

Services To  
Enhance Potential

Annual Report 2009



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

## Honoring A Legacy – Continuing A Mission

An entire book can be written to more fully appreciate the many achievements of Eunice Kennedy Shriver (1921-2009). In leadership, public policy and so much more, her striking achievements overcame formidable challenges, changing the world forever.

On behalf of individuals with intellectual disabilities, she worked diligently to advance human dignity, civil rights and community supports and services.

As well, she championed the joy and benefits of physical activity and sports for people with differing abilities across the globe. Her Legacy, and the Mission before all of us, is clear: To continually “Envision and create a better future for individuals with intellectual disabilities and their families.”

Services To Enhance Potential will forever be grateful for the many local Champions, those with the same commitment as Eunice Kennedy Shriver. They, too, have also “created better futures” while facing many formidable obstacles. In support of both stakeholders of STEP, and individuals supported by STEP, it is imperative that we keep lit the bright torches of those who made today’s opportunities possible.

Formidable obstacles and new challenges arise continually. There is much yet to do – in our communities, in the United States and in the world. We strive to further advance the opportunity for community participation and

the achievement of personal satisfaction in the lives of all Citizens.

Just as these many Champions before us we must live and act upon this most important Mission on a daily basis: To continually envision and pursue better futures for all of our fellow Citizens.

Thank you for being an important partner in our journey!

*Francis X. Coughlin*

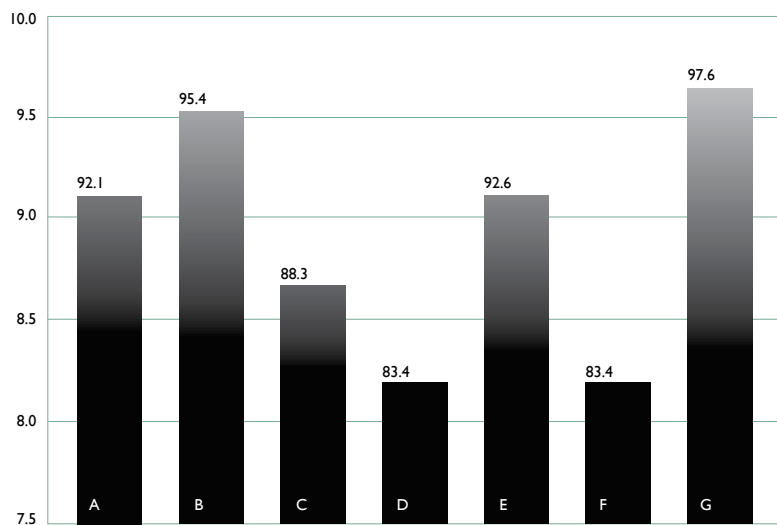
Chairperson, Board of Directors

*James E. Grice*

President & CEO

## Making a Dramatic Difference

The 2008-2009 Outcome Measurement System focused on the activities supported by STEP. These include Skills Building, Job Development, Supports Coordination, Integrated Employment and Job Follow-Along. Consideration was also made to the impact these activities had on the lives of individuals. Did they have more positive life experiences, de-



velop better relationships, have greater opportunities for community integration, achieve higher levels of independence and productivity, and have greater self-esteem?

**(A) 92.1%** of Persons involved in Center-Based Skills Building felt good about their experiences, which helped them to develop new skills, earn money and interact more with people.

**(B) 95.4%** of Persons participating in Community- Based Skills Building (activities

and volunteering), indicate that community experiences improved their feelings of self-worth, gave them more community connections and provided opportunities to contribute to the well-being of others.

**(C) 88.3%** of Persons with a Micro Business felt that being self-employed made their lives better by giving them greater independence, more decision-making opportunities, better income and increased self-esteem.

**(D) 83.4%** of Persons benefited from connecting to a community-based resource, linked by their Supports Coordinator and based on Goals in their Person-Centered Plans.

