



Enriching Lives Through Employment, Training, and Community Access

2011 ANNUAL REPORT



Letter from the President



Each year, MMI traditionally has a theme for its annual meeting. In years past such themes as MMI Works, Creating Choice, Dare to be Remarkable, and Cultivating Success have been the focal point for the annual report. This year MMI's theme is the new mission statement of MMI. It was chosen because it exemplifies our long reputation of utilizing quality staff to provide quality services with a person centered approach, to enrich the lives of those participating in our program.

Being a mission driven organization, our mission statement is the guiding principle for all decisions we make and the future directions that we will take. The new mission statement stays true to values of MMI but more succinctly describes what MMI is all about. It is with great pleasure that I have the opportunity to introduce our new mission statement.

“Enriching lives through employment, training, and community access.”

The first thing you may notice is that it is a positive statement and uses the word “**enriching**” to highlight the benefits that individuals can receive from MMI services. Another change is that we are no longer limiting who we are here for by interjecting “**barriers to employment.**” MMI has a strong commitment to all individuals who are in need of assistance and feel that placing labels on those receiving our services is unnecessary.

You may also notice that “**employment**” is being used instead of “**jobs**” because it's a more expansive term. The types of employment available may include: competitive employment, self employment, supported employment, micro enterprises, yet may also refer to those receiving assistance in navigating the employment process.

Finally, MMI includes “**community access**” to stress the focus and commitment towards creating opportunities for all individuals to become active members of their local communities. As this is an underlying principle of all services offered at MMI, it is imperative that it be reflected as part of the mission statement.

As we enter into a new year, MMI has much to be thankful for. I want to thank the staff of MMI and all our partnered agencies for their support over the past year. I would also like to thank those who have received services for allowing us the privilege of working with them. MMI will continue to strive to meet our mission and be the best service provider possible. Our lives have been enriched by all of you.

Sincerely, Alan Schilling, President

Highlights from 2011

- Transitional Employment acquired four new contracts
- Community Employment expanded by adding 14 new contracts this year with the Recycling program being the largest expansion with nine new customers
- Community Living Supports (CLS) has proven to be the fastest area of growth throughout MMI's service area
- MMI shredded over 50,000 pounds of documents for our customers
- The Younger Youth Program had 43 graduates and served 204 students this past school year
- The JET Program implemented a three month intensive job club program to increase participation and placements
- The Steps to Success Program (Older Youth) successfully served 43 participants in our first full year

Letter from the Board Chair

MMI's vigilantly planned approach to providing jobs and training throughout mid-Michigan continued in 2011. This planning led to an opportunity to select a new mission statement for MMI: **"Enriching lives through employment, training, and community access."** This mission encompasses the diverse areas in which MMI has developed services over the past decade.

While the economic state of affairs has posed significant challenges, MMI was able to strengthen our position operationally and financially to remain a leader in our industry. MMI continues to make strategic investments in our service areas to improve quality, productivity, and profitability. With the economy beginning to recover, MMI continues to move in the right direction. And, during fiscal year 2010-11, MMI made respectable progress toward our goals.

As MMI continues into fiscal year 2011-12, we are progressively optimistic about our business and our prospects. During the past year, MMI increased sales and met external expectations despite continued difficult economic and business conditions. We have accelerated the pace and the strength of our organization through action and innovative thinking. At the same time, MMI has been pragmatic about the exigent business conditions in which we operate, and we have the valor to undertake the difficult actions required to ensure that our company remains strong.

We are in an intricate and rapidly changing industry, not only in Michigan, but also throughout the county. We have experienced decreased federal and state dollars all while watching the downsizing of many rehabilitation organizations. However, there are an increasing number of financial and other indications that confirm that MMI is finding a way to defy the forces and trends threatening our industry. Our valuable consumers see MMI as an essential part of their lives. Our relationships are shifting away from the traditional customer/vendor association to business partner/sustaining resource relationships.

