



HIGH SPIRITS

Volume 1, Issue 1 August 2011

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

INSIDE THIS ISSUE:

<i>Advocacy</i>	1
<i>Tried & True Too</i>	1
<i>Opportunities</i>	2
<i>Transportation</i>	2
<i>Safety</i>	3
<i>Customer Service</i>	3
<i>Making a Difference</i>	4

ADVOCACY IS (STILL) JOB #1

Everyday many of us advocate for those we care about and support. Our energy is regularly directed at doing what each of us as individuals can do to assure that needed supports and services are alive and well and accessible to those who need and choose them. Such individual advocacy is not new to many of us.

Our Nation and our State face significant economic challenges. Most agree that it will take some time to address these complex and broad issues. However, short term budget decisions that could reduce or even eliminate even the most basic needed supports for many

have to be openly discussed with the recognition that if enacted the resulting impact and actual cost, could result in actual greater cost than any short term budgetary savings might project.

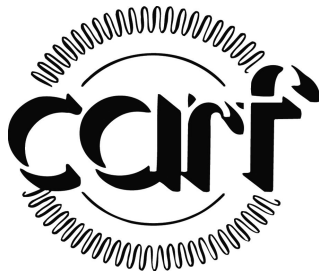
Before these critical decisions are made in Washington and in Lansing each of us must (again), and probably more than ever before, make our Advocacy "Job #1". The need for services has not decreased. Truly informed decisions must be made by our elected officials as they wrestle with the issues before them. They must hear from us. And from those we care about and support.

"Job #1" is to tell our stories—about the importance of needed services such as housing, employment, community access and participation, health care and much more.

Our advocacy as individuals has made real differences in the past. Once again it is time to speak up.

Thank you as we together make a difference!

Jim Grice
President & CEO



STEP'S TRIED & TRUE TOO MAKES A GRAND ENTRANCE

A crowd, estimated at over 1000 people, swelled into STEP's new Tried & True Too Thrift Store's Public Grand Opening on April 2nd. People were lined up outside the door, prior to the opening and it remained crowded throughout the day as shoppers scooped up the great bargains available. Tried and True Too, located at 15431 Dix-Toledo Road in Southgate, is the second of STEP's initiative to employ individuals with disabilities in their communities through Social Enterprising.

STEP also operates a Tried & True Thrift Store in Wayne Michigan on Michigan Avenue. The two operations are helping well over 40 individuals connect with their communities and generate personal income.

The Sales Associates hired at the Tried & True chain are individuals who receive services

Important Phone Numbers

Access Center

For Enrollment Inquires,
Information and Referral

24-hour Crisis Line

313-224-7000

1-800-241-4949

TDD Line: 1-866-870-2599

Customer Service

For Consumer Affairs,
Community Outreach,
Grievances

313-833-3232

1-888-490-9698

TDD Line:1-800-630-1044

Recipient Rights

1-888-339-5595

TDD Line: 1-888-339-5588

D-WCCMH Agency

640 Temple, 8th Floor
Detroit, Michigan 48201
1-313-833-2500

TRIED AND TRUE TOO

through STEP. Sales Associates who work an average of 15 to 20 hours per week, are involved in all aspects of the thrift retail operation: processing donations, store maintenance, stocking, marketing, customer service, cashiers, preparing financial reports, and more.

The store is supported by accepting donations of gently used items from the public and reselling the merchandise. The resale prices are more than competitive compared to other thrift operations.

You too can make tax deductible donations to our thrift store operations. We accept clothing, appliances, jewelry, collectables, furniture, sports equipment and other items in good resale condition. **Pease bring your donations to one of the following locations:**

Tried & True
35004 Michigan Ave.
Wayne, MI 48184
734-728-9777

Tried & True Too
15431 Dix Toledo
Southgate, MI. 48195
734-225-3400

* Large items and estate pickups may be arranged by calling 734-722-1000, ext. 0

SEARCHING FOR OPPORTUNITIES

Employment -

STEP recently hired a Business Services Manager to develop employment opportunities for individuals. His name is Ken G. Miller and his phone number is 734-722-1000, ext. 207. If you are aware of any employment opportunities through your local community, family and friends please contact him directly. Employment allows individuals meaningful participation in their community

Community Integration -

STEP remains committed to assisting individuals develop relationships in their local community. Volunteering provides an opportunity for individuals to be contributing citizens. Please let us know if you are aware of an organization in need of volunteer assistance. Call your local Resource Center or tell your Supports Coordinator.

Transportation—

Your ongoing support and cooperation is essential as we work with the transportation companies in getting individuals to STEP each day. It takes everyone to help in this process. We ask that you support in the following manner:

1. Have individuals ready to board the bus when it arrives.
2. Do not ask the bus driver to transport the individual to an alternative location
3. Be at home to receive he individual as planned when the bus arrives
4. Call and cancel when the individual will not be attending for the day or for a period of time.

