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Possibilities. Made possible.



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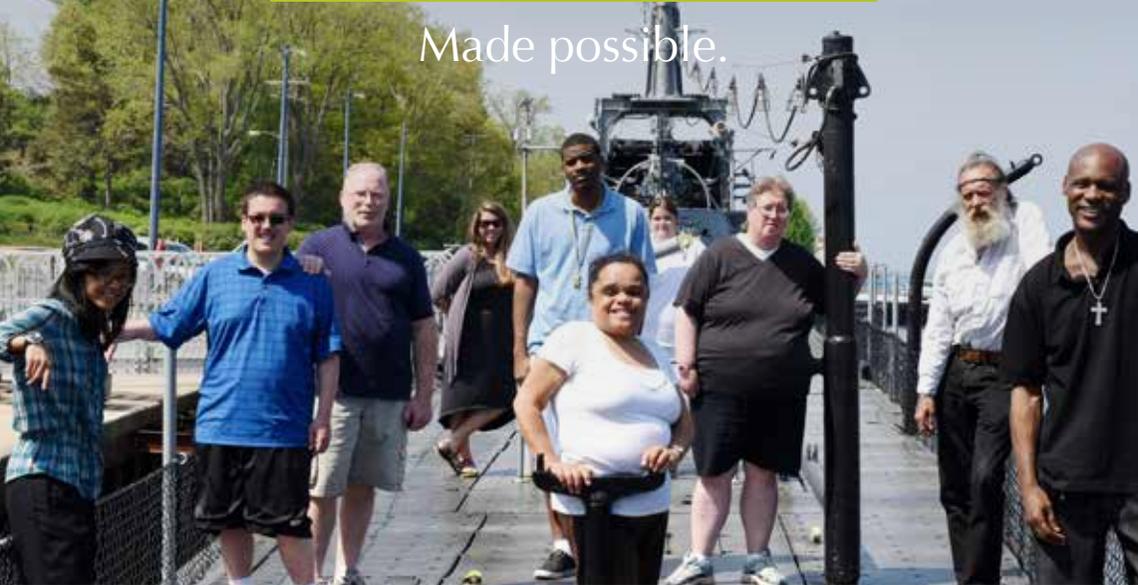


moka **mi**
Annual Report 2014-2015



Opportunity.

Made possible.



I am grateful for this opportunity to share our successes with you in this report. The specific accomplishments of the individuals we serve are the most important to us, and as a nonprofit organization, these stories form our true “bottom line.” Our additional accomplishments as an agency are meaningful in that they support our vision and mission of service to individuals.

I hope you will take time to read the story about My Linh and her recent successes, as well as the achievements by Raphael through ABA Treatment, an update about new residential development, and our involvement in a local collaborative called the WEAVE project. Our work and these projects deepen our learning and commitment to individuals and their supportive family members and allies.

As always, we are indebted to our key stakeholders: the children and adults who have graciously chosen MOKA to provide service, family members, supportive friends, advocates, our funding partners, generous donors, our wonderful employees, and our supportive board of directors. We are grateful to all of you for your ongoing support of our critical mission.

