



2008

*SERVICES TO ENHANCE POTENTIAL  
ANNUAL REPORT*



### HIGHER THAN EAGLES

This Annual Report to our communities is a celebration. It is really a story of many celebrations as individuals supported by our organization pursue their dreams and goals to work, to live, to serve and to truly be a part of their communities.

Many have faced, and continue to face, barriers while seeking the fulfillment of their goals. Yet, in facing and overcoming these barriers lie the story of personal success. It takes courage to pursue our goals. That first step is often the most difficult. But only when it is taken can any of us hope to achieve those things important to us. When we do we experience the exhilaration of "flying higher than an eagle." Our organization daily has the high honor of working with individuals who take new steps toward fulfilling their life's goals and dreams.

We say "Thank You" to many who join us in our Mission of "...supporting individuals in the pursuit of their chosen goals..." You, together with many stakeholders of Services To Enhance Potential, are that most important "wind beneath our wings" as so many "fly high" in achieving such personal satisfaction in their lives.

Thank you. Thank God for you, the wind not only beneath our wings but the wind blowing throughout our communities making it possible for individuals to truly be all they wish to be.

**Alma Handy-Simmons**

Chairperson, Board of Directors

**James E. Grice**

President/CEO

Recovery Through Employment (RTE) is a program to find employment for persons with mental health needs using evidence-based practices for supported employment. Made possible by support from Gateway Community Health, RTE works as a partnership between Team Mental Health Services and Services To Enhance Potential to ensure integration with the individual's Person-Centered Plan. Started in January 2008, fifteen persons have received services and five job placements have been made including work in maintenance, security and training positions in the first nine months.

The program is designed to put the individual in the driver's seat by following the principles of self determination and evidence-based practices published by SAMSHA (Substance Abuse and Mental Health Services Administration).

*There are seven principles of evidence-based practices:*

- *A community-based job is the goal.*
- *The individual's preferences guide the process.*
- *No one is left out who wants to participate.*
- *All actions are coordinated with the individual's treatment team.*
- *The job search begins very early in the process.*
- *Benefits planning, which is how wages will affect benefits, is considered from the very beginning.*
- *Follow-along supports are available for as long as the individual desires.*

In addition to an Employment Representative to assist in job development, individuals in RTE have the choice to elect the services of a Peer Support Specialist (PSS). A certified PSS is available to provide individual support from the perspective of someone who has dealt with a disability and navigates the system to get the help needed.

Some of the comments received from the individuals who are participating include..."This program is very helpful." "Great services!" "I am happy with the program." "Keep up the good work!!" "At the very least, it's helping me find my strengths." "Thank you for helping me find my job and putting me back on track with my life." "Thank you for all your help."

The Recovery Through Employment will continue to grow while responding to the unique needs and desires of each individual involved.



### RTE HELPS IN A REAL WAY

Dennis joined the Recovery Through Employment (RTE) program in February, 2008. He had recently been through several short-term jobs, and was at a loss as to how to retain employment. "I had borrowed a lot of money from cash-advance companies while I was unemployed. It was starting to catch up with me and I was feeling hopeless and like I wanted to run away – or worse. I spent a week in a hospital and it was a few weeks later that I went to Team Mental Health Services, and my Case Manager told me about the RTE program."

Dennis knew he had some obstacles to overcome, but was ready to move forward. He and his RTE team started working right away on finding a job that would be the right fit, as well as working on the challenges that had brought on past problems at work. Like many participants, Dennis chooses not to disclose his disability to potential employers. He chose instead to work "behind the scenes" - on interviewing techniques, job searches, workplace etiquette, social skills, and learning from past experiences.

Dennis was hired as a security guard patrolling the parking lot of a local department store and has been on the job for eight months. He has been able to bring his debt under control and is on schedule to be debt-free in 2009. Under his physician's guidance he has been able to stop taking medication for anxiety and depression.

Dennis hosts the very popular "Game Show" nights with the staff at TMHS, as well as running Bingo and sing-a-longs at the STEP Holiday party and he may look into expanding these talents into a business in the future. His long-term goal is to get back into radio where he has on-air experience and to continue to work with his RTE team to make that a reality.



