

MRS *PROMOTING ABILITIES*

Michigan Rehabilitation Services

FY 2017 Annual Report



WHO WE ARE

Michigan Rehabilitation Services (MRS) works with eligible customers and employers to achieve quality employment outcomes and independence for individuals with disabilities. We work in partnership with individuals with disabilities to prepare for and obtain competitive integrated employment, including exploring the possibilities of self-employment or owning a small business. Employment services to individuals with disabilities are provided in all 83 Michigan counties.

MRS also helps employers find and retain qualified workers with disabilities. MRS helps employers save time and money and maintain a motivated, reliable and dependable workforce.

Mission

Develop customized workforce solutions for businesses and individuals with disabilities.

Vision

A diverse and inclusive workforce that unites businesses and individuals with disabilities toward a common good.

Values

- Communication
- Judgment
- Curiosity
- Passion
- Selflessness
- Impact
- Innovation
- Courage
- Honesty

Michigan is home to approximately 1.4 million people with disabilities, according to U.S. Census, 2016 American Community Survey 1-year estimates.

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.

Michigan Rehabilitation Services employs *251 (including Pre-employment Transition Services) master-degreed rehabilitation counselors who work one-on-one with Michiganders with disabilities who want to go to work.

MRS operates Michigan Career and Technical Institute (MCTI), a post-secondary residential vocational trade-training program located in Plainwell, Michigan. The program provides intense literacy and math instruction, 13 vocational trade-training programs, many support services and placement services to persons with disabilities.

*Does not include MCTI, Business Services Network

WHO WE SERVE – DISABILITY CHARACTERISTICS AND STATISTICS (Fiscal Year 2017)

Michigan Rehabilitation Services (MRS) provides specialized employment and education-related services and training to assist teens and adults with disabilities in becoming employed or retaining employment.

MRS PROGRAM STATISTICS

MRS is sixth in the nation in closed cases with employment (out of 80 Vocational Rehabilitation Agencies).

Here's a look at customer statistics after receiving our services:

- 36,586 customers with disabilities received employment services
- 9,877 high school students and young adults were served by MRS
- 6,596 customers attained competitive employment
- \$14.74 average hourly starting wage
- 92.9% customer satisfaction rate
- \$10.80 return on every dollar spent
- 14.5 is the average number of months customers received services
- \$2,380 is the average cost per rehabilitated case

CUSTOMER SERVICES

Customer Statistics:

- | | |
|------------------------|-------|
| • Physical Disability | 17.8% |
| • Mental Disability | 24.0% |
| • Learning Disability | 19.0% |
| • Hearing Loss | 13.2% |
| • Cognitive disability | 22.2% |
| • Drug Abuse | 2.6% |
| • Alcohol Abuse | 1.2% |

Services Provided to Customers:

- Vocational guidance and counseling
- Job search, placement assistance and job-keeping
- Workplace accommodations
- Job licenses, tools, equipment and initial supplies
- Rehabilitation and/or assistive technology services
- Education and training – on-the-job or in school

BUSINESS RELATIONS SERVICES

MRS provides a wide range of services just for the business community. We provide business services support including talent development, connections to state and community partner assets and services, reasonable accommodation services, risk management/employee retention and Americans with Disabilities Act (ADA) consultation.

We match prescreened, qualified candidates to your business requirements, and provide follow-up and support to make sure both the employee and the employer are satisfied. Employing qualified people with disabilities just makes good business sense.

Business Relations Statistics:

- 4,600 Businesses Served
- 40 Businesses from Hidden Talent Workshop who hired MRS customers
- 70% of our business customers received direct services for Acquisition Services
- 12% of our business customers received direct services for Disability Management Services
- 17% of our business customers received direct services for Retention Services

Types of Services Provided to Michigan Businesses:

- Talent Development
- Connections to Partner Assets and Services
- Accommodation Services
- Risk Management/Staff Retention
- Americans With Disabilities Act (ADA) Consultation and Education
- Disability Awareness Training

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*TTY users may contact MRS by dialing 7-1-1 and providing the relay operator with the toll free number.

MRS-CustomerAssistance@michigan.gov

MRS is funded 78.7% with USDOE-RSA Title I federal funds, and 21.3% with state and local funds.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability.