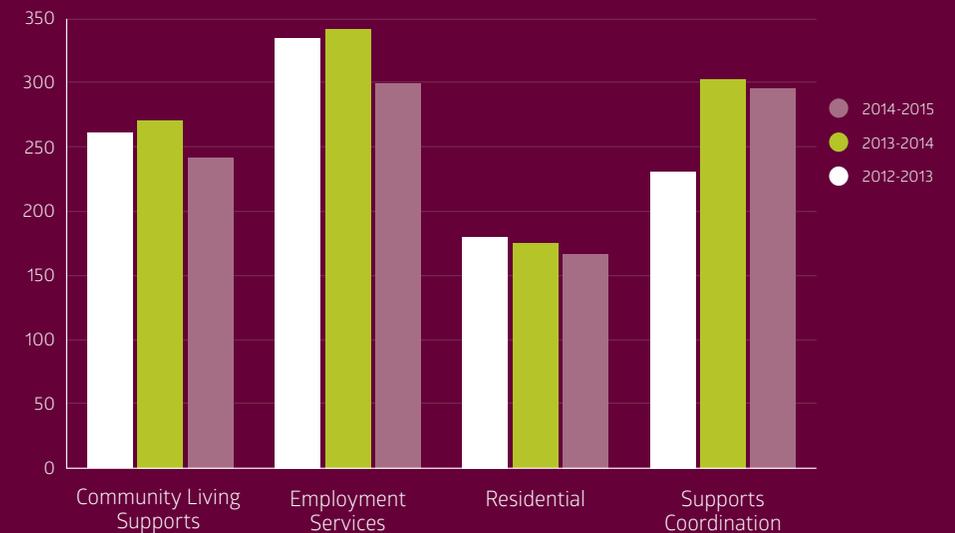
Tom

Executive Director

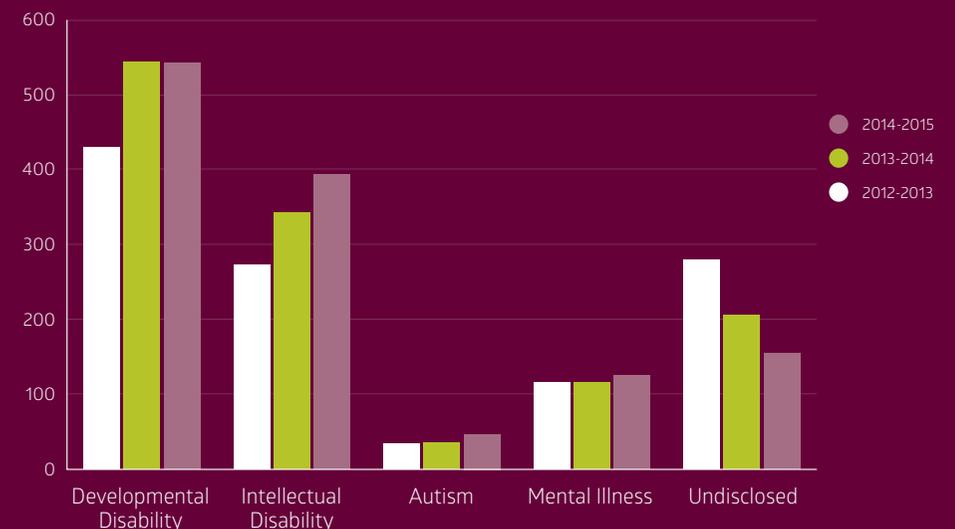
Impact.

Made possible.

Number of Individuals Served by Program



Number of Individuals Served by Disability



Relationships.

Made possible.



Meet My Linh.

My Linh gets so excited when talking about her favorite things, there is a contagious laugh behind her smile as the energizing ideas she is communicating appear to be coming to her faster than she can emit the words. A native of Vietnam, My Linh currently resides at the Greenboro Home in Kentwood, where she lives with two other women whom she considers close friends. Although My Linh speaks Vietnamese and English and benefits from the support of an interpreter, she communicates her thoughts very effectively.

What prompts My Linh's excitement? For one thing, any opportunity to talk to people of her culture in her native Vietnamese. Home manager Malik Amandou and the home's long-term employees have done an excellent job in pursuing opportunities for My Linh to build new relationships that facilitate her full inclusion and enculturation in the West Michigan community, as well as connection to local Vietnamese communities.

Malik reached out to the owners of a local Vietnamese restaurant, who openly embraced the opportunity to support My Linh. Applying her previous job experience cleaning at a school, My Linh helps out for two hours a week at the restaurant cleaning bathrooms, sweeping, and mopping the floors. She enjoys the interaction with the restaurant owners as much, if not more, than the tasks she completes. My Linh has a strong work ethic and sees her "work" as the gift

she contributes to most of her relationships. She talks enthusiastically about Tuesdays and her opportunity to help and to connect.