**(E) 92.6%** of Persons employed in the community were satisfied with their hours of work, rate of pay and interactions with their co-workers.

**(F) 83.4%** of Persons currently employed, per their Person-Centered Plans, are working toward enhancing their job status, i.e., better pay and hours, and position upgrades.

**(G) 97.6%** of Families and Care Providers indicate that STEP's support of community options made a positive difference in the lives of the individuals served.

This data will be helpful in planning and setting priorities for the upcoming year.

## Self-Determination Takes Another Course at Services To Enhance Potential

This past year, several people participated in courses conducted by the Disability Network of Wayne County-Detroit. These courses were part of a curriculum developed by the University of Independence, and hosted by



*A proud and jubilant Johnnie Passmore was one of only twenty persons who took part in the University of Independence classes to completion.*

the STEP Northwest Resource Center. This opportunity grew out of an overwhelming interest shown by persons attending the self-awareness luncheons conducted by Mr. Yuself Seegars. The STEP Focus Group was also instrumental

in developing and planning these events, in unison with the Disability Network.

Twenty participants traveled from all over the county to attend the eight-week classes. The classes were designed to help people become more self-reliant and self-sufficient, thus leading to more self-determined lives. Participants learned that living independently means having the opportunity to make decisions, the ability to pursue the choices which are made, and the right to learn and try. The main focus of group discussions centered on self-advocacy and communication. As familiar challenges were discussed, many new friendships were formed.

The classes were a big hit with participants. A completion ceremony was held, where everyone also enjoyed the pizza and cake.

Plans are being made to continue the series.

The Disability Network of Wayne County-Detroit is a consumer-based organization which supports persons through the provision of advocacy, information, referral and promotion of needed services. The Disability Network is designed specifically to assist people with disabilities in achieving and maintaining independent lifestyles.

Services To Enhance Potential is proud to be a partner of the Disability Network.



*The CARF Survey Team and members of management pause for a photo opportunity at the Dearborn Resource Center prior to the survey.*

In April 2009 CARF International accredited the following programs at Services To Enhance Potential for three years through April 2012.

### Community Services

- Case Management/Services Coordination
- Community Integration

### Employment Services

- Job Development
- Job Supports
- Job-Site Training
- Employment Services Coordination
- Organizational Employment Services
- Self-Employment Services





*Leah Cooley, Tried and True Thrift Store Manager, working with Associate Denice Andrews, who is learning how to enter all of the store's financial reports.*

## The Tried and True Thrift Store: Finding the Unique Balance between Training and Self-Sustained Employment in a Retail Environment

When we began operating a thrift store in June of 2007, the overall expectations were hopeful. Staffed with twelve new, enthusiastic employees - our Retail Associates, a diligent Job Coaching Staff, and a Store Manager with extensive retail experience, we began our journey into the retail world.

Soon after opening, management staff began evaluating the most effective way to utilize our Associates in a retail setting. Our challenge was to create a modified and supported environment in which the Associates would be held to operating standards, the same as seen in model retail establishments. During the initial store set-up and Grand Opening, our Associates accomplished basic skills. With extensive supervision, they completed general cleaning, merchandise processing and donation intakes.

We knew we had to encourage our Associates to become more diverse. As our customer base grew, we realized that our attention would soon be split between the customers and the employees, unless we changed our operating procedures.

We decided to address this dilemma by investing in our Associates. We trusted in their abilities and in their desire to become visible assets in the community. We gave them the freedom to excel, using their given skills.

We developed an ability inventory of all our Associates and matched their skill levels with

possible opportunities for growth. Then we began to develop a long-term plan to effectively manage both store operations, as well as support our Associates.

Our first step was to train an Associate to become a cashier. We chose an individual who possessed the multiple skills required, as well as the desire to take on the responsibility. Over the course of a few weeks, we were able to support this individual in becoming a competent cashier. We now have at least two cashiers available on every shift to adequately cover customer needs. Cashiers are also trained in using our two-way radio system for additional communication.

