



Possibilities.

Made possible.



moka 

Annual Report 2018-2019

Opportunities.

Made possible.



Dear Friends,

I am excited to share just a few stories of achievement and perseverance by the children and adults we are privileged to support. Over this past year, we have found joy in listening to each individual's personal journey as well as inspiration in how their progress has affected their supportive families. I trust you will also delight in reading!

These stories reveal deep lessons that we can all identify with. The story about Marie reminds us the importance of experiencing the best health we can achieve. The story about Jaicarri's path to successful employment reveals our human desire to contribute to our communities and connect to others. The story about how simple new technology can enhance independence and learning reminds us how we have integrated technology to improve our own lives. Finally, the story about Dyson is a reminder of our innate need to communicate with each other.

While this has been a year of recognizing "essential workers," you should know that you are essential to ensuring success stories like these continue into the future. Thank you to the children and adults who have chosen MOKA for service, to family members and supportive friends and advocates, to our funding partners and our many generous donors to the MOKA Foundation. Our work would not be possible without our talented employees and our dedicated board of directors. We remain grateful to all of you for your support.

Tracey

Tracey Hamlet
Executive Director



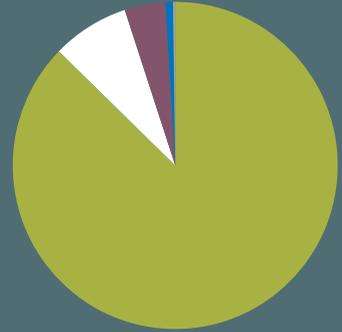
MOKA has been accredited by CARF in the following programs: Community Housing, Community Integration, Services Coordination, Supported Living and Behavioral Consultation Services.

Resources.

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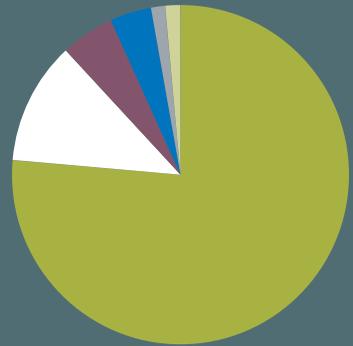
Support & Revenue

● CMH Contracts	\$17,487,321
● Client Contributions	\$1,540,436
● Donations and Other	\$813,198
● Grant Revenue	\$150,000
● Michigan Department of Health and Human Services (MDHHS)	\$42,446
Total	\$20,033,402



Expenses

● Wages and Fringes	\$15,437,919
● Operations	\$2,363,111
● Transportation	\$1,034,904
● Equipment	\$804,047
● Contractual Services	\$274,672
● Leases	\$293,017
Total	\$20,207,674



% of Individuals Served by Program/Service

 **8%**
Autism Services

 **25%**
Residential Supports

 **67%**
Community Supports

Progress.

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Meet Dyson.

Motivated by toy cars and trucks, and walks outside when the weather is nice, Dyson's progress in Applied Behavioral Analysis (ABA) therapy has been nothing short of amazing.

MOKA has been Dyson's one constant in life since the age of 3, and he has found consistency and comfort in the Youth Autism Program's caring employees.

Dyson continues to surpass standard norms at his six-month assessments. Now 5 years old, he has moved from a self-contained special education classroom to full inclusion in a general education setting.

When Dyson first started at MOKA in May 2017, he only used one word for everything - "ERT." He began therapy using a picture exchange communication system. He now speaks in full sentences, asks questions, and always smiles.

"When I met him, he was talking my ear off; he's just a really bright, fun kid," says Shawna Finos, Youth Autism Program Supervisor, who started working with Dyson in 2019 as a Behavior Technician. "He has progressed so much since he first started. He's actually pretty age equivalent with peers his same age."

MOKA's ABA therapy focuses on communication skills, language and learning skills, life skills, and social skills for ages 18 months to 21 years old. Most participants are 4 to 8 years old. The goal is to improve their communication, emotional regulation, independence, and interactions with others so they succeed in a regular classroom.