### ART IN THE PARK

In July the Plymouth Art in the Park invited the STEP micro-enterprise operators to participate in this annual event for the second time around. Over 20 individuals participated during this three day event which assembled over 400 artists from all over the country. With nearly 200,000 attendees our micro-enterprises received a lot of exposure and recognition.

The Plymouth Art in the Park is Michigan's second largest art fair and has been rated as one of the "Gems of the Great Lakes" by AAA magazine. The event has been held since its inaugural event in 1980 in July. We have been honored to be a participant of such an outstanding event.



### A GENEROUS HEART

In September, 2008 Cynthia Blair presented a very generous gift of \$10,000.00 in memory of her Aunt, the late Stephanie Tatkowski. Stephanie's daughter Valerie had attended the Dearborn Resource Center. The gift has been designated to the Transportation Fund per Mrs. Tatkowski's wishes. The gift was made possible in her will, which designated part of the proceeds from the sale of her home.

Carol Murchison, Supports Coordination Supervisor of the Dearborn Resource Center, accepted the gift on behalf of STEP. According to Cynthia, Stephanie always appreciated the fact that STEP provided transportation because she did not drive. Stephanie Tatkowski also made a generous donation in her daughter's name when Valerie passed away in 1994.

Services To Enhance Potential truly appreciates the generosity of Stephanie Tatkowski and thanks the family for all of their support over the years.



### HOW WE HELP CHANGE LIVES

Debra Barone is a lucky young lady. Per Debra, "I work at the best place in the whole wide world!"

In December, 1989, Debra was very nervous to begin a new job in the community. She had attended STEP Western Wayne since 1982, in a skills building capacity. Now, with STEP's help, Pizza Hut in Wayne was offering her a job. Debra did accept the job, and nearly twenty years later, is still working as hard as ever at Pizza Hut.

Debra maintains the same job assignment – Dish-washer - she has held all this time. She is very proud that her Manager trusts her with this department, and knows she will get the work done. Because Pizza Hut's business has decreased, like other restaurants, she works Thursdays and Fridays now, but that's OK. During busy times of the year, she often is asked to work more days, and she always accepts. Per Debra, "They need me, and I have to go. If I'm not there, it's not fair to everybody else. They work really hard, so I'm going to help, too."

On the other hand, Debra's co-workers care very much about her, too. She often receives welcome hugs when she walks in the front door. Debra is included in all activities, even when they occur on her off days of the week. Her co-workers ask for her opinions, share in her happy times and help get her through her sad ones, too. They encourage her to wear her Special Olympics victory medals to work, then celebrate each new medal with her. Even if they don't like hockey, each employee cheers for the Detroit Red Wings with her, because they know she is such a huge fan. If Debra can't make it to work one day, her Manager always offers a kind word, with "See you next week."

Debra feels at home at Pizza Hut, and knows she is a much appreciated member of her work team. Even after all these years, she keeps her Pizza Hut uniform ready to go, should she be called in to work. Of course, it doesn't hurt that Pizza Hut colors are the same as the Red Wings' colors.

The Outcome Measurement System highlights our performance in six core elements of service:

1) Organizational Employment, 2) Community Integration, 3) Supports Coordination, 4) Employment Services Coordination, 5) Self Employment, and 6) Community Employment.

#### 1) Organizational Employment

**Effectiveness Outcome:** An increase in the number of individuals who transition from organizational employment to employment and/or self employment.

Goal: 10% Performance: 8.5% % achieved towards goal: 85%

#### 2) Community Integration

**Effectiveness Outcome:** An increase in the number of hours individuals spend in integrated community activity.

Goal: 40% of program hours Performance: 26%  
% achieved towards goal: 65%

**Access Outcome:** An increase in the number of individuals with significant physical and emotional needs who regularly participate in community activities.

Goal: 70% Performance: 53.1%  
% achieved towards goal: 75.8%

#### 3) Supports Coordination

**Effectiveness Outcome:** An increase in the number of persons for whom their Individual Plan of Service addressed community integration.

Goal: 85% Performance: 94.8%  
% achieved towards goal: 111%

**Efficiency Outcome:** An increase in the number of face to face supports coordination contacts that occurred with individuals in the community.

Goal: 40% Performance: 32.2%  
% achieved towards goal: 80.5%

#### 4) Employment Service Coordination

**Efficiency Outcome:** An increase in the number of "on the job" contacts made by the supports coordinators and employment representatives.