Since then, we have trained several Associates in specialized job tasks. Additional areas of expertise include general maintenance, merchandise pricing, donation sorting, donation acceptance, and peer training whenever possible. Most recently, we have trained an individual to assist with financial reporting and transmission, utilizing Microsoft Word, Excel and Outlook.

Giving people the opportunity to identify themselves through their jobs has developed self-worth and confidence within them. It has also fostered meaningful ties within their community.

The unique balance of job coaching with supported employment at Tried and True has benefited not only our employees, but the community as well. The model for excellence and growth in a supported work environment has been established and can easily be modeled in other retail environments.

## The Center for Entrepreneurial Development

In October of 2008, STEP implemented the Center for Entrepreneurial Development (CED). Made possible by direct funding from the Detroit-Wayne County Community Mental Health Agency (D-WCCMHA), the CED is a business development and support resource for individuals receiving mental health services in Wayne County. The CED is designed to move microenterprise to another level from the traditional skill-building activity or hobby to a legitimate, viable income-generating activity.

The CED's guiding principles are Self Determination and the Principles of Supported Self Employment. The CED was envisioned as a mobile information center. The outcome is a hybrid approach with services being provided at its principal location and at community-based sites. The CED has utilized effective methods of outreach at various provider agencies, clubhouses, advocacy organization meetings, and at community forums and meetings. Following is a summary of our first year achievements.

- **Twenty (20) Outreach presentations were conducted;**
- **A total of 344 consumers participated in services;**
- **Fifty-five percent (55%) of CED consumers have a primary diagnosis of mental illness (MI);**
- **Forty-five percent (45%) of CED consumers have a primary diagnosis of developmental disability (DD);**

- **A 10-week Business Plan Course was offered;**
- **Eighty-nine (89) consumers received entrepreneurship instruction;**
- **Twelve (12) consumers received Business Plan Assistance; and**
- **Three (3) start-up/expansion businesses were assisted, legitimately registered**

### NEW YOU WELLNESS



**Jowarna Jants** (pictured above) was one of the first consumers assisted by the CED. Jowarna, before seeking assistance from the CED, became an Herbalife independent distributor. Although Herbalife provides business training on their products, Jowarna realized that she needed basic business skills and a business plan to conduct business beyond the Herbalife model. Jowarna attended a three-week Exploring Entrepreneurship Series and formally requested this series be provided at The Gathering Place (Clubhouse of Lincoln Behavioral Services). Four other consumers participated.

Jowarna received individual consultation by the CED Program Manager and Career Counselor for the development of a comprehensive business plan. Jowarna used the business plan to secure a \$500 microloan from STEP's Revolving Loan Fund and a grant for \$2,500 from the Michigan Rehabilitation

Services (MRS) to obtain a laptop and other office equipment. She meets monthly with the CED to monitor the business finances and to develop strategies for business growth. Some individuals go into business to get rich; however, money is not the motivating factor for Jowarna. Because she has experienced the health and weight loss benefits by taking Herbalife supplements and, as a Michigan Certified Peer Support Specialist, Jowarna has a desire to spread health and wellness to consumers and the general public alike. She does this by providing them with a money-making opportunity to become an Herbalife distributor, as well.

The CED also provided business support by accompanying Jowarna to several business opportunities, and has also hosted two Herbalife events. Her long-term business goal is to incorporate other wellness services, such as group weight loss challenges, colonics and other holistic methodology.

#### S.D. HILL INC.



**Sheldon Hill** (pictured left) has gone from being incarcerated, drug addicted, and diagnosed with a mental illness to being a

Michigan Certified Peer Support Specialist and recently, business owner. Sheldon started providing volunteer peer-to-peer mentoring and motivational services for socially-challenged youth and adults in Wayne County in

2007. Sheldon began to expand his work in this area by taking on part-time employment and offering his services on a fee-for-service and contractual basis. However, Sheldon found that being in business for himself provided greater satisfaction than being employed.