Let me close, by thanking all who have made 2011 successful and our future prospects possible. First and most importantly, my gratitude to the staff of MMI who have worked harder than ever to meet our consumers' ever changing needs and have accepted these changes in a thoroughly professional manner. To our consumers, MMI wants to thank you for your business, your trust in our capabilities, and your insights. Together we have worked in partnership to solve problems, improve our efficiency, and expand product and service offerings. To all the people that MMI serves, I pledge that we will do everything in our power to maintain your trust and confidence in us, and adhere to MMI's mission of **"Enriching lives through employment, training, and community access."**
Sincerely, Monica Tissue-Daws, Board Chair

Highlights from 2011

- MMI completed our first successful calendar fund raiser, selling over 250
- A new Job Performance Review (JPR) was developed to enhance the quality and timeliness of reviews
- In Montcalm County, 13 students and adults were part of a landscaping training and work program through Candlestone Resort
- MMI acquired a tenant for our Gratiot County building to support building/maintenance costs
- Sensory spaces in both Clare and Mt. Pleasant were expanded to meet requests of the people we serve
- MMI's JET Program came in second place statewide for its federal work participation rate
- Tonia achieved 60% placement rate into competitive employment with an average wage of \$12
- For the first time, MMI entered a team in the "Le Tour De Mont Pleasant "Commuter Race

Enriching Lives...

The focus of **COMMUNITY EMPLOYMENT** is to assist people to find and keep a job. Over this past year, **70** individuals participated in *Job Development* activities, and **142** people worked with *Supported Employment*, receiving support from MMI staff to acquire and sustain their community jobs.

- Despite a challenging economy, **27%** of those in Job Development obtained employment.
- Average starting wages in Job Development for independent placements were **\$8.53** per hour
- **96%** of Supported Employment participants retained employment
- **100%** of Supported Employment participants indicated they were working in the job of their choice
- Many participants in Supported Employment chose part time employment, earning an average of **\$45.42** per week



TRANSITIONAL EMPLOYMENT utilizes paid work and vocational training to advance the skills and practices that lead to employment in the community. This year, **192** individuals participated in Transitional Employment as their primary service. Participants who were enrolled in other services could also choose to participate in paid work experiences as an element of their annual person-centered plan of service.

- **21%** of participants had opportunities to experience community employment as well as manufacturing opportunities at MMI
- Over **1.7 million** parts or production steps were completed with **98%** quality



In **COMMUNITY CONNECTIONS**, individuals take part in community activities

that increase relationship opportunities and personal skill development. This year, **87** people accessed community resources and learned new skills consistent with their interests and preferences. Sensory integration therapy continues to expand in size and participation. In the Clare location, the number of people receiving services continues to increase; and in Mt. Pleasant,



an expansion to a larger area was completed to meet the needs of the increasing demand. Program participants indicated **100%** satisfaction with the services they received during the past year in the Community Connections program.



Enriching Lives...

MMI's **YOUTH SERVICES** continues to gain ground with our innovative younger and older youth programs. Services were provided to **204** students between the ages of 14-21, in our in school program. Our older youth program, Steps to Success, provided services for **43** participants ages 18-21. Service areas include Arenac, Clare, Gladwin, Iosco, Ogemaw, and Roscommon counties through a grant from ***Michigan Works! Region 7B Consortium***.

The **In school Program** provide supports to students to explore career options and learn the basic skills necessary to obtain and maintain their first jobs. The services are provided through after school programs, work experience, and individualized mentoring in the 16 participating school districts, as well as a five-week intensive summer program.

