

**Abilities at Work**

***BUILDING BETTER***



**FUTURES**

2010 ANNUAL REPORT

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**MRS** PROMOTING  
ABILITIES

**Michigan Rehabilitation Services**

The background of the entire page is a light blue architectural blueprint. It features various lines, shapes, and text representing a floor plan, including labels like 'HALL', 'WC', 'GARAGE', and 'DECK'. The blueprint is oriented vertically and horizontally, creating a complex geometric pattern.

# **MRS** PROMOTING ABILITIES

## Michigan Rehabilitation Services

**Mission** MRS partners with individuals and employers to achieve quality employment outcomes and independence for individuals with disabilities.

**Vision** MRS will be a premiere organization to promote an inclusive workforce system that provides each individual with a disability the opportunity for employment leading to independence.

**Values** Integrity, Excellence, Respect, Inclusion, Teamwork, Positive Work Environment

**Principles** Customer-Centered, Equity, Advocacy, Collaboration, Accountability, Continuous Improvement

# A Message from the Director



It's been a transformative year for Michigan Rehabilitation Services (MRS) – full of unique opportunities, rewarding achievements, and incredible challenges. Through effective partnerships, sound support and direction from the Department of Energy, Labor & Economic Growth, and talented and dedicated staff, MRS has continued to launch new projects, expand effective programs, test improvement strategies, negotiate win-win outcomes with partners, constantly re-tool our operations, serve more customers, achieve more competitive employment outcomes, and maintain a high level of customer satisfaction.

MRS assisted more than 7,400 individuals with disabilities to achieve competitive employment and self-sufficiency in FY 2010 and exceeded our annual performance goals by using additional American Recovery and Reinvestment Act (ARRA) funds. We expanded the Michigan Career and Technical Institute (MCTI) by opening the MCTI East campus in June to provide state-of-the-art vocational and technical training services to adults with disabilities in Southeast Michigan. This expansion brought targeted job training for in-demand careers in business, industry, health care, and Michigan's next big economic opportunity – green jobs. In only its second year, we expanded our highly successful Champion Awards program to recognize not only employers but also partner programs, customers, and MRS staff who have demonstrated outstanding commitment to Michigan's public vocational rehabilitation programs. We celebrated Investing in Abilities month in October, as proclaimed by Gov. Jennifer M. Granholm, to encourage employers to hire qualified people with disabilities, and to increase the public's awareness of the contributions and skills of Michigan workers with disabilities. We launched a major, two-year staff development initiative, "Enhancing Employment Outcomes Project" to train MRS staff in a cohesive, professional approach with the desired result of providing better opportunities and jobs for MRS customers and stronger relationships with employers.

Ironically, the impetus for these creative ideas and initiatives leading to success in customer service excellence have come from the challenges we've faced, which at times have been unsettling. These challenges have included insufficient "match" to capture our full federal award, significant staff turnover, increased competition for jobs coupled with a high state unemployment rate, increased demand for services, and extensive time obligated to federal and state audits.

Through it all, we're *Building Better Futures* for thousands of individuals who are anxious to prove their *Abilities at Work* and lead fulfilling, self-sufficient lives. We simply couldn't do it without our valued relationships with the Michigan Rehabilitation Council, local, regional, and statewide public and private partner organizations, and MRS counselors and staff.

With extraordinary gratitude and pride, I present this 2010 Annual Report.

Sincerely,  
Jaye N. Porter, Director, Michigan Rehabilitation Services

# 2010 MRS Customers

## Davis MacDonald — Timeless DVD Memories

Davis MacDonald, owner of Timeless DVD Memories, earned a Bachelor of Applied Science degree from Central Michigan University (CMU). Mr. MacDonald inquired with Michigan Rehabilitation Services (MRS) in hopes that we could assist him with starting his business specializing in creating DVD life stories using photographs. He promotes his business as a perfect gift for anniversaries, birthday celebrations, weddings and graduations. This is also a meaningful way to preserve memories of a loved one. By simply allowing access to your photos and videos, Timeless DVD Memories scans, records and transfers these memories to a DVD with music. The end result is your own personalized DVD memory to be treasured and shared!