***“Her teammates can be heard yelling, ‘Go, My Linh, Go!’ as she rounds the bases.*”**

My Linh is very athletic and quite competitive. Greenboro employees describe her as a “winner.” She plays on various sports teams based on the season—softball in the spring and summer, basketball during winter, and soccer in fall. These teams have afforded My Linh the opportunity to build relationships, exercise greater independence, and build confidence. When My Linh eyes a softball pitch and sends it flying to the outfield, her teammates can be heard yelling, “Go, My Linh, Go!” as she rounds the bases. My Linh beams as this story is told.

Malik and members of the Greenboro team all agree on one thing: My Linh has made tremendous progress since moving to Greenboro. With a very curious mind, My Linh has become more deliberately independent, insisting on trying new things first before asking for any assistance. Success for My Linh has been supported by a stable team whose employment longevity supports a deep understanding of her needs. My Linh's goals and dreams include being an even greater part of her Vietnamese culture and eventually moving to her own apartment. We believe in her abilities to achieve her goals, so all we can say is “Go, My Linh, Go!”

Progress.

Made possible.



“He became much more vocal and verbal using words to express his needs and to interact with others.”



Amazing Successes.

MOKA's foray into providing Applied Behavior Analysis (ABA) to children with autism continues to grow and evolve. This is true of individual children we serve as well, and there's likely no better example of growth and evolution than Raphael.

Raphael was tested and referred through HealthWest to the autism collaborative needing critical help with what are called “pivotal skills”—at the very minimum: toilet training, eating skills, and producing words. When Raphael began in the program, he had literally no functional language and his teachers were working on the very basic goal of orienting his attention. A few months after commencing the highly structured ABA training sessions, he became much more vocal and verbal using words to express his needs and to interact with others. He has also progressed tremendously in toilet training, eating, and other functional skills critical to his future success. Raphael's test scores, particularly on the VB-MAP (the test used to assess progress along several domains for children with autism) increased dramatically, rising from a baseline score of 8-9 to a range of 30-40. Amazing progress.

Raphael is just one of the children served in the ABA Treatment Program by MOKA in collaboration with HealthWest and other local providers. Many opportunities presented themselves this fiscal year for developing the skills of current employees, empowering them to pursue further training and certification. In addition, MOKA program directors and employees consciously invested time in designing increasingly effective programs and more sophisticated data systems, all with idea of responding to the burgeoning need for this service in the near future. We are as excited about Raphael's amazing successes as we are about achieving similar success with children awaiting this critical treatment option.

Growth.

Made possible.

Hours Worked per Day

1,975

hours of direct service a day provided to individuals and their families

OR

720,865

total hours by MOKA Direct Service Professionals

Relationships Matter



the average length of service for all MOKA employees is 9.25 years

Autism Services



1 in 68

children born in the USA has been identified with autism spectrum disorder (ASD).*

MOKA is doing its part to provide the only known effective treatment, applied behavior analysis (ABA), to children and young adults through a growing cadre of board certified behavior analysts and youth autism specialists.

*According to estimates by the Centers for Disease Control (CDC)

My Own Room, My Own Space



72%

 of individuals in one of MOKA's 36 specialized residential homes have their own bedroom

Giving Back to the Community



MOKA exceeds the national benchmark for volunteerism with 47% of individuals served providing volunteer work compared to 38% nationally

New Funding



in new grant funding was received over the past two years



for the construction of new community-based homes

Home.

Made possible.



Harbor Pines.

MOKA's original mission was to facilitate the transition of individuals residing in state institutions to community-based settings. MOKA has remained steadfast in its belief and practice of individuals living in the most integrated and accessible setting possible. While we have supported many individuals to learn to be more independent and move to their own apartment or home, a number of those we support still require 24-hour support to live successfully in the community.