Shawna now writes Dyson’s treatment plan and assesses his skills and behavior every six months. A Board-Certified Assistant Behavior Analyst, Shawna has been astounded by his progress. “Specifically, during this last assessment period, a lot of kids will typically get a 20- or 30-point increase, and his was over 300 points, which was crazy,” Shawna says. “I have never seen that before.”

Dyson’s transformation has been a team effort, involving Anastasia Bonner, a Youth Autism Program Specialist, who has worked with Dyson since the beginning. Shawna also credits Dyson’s success to mom Nancy, who is a special education teacher. Shuffled around in foster homes during his early years, Dyson finally found the stability, support, and love he needed in Nancy. She had already adopted four children and thought her family was complete until she met little Dyson.

“This was a child, when I first met him, who was told he might never be potty trained, would not talk, and would be super needy his whole life, and right now he is actually on target and age appropriate in all areas.”

Dyson had been diagnosed with autism and was already in the ABA program when Nancy met him. She believes the consistency of the youth autism employees and his ongoing therapy has been a huge factor in getting him on par with his peers.

“He has had MOKA longer than he has had anything or anyone,” Nancy says. “I mean that has been his go-to; that is what he has known for longer than anything else.”

Achievement.

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Meet Marie.

For most of Marie's life, she struggled to walk and dance and do simple things like open the dryer or take out the trash.

Thanks to the advocacy of employees at MOKA's Greenboro home in Kentwood, Marie feels like a new woman after breast reduction surgery. Marie, a Greenboro resident since 2014, suffered from severe back pain and had difficulty with activities of daily living, much less finding clothes that fit.

"I can actually bend down and pick up things, and I don't have to worry about, you know, my breasts wearing me down, so I can stand and pick up things," Marie says. "I can do dancing and exercise."

With the blessing and support of Marie's guardian, MOKA employees advocated for the surgery and supported her through the recovery process. They found the surgeon, transported her to and from doctor's appointments, and tended to her incisions - and healing - after she returned home.

Grace Chiwara, Home Supervisor, stayed in regular contact with the surgeon's office and took Marie in for surgery. There were a few tense moments - one involving Marie second-guessing the decision - and then a second stay in the hospital after the operation.

The entire recovery process took about six months, but the surgery was worth it. Marie can do things she has never done before. Besides bathing herself and doing chores around the home, Marie's



appearance has changed. She has a newfound sense of joy and independence, which hasn't gone unnoticed by her family members and the entire Greenboro team. Grace calls her transformation "amazing" and said all of the MOKA employees are proud of the positive outcome.

“It’s still amazing when we look at her. We are all so happy. Everybody is just excited. To say we have come a long way, this is too good for us.”

Grace Chiwara, Greenboro Home Supervisor

“It’s like she is living a new life, a totally new life from what she was before,” Grace says. “When you see her dancing, she can dance nonstop. She can brush her hair nicely; she can dress herself up nicely. She can wear nice dresses, which fit her so nicely.”

MOKA’s residential homes encourage the development of relationships, helping individuals feel safe and affirmed while supporting their independence. Supporting Marie through her surgery was truly a team effort, one that involved encouragement, empathy, and some TLC.

Employees took great care to clean and dress her incisions, even volunteering to come in on their days off to help out.

“All and all, we are so grateful for the outcome,” says Ophelia Davis, Residential Support Staff. “She is a great lady. She’s so, we don’t know how to express it, but Marie is doing really awesome right now after the surgery.”

Impact.

Made possible.

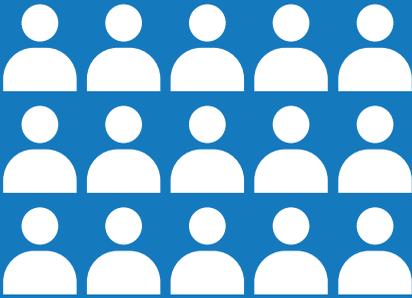
Volunteerism



of MOKA individuals are engaged in volunteer work.