Several individuals had the fortunate opportunity to work with Mr. MacDonald to help make his business a success. MRS Counselor Bob Mooradian was able to enlist the business and technical expertise of Mike Vuillemot, CMU business consultant; Jim Garrison, MRS business service representative; and Andrea Graham, web and logo Designer. His website is located at: <http://davismacdonald.com>



Davis MacDonald, owner of Timeless DVD Memories

**MRS is committed to empowering customers to make informed choices and increasing customer satisfaction with the quality of jobs they obtain.**

## Sylvester Harris

Sylvester Harris is a goal-oriented individual with a drive to be better. Prior to entering into an Individualized Plan for Employment with Michigan Rehabilitation Services, Mr. Harris performed volunteer community services work through his church, Rock of Ages in Detroit, MI. He is highly motivated, self-directed and is a team player assisting others in the workplace.

Mr. Harris displays leadership first, by being a leader himself. He is considered a role model employee; his employer values his dedication, work ethic and energy that he brings to the work environment.

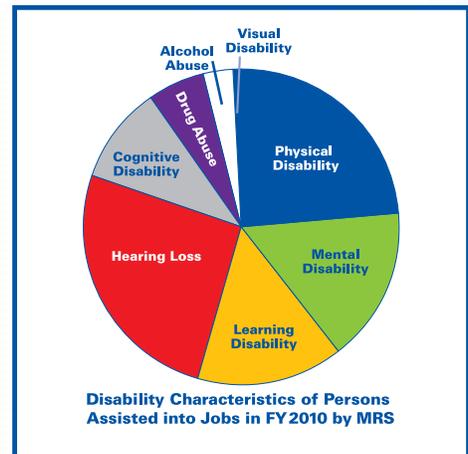


(L-R) Champion Award Winner Sylvester Harris and his counselor, Annie Sue Walls

## FY 2010\* Michigan Citizens With Disabilities

Number Served .....	51,473
Number Rehabilitated .....	7,374
Rehabilitation Rate .....	50.2%
Average Starting Wage .....	\$13.17
Average Time to Placement .....	16.6 months
Annual Earnings of Individuals Assisted Into Employment ...	\$171,786,992.00
FY 2009 Customer Satisfaction Level: .....	80.6%

\*Preliminary as of November 2010





# Champion Awards: 2010 Partner Winners

## Jim Bachmeier, Vice President for Finance and Administration, Grand Valley State University

MRS partners and collaborates with targeted employers, agencies and organizations to maximize quality employment and independence for individuals with disabilities.

- Business and employers
- Disability organizations
- Federal, state, and local departments and organizations
- Independent living organizations
- Michigan protection and advocacy
- Mental health organizations
- Michigan Rehabilitation Council
- Michigan Works! Association and One Stop Centers
- Private, nonprofit and community rehabilitation organizations
- Medical/treatment facilities
- Schools and universities
- Small Business Administration
- Substance abuse centers

Jim Bachmeier is a real champion, dedicated to educating his university staff concerning issues of disability. As a result, more areas within the university have become training sites for people with disabilities. His devotion led to a partnership among GVSU, MRS and Goodwill of Greater Grand Rapids. The partnership provides a 10-12 week on-the-job evaluation for people age 18-26 with Asperger's Syndrome to work on campus in most of the GVSU departments. The results are improved employment options in the greater community.



L-R Stacy Janusz, Anthony Centill, Jim Bachmeier

## John A. Mans, Transition Coordinator Menominee County Intermediate School District

John Mans is a superior partner in that he is innovative with his approach to working with MRS customers. Mr. Mans developed programming to fill MRS customer needs as he began a job development and job coaching program in the Menominee community. He has practiced the MRS core value of inclusion for his entire 19 years as a transition coordinator. Mr. Mans operates out of integrity and respect, providing a positive work environment for all. Together with MRS, he has placed individuals into employment who may not have had a chance elsewhere.