- **98%** of participants met goals for developing basic work readiness, and occupational skills
- **90%** of terminees attained their diploma or a recognized equivalent
- **85%** of terminees were either employed or in post-secondary training after program completion



MMI's Steps to Success

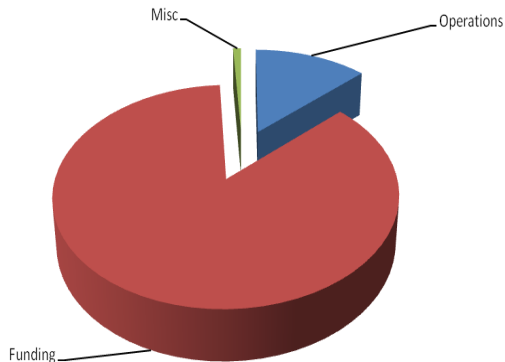
program, supports those who have dropped out of school, unemployed, or underemployed. GED and basic skills training along with support services are provided to assist individuals in advancing towards a career of their choice. MMI continues to make positive strides with the participants served by this program. Prior to leaving the program **100%** of participants earned a credential, such as their GED or CENA as well as being employed. **60%** of the participants were able to retain their employment for the required 90 days.

Case Management is offered through **CAREER SERVICES**, funded by grants from the ***Central Area Michigan Works! Consortium***. Employment counseling and job search support was provided to **927** participants in 2011; **33%** obtained employment at an average starting wage of **\$8.12** per hour.

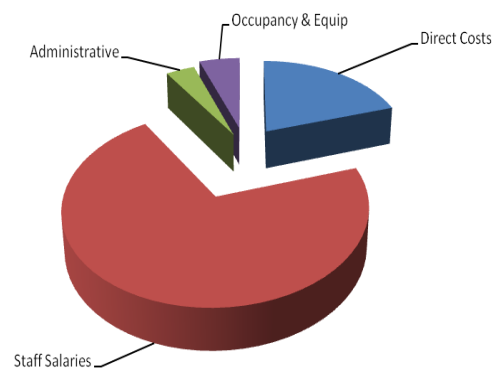
In this program, we have continued to place emphasis on meeting the federal work participation regulations which require us to have at least 50% of our participants engaged in work-related activities for a minimum of 20 to 35 hours per week depending on their family situations. Michigan Works! figures for 2011, show a statewide rate of 31.3%. During the same period, MMI achieved a rate of **50.5%** which was well above the state average.

2011 Finances in Review

2011 Revenue Sources (unaudited)



2011 Expenses (unaudited)



2011 MMI Board of Directors

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Vice Chair: *Jodi Robinette*

