Sherry Bourque
Kim Johnson





Customer Service:
Local 734-718-0483
Toll Free 833-525-1489
TTY: <https://www.sorenson.com/>

The LEP Representative:
734-722-1000 ext. 1044

**Corporate Office &
Dearborn North Resource Center**
2941 S. Gullely Rd. | Dearborn, MI 48124
313-278-3040
313-278-8671 Fax

Dearborn South Resource Center
15200 Mercantile Dr. | Dearborn, MI 48120
313-827-0764
313-827-0767 Fax

Detroit Resource Center
4700 Beaufait | Detroit, MI 48207
313-267-9777
313-921-9131 Fax

**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

What's Cooking in Westland
555 S. Wayne Rd. | Westland, MI 48186
Tamaria White-313-267-9777 ext. 3203

**STEP Thrift Store
and Donation Centers**

Dearborn Heights Store
23830 Ford Rd. | Dearborn Heights, MI 48127
313-633-0755

Southgate Store
15431 Dix-Toledo Rd. | Southgate, MI 48195
734-284-0814

Wayne Store
35004 W. Michigan Ave. | Wayne, MI 48184
734-728-9777

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