



Possibilities.
Made possible.



moka 

Annual Report 2015-2016

Opportunity.

Made possible.

Dear Friends,

Great things continue to happen at MOKA and I am excited to share our recent successes with you in this report. We are the most energized by the achievements of the individuals we serve--these stories serve as fuel for everyone connected to MOKA and urge us on. Our related accomplishments as an agency are significant in that they provide critical structure and support for each of our core services.

So many opportunities for learning deep life lessons are available at MOKA. The stories about Karlee and Seth reveal lessons of persistence, resilience and teamwork. The story about Steph's volunteerism illustrates determination and the piece on Tracy and Wobit demonstrates the importance of safe relationships to personal growth. We remain committed to a culture of respect at MOKA where everyone is valued and has the opportunity to learn, grow and lead.

As always, we are indebted to all of you who support our mission—the children and adults who have chosen MOKA to provide service, family members and supportive friends and advocates, our funding partners, and generous donors to the MOKA Foundation. And our work would not be possible without our wonderful employees and our supportive board of directors. We are grateful to all of you for your critical and ongoing support.

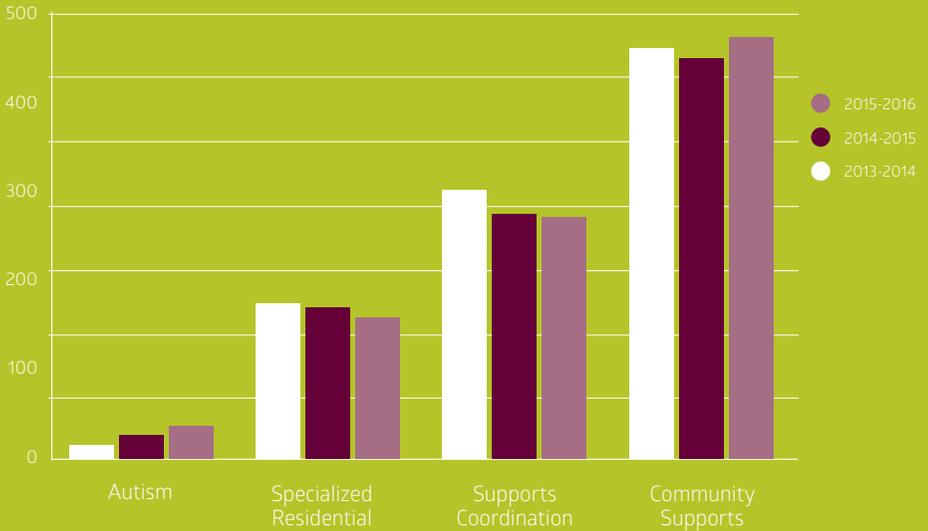


Thomas Zmolek
Executive Director

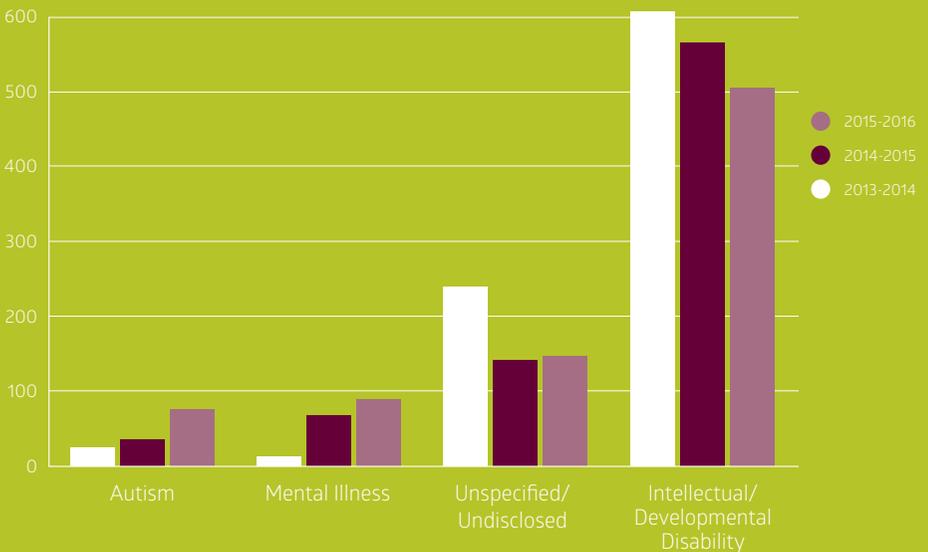
Impact.