Armed with a passion for helping others and a hunger for success, Sheldon sought out the assistance of the CED. The CED has provided technical assistance in the development of the business plan and in the coordination of services with Wayne State University. WSU is assisting in the development of a proposal for funding. Sheldon received a grant from the Michigan Rehabilitation Services (MRS) to purchase a laptop computer and other office equipment for his business. He has incorporated his business and is a licensed vendor for the State of Michigan. Sheldon is currently in negotiations with the Detroit-Wayne County Community Mental Health Agency (D-WCC-MHA) and has received a verbal commitment from the Michigan Department of Community Health (MDCH) to implement City Wide Mentoring (CWM). CWM is a consumer-run program that "establishes relationships that foster participants' hope in themselves and their ability to be successful in society." CWM was formed in response to the growing number of underserved individuals in the mental health system.

Entrepreneurship represents job creation. A person who engages in microenterprise not only creates a job for oneself, but for others, too, as the enterprise grows. S.D. Hill Inc. is projected to provide employment opportunities for at least 100 consumers.



Representatives from Global Engine Manufacturing Alliance LLC (GEMA) paid a visit to the STEP Dearborn North Production facility in October. Members of the group were represented by quality, supply chain, finance, and plant management. GEMA makes a four speed engine as a joint venture of Chrysler, Hyundai, and Mitsubishi Motors. Dearborn North has been doing work for GEMA since January of 2008.

The group, headed by Plant Manager Bruce Baumbach, wanted to thank our consumers for a job well done and expressed that GEMA would like to make this a long term relationship. Gifts of appreciation were handed out to the consumers that are currently working on the project.

## Ken Thomas, Recipient of the 2009 Synergy Partners Consumer Advocate of the Year Award

**K**en has impressed people immensely with his self-advocacy skills. He independently schedules and attends all of his medical appointments. He seeks out his own recreational activities and interests. In the last couple of years, he has shown an interest in getting involved in community groups which serve and assist persons with disabilities.

At his annual Plan of Service meeting, Ken expressed a desire to become a member of the STEP Advisory Committee. He has been one of its most active participants, listening to his co-workers and creating solutions to their concerns. As his interest grew, so did his drive to become more involved at the community level.

Through community experiences with STEP, Ken learned of groups supporting those with disabilities. He is an active participant in the monthly Community Mental Health meetings at the Arc Detroit, and does not miss a meeting! He consults with our community Skills Trainer, who provides him with information about other groups, as well. In this manner, he has joined People's First and The ARC Detroit.

Ken then became independent in seeking out his community advocacy. He participated in the NAMI walk last year at Belle Isle, raising money for this worthy organization. He also attended the Walk a Mile in My Shoes Rally in Lansing. This year, Ken spoke with one of many friends, now also motivated (by Ken) to get

involved. He found out about the March on the Capitol, held in Lansing in May. Ken and one of his friends arranged transportation to CMH so they could attend. Ken requested to be a volunteer at the event and his offer was accepted!

Ken has also been very involved in the Special Olympics throughout his years at STEP. Due to limited funding, Special Olympics became limited to school-age participants only. Ken was disappointed, so I suggested that he become a volunteer. Without any assistance,



*Kenneth Thomas with Rachel Kendall who recognized his talents and nominated him for the award.*

Ken used his computer to investigate this idea. He called several numbers before locating the appropriate contact.

Ken's drive, perseverance and determination are extraordinary. When he has an interest or desire, nothing can stop him. I have no doubt that Ken will continue to evolve his advocacy skills even more over time. We have been very lucky to work alongside Ken for so many years. He has, and will continue to be, an advocate for persons with disabilities.

## Our Thanks

**Business Customers** – We appreciate the opportunities that work from the following customers creates for our workers, both in earnings and opportunities to learn new skills. The main types of work we do are: Assembly, Packaging, Light Machining, Inspecting, Sorting, Salvaging, Rework, Kitting, Sequencing, Collating, Labeling, Fulfillment, Warehousing, and Trucking.