Your sincere consideration in these matters will allow for more timely arrivals and departures for ALL.

Safety /Emergency Preparedness

STEP strives to maintain an optimal level of safety for all individuals. Great emphasis is placed on Safety Drills that are held on a monthly basis at each location within STEP. Careful evaluation is made at the time of each drill to identify specific needs and appropriate solutions to the issues of concern.

STEP also has direct contact and relationship with first responders in the event of a disaster. Evacuation areas are identified at each location should there be a need to leave the building for a significant period of time.

Each location also has specific measures in place to identify who is present for the day, identified medical needs, and emergency contact information.

Our staff participate in required trainings and certifications that are focused on safety. Each location has a safety committee comprised of staff and individuals receiving supports. A safety walk through is conducted on a monthly basis. Vehicle inspections and vehicle maintenance are scheduled on a regular basis.

We encourage all individuals attending STEP to have a healthy appreciation for safety. As parents and care providers we hope you will reinforce the following attitudes:

1. I will be responsible for knowing and practicing good safety habits daily .
2. I will ask for assistance when not sure what to do
3. I will report safety hazards
4. I will follow all safety procedures and avoid hazardous or unsafe situations
5. I will practice good housekeeping and encourage others to do the same.
6. I will take my time, not rush, when going about my work or community activity.
7. I will use personal protection equipment when necessary
8. I will remember that accidents don't just happen – there is always a cause

Customer Service Welcoming Video

Community Mental Health recently released a video with a focus on the function of the Customer Service Department and the Services available to individuals enrolled in the system.

The video features actual individuals currently receiving services and supports. STEP participated in the making of the video. Several individuals were interviewed and gave testimony on how attending STEP has improved their life.

Each Resource Center has a copy of the Video that can be viewed upon request. If you are interested in seeing, the Video, please contact your local Resource Center Director or your Supports Coordinator.

Our Vision

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

Our Values

The unbridled spirit of STEP values....

- RESPECT for all individuals with whom we come in contact
- EMPOWERMENT AND CHOICE for all individuals
- INTEGRITY in all of our transactions and dealing 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 perform
- ACCOUNTABILITY for our decisions and actions
- COMMITMENT to those we support and to one another

Making a Difference

Each year, STEP collects information on how the services we provide impact the lives of individuals we serve. The collection of this data is part of STEP's outcome measurement system and is a significant way to tell if we are being effective and efficient in meeting the needs of consumers. The outcome measurement system also provides us with information regarding how satisfied consumers and stakeholders are with the supports and services offered by STEP. Performance indicators are developed to measure specific activity for each core element of service provided. The following is a thumb nail sketch of "performance results" from the over 30 performance indicators for which data is collected:

- 94.0% - of Individuals receiving center-based skill building report a gain in the following work skills: better self esteem, ability to earn money, greater social relationships and increased level of independence.
- 90.0% - of individuals participating in community skill building (volunteering and community activities) indicated a feeling of connection/belonging to their community environment.
- 85.6% - of all linkages to community resources as identified in the IPS of individuals served are accomplished.
- 83.5% - of individuals who are employed in the community have a goal in their IPS which addresses enhancing their job status, i.e better hours, more pay, more responsibility, etc.

By tracking the same performance indicators over an extended period, 3-5 years, STEP is able to identify trends and patterns of influence and make changes to increase the benefits of services and supports provided to individuals served.

Key Websites of Interest

www.stepcentral.org

www.dwccmha.com

www.ddadvocates.com

www.arcmichigan.com

CUSTOMER SERVICE

As part of our contractual agreement with D-WCCMHA, STEP's Customer Service Representative is here to assist you with information regarding choice, how to access STEP and other needed services and community resources.

The STEP Customer Service Representative is also available when you are not satisfied with the services you receive.

When you call STEP's Customer service phone number a Customer Service Representative is ready to answer your questions.

The STEP Customer Service number is:
734-718-0483

Who We Serve

In the 2009/2010 fiscal year STEP served a total of 1473 persons. On 9/30/10 the current census was 1214 persons resulting in the following demographics:

AGE	GENDER	ETHNICITY
18-25.....4.7%	Male58.0%	Caucasian....50.1%
26-40.....36.4%	Female42.0%	Afro American...46.5%
41-50.....28.3%		Hispanic.....1.5%
51-65.....26.2%		Asian.....02%
66 +4.2%		Arabic.....1.7%
		Native American...04%
	DISABILITY	
	Intellectual disability66.5%	
	Cerebral Palsy5.4%	
	Epilepsy.....8.8%	
	Mental Illness.....14.4%	
	Autism.....4.4%	
	MI/SA3.5%	
	DD/MI.....13.3%	