Made possible.

Number of Individuals Served by Program



Number of Individuals Served by Disability



Progress.

Made possible.

Meet Karlee.

Sharing a meal at a restaurant with family or friends is a pleasant experience for most of us. Not so for Karlee's family. "It was impossible," said Karlee's mom Lezlie, referring to their attempts to treat her family to a meal out. Karlee was born with autism and as a result developed only minimal verbal skills, demonstrated only limited eye contact with others and frequently injured herself when she couldn't communicate her needs.

Early on, Lezlie knew something was not quite right for Karlee. She had her daughter screened and tested by her pediatrician. After the proper assessments were completed, Karlee started sessions with MOKA's Youth Autism Program when she was 27 months old. During the first six months, intensive work with Karlee occurred in MOKA's therapy rooms, focused primarily on increasing eye contact, responding to simple commands and improving communication. During this time, Karlee's mom reported feeling badly about herself because Karlee was responding so well to the treatment sessions but still having major problems at home. Because Karlee was struggling at home, the treatment focus shifted there, where MOKA's Youth Autism Specialists started working on the situation where the family experienced the most difficulty—bath time.

For Karlee, and other children like her, this is a critical phase of treatment called "generalization". It simply means that methods found effective in improving Karlee's communication and response to simple instructions were to be taught to, and employed by her



mother and siblings. Karlee made steady progress for her mom with success in bathing, using the toilet, sitting appropriately at the dinner table, and requesting items from mom without her typical crying.

Karlee advanced dramatically through the ABA training. When she first started training, Karlee knew 10 words and mostly pointed to communicate her needs. Now she is following multiple step directions and expressing herself clearly, even saying full sentences like, “No, I don’t want to do that.” Ironically, this is music to her mother’s ears.

“I don’t stop at pre-school, now I’m thinking—what college will she attend?”

Karlee’s social skills and abilities to either play independently or share appropriately with others also improved remarkably. Lezlie shared that her biggest fear was how Karlee would ever be included or “mainstreamed” in school. But now her daughter no longer qualifies for special education and Felicia Hardy, MOKA’s Youth Autism Coordinator reports that Karlee will transition out of the ABA program in 2–3 months.

In the short run, Karlee is working on safety skills at home and getting ready for pre-school in the fall. When asked about her hopes and dreams for Karlee’s future, Lezlie paused. “What ever she wants—to live life to the fullest, to never give up.” She went on, “I don’t stop at pre-school, now I’m thinking—what college will she attend?”

Read the full story at: www.moka.org/success-stories

Achievement.

Made possible.



Meet Stephanie.

Often, the right environment is all someone needs to thrive. Steph found her home at Rail Side in 2011, and since then, her confidence has grown and her hard work has paid off.

When Steph came to MOKA, it didn't take long for everyone to notice her incredible work ethic and helpful attitude. Over time, she learned new ways to communicate when she gets frustrated. Steph's Supports Coordinator says she has grown to trust the staff at Rail Side and chooses to spend her time volunteering and helping anyway she can.

"Steph's made massive improvements across the board," said Rachael. "Just last year, we supported her desire for greater independence in the community. Now, she's in charge of her own schedule and spends a lot of time at the library. And if she's not there, you can find her volunteering in the community." Her drive to be a greater part of her community has led her to begin working with a job coach, who is helping Steph build a resume, search for jobs, and get ready for interviews.