This exceeds the National Core Indicators that show 36% of individuals in Michigan are engaged in volunteer work.

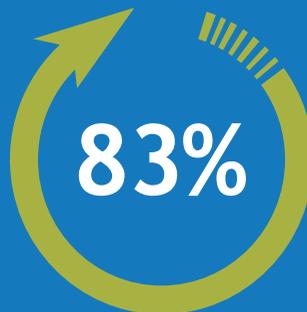
Employment



15 individuals achieved their goal of employment with support of The Wege Foundation and MOKA's Supported Employment Program



are in positions with wages comparable to their co-workers



remained employed for at least a year

Giving Back



individuals supported by MOKA contributed

11,994

volunteer hours back to the community

Direct Support

MOKA PROVIDED

585,994

hours of direct support



Satisfaction

98%

of MOKA stakeholders would recommend MOKA services to others



overall satisfaction rating from our stakeholders

Independence.

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Technology Reinforces Independence.

Karen, Supervisor of MOKA's East Main Home, hears the familiar *Ding!* of her cell phone. It is just after sunrise and Karen picks up her phone to see a notification that brings her directly to a live video of Stephanie, a resident of the East Main Home. Stephanie stepped outside onto the home's front porch to listen to the bird's chirp and sing their good mornings. Assured that everything is okay, Karen sets her phone down and continues on with her morning.

Going outside to enjoy the songbirds has become a daily routine for Stephanie, made possible, in part, due to the use of a wireless monitoring system. The camera allows Karen to monitor the points of entrance at the home when there are no employees physically present and begins recording when it detects any movement. Stephanie says she "feels safe knowing the cameras are there."

The home's residents were already independent with personal care needs when the technology was installed in June 2019, allowing MOKA to reduce the amount of staff needed. This has been helpful given the national and local direct support professional staffing shortage. Between the hours of 10 p.m. and 7 a.m., the home is not staffed, allowing employees to go home for a much needed break. During this time, Stephanie, Stephen and Brian rely on their phone, computer, and Amazon's Alexa. "The use of technology reinforces that they are very independent on many things and drives a level of pride for them," Karen says.



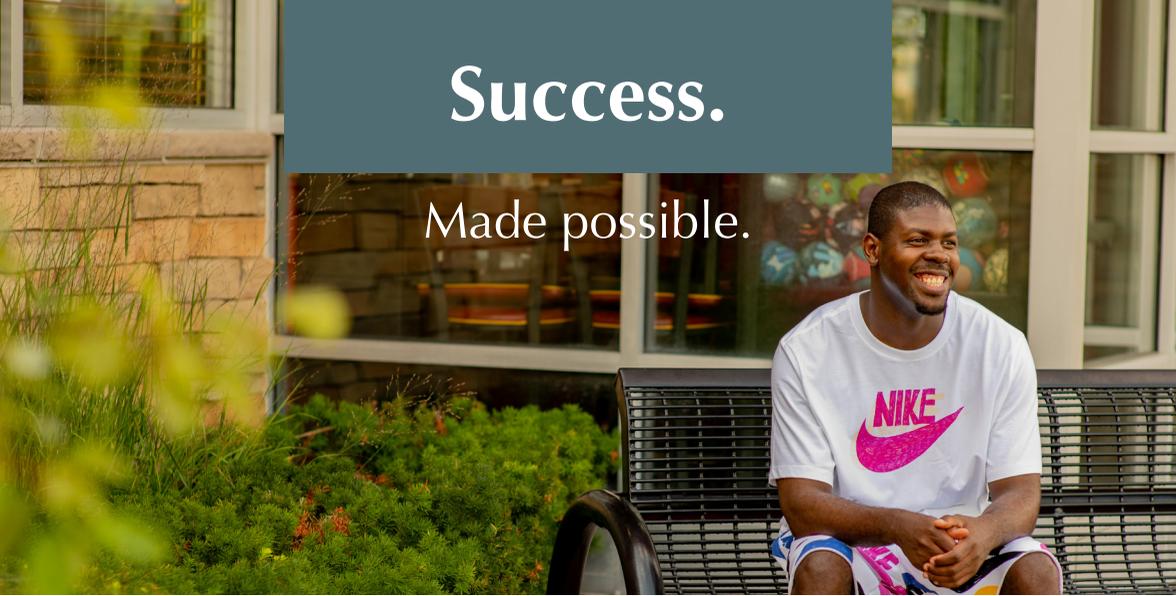
In the past, the individuals at the home may have gone directly to a MOKA employee with a question. Now they are able to ask Alexa or use Google to look up the answer. “They are increasing in their ability to try to problem-solve before calling employees for support,” Karen says. If needed, they can ask Alexa to call employees or family directly and are able to have a video chat with them. “This has proven helpful in times of emotional distress. Additionally, if someone has a minor injury at night and are unsure what to do, using the video chat capability, we can determine more effectively if they need immediate care.”

