

LAPEER TEAM WORK, INC.

ANNUAL REPORT



FOR THE YEAR ENDED SEPTEMBER 30, 2010

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BOARD OF DIRECTORS

Dr. David Ethridge, Chair
Jeannene Koprowski, Vice Chair
Terry Bowerman
Carol Kopczynski
Bill O'Connor
Carol Pariseau
Bill Stockton
Tom Turner
Kathleen Whitman

STAFF

Martha Homan, Executive Director
Patricia Jessop, Executive Assistant
Jody Hilts, Program Director
Dennis Cronkright, Program Supervisor
Rachelle DeBroske, Consignment Store Manager
Gail Osborne, Placement Assistant onsite at Michigan WORKS

JOB COACHES

Full-Time

Deborah Gyomory
Shirley Kardell
Marge Stevens
Laurie Walker

Part Time

Tari Duffano
Evelena Meyers
Joyce Rappuhn
Deborah Robinson

Intern

Rachel Emmons

MISSION STATEMENT

Lapeer Team Work, Inc. is a private, not-for-profit community rehabilitation organization, that assess, train and integrate persons with disabilities, enabling them to reach their maximum employment potential in the community.

FREQUENCY OF PERFORMANCE REPORTING

Lapeer Team Work reports performance results annually summarizing activities during the annual fiscal year reporting period of October 1st through September 30th. These reports reflect the progress of Lapeer Team Work in planning and improving services. Various aspects of these reports will be shared in a variety of formats with funding and referral sources, clients and staff.

Questions regarding this information may be addressed to Martha Homan, marty@lapeerteamwork.com or call 810-664-2710.

CARF ACCREDITATION

We are pleased to announce that Lapeer Team Work has been awarded its 3-year accreditation by CARF International, an independent, not-for-profit accreditor of human service providers in the areas of Aging Services, Behavioral Health, Child and Youth Services, Durable Medical Equipment, Employment and Community Services, Medical Rehabilitation, and Opioid Treatment Programs.

CARF accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. More information about CARF, please visit their website: www.carf.org

DESCRIPTION OF PROGRAMS

MOBILE WORK CREW

The Mobile Work Crew Program provided services to sixty-nine consumers in over twenty local businesses and organizations this past year. The focus of this program is to assist consumers in developing work skills and work practices both for their current employment as part of the mobile work crews and to assist some individuals in preparing for more independent types of employment. Services are provided both in community based settings through contracts with local businesses and on our premises for such services as rolling silverware for restaurants, paper shredding and small laundry programs.

This past year, we added two accounts to our client list: Thibodeau Physical Therapy and P&P Manufacturing which rejoined the agency after recovering from the downturn in the economy.

JOB PLACEMENT PROGRAM

The Job Placement Program provides services to individuals seeking independent job placement. The focus of this program is to assist individuals in obtaining competitive employment in the community. Our services include: community based evaluations and experience, job shadowing, job coaching, job development and placement, job readiness, job seeking and follow-up support.

Through our partnership with Michigan Rehabilitation Services we assisted numerous individuals who have a mental illness and have a much lower job placement rate than the caseload of Michigan Rehabilitation Services as a whole.

This past year we had the unique opportunity to partner with Michigan Rehabilitation Services, Lapeer County Community Mental Health, the Lapeer County Parks Department, and the Greater Lapeer Transportation Authority to provide job training services to 22 consumers with varying barriers to employment. We worked together to keep two county parks open that were at risk of closing, and provide training opportunities for persons with disabilities.

The project was a great success with our trainees serving as maintenance crews and concession stand workers throughout the summer and early fall at General Squire and Torzewski Parks. The General Squire Water Park had record attendance this summer. So far, two of the trainees have obtained competitive employment positions within the county and the others are either seeking employment or are working with their counselors on additional job seeking training.

Because of its tremendous success, we were asked to present our story to the Michigan Association of Community Mental Health Boards at their Annual Conference this past fall. Our presentation was well received and a number of participants requested further information to take back and share with their local communities.

Our goal for 2011 is to strive to continue these partnerships within the county and explore a greater variety of training experiences for our consumers.

New to You Consignment & Resale

In June 2007, Lapeer Team Work opened a Consignment Shop, now known as the **New to You Consignment & Resale Store** that also serves as a training site for consumers with disabilities. Consumers learn to develop retail work skills and benefit by increased social interaction, additional community involvement, earning supplemental income and working toward greater independence in their daily living. During the past year we were able to increase the number of consumers in training during the week and also added a consumer in training on Saturdays.

New to You enabled Lapeer Team Work to expand consumer training options beyond custodial, as requested by our funding agencies, to include a new set of skill building opportunities. **New to You** provides consumers a new opportunity for on-the-job retail training and expanded community involvement. This in turn generates increased public awareness for our employment programs.