Even though she's heavily engaged in volunteer work, Steph makes sure to find time to pursue her other interests. She enjoys going to camp and participates in the Special Olympics every year. A star bocce ball athlete, Steph recently won two gold medals at the State level.

We've had a great six years getting to know Steph and watching her pursue her dreams. MOKA is proud to be part of her journey. We can't wait to see what she conquers next!

Read the full story at: www.moka.org/success-stories

“Steph is all about respect,” said Rachael. “If you give her respect, she’ll give it back.”



Support.

Made possible.

Autism Treatment Meets Community Need



Enrollment in Michigan's Medicaid Applied Behavior Analysis Treatment programs grew by 172% in 2016.

MOKA is doing its part to respond to this tremendous increase through a growing team of board certified behavior analysts (BCBA's) and Youth Autism Specialists. MOKA has also enrolled with several private insurance health plans to expand coverage.

**Provided by Michigan Department of Health and Human Services (MDHHS)*

Relationships Matter



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

Hours Worked per Week

13,623

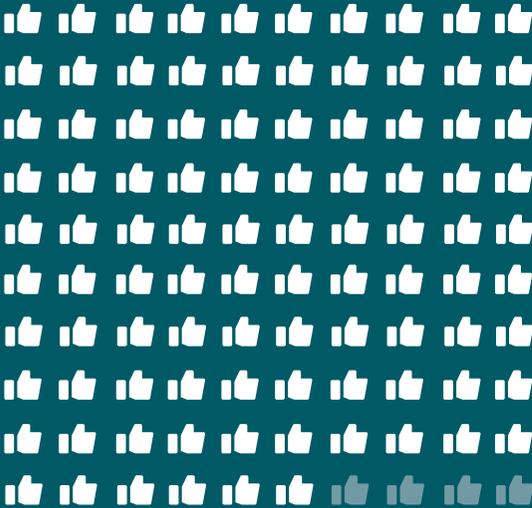
hours of direct service per week
provided to individuals and their families

OR

708,407

total hours
by MOKA Direct Service Professionals

Expectations Met



96% of individuals served agree that MOKA is meeting their expectations

New Funding



in new grant funding was received over the past three years



for the construction of new community-based homes

Expanding Social Connections



89% of participants in MOKA's community based day program called "Summa" report increased or maintained social connections.

(National Core Indicators show that 60% of individuals with I/DD often feel lonely.)

Compassion.

Made possible.



Meet Seth.

15,000 to none. On average, each of us speaks 15,000 words a day, but Seth speaks none. Imagine not being able to tell your family or friends how you feel or what you think. That's how it is for Seth, a handsome twenty nine year old young man. Verbally, he cannot tell you of likes and dislikes or aches and pains. As a result, he resorted to hurting himself as a form of communication. While Seth was supported by a loving family who understood this nonverbal communication, they faced the agonizing decision of placement in a group home due to circumstances beyond their control.

When things became difficult at the first home at which Seth was placed, he transferred to the Woodlea Home. At this point his self-injurious behavior was elevated, the sores on his face were in bad shape and his trust of new people in his life extremely low.

In order to gain Seth's trust, proactive planning indicated additional team members were needed and, for a period of time, at least one team member was planned to be with him all the time including at night. According to team members Kim, Emily (*shown with Seth above*) and Kayla, MOKA's introduction of "culture of gentleness" training which taught the team to recognize and respond appropriately to signs of trauma, was extremely helpful to Seth as well as his housemates—many of whom have similar challenges with verbal communication.



Gradually and methodically, the Woodlea Team members built a relationship with Seth. The gentle approach paid off as the team deliberately expanded Seth's world, exploring what he liked to do in the community. They discovered he loves nature and visiting parks, he is an avid people watcher and enjoys going for "walks" limited only by the scarcity of accessible sidewalks and walkways.