Goal: 2 site visits Performance: 2.76 site visits  
% achieved towards goal: 138%

#### 5) Self Employment

**Effectiveness Outcome:** An increase in the number of self employment starts for individuals who express interest in developing a micro-enterprise.

Goal: 70% Performance: 66.4%  
% achieved towards goal: 94.8%

**Satisfaction Outcome:** An increase in the number of self employed individuals who are satisfied with the amount of money they receive for their product or service.

Goal 95% Performance: 90.4%  
% achieved towards goal: 95.1%

#### 6) Community Employment

**Effectiveness Outcome:** An increase in the number of individuals receiving job development who were placed on a job within the quarter.

Goal: 50% Performance: 29%  
% achieved towards goal: 58%

## FINANCIALS

### STEP Annual Report 2008

#### Sources of Funds

Managed Care Networks	13,901,417
Industrial Contracts	3,075,150
Community Mental Health	24,662
Other	659,563
Fundraising and Donations	106,110
Interest and Investments	33,915
Total Sources of Funds	17,800,817

#### Uses of Funds

Skill Building	6,463,760
Supports Coordination	2,089,766
Integrated Employment	2,873,466
Production	3,828,478
Administration	1,082,812
Total Uses of Funds	16,338,282

## BOARD OF DIRECTORS - 2007-2008

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## ACCREDITATION

The Commission on Accreditation of Rehabilitation Facilities has accredited the following programs at Services To Enhance Potential.

*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



## WE ARE A SERVICE PROVIDER FOR:

Detroit-Wayne County Community Mental Health Agency  
(D-WCCMHA)

The Managers of Comprehensive Provider Networks (MCPNs)  
under the Detroit-Wayne County Community Mental Health  
Agency (D-WCCMHA): CareLink, Community Living Services,  
ConsumerLink, Gateway Community Health, Synergy Partners, LLC.  
Washtenaw County Health Organization (WCHO)  
Michigan Rehabilitative Services (MRS)