# Champion Awards 2010 Employer Winners



## Characteristics that make these employers noteworthy:

- Hired multiple VR customers.
- Worked cooperatively with local VR offices to acquire or retain individuals with disabilities.
- Role model for employing individuals with disabilities.
- Pays a wage that is commensurate with prevailing wage for the work that is done.
- Promotes advancement of individuals with disabilities.
- Allows individuals with disabilities an opportunity to demonstrate their skills.
- Recommends VR to other businesses.
- Provides reasonable accommodations for persons with disabilities.



## Dave Deyarmond, Materials Management Covenant Hospital

Covenant HealthCare staff & management understand the benefit of teaching students important work skills. One example of that is a student interviewed for the 2009 internship and did not obtain a position. Covenant staff saw potential in this student and developed an individualized paid position with a one-on-one mentor.

Covenant works cooperatively with MRS/Saginaw Intermediate School District (SISD) in vocational guidance and counseling. They assist students in developing career goals/pathways that the student did not deem possible. In the birth center, a student began with a job shadow set up by MRS/SISD. It developed into a paid position and led to attending school to become a certified nurse assistant. In cooperation with Saginaw ISD and MRS, Covenant has developed opportunities for many unique employment experiences.



## Jessica McDowell, Store Manager Goodwill Industries Retail Store

Goodwill Industries store manager Jessica McDowell lives up to their mission statement, "Enhancing the dignity and quality of life of individuals and families, and eliminating barriers to opportunity and helping people in need reach their fullest potential through the power of work."

In the last fiscal year, the Goodwill Retail store in Gaylord has hired six customers from MRS. Goodwill pays good starting wages and employees are eligible for other benefits when they have been with the company for 90 days. Goodwill allows people with disabilities and without disabilities to work together and not recognize which one is which. It allows them to learn skills and be part of a successful team, in a warm and caring atmosphere.

# MRS: An Investment That Works!



## MRS 2010\* Funding Sources Total \$114,251,918

Federal Title 1 Funds  
Other Funds  
\$86,106,832  
\$28,145,086

## MRS 2010\* Expenditures

Customer Goods and Services .....	\$42,576,507
Customer Vocational Counseling .....	\$41,608,610
Michigan Career & Technical Institute .....	\$10,762,237
Administration – MRS .....	\$ 7,561,262
Administration – DELEG .....	\$ 1,179,282
Community Rehabilitation Organization and Independent Living Grants .....	\$ 4,268,826
Jobs, Education & Training (JET) .....	\$ 2,475,127
Staff Development .....	\$ 534,745
Other .....	\$ 517,270
<b>Total .....</b>	<b>\$111,483,866</b>

**\*Note: Preliminary Data as of 10/14/10**

For every \$1.00 spent in FY 2009 on public vocational rehabilitation services, \$10.53 returns to Michigan's economy.

# MRS Counselors Professionalism at its best...

MRS is a member of the state-federal vocational rehabilitation program dedicated to serving individuals with disabilities. The mission of MRS is to partner with individuals and employers to achieve quality employment outcomes and independence for individuals with disabilities. This mission would be impossible to achieve without the dedication, creativity and professionalism of the vocational rehabilitation staff who work endlessly to assist Michigan residents into self sufficiency.

## MRS counselors:

- Are required to have a master's degree in rehabilitation counseling or related field.
- Are required to demonstrate core conditions of counseling: respect, empathy, genuineness, immediacy and confrontation when serving customers.
- Are required to have skills in vocational rehabilitation assessments and the use of labor market information in developing Individualized Plans for Employment (IPEs).
- Are required to demonstrate a level of competency in job placement and retention services.