The team also encouraged his independence by creating the opportunity to do his own household chores, like doing his own laundry or taking out the garbage. Kim said Seth now smiles large when doing his laundry which she interprets as his pride at helping out.

The changes for Seth have been dramatic. Team members describe him now as "...much more independent and less in need of such close interaction and constant reassurance." His use of self-injurious behavior as a way of communication has decreased, finding other forms such as eye contact, directing a team member's hand to indicate a want as well as the use of his contagious laugh to communicate his needs. As trust has increased, Seth's personality and gifts have emerged. Team member Emily describes Seth as: "Funny, caring, charming, flirtatious, handsome and at the same time, headstrong and stubborn about his likes and dislikes."

While Seth's story is one of individual resilience, it also shows the power of relationships. The Woodlea team embraced Seth and his challenges and worked hard to understand his emotional and communication needs. These healing relationships are only possible through the commitment, compassion and consistency of team members who remain engaged and involved in the lives of individuals like Seth.

Read the full story at: www.moka.org/success-stories

Growth.

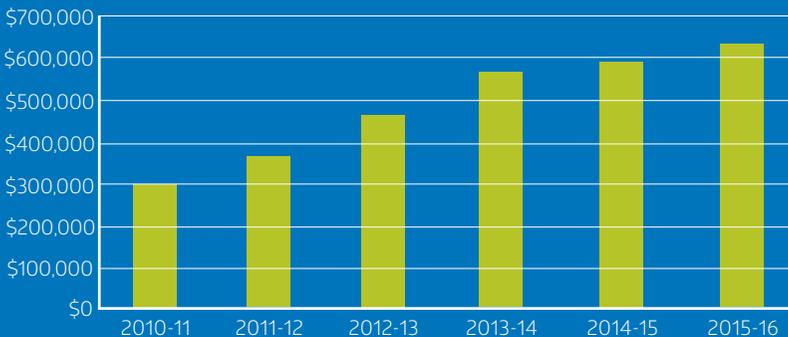
Made possible.

Today *and* Tomorrow.

Your heartfelt support continues to impact not only children and adults with intellectual and developmental disabilities today, but helps ensure their success in the future. Clearly, through the stories of empowerment and achievement, your present gifts are touching lives. In addition, your financial gifts support the future success of individuals striving to reach their personal goals and become more independent.

This is the “both/and” vision of the MOKA Foundation board—to address present needs of those who trust us as navigators and cheerleaders in their lives, but also to build strength to support many in the future who will need empowerment and encouragement.

MOKA Foundation Assets



By most measures, the results above reveal a modest start. However, we see your investment in the foundation as a form of tree-planting. What start as saplings, eventually become strong and prodigious fruit-bearing trees, bearing an abundant harvest in years to come. You plant the seeds, individuals served in the future will bear the fruit.

If you have not yet considered a gift to the MOKA Foundation, we encourage you to join us in sowing the seeds of success for individuals in need of your support, both now and in the future.

Futures.

Made possible.

One shining example of the tremendous difference your support makes came in the form of a thank you letter from Jessie, who received funding through the foundation's Empowerment Fund to enable her volunteerism. She wrote:

Dear MOKA Foundation Board of Directors,

Thank you so much for approving my request and sending me the check that I used to buy Rapid Go Bus tickets. This will allow me to pay for my rides to my volunteer jobs that I have at Pine Grove Learning Center and the Spartan YMCA. I was recently given the opportunity to volunteer an additional day at the Spartan YMCA as an assistant swim instructor helping 4 to 6 year olds learn to swim, so having the money you provided for the Go Bus tickets will really help with the cost of the additional bus trips I now have.

I am very appreciative of the help MOKA has given me to be more independent. I'm also thankful for my MOKA Community Living Support worker, Cindy, who helped me connect to the aquatics director at the Spartan YMCA.

Thanks again for your support!

Jessie

Clearly, your involvement and support positively impacts lives like Jessie. Through your financial contribution, doors are opening for individuals who feel more included and as a result, learn new social and practical skills needed to further their goal for greater independence.