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John Briggs

Mark Duthie

Michael Freeze

Matt Miller

Sheryl Presler

Barbara Richards

*Thanks for your
ongoing support!*



MMI Staff

Diane Ackerson, Job Coach
Misty Ackley, Connection Coach
Sheri Alexander, Director of Community Employment
Kim Antonides, Case Manager
Michele Bair, Employment Specialist
Lisa Barraza, Job Coach
Dan Barz, Job Coach
LeUna Beck, Human Resources Specialist
Lisa Beechler, Accounting Specialist
Sue Bell, Connections Coach
Brandy Bellinger, Coordinator
Kathy Brown, Connections Coach
Heather Brown, Coordinator
Clayton Brown, Coordinator
Donna Burch, Connections Coach
Shelli Burden, Career Transitions Coordinator
Lily Calkins, Connections Coach
Mary Casner, Connections Coach
Maria Chambers, Connections Coach
Andrea Christopher, Director of Admissions
John Clare, Job Coach
Mark Clark, Contingent Coach
Cheryl Collins, Connections Coach
Sherry Combs, Employment Specialist
Andrea Cotter, Connections Coordinator
Janelle Daniels, Career Transitions Coordinator
Samantha Davis, Connections Coach
Brenda Demenov, Job Coach
Dennis Domkowski, Job Coach
Jack Eaton, Senior Companion Volunteer
Jenn Eichorn, Case Manager
Sara Elijah, Job Coach
Verna Emmendorfer, Senior Companion Volunteer
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Samantha Franklin, Connections Coach
Marlene Freeze, Human Resources Specialist
Jim Gale, Job Coach
Charlie Garrett, Contingent Coach
Gary Goffnett, Job Coach Float
Cheryl Grace, Job Coach
Shirl Graham, Case Management Supervisor
Margaret Grappin, Job Coach
Sara Grissom, Compliance Monitor
Pat Haney, Connections Coach
Michele Harrington, Connections Coach
Mike Harris, Connections Coach
James Haton, Case Manager/Supervisor
Vickie Haviland, Job Coach
Sandy Heckert, Connections Coach
Megan Hella, Contingent Coach
Cherise Henkel, Southern Operations Supervisor
Katie Hohner, Case Manager
Dee Holms, Job Coach Float
Bobbi Huber, Connections Coach
Jaime Huber, Employment Specialist
Geoff Isenhath, Job Coach
Judy Jeffery, Connections Coach
Rick Jensen, Employment Specialist
Ingrid Johnson-Solomov, Job Club Instructor
Delite Johnson, Job Coach
Leslie Jones, Office Associate
Candi Kelsey, Connections Coach
Michael Kennedy, Finance Supervisor
Gwen Kidder, Connections Coach
Deb King, Assistant CC Supervisor
Cindy Kolhoff, Office Associate
Mable Kovach, Senior Companion Volunteer
Gary Kramer, Analyst
Beth Kruskamp, Youth Services Supervisor
Jessica Kunkel, Office Clerk
Ashley Lehner, Connections Coach
Kathy Leiter, Connections Coach
Scott Lubs, Career Transitions Coordinator
Gayle Mancini, Connections Coach
Fernando Martinez, Delivery Driver
Laurie Matties, CC Supervisor
Heather McGlocklin, Job Coach
Sharon McInnis, Director of Finance and HR
Liz Miller, Connections Coach
Gina Miller, Executive Assistant
Lynn Miller, Office Associate
Marie Mogg, Job Coach
Kim Morey, Connections Coach
Penny Nelson, Connections Coach
Kathy Ohms, Connections Coach
Mike Oles, Connections Coach
Peggy O'Neil, Job Coach
Connie Peacock, Connections Coach
Michelle Perez-Darling, Office Clerk
Pat Peters, Operations Supervisor
Marie Philips, Senior Companion Volunteer
Angie Phinney, Contingent Coach
Deb Price, Connections Coach
Paula Rahl, Connections Coach
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Kyle Schafer, Job Coach
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Angella Shoffner, CC Supervisor
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Bonnie Smalley, Career Transition Coordinator
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Kerri Speerstra, Accounting Specialist
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Shelly Summer, Connections Coach
Theresa Sweeney, Career Transitions Coordinator
Jeanette Swisher, Connections Coach
Jason Teebo, Job Coach
Gen Thompson, Contingent Coach
Diane Tilmann, Case Manager
Fran Timmer, Senior Companion Volunteer
Tim Torres, Case Manager
Lance Towery, Connection Coach
Brian Trisel, Coordinator
Kathy VanHoe, Job Coach
Linda Wagner, Branch Director
Lexi Wagner, Contingent Coach
Trysta Warfield, Job Coach
Shad Welke, Assistant Director of CE
John Wixson, Sales Coordinator
Nick Wojciechowski, Connections Coach

MMI's Mission, Values and Vision

Our Mission: Enriching lives through employment, training, and community access.

Our Values: We believe people with barriers to employment are valuable contributors to their community and value work as a means to support people in reaching their highest potential. We believe that services should be offered with a person-centered emphasis in a way that maintains a person's dignity and humanity. We believe that through cooperation and coordination, our services create opportunity for people with disabilities and other barriers to employment to more fully participate in and contribute to the community.

Our Vision: MMI will be recognized as the premier provider of person-centered services to people with barriers to employment. We will connect individuals with community resources that provide mutual benefit to them and to the community. MMI will be known for unparalleled excellence in service provision, ethical business practices, a quality work environment, and for providing services that enhance the dignity and value of the people we serve. Our services will improve the quality of life of the individuals receiving services and will celebrate the uniqueness of each individual as they themselves define it.

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Auxiliary aides and services available upon request to person with disabilities