2010 Champion Award Winners Hilary Henry and Thomas Allen of the Oakland Placement Team. Other members not pictured are: Nacsha Ealy, Kerri Moran, Gail Gammon, Bridget Benton, Callina Henson and Jewell Rall



2010 Champion Award Winner Dave Petrovich, Lansing counselor and his manager Rosanne Renauer



The Council is a diverse, consumer-driven, governor-appointed, statewide organization mandated in the Rehabilitation Act of 1973, as amended. Our role includes two major responsibilities: serving as the voice of the customer and educating elected officials.

## THE TWO ROLES OF THE MRC...

**REVIEW...**

**ANALYZE...**

**ADVISE...**

- Needs Assessment
- Business Services
- Marketing
- Transition Services
- Independent Living Strategy
- MRS Policy Cadre
- Consumer Input
- Customer Satisfaction
- Grant Reviews
- Inclusion
- Field Redesign
- Marketing
- Cash Match
- Order of Selection
- Staff Development & Training

**Customer Voice**

**Educating the Public**

**Promoting Abilities—  
Impacting Michigan's Economy**



May 2010

Customers of MRS shared their success stories at this annual legislative event at the Capitol.

**1st Annual  
MRC Beacon  
Award**

The MRC annually honors an individual within state government or the legislature whose outstanding leadership and tenacious spirit have contributed to the ongoing success of the MRS system and the customers it serves.



DELEG Acting Director Andy Levin poses with MRC member Nan Melke.

Visit us online at: [www.mrccouncil.org](http://www.mrccouncil.org)

Key Result Areas	2009-2010 Outcomes
Enrollment in Trade Areas	522
Retention Rate in Trade	94%
Graduates	279
Found Employment	75%

# Michigan Career and Technical Institute (MCTI)

## *Building Better Futures!*

### MCTI Training Programs

Automotive Technology	Cabinetmaking/Millwork
Certified Nursing Assistant	Culinary Arts
Customer Service	Custodial
Electronics	Graphics Communications
Grounds Maintenance/Landscaping	Machine Technology
Office Automation	Pharmacy Services (NEW)
Retail Marketing	Weatherization (NEW)



**Pharmacy Services**



### The Value of Training

Living on Beaver Island, single mom Brittany Hohn realized she would have limited opportunities, so she and her son Cameron came to MCTI. They lived at the Pine Lake Family Center while going to school. Ms. Hohn participated in the Career Readiness Center before completing the Certified Nursing Assistant training in February 2010. She participated in clinicals at a local nursing home and was hired by them after graduating MCTI. Ms. Hohn's employer says she is a great employee with excellent attendance.



**Weatherization**

# Achieving Independence Through Independent Living (IL) Partnerships

The Tina Award is presented to individuals whose lives, both personal and professional, represent a role model worthy of emulation.



Ted Haworth holds his award.

Theodore (Ted) Haworth, MRS independent living specialist, received the Tina Award at an annual Michigan Rehabilitation Conference at the Amway Grand Plaza Hotel in Grand Rapids, MI, Oct. 21-23, 2009.

Mr. Haworth's collaborative approach was very instrumental in the improvement of Michigan's network of Independent Living (IL) partners shared by:

- Michigan Rehabilitation Services
- the State Independent Living Council
- Disability Network/Michigan
- the Michigan Commission for the Blind
- Michigan Protection and Advocacy Services
- Michigan Disability Rights Coalition
- Michigan Rehabilitation Council

Mr. Haworth has touched many lives with his enthusiasm and determination in pursuit of core IL values. He has been involved in the growth of public/private relationships needed to foster the development of Michigan's current IL Network, which now consists of 14 Centers for Independent Living, serving 67 counties in Michigan, and about 96 percent of the state's population.

# Continuous Improvement Through Innovation

The transition from high school to the world beyond graduation is the beginning of many challenges and opportunities. MRS assists and empowers youth in reaching their employment and life goals through services such as:

- Vocational Counseling
- Career Exploration
- Continuing Education and Training
- Job Placement
- Employment Supports

**With employment, youth can:**

- Gain independence
- Attain improved quality of life
- Be successful
- Contribute to their community
- Build self-esteem



Counselor Melissa Spahic, Macomb District Office with customer Champion Award Winner Megan Jones.