Your contribution to the MOKA Foundation also supports key initiatives including:

- Improving the quality of care coordination for individuals with co-occurring disorders.
- Developing new and innovative models for community inclusion.
- Increasing the quality of life for individuals served through enhanced workforce development.

We remain grateful for your heartfelt support. If you would like more information on supporting MOKA through the MOKA Foundation, please contact Jenna VandeKamp at jvandekamp@moka.org or (800) 644-2434 ext. 648.

Lives Impacted.



Resources.

Made possible.

Support & Revenue

2015-2016

● CMH Contracts	\$18,760,122
● Client Contributions	\$1,023,718
● Donations and Other	\$801,470
● Grant Revenue	\$205,665
● Michigan Department of Human Services (MDHS)	\$55,674

Total

\$20,846,649



Expenses

2015-2016

● Wages and Fringes	\$14,882,133
● Operations	\$2,437,905
● Transportation	\$1,033,056
● Equipment	\$584,039
● Contractual Services	\$285,075
● Leases	\$304,719

Total

\$19,526,927

Friendships.

Made possible.



Meet Tracy

We all strive to belong, to be wanted, to be a part of something. But sometimes getting off the sidelines is too difficult to do on your own – especially for those individuals who are quiet and reserved. Those traits could have been used to describe Tracy, a participant in the Life Skills program in Kent County. Tracy joined the Life Skills program in October 2015. He was extremely shy—he rarely made eye contact or smiled, and did not enjoy exploring new activities or taking social risks with others. When asked a question, he would respond with “I don’t know” or “I’m not sure” but did not verbally share his own thoughts. Despite his introversion and hesitancy to participate with others, Tracy chose to attend faithfully four days per week.

About a year later in August 2016, Wobit Teshome joined the Kent Community Supports team as a mentor and became the primary mentor for the Life Skills group of which Tracy is a part.

When Wobit first met Tracy, she noticed his basic shyness and discomfort interacting with others. Wobit would often provide him with suggested responses which allowed him the opportunity to choose the best expression of what he was thinking.

In the nine months that Wobit worked with Tracy, she relied on both her educational training at Grand Valley State University and her recent work experience employing many creative approaches to support Tracy as he built his repertoire of social skills. She did this through intentional time spent with him to discover his interests.



“*Seeing Tracy’s personality emerge and begin interacting with others without prompting is one of Wobit’s proudest moments as his mentor.*”

For example, while Tracy does not yet read, Wobit helped him acquire picture books that interested him. She would also facilitate interactions between Tracy and his peers to increase the possibility of real friendships. Tracy participated in group work led by Wobit to teach effective social skills in a variety of everyday situations.

Through it all, Tracy observed both Wobit and his peers as they interacted and participated in various community-based activities. With Wobit and his peers as role models, he built the confidence he needed to step off the sidelines and develop relationships with his peers and venture into unfamiliar social situations.

The change that Wobit saw in Tracy over the past nine months was momentous. Tracy’s hesitancy is gone—now he engages fully, even taking new social risks. Seeing Tracy’s personality emerge and begin interacting with others without prompting is one of Wobit’s proudest moments as his mentor.

MOKA’s employees strive to improve the lives of individuals they serve. The focus and encouragement Wobit provided to Tracy is just one example of many. All people search for a place to belong—Wobit helped Tracy off the sidelines and on to the social playing field.

MOKA.

Made possible by you.