The focus of MOKA's residential program has been, where possible, to downsize each group home from the 6 bed model to 5, 4, or 3 residents and to increase the number of individuals who have their own bedroom and personal space. These efforts continue.

Our belief in the inherent dignity and value of each person inspires us to continue to enhance and/or develop new settings that combat stigma associated with disability, change community attitudes, and facilitate stronger relationships and social connections.

Therefore, MOKA continues to enhance its specialized residential program by pursuing funding to construct new homes that either replace existing homes or create new settings. Through grant funding from the Federal Home Loan Bank of Indianapolis and matching funds provided by donations and fee collection, MOKA broke ground during the spring of 2015 on Harbor Pines located in southern Muskegon County. This beautiful 2,900 square foot home provides much more personal space for the individuals residing at the home and meets our litmus test: We want family, friends, and visitors to tour any of our group homes and say, "I'd like to live here."

“We want family, friends, and visitors to tour any of our group homes and say, ‘I’d like to live here.’”

MOKA has several new projects planned over the next few years. Located in upscale neighborhoods, in addition to providing space conducive to treatment and learning greater independence, these settings enhance the dignity and reputation of each individual living there.

If you would like more information on MOKA's specialized residential services or how you might provide much needed financial support to future building projects, please contact us at (800) 644-2434.



Empowerment.

Made possible.



Just the Beginning.

Every year, an impressive number of donors support the MOKA Foundation. Many donors wish for their donations to be used directly to support individuals who are the focus and purpose of the Empowerment Fund. Donations are used to fund requests from individuals for individual grants (up to \$750) that clearly support or empower an ability to reach a personal goal. Many requests this year were for health-related goals, such as improved dental care or better hearing through the use of hearing aids. One funded request was for a pressure vest, a calming device for a young man with autism whom MOKA supports. Other individuals are striving to reach personal goals of better overall health through YMCA memberships, and learning to garden through participation in a community garden program. A number of individuals focused on building better personal relationships by attending a local summer camp.

“Many requests this year were for health related goals.”

While the MOKA Foundation supports requests from individuals for whom support from traditional sources is not available, it doesn't end there. Many donors have directed their gifts to individual homes or programs supporting our goals of inclusion and community acceptance. We received several large donations, including a \$19,000 gift, to fund a bathroom remodel at a particular home and a generous \$10,000 gift to support a major initiative. A number of individual donors and their families have chosen to honor a loved one through memorial gifts.

Many donors directed their gifts toward matching dollars for MOKA's initiative to build new group homes. The recent grants from the Federal Home Loan Bank of Indianapolis require MOKA to raise 25% in matching funds, which is clearly a strong investment in our mission and in our communities.

The MOKA Foundation provides a vehicle for those individuals who believe in our mission to support our many initiatives. As we look to the future, there are critical needs to be met and we need your help. Included are:

- Expansion of Applied Behavior Analysis Treatment Programs for Children and Adults with Autism
- Creation of new residential settings as alternatives to traditional group homes
- Upgrading existing group homes to make them more accessible and attractive
- Strengthening our work force through enhanced professional development
- Expanded outreach and support to individuals and their families

We are grateful for the heartfelt support of all those who have chosen to support us financially. If you would like more information about how to support MOKA through the MOKA Foundation, please contact Delores Crosby at dcrosby@moka.org or (800) 644-2434 ext. 631.

Resources.

Made possible.

Support & Revenue 2014-2015

● CMH Contracts	\$18,072,041
● Client Contributions	\$1,037,211
● Donations and Other	\$700,150
● Grant Revenue	\$194,000
● MRS	\$9,260
● Michigan Department of Human Services (MDHS)	\$53,848

Total \$20,066,510



Expenses 2014-2015

● Wages and Fringes	\$14,891,650
● Operations	\$3,062,584
● Transportation	\$732,867
● Equipment	\$152,511
● Contractual Services	\$366,617
● Leases	\$310,727

Total \$19,516,956

Goals.

