

# 2012 Annual Report **moka**



We See the Individual in Everyone



## Turning the Clocks Forward

The present peace and confidence revealed in Matthew's face and sparkling eyes tell a story of achievement. His family loves him deeply, but when Matt was living at home he could become physically aggressive. One difficult morning, Matt's behavioral challenges led to a call to 911 for help. This event led the family to seek assistance through Ottawa County Community Mental Health and within a 10 day period locate an opening in one of MOKA's specialized residential programs called the Pierce Street Home. Deciding this home was a good fit for Matt, his family recreated his bedroom at the home including his beloved clock collection. A year later, MOKA received this letter from Matt's parents:

*"On behalf of our entire family, I want to thank each of you for all you have done and continue to do for Matthew daily. We affectionately call Pierce, Matt's apartment. We stand amazed at how far Matthew has come in the past 12 months. One year ago, our world was out of control. Matt was absolutely miserable and struggling every day. I drove to work each morning wondering if I'd be able to stay for the day, and if so, what I'd face when I returned home. Words cannot express the darkness my husband and I faced daily. I remember saying to a dear friend in Fall 2011 there would be NO place in the world that would take Matt with all his emotional and medical needs. Furthermore I would not place*

*him in a home that didn't like or love him. I didn't know a home like Pierce Street existed in this world, let alone in Ottawa County. We are blessed by each one of you. By your willingness to deal with his behaviors, deal with our concerns, and take him to events meaningful to him. You have been tested by him many times, both physically and emotionally! We are so thankful MOKA did not give up. You have saved him and see value in him and his life. You have saved us. Blessings to each of you!"*

Love, Lynda and Jack T., Matt's parents, Zeeland, Michigan

Today Matt is happy, more independent and healthy. His active life at Pierce has increased his ability to participate in community events, he's lost 35 pounds, his diabetes is under control and he's reduced his dependence on medications. The peace and confidence achieved by Matt is shared by his family, who now take time for a vacation assured their son is in good hands with the Pierce Street Staff.

Matthew's story of growth and success illustrates MOKA's mission to create supportive places where individuals thrive because they first and foremost feel safe and valued.

# 2012 Highlights



## 200 INDEPENDENT NEIGHBORS

200 individuals are more independent in their own home with Community Living Supports (CLS), a growing program. Individuals receive 1:1 support with daily activities such as self-care, maintaining a home, budgeting, transportation skills, medication management, and staying connected to others through work and play.



## NAVIGATING TOWARD LIFE GOALS AND DREAMS

49 students learned social skills towards their goals of employment, higher education, independent living, connecting in the community and making friends. The 4 month Social Coaching class for individuals 16 years and older with an Autism Spectrum disorder, mental illness or cognitive impairments focuses on strengths.



## A TRANQUIL HOME

Last June, four men living at the New Holland Home moved to a newly renovated, MOKA owned and barrier free home in Ottawa County. The Starwalk Home creates a calm and spacious atmosphere with 3,110 square feet, a flood of natural light, a large yard and most importantly, individual bedrooms.



## 17 BRIGHTER FUTURES

17 individuals created a vision for their future through Life Goal Planning™. Through personalized sessions and goal setting tools, individuals and their families shaped their dreams into a Life Goal Plan covering independent living, employment, housing, financial security and legal issues.

## Dear Friends,

Empowerment. If MOKA chose one word that describes our mission and work it would be empowerment. We are driven to empower individuals to gain greater skills in order to become more independent, to communicate their needs in healthy ways, to learn to access community resources, to build strong friendships and relationships, to be valued employees and give of their talents through volunteering. We continue to be inspired by the incredible courage and determination of the individuals we support. The many stories we hear daily such as the one about Matthew contained in this report encourage and motivate all of us. As a nonprofit organization, it is these stories of achievement which comprise our real "bottom line." The golden thread running through all our efforts is empowerment.

We are fortunate to have a strong and vibrant workforce always interested in learning new ways to empower individuals in creative ways. Our employees are also known as much for their gentle compassion as they are for their diligence and persistence, often going above and beyond to teach, support and encourage. We continue to be amazed at their commitment.

Support for our mission also emanates from strong relationships with our funding partners. We are grateful for the collaborative partnership and their commitment to joint success. The ongoing support we experience from parents and guardians of the individuals served by MOKA continues to be strong and enthusiastic.

We welcome your continued engagement and support in our mission. If you are interested in knowing more about how we empower both adults and children please visit our website at [www.moka.org](http://www.moka.org). If you would like to receive updates about programs or ways to support our efforts through the MOKA Foundation please register on our website. Thank you for your past and continued support.

*Thomas Zmolek*  
Thomas Zmolek  
Executive Director



### A POSITIVE INTERACTION EVERY 15 MINUTES

457 employees have been trained to engage in gentle and affirming interactions since adopting Gentle Teaching in 2010. Measurable outcomes include staff providing positive interactions at least every 15 minutes with individuals, reduction in physical management and employee injuries, and increased employee retention.

### 2,100 HOURS A DAY

964 individuals in MOKA's community based programs and residences were supported with 795,800 hours by 550 direct service staff and front line supervisors. Individuals and their families received nearly 2,100 hours of service per day.