Advance Print & Graphics • BASF Cellasto Plant • E.C. Moore, Inc. • Eagle Industries, Inc. • Eppinger Manufacturing Co. • Fastube, LLC • Fourslides, Inc. • Global Engine Manufacturing Alliance LLC • Kerr Corporation • L & W Engineering Co., Inc. Plant 1 • L & W Engineering Co., Inc. Plant 2 • M. Jacob & Sons • Metrex • Mirror Lite Company, Inc. • ND Industries • Odyssey Electronics, Inc. • Poof-Slinky, Inc. • The Bottle Crew • Unistrut International Corporation • Wyandotte Industries, Inc. • Zatkoff Seals & Packings

**Volunteer Sites** – We appreciate the opportunities that we are given by the following organizations.

Aberdeen Rehabilitation and Skilled Nursing, Trenton • Annapolis Park Church of Christ, Westland • Arts & Scraps, Detroit • Capuchin Services Center, Detroit • Caroline Kennedy Library, Dearborn Heights • Cory Elementary School, Romulus • Consuming Fire Christian Center, Westland • Dorsey Community Cen-

ter, Westland • First Step Shelter, Wayne • Focus Hope Eastside Food Center, Detroit • Focus Hope, Inkster • Four Chaplains Nursing Care Facility, Westland • Greenmead Historical Village & Museum, Livonia • Henry Ford Hospital, Wyandotte • Holy Spirit Church, Livonia • John Bolde Memorial Depot, Wayne • John F. Kennedy, Jr. Library, Dearborn Heights • Light House Mission, Westland • Livonia Baptist Church, Livonia • Livonia Community Recreation Center, Livonia • Meals on Wheels, Lincoln Park • Meals on Wheels, Livonia • Meals on Wheels, Redford Township • Meals on Wheels, Westland • Michigan Humane Society, Westland • Mills Race Historical Village, Northville • Plymouth District Library, Plymouth • Plymouth Historical Museum, Plymouth • Redford Meals, Redford • Romulus Public Library, Romulus • Sacred Heart Church, Dearborn • Southgate Library, Southgate • Southpoint Community Christian Church, Trenton • St. Andrew's Episcopal Church, Livonia • St. Vincent de Paul (North), Westland • St. Vincent de Paul (South), Inkster • St. Vincent DePaul, Lincoln Park • St. Vincent DePaul, Southgate • The Arc Detroit, Detroit • The Detroit Zoo - Belle Isle Nature Zoo, Detroit • The Parade Company, Detroit • United Christian Ministries Food Bank, Taylor • VA Medical Center, Detroit • Veteran's Haven, Wayne • Wayne County Library for the Blind and Physically Handicapped, Westland • Wayne Family Center, Westland • Wayne Public Library • Wayne Women's Shelter, Detroit • World Medical Relief, Detroit • YWCA of Western Wayne County, Inkster

## Our Thanks



**Donors** - We appreciate the support that we have been given by the following individuals and companies.

Tom Abela • Shirley Adams • John Adamus • Mary Agusti • Amerisure • Jeffrey Bachynski • Danna Baczewski • Michael & Tami Bethune • Cynthia Blair • Robert & Tracye Blum • David Bourque • Barbara Branche • Joyce Bridgeforth • Carmen Cabrera • Samuel & Laura Christoff • Chrysler Financial • Core Concrete Construction • Irene Curmi • Jean Dickson • Jack & Shirley DiGiovanni • Homer & Janet Edmonds • Steven English • Episcopal Student Foundation Canterbury House • EST Testing Solutions Inc. • Eta Phi Beta Sorority – Doris Wilson • F & M. Cement Company • Raymond Fish • Roger Goetz • Richard & Geraldine Gorham • James Grice • Ground Round Restaurant • Richard Hatmaker • Hart & Leidal Investment Company • Amy Henning • Robert & Sharon Hengtgen • Antoinette, John and Paul Hilber • Alfred, Veronica and Cheryl Holden • Patrick Houlihan • Douglas Hughes • Ellen Hughes • Thomas & Christine Jakubek • Don & Diane Johnson • Lynn Jones • Kreigh Jones • JP Morgan Chase – Larry Joseph • Gordan Judd • Kelsey Promo – Ken Kelsey • Ella Sue Kitchen • Raymond & Michele Kolis • Karl Kostrzewa • Ronald Krzesniak • Lakeside Division Inc. – Susan Williams • Jessie & Eula Lollie • June MacDonald • Edward Mercieca • Karin Moss • Andrew Musetti • Jim Nosakowski

