

EXECUTIVE MESSAGE

We at Services to Enhance Potential have the privilege of supporting many people travel along their life's journey. We recognize that each person has a unique path. Our role is to help the persons we serve to choose their own destinations, identify community resources and work with them to map out the route that will take them to their goal.

Persons with significant developmental disabilities historically have been served as if there were only one route and one destination, without regard to their personal interests, aspirations, strengths and talents. It was an approach that limited the options and reduced the likelihood that individuals would experience real satisfaction in their lives.

Today, as we watch many individuals take on expanded roles in the community, we see new personal strengths emerge. Some have embraced the opportunity to choose their own direction wholeheartedly, while others still face the unknown that accompanies change.

It is so rewarding to see individuals arrive at the realization that they ought to be the ones making the decisions about their lives. That recognition is the catalyst for real self-determination.

As an organization, Services to Enhance Potential faces the dual challenges of making sure that each of the persons we serve has an individual "roadmap" while remaining fiscally responsible. Our staff demonstrate great creativity and problem-solving skills on a daily basis to make that happen.

We are grateful to all of you who have worked with us in our communities – families and friends, employers, volunteer sites, residential staff, transportation services, Michigan Rehabilitation Services, Chambers of Commerce, and so many more. Along with our Michigan Comprehensive Providers Networks – Community Living Services, Consumer Link, and Synergy, we look forward to a continued partnership to help the persons we serve move further along their journey to realize their goals.

Sincerely,



James Grice
President / CEO



Alma Handy-Simmons
Chairperson

MAPPING THE TRIP

The concept of self-determination is central to the services we provide. Services to Enhance Potential encourages consumers to make their own choices about where they work and live, how their money is spent, the kinds of community activities they participate in, who their friends are, and planning for their long-term future.

Consumers are encouraged to keep a log of their interests, wishes, preferences and dreams. That log is the starting place for an individual plan of service that will help the person served move ahead in life.



CONSTRUCTION AHEAD

Skills Training



Every setting and each activity provides the opportunity to strengthen skills critical to achieving goals. In the past, skills development took place primarily within the Resource Centers, but increasingly it happens in community settings, where persons served participate in recreational activities, are volunteering, or doing paid work.

Skill areas include mobility, communication and social interaction, work and job search skills, development of their personal businesses and self employment options activities of daily living, self-advocacy, decision-making, problem solving, health and safety. Each person's goals for skills development are based on his or her specific strengths, circumstances, needs and interests.

Volunteer activities give people a chance to give back to the community, while they learn about different types of work, strengthen their work skills and habits, and interact with others. The following community sites have provided wonderful opportunities and we are grateful to all the people associated with them.

- Boys and Girls Clubs – maintenance and janitorial
- Capuchin Soup Kitchen – working in the food and clothing banks
- Farmington Public Library – inspecting books and replacing “date due” stickers
- Focus HOPE – working in the food bank
- Humane Society –exercising and socializing puppies and kittens, janitorial bs
- Local churches – janitorial
- Meals on Wheels – packing and delivering meals
- St. Vincent De Paul – sorting and hanging donated clothing, sorting and packing donated food
- VA Hospital – working in the library, distributing magazines and books to patients, presorting prescriptions

Work try-out opportunities are another way to develop skills and understanding of employment options. Short-term assignments, under the supervision of staff, give people the chance to experience varied types of work before beginning their search for employment.



DESTINATION

Community Inclusion – The past several years have seen a big change in the level of inclusion experienced by many of the persons we serve. We foster that inclusion by identifying new opportunities and encouraging individuals to take advantage of them.

Independence – The people we serve each have a unique meaning of independence. We have helped individuals take big steps, for example in independent living, by developing strategies to overcome barriers and creating and implementing a plan to move forward. For some persons, we must start by encouraging them to make small choices so they can overcome the fear of taking that responsibility for the first time in their lives.

Earning Income – We provide a wide array of opportunities to earn income, including individual employment, enclaves and crews, and self employment opportunities.