New to You offers a growing business service for Lapeer County. Additionally, it offers a place of employment for Michigan WORKS referrals, for Michigan Rehabilitation Service referrals for work experience, and the means to help Lapeer Team Work grow.

Since its inception, **New to You** has continued to increase its sales and has enabled consumers to receive Certificates of Completion in Retail Skills. New skills gained include sorting and hanging apparel, preparing apparel for sale and assisting customers. Consumers assist customers with their sale – folding and bagging items and, when needed, assist customers by carrying purchases to their cars. Consumers greet customers and help to maintain a clean and safe environment in the store.

The public is able to make donations to the store or they may consign their items. To consign, members join with a one-time \$10 registration fee. At the time of this report, we have over 750 consignors with new members joining each month. Their items are put on the sales floor for 60 days. After 60 days, the consigner receives 40% of the

sales. Items not sold are either returned to the customer or donated to other not-for-profit agencies that in turn donate them to those in need.

The Lapeer County Community Foundation set up an internal Women's Fund Account to which individuals donate clothing and other apparel. United Way and LACADA then distribute vouchers to women in need who use them to select an outfit for job interviews. The vouchers are paid for from the Women's Fund.

Similarly, we work cooperatively with the Michigan Prisoners Re-Entry Initiative to help local parolees transition successfully back into the community through a clothing voucher program, and with ThumbWorks to provide clothing vouchers to claimants in need of appropriate interview attire.

This past year, we received a bricks and mortar grant from the Lapeer County Community Foundation to renovate our store and that allowed us to expand the use of the space, generate greater public awareness, and ultimately increase gross sales. We have steadily increased our revenues and are slowly becoming a destination store for the greater Lapeer community.

COMMUNITY COLLABORATION

All persons served by Lapeer Team Work are referred to us by other community agencies. We at Lapeer Team Work are committed to the proposition that working together with community partners greatly reduces the duplication of efforts and affords the opportunity of greater and more specific focus on consumer needs.

Our referral partners for the persons served as part of the Mobile Work Crew include Lapeer County Community Mental Health, Genesee County Community Mental Health, North Branch Area Schools, and the Lapeer County Intermediate School District.

Additional referral partners that assist persons served by the job placement program include Thumb Area Michigan Works and the Michigan Department of Labor and Economic Growth.

Lapeer Team Work supports a variety of area-wide community collaborations as evidenced by their participation in the Lapeer County Disabilities Coalition, Lapeer Transition Council, Lapeer Transportation Council, and the Lapeer County Community Collaborative. We are also represented on the Lapeer County Community Mental Health Employment Collaborative and their Quality Council. Since its inception, we have also participated each year in the Project Homeless Connect, serving as the drop off site for personal care supplies and as volunteers during the event.

Lapeer Team Work has received support during the year from various local service organizations including the United Way, Lapeer Rotary Club, Zonta Club of Lapeer and Kiwanis Club of Lapeer.

COMMUNICATIONS

Lapeer Team work continues to provide quarterly newsletters to all stakeholders. Our newsletters can also be found online at our website: www.lapeerteamwork.com along with other current events and information.

We conduct annual surveys to parents, caregivers, guardians, affiliated agencies, our consumers and staff to make the results of those surveys available to the general public. We advertise our store and our agency throughout the year in the local media and at various public speaking engagements.

STAFF TRAINING

Each year, the staff of Lapeer Team Work incur many hours of training to enable us to continue to deliver the highest quality service to the persons we serve. This year the training obtained by staff members included the following areas;

- CPR and First Aid
- Employment Training Specialist
- Michigan Transition Services Association Conference
- Recipient Rights
- Wheel Chair/Passenger Safety
- Limited English Proficiency
- Cultural Diversity
- Person Centered Planning
- Right to Know
- Social Security Workshop
- Intervention Training

In 2011, all staff will be required to successfully complete the Culture of Gentleness training being conducted by Lapeer County Community Health.