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*This year marked the end of our service provision in Ann Arbor and Washtenaw County. We provided job development and placement and community-based skill building. At our peak nearly 90 individuals were being provided employment and community-based supports.*

*One hundred and sixty-nine (169) job placements were recorded. Many individuals had several jobs, especially at any of our eight group employment settings. We thank all of our partners who helped us provide the best services to these deserving consumers.*

## Our Thanks

**Employers** - We appreciate the employment opportunities that are made possible by the following companies.

Advanced Security, Romulus • American House, Westland • Approved Aircraft Accessories, Romulus • Arby's, Redford • ARC Detroit, Detroit • Arc Downriver, Wyandotte • Arc of Western Wayne County, Westland • Bob Evans, Roseville • Britt's Bow Wow Bed & Biscuit, Romulus • Buddy's Pizza, Dearborn • Burger King, Detroit • Burlington Coat Factory, Dearborn • Bushel Stop, Westland • Ca One Services, Inc Irish Pub, Romulus • CEVA Brownstown, Brownstown • CEVA Westland, Westland • City of Detroit Recreation Dept., Detroit • Comerica Park-Delaware North Co., Detroit • CVS, Detroit • Dearborn Hills Golf Course, Dearborn • Detroit Quality Brush, Livonia • Eldercare, Grosse Ile • Farmer Jack, Westland • Fox Run, Novi • Futures HealthCore, Dearborn • Grosse Pointe Public Schools, Grosse Pointe • Grosse Pointe War Memorial, Grosse Pointe Farms • Henry Ford Village, Dearborn • Home Depot, Livonia • Hyatt Regency Hotel, Dearborn • JEET, Inc., Illinois • Kentucky Fried Chicken, Detroit • Kroger, Dearborn • Kroger, Grosse Pointe Farms • Kroger, Redford • Kroger, Westland • Little Caesars, Wayne • Marycrest Manor, Livonia • McDonald's, Dearborn • McDonald's, Detroit • McDonald's, Harper Woods • McDonald's, Highland Park

• McDonald's, Inkster • McDonald's, Redford • McDonald's, St. Clair Shores • McDonald's, Warren • MDOT, Metro Executive Office, Southfield • Meijer, Belleville • Meijer, Livonia • Meijer, Sterling Heights • Meijer, Westland • Mike's Market, Detroit • Nate's Market, Grosse Ile • Nationwide Security, Southfield • Northwest Alano Club, Wayne • Oakwood Hospital • Food & Nutrition Services Dept", Dearborn • Olive Garden, Livonia • People's Community Baptist, Westland • Pizza Hut, Taylor • Pizza Hut, Wayne • Professional Educational Services Group, LLC, Burton • Rakestraw Animal Hospital, Detroit • Rite Aid, Garden City • Roush Enterprises, Livonia • Source Personnel, Ann Arbor • Star Theater Fairlane, Dearborn • Super Land Market, Detroit • Sword's, Taylor • Taco Bell, Clinton Township • Target, Dearborn • Target, Livonia • Team Mental Health Services, Southgate • The Henry Ford, Henry Ford Museum, Michigan Café, Dearborn • The Parade Company, Detroit • Tried and True thrift Store, Wayne • Wal-Mart, Canton • Waltonwood of Canton, Plymouth • Wendy's, Livonia • Wendy's, Wayne • Wholesale Property Resources, Detroit