While the learning curve of the technology is ongoing, Stephen has been able to use it with ease. Not only does he ask Alexa to play music or tell him a joke, he also uses the digital assistant as a timer to assist with cooking and as an alarm to remind him to take his medications. As someone who is very tech savvy, Stephen has helped MOKA employees and his housemates learn to use the technology.

The implementation and use of technology in the home is a win-win for MOKA and the individuals. Stephanie, Stephen and Brian, through their own effort and resilience, are able to learn and adapt to the technology. This has led to a feeling of empowerment and self-reliance that not only increases their independence in the home but out in their community as well. “Staff is still important to have, but if I have issues I don’t know how to solve, I can ask friends (or Alexa) instead,” Stephen says.

Success.

Made possible.



Meet Jaicarri.

Jaicarri wanted more than days spent playing video games or going to the movies.

After excelling in MOKA's Skill Building Program, Jaicarri realized he was ready for more too. He signed on for MOKA's Supported Employment Program and gained the skills necessary for successful employment.

Jaicarri started working at Muskegon's Red Robin in April 2019 and was honored as employee of the month twice - garnering him free food for a week, recognition by his managers, and the pride that comes from a job well done.

"It's a really good thing having a job," Jaicarri says. "You get to make money. It keeps you out of trouble, it keeps you exercising, and it keeps you going in life."

MOKA has offered supported employment since the 1990s, providing a variety of job coaching and job readiness training. MOKA employees work with participants on applications and resumes, interview skills, and interpersonal skills.

The goal is to find the right fit for an individual's interests, skills, and personality and encourage the highest level of independence wherever they work.

"We like to be really thoughtful in that support and just take the time to get to know people, but also find the right employer so that it's a win-win as much as possible," says Joni McCollum, Program Manager of Community Supports for Ottawa and Muskegon Counties.



Joni met Jaicarri through the Skill Building Program and has watched him blossom into a confident young man.

“He has a really good spirit and energy about him, and he is also an enthusiastic team member wherever he’s at,” Joni says. “Once we saw him be confident, he was able to transfer that at work. You can be a leader at any level. You might not be the boss, but you can still inspire the people around you and do the right thing.”

Joni visited him at work one day, and he showed off the note posted on the Recognition Board: “Jaicarri, in the short time you have been here, it is great to see the progress and attention to detail you do each and every day. We appreciate the hard work you do every day and are glad you have become a busser for us on Fri, Sat, and Sun. Keep up the good work. We are better with you being here.”

Jaicarri continues to serve as a role model for other MOKA participants.

“He wants to encourage individuals to get out there and do something with their lives,” Joni says. “He said he has never felt better or more a part of something and wants everyone to feel that too.”