**In fiscal year 2010, Michigan Rehabilitation Services served more than 5,000 new youth applicants and assisted 1,504 youth in attaining successful employment.**

**Transition is ...  
a culmination of experiences that allows students to reach their potential**

# Champion Awards



In October 2009, the Michigan Rehabilitation Council in collaboration with Michigan Rehabilitation Services (MRS) and the Michigan Commission for the Blind (MCB) hosted the first annual MRS Employer Champion Awards at the State Capitol in Lansing to recognize employers who consistently support, train, hire, and retain customers served through Michigan's public vocational rehabilitation programs.

## 2009 MRS Employer Champions

Patrick Fritz, Employment Manager, Amway Hotel Collection, Grand Rapids

Julie Clare, Co-Owner, Café Clare, Southfield

Ken and Jeff Swadling, Owners, Ken's Market, Indian River

Debbie Hutchison, Employee Relations Manager, L & L Products, Inc., Bruce Township

Jim Grove, Store Director, Meijer, Inc., Saginaw

Greta Wu, Client Services Director, Peckham, Inc., Lansing

Matt Reinhardt, Manager, Ponderosa Steakhouse, Gaylord

Janet Yager, Director of Human Resources, Superior Extrusion, Inc., Gwinn

Maj. Gen. Scott West, U.S. Army, TACOM-LCMC (Life Cycle Management Command), Warren

Chris Farida, Store Manager, Value Fresh Marketplace, Warren

Jerry Barnett, Store Manager, Walmart, Plainwell



2009 Champion Employer Award recipients posing with MRS Director Jaye Porter, (far left) and MRS Deputy Director Lou Adams (second from the right).

## 2010 MRS Champions

The MRS Champion Awards were expanded to include employers, partners, customers, and MRS employees.

Dave Deyarmond, Covenant Healthcare, Saginaw

Jessica McDowell, Goodwill Industries Retail Store, Gaylord

John A. Mans, Menominee County ISD, Marquette

Jim Bachmeier, Grand Valley State University (GVSU), Allendale

David Petrovich, MRS Lansing District Office, Lansing

Oakland Placement Team, MRS Oakland District, Oak Park—members: Hilary Henry (Chair), Thomas Allen, Nacsha Ealy, Kerri Moran, Gail Gammon, Bridget Benton, Callina Henson, and Jewell Rall

Sylvester Harris, MRS Detroit Renaissance District, Detroit

Megan Jones, MRS Macomb District, Warren

# American Recovery and Reinvestment Act (ARRA)

## *Building Futures in Southeast Michigan*

### Michigan Career & Technical Institute East Campus

### Innovation Placement Project (IPP) Oak Park and Waterford, Michigan

**David Crumbe** needed another chance.

After struggling to overcome numerous obstacles in his life, he was referred to MCTI East in September 2010. Though residing in a shelter in Detroit, Mr. Crumbe wanted to set a good example for others. He maintained very good attendance, had strong motivation, had a great attitude and was very cooperative. Utilizing computer based training; he worked hard

to upgrade his math and reading skills. This aided him in tutoring children at the local barbershop, in addition to tutoring his fellow classmates. Having an interest in construction, Mr. Crumbe was presented with an exciting employment opportunity in asbestos



### Training Opportunities

- Career Readiness Training
- Certified Nursing Assistant
- Customized Employer Training
- Employer-based Dialysis Technician Training
- Employer-based Pharmacy Technician Training
- Certified Asbestos Worker – NEW!
- Green Jobs Training Program – NEW!