Made possible.

Strategic Goals 2015-2018

Goal 1: Integrated Care

- Improve care coordination and staff skills/competencies related to integrated care.
- Improve consumer engagement with professionals prepared to meet their needs.
- Greater use of technology.
- Improve physical health and behavioral health outcomes.

that standard measures are used whenever possible, to establish alignment and consistency with state and funder quality measures.

- Ensure that feedback mechanisms related to quality include results from stakeholder perspectives—both existing consumers and early engagement of future service recipients.
- Improve consistency of quality and customer experience between programs.

Goal 2: Housing Options & Other Supports

- Increase choice and flexibility related to living arrangements and supports based on consumer and funder preferences.
- Consider expansion to new geographic regions in adjacent counties after thorough analysis and consideration of stakeholder preferences.

Goal 4: Employment/ Job Creation

- Increase consumer employment opportunities in their communities.

Goal 5: Financial Health/ Long-Term Financial Sustainability

- Maintain low administrative costs through effective stewardship of public funds.
- Ensure adequate capital to remain flexible in changing markets.
- Explore creative funding options and new service offerings requiring MOKA's core competencies to ensure diversification of funding.

Goal 3: Ensuring Quality of Life

- Develop outcomes and measurements around quality of life issues consistent with MOKA's mission, vision and values, state and regional priorities, and National Core Indicators. Ensure

Compassion.

Made possible.



WEAVE Collaboration Strengthens Community Response to Sexual Abuse Risk

In 2012, the YWCA West Central Michigan (located in Grand Rapids) invited MOKA to participate in a project funded by a federal grant through the U.S. Department of Justice, the Office on Violence against Women (OVW). The goal of the project was to bring together community organizations in order to collaborate, design, and implement sustainable and systemic improvements to prevent or treat the trauma related to sexual abuse among individuals with intellectual and developmental disabilities. The YWCA, which is a sexual assault service provider and lead agency in this effort, was successful in engaging MOKA, Thresholds, Inc., Spectrum Community Services, and Hope Network in a new collaboration known as WEAVE (Working to End Assault and Violence for Everyone).

Community statistics on sexual abuse of individuals with developmental disabilities are sobering. The participating organizations all acknowledged the significant risks individuals with disabilities face for sexual assault/abuse and violence and the corresponding need to gain access to holistic, compassionate, and competent responses from our organizations' highly skilled professionals for those who have experienced such trauma.

“The goal of the project was to bring together community organizations...to prevent or treat the trauma related to sexual abuse.”

The collaboration view also aligned with research that demonstrated that, contrary to conventional wisdom, helping individuals build natural relationships and community connections creates safety, not “keeping them safe” in segregated settings.

Throughout the past year, MOKA's Regional Director for Kent County participated in the WEAVE collaborative, which held weekly, three hour meetings and many enriching and productive conversations. In the end, the collaboration engaged additional employees from each agency and formed workgroups to produce many valuable outcomes that aligned with the original project goals, including: developing new assessment tools in order to create safe and accessible organization environments; refining referral processes to increase the awareness and competency of professionals; creating new curricula to teach individuals about healthy relationships; and identifying, developing, and enhancing policies and procedures to improve response to individuals. All of these changes helped weave a Culture of Gentleness through our organizations. As a result, identified sustainable and systemic changes are evident in organizations throughout the collaboration, which continue to strengthen and support a strong community response for individuals experiencing trauma.

As the grant came to a close at the end of the first funding cycle, the WEAVE group's efforts were highlighted as a finalist on a local television report on WOOD-TV's Connecting With Community award program. The group continues to collaborate on educational initiatives and submitted a new proposal for renewed funding in order to further this critical work for at least another two years.

MOKA.

Made possible by you.