At the end of the past fiscal year, 158 persons served by our organization were working in the community. In addition to the 99 people working at individual placements, we managed six enclaves employing 49 people and two mobile work crews employing another 10 individuals.

The average hourly wage of those working at individual placements was \$6.42, with average weekly wages of \$117.00. The average hourly wage of those in enclaves was \$4.71, for an average weekly wage of \$83.00.

The opportunity to earn income is a quality of life issue for the persons we serve, most of whom live near or below the poverty line. We are particularly grateful to the following organizations, which provided employment for more than one individual placed by Services to Enhance Potential in the past year:

- Burger King
- City of Detroit Recreation Department
- Erickson Retirement Communities: Henry Ford Village and Fox Run
- Farmer Jack
- The Henry Ford:
 - Greenfield Village - A Taste of History
 - Henry Ford Museum – Michigan Cafe
- McDonalds
- Meijer
- Pizza Hut
- Sunderland Marker
- TJ Maxx
- Taco Bell
- Target
- Wal-Mart
- Wendy's

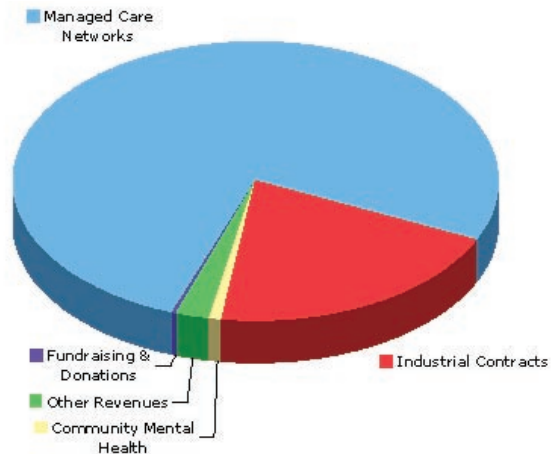


FINANCIAL REPORT

REVENUE AND EXPENSES:
October 1, 2002 – September 30, 2003

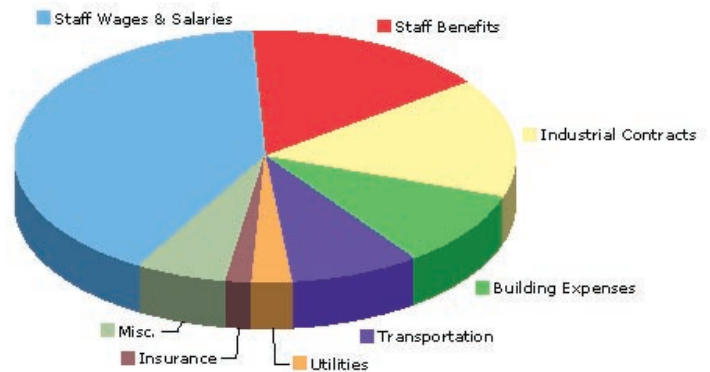
REVENUES

Managed Care Networks	\$ 8,973,860
Industrial Contracts	2,387,594
Community Mental Health	102,423
Other Revenues	245,434
Fundraising & Donations	39,072
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	\$ 11,748,383



EXPENSES

Staff Wages and Salaries	\$ 4,304,894
Staff Benefits	1,689,246
Industrial Contracts	1,595,025
Building Expenses	1,031,234
Transportation	896,510
Utilities	254,001
Insurance	184,818
Miscellaneous	604,725
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	\$ 10,560,453



SOME FISCAL YEAR HIGHLIGHTS

- Our Mission Statement is updated:
“Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.”
- We were awarded a three-year accreditation by CARF, The Rehabilitation Accreditation Commission.
- The Northwest Resource Center converts its Organizational Employment Program into a dynamic community-based program..
- We engage in ongoing negotiations, relationship building and compliance with new procedures with all three Michigan Comprehensive Provider Networks.
- Major advancement is made in use of technology with the acquisition of hardware and software.
- Persons in greater numbers are finding their way in the community with rewarding experiences.

BOARD OF DIRECTORS

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