2016 Annual Appeal

Huizingh's Furniture
Alternative Lawn Care
Barbara Park
Bell's of Whitehall
Dale T. Ertzinger
Ernest C. Webber
Garland Reed
Langlois Furniture
Lighthouse Insurance Group
Lora V. Cooper
Marilyn Von Der Heide
Mary Gillhespy
Muskegon Fire Equipment
Robert L. Ferencsik
Roger and Michelle Morgenstern
Sharlene Karsten
Sue Buckner
Zervas Facility Maintenance
Eileen Shedleski
John G. Anderson

Annual Employee Campaign

Alan P. Cranmer
Alyssa Serrell
Amanda M. Minzey
Beth A. Hoffer
Brenda L. Peterson
Deanna Runions
Debra J. Golliver
Diana L. Mapes
Doreen Oom
Dorothy M. Bowne

Elmer J. Wolsfeld
Eric L. Rettig
Holly L. Van Volkinburg
Janet L. Fowler
JoAnn Michael
Joshua T. Canale
Joy Werkema
Kelsey A. Newsome
Kendra L. Verhaar
Kimberly S. Jakus
Lynette M. VanDuine-VanVleet
Petronia L. Reese
Rebecca L. Parsley
Ruth H. Roberts
Salvatore Maniscalco
Sandra M. Morales
Sarah V. Bulthuis
Shawna A. Martin
Sherry L. DeVriendt
Tracey A. Hamlet
Veneranda V. Mukantaganda
Zandra J. Wrobleski

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Alternative Lawn Care
Baskin's Termite Control Inc
Premier Caulking, Inc.
Coaches Professional Carpet Cleaning
Earle Press Inc.
PNC Bank
Shoreline Recycling

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Huizingh's Furniture
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Christine A. Grant

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Pierce Street Home

Melissa J. Rockey

Ottawa Community Supports

Stephanie Rameau

Amanda Home

Brenda L. Peterson
Caitlin J. Koster

Kent Community Supports

Micah N. Merck

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Kammie S. Huit
Lisa M. Druer
Lynette M. VanDuine-VanVleet

Jones Circle Home

Christine A. LeClear

Lynette M. VanDuine-VanVleet

Jerri L. Schroeder

Allegan Community Supports

Ashley M. Haskin
Michelle L. Bates-Phipps
Anonymous

Empowerment Fund

Kayla S. Tompkins-Davis
Lisa Parriott
Michael White

Support of Residential Homes

Donald J. Butler
Jessica Pressley
Karen L. Johnson-Cole
Thomas Zmolek

Greatest Need

Enterprise Holdings Foundation
Garland Reed
Greater Ottawa County United Way
James E. Koster
Marilyn Von Der Heide
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United Way Of The Lakeshore
Knights of Columbus
Lee Ann Shedleski-Holmden
Bruce Essex
Charles Zamiaara
Denise R. Anderson
Edward C. Crans
GoodSearch

Michelle Kelly
MOKA Corporation
Roger Fraser
Wilson & Wynn
Interventions

In Honor of Mark Hendricks

Terry D. Hendricks
Terry D. Hendricks

In Memory of the Levitts

Judith Geyer

In Memory of Ginny Becker

Thomas and Mary Zmolek

Harbor Pines Home

Harbor Pines Home

In Memory of Jerry O'Brien

Amanda L. Stipek
Gary Miller

In Honor of Ed at Starwalk

Edward C. Crans

In Honor of Robert Lewis

Daphne M. Lewis

In Memory of Gertrude Rush

James S. Smith
Elyce K. Fuller

In Honor of Tom Ferencsik

Lisa Mead
Terry D. Hendricks

In Honor of Janice Wipperfurth

LS Bush

Youth Autism Program

Community Foundation for
Muskegon County
The Dolores Kuklewski Trust
Community Foundation for
Muskegon County
Mary C. Payne

Derived Gifts

Austin McCormick
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Ashley M. Haskin
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of Michigan
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Cofinity
MHN Managed Health Care
Network, Inc. TRICARE
Tricare – Health Net Federal
Services
USA Health and Life

Funding Partners

List of Funders
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Health West
Lakeshore Regional Entity
Network 180
Ottawa CMH

Community Collaborators

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Chamber of Commerce
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Hope Network
Spectrum Community
Services
Thresholds
YWCA West Central
Michigan*

*Lead Agency in Project



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