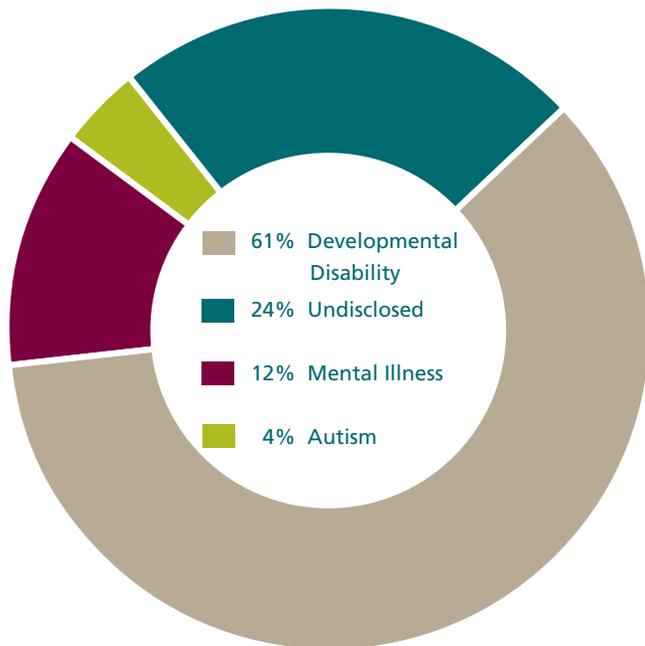
### CHANGING 72 LIVES

72 individuals benefitted from 32 donations designated to a specific residential home, program or therapy. The MOKA Foundation distributed the funds representing \$4,381. We are thankful to our donors for responding to the greatest needs of the individuals we support.

### 1,000,000+ MILES

1,261,026 miles were logged on MOKA's fleet of 68 vans. Staff safely transported individuals from specialized residential homes and employment service programs all over West Michigan to share places, build relationships, develop skills and give back through volunteering.

## Individuals Served by Disability



## Numbers of Individuals Served



### REVENUES

Community Mental Health Contracts	\$ 16,093,170
Client Contributions	\$ 953,203
Donations and Other	\$ 507,878
Michigan Rehabilitation Services (MRS)	\$ 145,804
MI Dept. of Human Services	\$ 99,083
<b>Total</b>	<b>\$ 17,799,138</b>

### EXPENSES

Wages and Fringes	\$ 13,347,919
Operations	\$ 2,544,852
Transportation	\$ 679,102
Contractual Services	\$ 277,095
Leases	\$ 218,306
Equipment	\$ 148,526
<b>Total</b>	<b>\$ 17,215,800</b>



A CARF Three Year Accreditation was awarded to MOKA in 2012 for the following services: Community Housing, Community Integration, Community Services Coordination, and Supported Living. CARF accreditation demonstrates MOKA's quality, accountability, and commitment to the satisfaction of the persons served.

# MOKA Employees Receive Essential Service Award for 2nd Year



**DREW ZIMMERMAN**

**DENIS MWORIA**

Waterbury Home employees Drew Zimmerman and Denis Mworia received the Essential Service Award from Michigan Works for Non-Profits. They have been the live-in staff for 3 men at the Waterbury Home since it opened 7 years ago, but have worked for MOKA for 10 years. The positive change in the residents is remarkable. They look forward to both employees coming in for a shift, ask for them when they are not at work, and both are clearly loved by the residents. Denis and Drew help each man be responsible for their life, by setting goals and increasing independence.

As a resident staff team they're active in their Kentwood community identifying together how to be supportive through recycling and helping everyone with tasks.

Denis and Drew define dependable, and have not missed a shift in 5 years. They work 70-80 hours a week, covering shifts when residents are ill, have an appointment or need the Emergency Room. During planned vacations they cover shifts for the other, along with training employees to be relief staff. Operating Waterbury Home with positive attitudes is their style, along with suggesting improvements.

Denis and Drew are great advocates for the men they support. They accept the individuals and treat them with dignity. They understand the men at Waterbury do well with their routines, and are patient, waiting for them to finish a task before asking for another. They listen and always share what is happening before transitioning to new activities.

Denis and Drew care for the men they support, deserve this award, and we're honored they have been recognized by the greater community for living gentle teaching every day.



## NetCommunity Sign Up

Stay connected to MOKA and our latest news. Join our online Netcommunity. You sign up and we'll email you our Enews, including upcoming events, stories and announcements. Make easy, online gifts with access to your giving history 24/7. Your information will never be shared and you can opt out any time. Sign up today at [www.moka.org](http://www.moka.org) and choose "Sign up to receive our Enews." Stay connected!

### FUNDERS & PARTNERS

Allegan County Community Mental Health  
Barry County Community Mental Health  
Community Mental Health Services of Muskegon County  
Michigan Department of Community Health  
Michigan Department of Human Services  
Michigan Department of Labor and Economic Growth  
Michigan Rehabilitation Services (MRS)  
Muskegon Community College  
Ottawa County Community Mental Health  
network180  
Van Buren County Community Mental Health

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