DEMOGRAPHIC INFORMATION

This report is compiled from the following information:

- Consumer Data (consumer intake form, hourly wage studies)
- Surveys (Consumer, Stakeholders/Work Sites, Families/Caregivers/Advocates, Staff)

Total Consumers Served = 111 69 Community Mental Health (CMH) Consumers
22 Michigan Rehabilitative Services (MRS)
20 Michigan WORKS

1. Average age: 33
2. Ethnicity (white, Hispanic, black, Asian, etc.):
 - White- 105 50 thru 65: 5
 - Asian - 1
 - Hispanic- 2
 - African American - 3
3. Gender breakdown:
 - Male - 46
 - Female - 66
4. Disability Type
 - Autism –5
 - Aspergers – 1
 - ADD - 1
 - Bi-Polar- 8
 - Cerebral Palsy – 4
 - Cognitive Impairment- 20
 - Developmentally Disabled – 9
 - Depression - 5
 - Downs Syndrome - 14
 - Hearing Impaired - 1
 - Mental Impairment- 6
 - Schizophrenia – 8
 - Unknown - 23
5. Average Wage per disability
 - \$7.40 for LD
 - \$4.82 for MI / DD
6. Services Rendered
 - Intakes - 25
 - Job Coaching - 70
 - Work Assessment / Evaluation - 14
 - Job Readiness - 14
 - Placed in Competitive Employment - 3
 - Placed/Continued in Work Crew - 69
 - Referred for Placement - 11

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- Unpaid Work Experience - 20
 - Best Impression Classes - 3
7. Average hour of support per month per service:
- Work Assessment / Evaluation – 2 weeks / 20 hours per week
 - Job Readiness – 2 hour sessions, 1-2 days per week for 4 weeks
 - Job Placement – one-on-one, 8-10 hours per month, 4-6 month period
 - Job Coaching – 20 hours per week, ratio of 5 to 1
 - Unpaid Work Experience – 15 volunteer hours per week, 6 month period
 - Best Impression Classes – two 1 hour sessions.

Mobile Work Crew - Obtainment of Individual Objectives

Each person served on our Mobile Work Crew has a “Team” that develops specific work-related objectives for each individual to strive for each year. The “Team” is comprised of a combination of each individual’s educator, case worker, guardian, Lapeer Team Work staff and other relevant participants.

Lapeer Team Work staff monitors weekly the progress of each person served in reaching his/her respective objectives. Annually, a comparison is made between the number of objectives for the person served and the attainment of the objectives. For the past year, the persons served by Lapeer Team Work reached, on average, **48%** of their individual objectives.

Accessibility Plan

Lapeer Team Work continues to monitor and update its accessibility plan. This plan demonstrates leadership planning that addresses the needs of the persons served, personnel, and other stakeholders. The input for the self-evaluation process was primarily obtained by management and staff observations and specifically solicited from individuals employed to conduct inspections. The plan addresses identifying barriers in the architectural, environmental, attitudinal, financial, employment, communication and transportation areas.

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Each year our plan calls for an accessibility plan review by the leadership that results in a written status report to ensure an evaluation of the timelines and progress made in the removal of the barriers and areas that need improvement. The leadership will at that time attempt to identify new barriers and modify the accessibility plan accordingly. The status report will be made part of the accessibility plan. The Executive Director will serve as the Access Coordinator to monitor the plan.

Lapeer Team Work has always and will continue to advocate for eliminating and reducing barriers. Lapeer Team Work is community oriented and collaborates with many area referral sources, community councils, local businesses and task forces to address the issue. Lapeer Team Work considers requests for reasonable accommodation after review in keeping with agency policy and federal, state and local law. Additionally, Lapeer Team Work will refuse to engage in or to tolerate discrimination based on race, sex, sexual orientation, age, religion, national origin, socio-economic status or disability.

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HEALTH & SAFETY

Incidents Reported

A review of incidents reported during the year revealed the following:

Trips/Falls	15
Bumps/Hits	21
Cuts/Scrapes	9
Seizure	0
Twists/Pulls	0
Cleaning Agent Splash	4
Pinches	0
Other (minor)	<u>33</u>
<u>Total Incidents</u>	82

Lapeer Team Work is aware of the importance of protecting the health and safety of both our staff and persons served. Once a quarter, a meeting is held between the Program Supervisor, Staff Safety Coordinator, Consumer Safety Representative and Executive Director for the purpose of addressing each incident that occurred during the previous quarter and steps that may be taken to reduce the type of incident in the future.

Consistent with past practice, Lapeer Team Work engages an outside expert to assess the status of the health and safety program and the Lapeer Construction Code Authority to conduct a Barrier Free Accessibility Compliance Review. In addition, we survey our client businesses annually to ensure they are also undergoing periodic inspections.

We, at Lapeer Team Work are constantly vigilant to address potential safety concerns both at our facility and when working at client business sites and believe there are no additional procedures to implement at this time to increase the health and safety of the persons we serve.

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Inspections

As part of the Health and Safety Policy, Lapeer Team Work regularly undergoes routine internal inspections as well as inspections by various outside agencies. During the year, Lapeer Team Work underwent inspections without incident by the following agencies:

- Michigan Department of Transportation
- City of Lapeer Fire Department
- MARO

GRIEVANCES REPORTED

There were no grievances filed by persons served during the year.