*Seventy (70) job placements were made during the year.*

*One hundred and five (105) micro-enterprises were supported.*

*Three hundred and seventy-three (373) jobs were supported.*

## Financials 2009

## The Board of Directors

### Sources of Funds

Managed Care Networks	12,556,912
Industrial Contracts	1,768,301
Community Mental Health	164,401
Other	472,797
Fundraising and Donations	698,397
Interest and Investments	(12,897)
<b>Total Sources of Funds</b>	<b>15,647,911</b>

### Uses of Funds

Skill Building	6,212,288
Supports Coordination	1,830,986
Integrated Employment	2,738,089
Production	2,577,851
Administration	1,027,810
<b>Total Uses of Funds</b>	<b>14,387,024</b>

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Alma Handy-Simmons, **Vice Chairperson**

Larry Joseph , **Treasurer**

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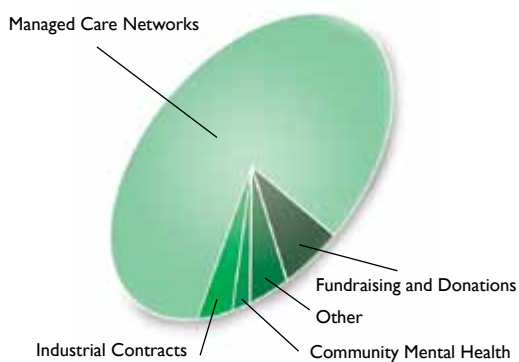
Lynn Meyer

Richard Smith

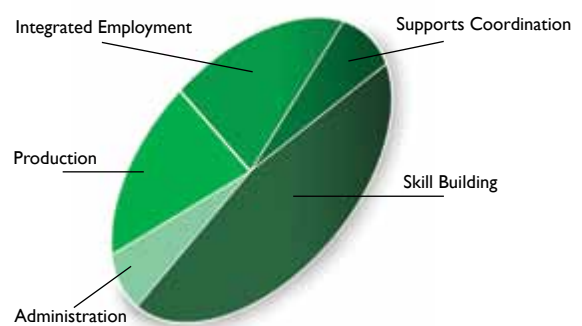
Ceretta Willis

James E. Grice, **President/CEO**

Sources of Funds for 2009



Uses of Funds for 2009





**Dearborn North, Administrative Offices**  
2941 S. Gullely Road, Dearborn, MI 48124  
(313) 278-3040 Fax: (313) 278-8671  
TTY-800-649-3777

**Dearborn South**  
15200 Mercantile, Dearborn, MI 48120  
(313) 827-0764 Fax: (313) 827-0767

**Detroit**  
4700 Beaufait, Detroit, MI 48207  
(313) 267-9777 Fax: (313) 921-9131

**Downriver**  
4210 13th Street, Wyandotte, MI 48192  
(734) 283-3355 Fax: (734) 283-6677

**Eastern**  
17910 Van Dyke, Detroit, MI 48234  
(313) 368-5200 Fax: (313) 368-0992

**Northwest**  
32229 Schoolcraft, Livonia, MI 48150  
(734) 261-7530 Fax: (734) 261-4192

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

**Tried and True Thrift Store**  
35004 W. Michigan Avenue, Wayne, MI 48184  
(734) 728-9777 Fax: (734) 713-0411  
Open Monday thru Saturday 11am-6pm

#### Call for Information

Customer Service Representative  
[info@stepcentral.org](mailto:info@stepcentral.org)  
(313) 278-3040 ext.3 (313) 267-9777 ext. 208  
Limited English Proficiency Assistance  
(734) 722-1000 ext. 203

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The Managers of Comprehensive Provider Networks

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Saginaw County Community Mental Health Authority

Michigan Rehabilitation Services



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