Major Gifts

Community Foundation for Muskegon County
Enterprise Holdings Foundation
Lighthouse Insurance Group
Mary C. Payne
Margaret Stone
Rosemary Allen

Annual Campaign Undesignated Gifts

Austin McCormick
Aleta Luurs
Allison Nies
Amanda Cross
Amy Hepworth
Andy J. Closs
Ashley M. Haskin
Beth A. Hoffer
Betsy May
Bob's Roofing Company, Inc.
Brenda L. Peterson
Calvin Matheka
Christie Tice
Christine A. LeClear
Christopher M. Diaz
Christy Wakley
Constance Woodfork
Custom Service Printers
Cynthia L. Foote
Dale T. Ertzinger
Danell L. Aerts
Daudi M. Mbuta
Dawn E. Fales
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Diane L. Mapes
Doreen Oom
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Doug Porter
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Elyce K. Fuller
Emily Elwell
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Fraternal Order of Eagles
GoodSearch.com

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Ruth H. Roberts
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Shawna A. Martin
Sherry L. Haminger
Stephanie S. Baker
Stephanie Witherspoon
Tammy M. Lewis
Tracey A. Hamlet
Tracy Thorns
Victoria Anderson
William C. Stauter

Empowerment Fund

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Amy L. Simon
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Doreen Oom
Elmer J. Wolsfeld

Jeannette R. Givens
Jessica A. Eberly
JoAnn Michael
Judith L. Brancheau
Lisa Parriott
Melinda Tolsma
Michael White

Annual Appeal Directed Gifts

Alexis N. Walters
Alan P. Cranmer
Allegan Bible Church
Ashley M. Haskin
Caitlin J. Koster
Christine Grant
Christopher J. Benedict
Donna J. Holmberg
Edward C. Crans
Erin Beld
Ernest C. Webber
First Presbyterian Church
Garden Brothers Circus
Garland Reed
Greater Ottawa County
United Way
Holly L. Van Volkinburg
James E. Koster
Jerri L. Schroeder
John D. Crans
Joni McCollum
Joshua T. Canale
Judith Geyer
Kaleigh Kleyn
Kammie S. Huit
Kendra L. Verhaar
Kimberly A. Cole
Knights of Columbus
Laura M. Quigley-Hobbs
Lauren Hoomaian
Lighthouse Insurance Group
Lisa Mead
Lynette M. VanDuine-VanVleet
Marilyn Von Der Heide
Mary E. Casey
Mary E. Kimpfbeck
Melinda J. Tolsma
Melissa J. Rockey
Michelle L. Bates-Phipps

MOKA Benston Home
Myra A. Mieras
Nicole M. Vereeke
Nicole S. Knights
Norma Lieffers
Pamela L. Fogleson
Progressive Marketing and Sales
Reba L. Goodrich
Risa J. Eyestone
Robert Ferencsik
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Sean M. Allen
Stacy Meyers
Stephanie Rameau
Terry D. Hendricks
Thomas Zmolek
United Way of the Lakeshore
Victoria Wilson
William C. Stauter
Zandra J. Wrobleksi

Human Race Event

Kathleen Crane

In Memory of Ginny Becker

Thomas and Mary Zmolek

In Memory of Lena DuShane

Leanne Rance

In Memory of Gertrude Rush

Alice C. Smith
Barbara Foote-Johnson
Caryl Brintnall
Dale Mead
Daphne M. Lewis
Deborah J. Rost
Deborah S. Cook
Diana R. Sieger
Doris Fuller
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Eileen Clein
Elizabeth J. Newhof
Elyce K. Fuller
Geraldine Ellis

Hattie VanHaften
James J. Lyijynen
James S. Smith
Jill V. Dover
Lorna J. Medler
Martha J. Campbell
Martha S. Ramsey
Mary K. Koss
Nancy J. Prescher
Neal H. Fusner
Paul E. Mitchell
Sheila A. Crowley
Susan T. Gellasch
Tim Fuller