In the current economic climate, individuals who are deaf and hard of hearing are finding it more difficult to obtain employment. IPP seeks to create or save jobs for individuals who are deaf and hard of hearing by doing the following:

- Facilitate employment acquisition/training/and apprenticeship development for 28-35 individuals who are deaf and hard of hearing;
- Provide expanded services and support to 28-35 individuals who are deaf and hard of hearing to help them adjust to issues related to disability in the work place, empower them to advocate for themselves, and educate them on the latest assistive technology;
- Help 8-10 employers maintain their skilled workforce by educating them regarding disability issues, accommodations and other disability related services and resources;
- Create new employer relationships which will result in enhancing the district's employer base thereby assisting with other job placement activity;
- Train at least 10 MRS staff that serve individuals who are deaf and hard of hearing to ensure that this population is served in a culturally sensitive manner.

# SMALL BUSINESS is BIG BUSINESS at MRS



**MRS assists entrepreneurs with disabilities who meet MRS eligibility requirements into self-employment, that fall into one of the following sub-categories:**

- **Small business**—Independently owned and operated and not dominant in its field.
- **Micro-enterprise**—A proprietorship that usually consists of only the owner; has difficulty securing loans from traditional lending sources, and generally requires a modest initial investment of funds.
- **Telecommuting**—“Commuting via electronic transmission from a geographically disperse location where an individual can work at home on a computer and transmit data and documents via telephone lines and is not employed by any other entity.”

- Small Business Enterprise new applications – 107
- Successful Small Business Enterprise employments – 115



## ★ Sherees Country ★ Scrapbook & Jewelry

### Mt. Pleasant, Michigan

Sheree Murray sought the services of MRS after an auto accident led her to make a career change. Ms. Murray worked with MRS to develop a business plan, learn Web design and to acquire small business supplies. She began her business in her garage and recently moved to downtown Mt. Pleasant in March 2010.



Customers can purchase scrapbook supplies and embellishments as well as a variety of decorative loose beads that can be used to make beautiful jewelry – Ms. Murray also makes customized bracelets to order. Innovative, in-store scrapbooking workshops educate customers in the art of scrapbooking. Assistance with fundraiser opportunities for schools and organizations in the community is also available.

# MRS Customers



# JUST THE FACTS

**Michigan is home to approximately \*1.3 million people with disabilities.**

- The vocational rehabilitation program, which exists in all 50 states, was created by federal legislation in 1920. Michigan Rehabilitation Services currently operates under the federal Rehabilitation Act of 1973, as amended, and Title IV of the Workforce Investment Act.
- Michigan Rehabilitation Services employs 263 master degree rehabilitation counselors who work one-on-one with Michiganders with disabilities who want to go to work.
- Michigan provides employment services to people with disabilities in all 83 Michigan counties.
- MRS assists individuals with disabilities in preparing for and finding competitive employment as well as exploring the possibilities of self-employment or owning a small business.
- MRS assists employers find and retain qualified workers.
- MRS operates Michigan Career and Technical Institute (MCTI), a post-secondary residential vocational trade-training program in Plainwell housing over 350 students. The program provides intense literacy and math instruction, 14 vocational trade-training programs, many support services and placement services to individuals with disabilities.
- MCTI training was expanded into the Detroit area with the creation of MCTI East in FY 2010. Customers can participate in assessment or pre-vocational development, customized employer training off-site and C.N.A. or Dialysis Technician training on-site.