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



## EMPLOYER PARTNERS

A & W Westland, Westland • Advanced Security, Romulus • Aerotek, Warren  
• American House, Westland • Ann Arbor District Library, Ann Arbor  
• Ann Arbor Dog DayCare, Ann Arbor • Applebee's, Ypsilanti • Approved Aircraft  
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Belleville • Design Pro Insurance, Livonia • Detroit Quality Brush, Livonia •  
Detroit Zoo Service Systems Associates, Royal Oak • Dominick's Restaurant, Ann  
Arbor • Electro Optics, Wyandotte • EMU Hoyt Convention Center, Ypsilanti  
• Fox Run, Novi • Full Circle Community Center, Ypsilanti  
• Futures HealthCore, Dearborn • Garner Properties, Taylor • Giddy Up, Dexter  
• Ginopolis Restaurant (Compuware Sports Arena), Plymouth • Greatest Gifts  
Daycare, Ypsilanti • Grosse Pointe Public Schools, Grosse Pointe • Grosse  
Pointe War Memorial, Grosse Pointe Farms • Henry Ford Village, Dearborn  
• Hiller's Market, Plymouth/ Ann Arbor • Hollywood Video, Ypsilanti/ Ann Arbor  
• Hyatt Regency Hotel, Dearborn • I.W.S. Ventures, LCC, Farmington • JEET,  
Inc., Chicago • Jimmy John's Gourmet Sandwiches, Ann Arbor • Joe's Produce,  
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Redford/ Westland/ Grosse Pointe Farms/ Dearborn • Leidal & Hart, Livonia  
• Little Caesars, Wayne/ Romulus • Livonia Property, Livonia • Long John  
Silver's, Warren • Marshalls, Canton • Marycrest Manor, Livonia • Marywood  
Nursing Center, Livonia • McDonald's, Garden City/ Dearborn/ St. Clair Shores/  
Dearborn Heights/ Taylor/ Detroit/ Harper Woods/ Inkster/ Farmington/ Highland  
Park/Warren/ Ann Arbor/ Redford • MDOT, Metro Executive Office, Southfield  
• Meijer, Livonia/ Belleville/ Northville/ Westland/ Sterling Heights/ Ann Arbor  
• Michigan Department of Human Services, Taylor • Michigan Department of  
State #141Southeast, Taylor • Michigan Ladder Company, Ypsilanti • Michigan  
Secretary of State, Redford • Mike's Market, Detroit • Morgan and York Party  
Store, Ann Arbor • Nate's Market, Grosse Ile • Nationwide Security, Southfield  
• "Oakwood Hospital, Food & Nutrition Services Dept", Dearborn • Odyssey  
Electronics Inc., Livonia • Olive Garden, Livonia • Parade Company, Detroit  
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Wayne • Rakestraw Animal Hospital, Detroit • Rite Aid, Garden City/ Ann  
Arbor • Rivergate Terrace, Riverview • Salvation Army, Ypsilanti • Services To  
Enhance Potential, Dearborn • Serv-U-Success, Grandville • Showcase Cinemas,  
Ypsilanti • Source Personnel, Ann Arbor • Southern Care Services, Melvindale  
• Spectrum Community Services, Westland • Star Theater Fairlane, Dearborn •  
Super Land Market, Detroit • Sword's, Taylor • T.J. Maxx, Allen Park • Taco Bell,  
Clinton Township/ Southgate • Target, Livonia/ Dearborn • Team Mental Health  
Services, Southgate • The ARC of Western Wayne County, Westland • The  
Children's Place, Ann Arbor • The Gilbert Residence, Ann Arbor • The Henry  
Ford, Greenfield Village, A Taste of History, Dearborn • The Henry Ford, Henry  
Ford Museum, Michigan Café, Dearborn • Toys R US, Ann Arbor • Tried and  
True, Wayne • Trio Upward Bound / Wayne State University Detroit • U of M,  
Bursley Dining Services, Ann Arbor • U-Haul State Street Center, Ann Arbor  
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• Wal-Mart, Canton • Waltonwood of Canton, Plymouth • Wayne Public Library,  
Wayne • Wayne-Metropolitan Community Action Agency, Taylor  
• Wendy's, Wayne/ Livonia/ Westland/ Detroit • Wholesale Property Resources,  
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• Zingerman's Deli, Ann Arbor

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## VOLUNTEER SITES

2008 AAU Jr. Olympics, Metro Detroit • Aberdeen Rehabilitation and Skilled  
Nursing Center, Trenton • Arts & Scraps, Detroit • Belle Isle Botanical Society  
• Capuchin Services Center, Detroit • Consuming Fire Worship Center, Westland  
• Detroit Parade Company, Detroit • Dorsey Community Center, Westland  
• Focus Hope Eastside Food Center, Detroit • Focus Hope, Inkster  
• Grandmont Rosedale Development, Detroit • Greenmead, Livonia  
• Holy Spirit Church, Livonia • John Bolder Memorial Depot, Wayne • Library  
for the Blind, Westland • Light House Mission, Westland • Livonia Baptist,  
Livonia • Livonia Meals, Livonia • Livonia Recreation Center, Livonia  
• Michigan Humane Society, Westland • Mills Race, Northville • New Faith  
Chapel, Romulus • Plymouth Library, Plymouth • Plymouth Museum, Plym-  
outh • Redford Meals, Redford • Romulus Public Library, Romulus • Salvation  
Army, Detroit • St. Andrew Church, Livonia • St. Vincent de Paul (North), West-  
land/ (South), Inkster • The Arc Detroit, Detroit The Nature Center Zoo (Belle  
Isle), Detroit • VA Medical Center, Detroit • Veteran's Haven, Wayne • Wayne  
County Library / Blind, Westland • Wayne Family Center, Westland • Wayne  
Public Library, Wayne • Women's Shelter • World Medical Relief, Detroit  
• YWCA of Western Wayne County, Inkster

## RESOURCE CENTERS

### Dearborn North, Administrative Offices

2941 S. Gulley 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

### Washtenaw

3800 Packard, Ste. 110, Ann Arbor, MI 48108 (734) 794-7026  
Fax: (734) 794-7027

### 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 Friday 11am-6pm; Saturdays 11am-5pm

Call for information: (313) 278-3040 ext.4 or (313) 267-9777  
ext. 208 or email: [info@stepcentral.org](mailto:info@stepcentral.org)

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