“There is more to life than just sitting around,” Jaicarri says. “Sometimes, I tell certain people ‘look, what you do sitting around all day is not going to get it. It’s not going to get you what you want out of life. It’s not going to get you where you want to be.’”

MOKA.

Made possible by you.

This annual report highlights just a few of the amazing individuals served by MOKA. We remain committed to providing quality care and empowering individuals each and every day. Your financial support makes these stories possible, and creates opportunities for brighter tomorrows for all of the amazing individuals served by MOKA.

We remain dedicated to our mission of over 40 years, to create opportunities for independence and acceptance in our communities by supporting children and adults with developmental and intellectual disabilities. Donate online at moka.org/donate or by calling 800-644-2434 ext 670.

Thank you for your support!

Jenna VandeKamp
Development Director

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Chad Drooger
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Charles Zamiara
Charlie Fish
Cheri Kelley
Chili's
Chris Buczek
Christopher Dulac
Christopher Eakin
Cinema Carousel
Claybanks United Methodist Church
Clinton Henry
Community Shores Bank
Coney Land
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Debra Allen-Burns
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Denise Balk
Denise Krbez
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Doug Kuipers
Downtown Tire And Auto
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Eileen Shedleski
Elizabeth Sims-Malotke
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Emmanuel Bailor
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Hannah McLouth
Heather Buxton
Heidi Vanvaerenbergh
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Hugh Neville
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Integrity Business Solutions LLC
James Camenga
James Looman
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Jenny Shumard
JoAnn Michael
John & Anne Crans
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Joni McCollum
Judith Geyer
Judy Holt
Julia Brennan
Julie & Brett Lankes
Kalamazoo Long Term Care, LLC
Katherine Collier
Kathy Boomer
Katlynn Kern
Kenton Carter
Kerkstra Septic Tank Cleaning
Knights of Columbus
Langlois Furniture
Lara Parent
Larry Andrus
Lee Ann Shedleski-Holmden
Life Change Church
Lighthouse Insurance Group
Mary Beaune
Mary Brooks
Mary L. Graham
Mary Moore
Mary Rich
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Sherri Bodbyl
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Thomas & Mary Zmolek
Tom Hines
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United Way Of The Lakeshore
Vanity Room
Van's Car Wash
Veneranda V. Mukantaganda
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Mullins Home Program Fund

Michael White

Ottawa Supported Living Program Fund

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HealthWest
Lakeshore Regional Entity
Michigan Rehabilitation Services network180
Ottawa CMH

Community Collaborators

GVSU School of Occupational Therapy
Michigan Rehabilitation Services
The Wege Foundation
WEAVE Project Partners
Hope Network
Spectrum Community Services
Thresholds
YWCA West Central Michigan*

*Lead agency in project

Volunteer Sites

Adopt-a-Beach Alliance for the Great Lakes
Anchor Points
Calvary Church
Calvin CRC Church
Celebration Community Church
Central United Methodist Church
City on a Hill
Clara's Cookies
Community Food Club GR
Comprenew
Crittter Barn
David D. Hunting YMCA
Equest Center for Therapeutic Riding
Family Futures
Family Promise of Grand Rapids
Feeding America
First Baptist Church
Gilda's Club
God's Kitchen
Goodwill Industries-Resale Store on Plainfield
Grand Haven Community Center
Great Lakes Naval Memorial and Museum
Habitat for Humanity
Holland Rescue Mission
Hope Reformed Church
Hope's Outlet Ministries Inc.
Howard Christensen Nature Center

Humane Society of West Michigan
Intersection Ministries
Kent County Parks Volunteer Services
Kids Food Basket
Kuyper College
Laurels of Hudsonville
Meals on Wheels
Medilodge
Mel Trotter
Michigan Ballet Academy
Michigan Nature Association
Noah Project
North Ottawa Council on Aging
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The Local Church
The Pantry
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Versiti
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Wolf Lake Park



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