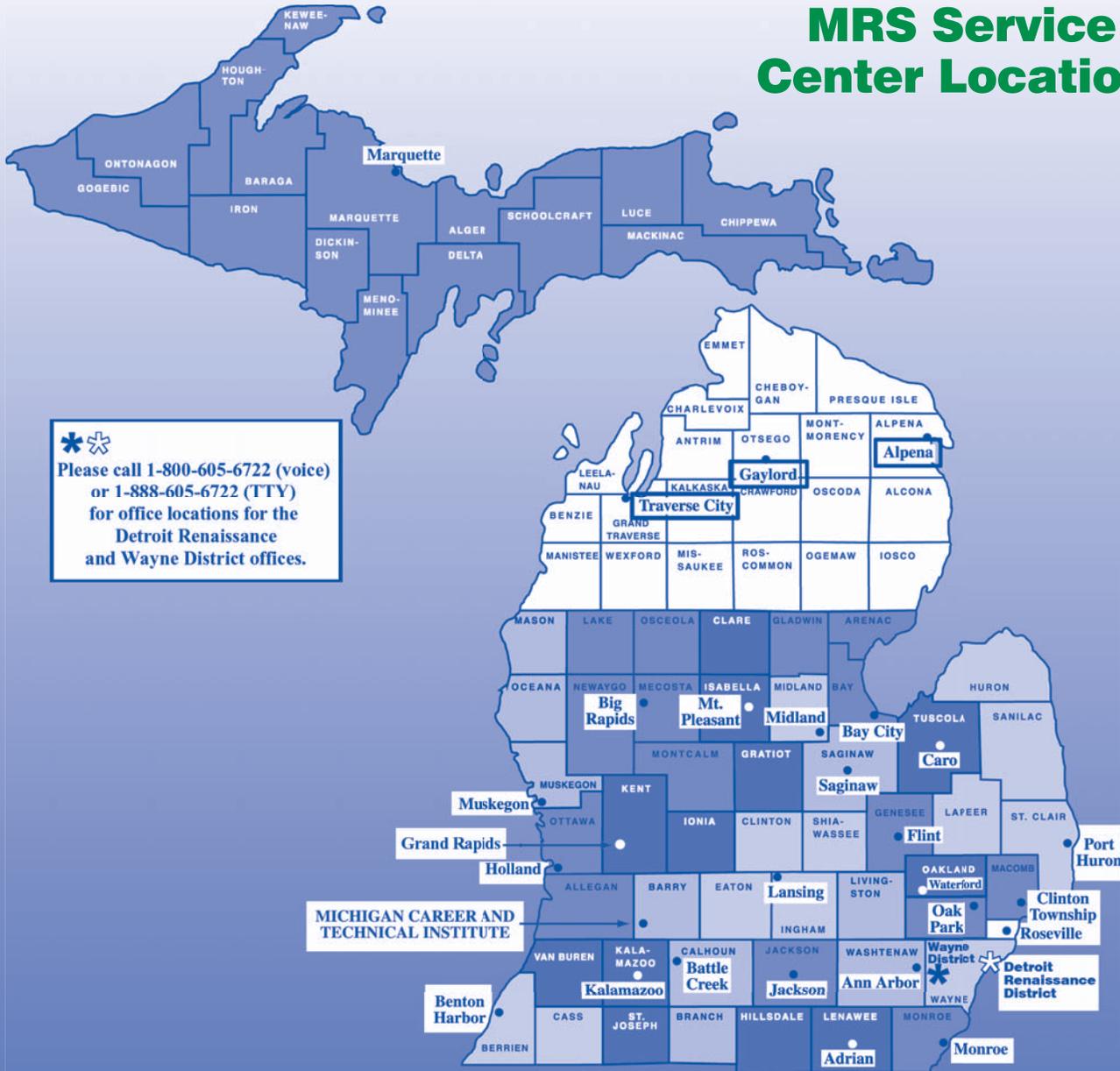
**To find the MRS office serving your area,  
call toll-free 1-800-605-6722 (voice) or 1-888-605-6722 (TTY).  
Or, on the Web at: [www.michigan.gov/mrs](http://www.michigan.gov/mrs)**

\*2008 American Community Survey 1-Year Estimate

# MRS Staff



# MRS Service Center Locations



1-800-605-6722 (toll free, voice) ■ 1-888-605-6722 (toll free, TTY) ■ (517) 373-3390 (local) ■ On the Web at: [www.michigan.gov/](http://www.michigan.gov/)

	<p><b>Michigan Rehabilitation Services (MRS)</b>                  201 N. Washington Square, 4th Floor, Lansing Michigan                  P.O. Box 30010, Lansing, Michigan 48909</p>	
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MRS is funded 78.7% with USDOE-RSA Title I federal funds, and 21.3% with state and local funds.

The Michigan Department of Energy, Labor & Economic Growth is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities, as required by law.