In Memory of Julie Moyer

Randy Bender
Thomas J. Brighton
Eldon E. Cassell
Mary Johnson
Keith Somers

In Memory of Lynnette Lieffers

Judith Geyer

In Memory of Clifford Stricker

Judith Geyer

In Memory of Janice Wipperfurth

Carol T. Akers
Aileen I. Redeker
Alice M. Wigley
Barbara A. Coleman
Cici Brown
Claude H. Jones
Corey R. Korpi
Cynthia Anderson
Dorothy Zock
Eduardo C. Escallon
Gert M. Goetze
Henry A. Fox
Jane Wipperfurth
Kristina Seitz
Lois Ralya
LS Bush
Mark Armstrong
Monell B. Gezon
Pamela D. Wipperfurth
Peggy S. Duhl
Richard A. Rhem
Sarah J. Follen
Sharon DeWitt
Sharon L. Burt
Sherry E. Hentzel
Susan M. Fuller

Right Track Speaker Series

Mass Mutual
Financial Group
Michigan Disability Rights Coalition
West Michigan Estate Planning Center

Forest Trail Open House

Alternative Lawn Care
Baskin's Termite & Pest Control
Kohley's EcoWater Systems
Premier Caulking, Inc.
Redi Rental
Two Men and a Truck
Wasserman's Flowers and Gifts

Harbor Pines Open House

The Cheese Lady
Coaches Professional Carpet Cleaning
Earle Press Inc.
Kohley's EcoWater Systems
Maureen Hale
PNC Bank
Redi Rental
Ryke's Bakery, Catering and Cafe

Heart and Soul 2015

Airway Oxygen, Inc.
Chuck's Landscape Management Inc.
Darcie Corbit
Downtown Firestone
Frosty Cove
Gresham Driving Aids
Haylee Apol-Norwex
Huizingh's Furniture
Jess Furrow Photography
Lighthouse Insurance Group
Melissa Davis
Melissa Winterhalter, MaryKay
Metropolitan Appliance Service
Moss
Muskegon Fire Equipment Co.
NV Massage Therapy
Pinnacle Construction Group
Premier Caulking, Inc.
Quigley Draperies
Ramos and Sons Auto Body
Sotsija Fedewa
Zervas Facility Maintenance

Includes all donors from October 1, 2014 through June 30, 2016.

Tending for a Cause Event

Belle Tire
Castle in the Country
Delores Crosby
Devon Bell
Diane Szewczyk-Smith
e2 Group 2
Ed Lutruell
Flynn Sochon
Galloway Custom Homes LLC
Hot Rod Harley-Davidson
Janet Krosschell
Jason C. Radmacher
Jessica Eberly
Joni McCollum
Joshua Canale
Kim Patterson
LaShelle Mikesell
Lora V. Cooper
Matt Bush
Michigan Irish Music Festival
Myra Mieras
Niki Langlois
Old Boys' Brewhouse
Pamela Sova
Paul Jett
Peaceful Product
Ruth A. Burkett
RX Optical
Sara Evans
Stacy Meyers
Stephanie Lubbers
Stephanie Rameau
Thomas Zmolek
Timothy P. Barnes
Tracy Thorns
Van's Car Wash & Quick Lube

Terrace Street Open House

Applebee's
Carmen's Cafe
Hot Rod Harley-Davidson
The Cheese Lady
Kohley's EcoWater Systems
Redi Rental
Topshef Pizza
Wasserman's Flowers and Gifts

Funding Partners

Allegan County Community Mental Health
Community Mental Health of Ottawa County
Community Foundation for Muskegon County
HealthWest
Lakeshore Regional Entity Network180

Private Insurers

Aetna
Blue Care Network
Blue Cross Blue Shield of Michigan
Cofinity
TRICARE

Community Collaborators

Michigan Rehabilitation Services
Muskegon Lakeshore Chamber of Commerce
WEAVE Project Partners:
Hope Network
Spectrum Community Services
Thresholds
YWCA West Central Michigan*

** Lead Agency in Project*

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