



Community Employment Semi-Annual Report 10/1/23 - 3/31/24

MRC Industries Inc.'s Mission

MRC Industries, Inc.'s mission is to support and encourage individuals living with a disability to achieve their fullest potential through employment, skill building, and active community involvement.

PROGRAM DESCRIPTION

MRC's Community Employment program, with offices at 1606 South Burdick Street and 2538 South 26th Street, works to locate paid work and provide necessary supports to individuals with barriers to independent access and success within the labor market, such as a developmental disability, serious and persistent mental illness, or traumatic brain injury. All services are provided in a person-centered environment where determining the desired outcome and path to employment is in the hands of the individual served. Community employment staff facilitate the achievement of the person's own expressed goals. Staff use a consultative approach to provide information to job seekers and potential employers that results in high quality employment matches. Job seekers are provided follow-along supports that are customized to help them and their employers maximize their strengths and accommodate any barriers.

This program is committed to the advancement of people with all types of barriers to full integration in the community through meaningful, competitive employment. MRC offers Individual Job Development and Job Supports.

Service Descriptions

Individual Placement

Employment Training Specialists (ETS) meet with the job seeker to complete a person-centered vocational profile which assists the job seeker to explore their strengths, skills, interests, and needs. Specific information will be gathered regarding the client's vocational goals, transportation options, strengths and abilities, and areas in which the client would like to work, as well as past performance in work, school, and vocational programs, other activities, and work availability. Staff assist with career exploration, locating potential employers, resume writing, interview preparation and assistance, eliminating barriers, and benefits management.

Job Supports

Once a job is located, the ETS assists the job seeker in learning the new job. Staff work to help build a strong working relationship among clients, supervisors, and co-workers. As needed, staff train clients on tasks and help with problem solving. Once a client and employer feel comfortable, the staff will spend less time at the employment site but will follow up on a regular basis. Whenever problems arise, the staff can return to the employment site to problem solve. Additionally, the staff is available to help the client learn new skills and responsibilities as requested by the client and employer.

AbilityOne Contract

MRC has an AbilityOne contract through the General Services Administration. This contract provides an opportunity for clients to learn valuable work skills and also pays the federal prevailing wage for work performed. Oversight for this contract is provided by the Maintenance Supervisor and Production Supervisor.

INDIVIDUALS SERVED

During this six-month period 146 unduplicated individuals received billable services as follows:

Services provided	# individuals this period	# individuals last period
Job Search	119	115
Job Supports	72	69
Community Group Employment and IPS	0	1
Community Group Employment Only	4	4

PROGRAM ACCESS

Community Employment focuses on each person's strengths and does not exclude those who have not been successful in past employment, have substance abuse issues, or have no prior work history. Clients who indicate a desire to participate in our Community Employment Program will receive individualized support based on their preferences, strengths and past work experience. Individuals can self-refer by contacting the Program Director or their assigned program staff or through the website.

Intake

Community Employment operates under a "zero-exclusion" policy which states that all interested, eligible, clients will be supported in job search and placement, regardless of identified barriers. Referrals are generated from multiple sources including McKercher and Bridgeways programs, as well as Integrated Services of Kalamazoo, Michigan Rehabilitation Services, the Bureau of Services for Blind People, and directly from various case management agencies representing CMH's outside of Kalamazoo.

	10/1/23-3/31/24	4/1/23-9/30/23
Total Referrals	69	79

Quick, convenient entry into services requested is a critical aspect of accessibility of services. MRC's contract with Integrated Services of Kalamazoo requires that 95% of new persons receive face-to-face assessment with a professional within 14 calendar days of receiving authorization. During this period five referrals did not engage at all. Of the remaining 64 individuals, 60% met the 14-day criteria. There are still instances of individuals being authorized for service with no communication from the referral source. There were a few cases where staff training on plans of service was delayed. Employment staff have a goal to attempt initial contact with each new referral within 24 hours of being assigned the client.

Closures

During the period October 1, 2023 - March 31, 2024, Community Employment had 49 case closures for the reasons listed below:

Reason for closure	# of closures
Refused to participate/unable to engage	25
Successful closure	12
Requested closure	4
Medical	3
Authorization not renewed	2
Moved from service area	1
Services not appropriate for needs	1
Referred elsewhere	1
Retired	1
TOTAL	49

OUTCOMES

Objective	Annual Goal	10/1/23 to 3/31/24	4/1/23 to 9/30/23	Rating (F/NI)	Analysis
New Individual Placements	60	30	40	F	
# of clients who worked individual placements	80	62	92	F	
New referrals for job development	40	67	71	F	
% of new referrals for job development placed within 90 days	20% of New Referrals	10/16 62%	15/23 65%	F	
% of clients employed more than 90 days	75%	15/27 56%	31/42 74%	NI	MRS requests rapid closure for successful placements.
Average hours worked per week	>15	18.5	16.73	F	
Average hourly wage	\$10.33	\$12.66	\$11.99	F	

SATISFACTION

	Goal	Outcome	Rating
Are you making progress on your goals/want to continue to work on employment?	90%	95%	F

Things that have been helpful:

"Help with applications, being there for the interview, and revamping my resume"

"You listen when I talk"

"Helping me present myself more professionally. Putting in the work to get a job that suits me"

"Meeting is a little therapeutic even if nothing else is accomplished. I had no idea there were so many options in the job market"

UTILIZATION OF SERVICES

Employment Services

Funding for the employment program comes from MRC's contract with Integrated Services of Kalamazoo, Michigan Rehabilitation Services, Bureau for Services for Blind Persons, and United Way of the Battle Creek and Kalamazoo Region.

Objective	Annual Goal	10/1/23 to 3/31/24	Percent of annual goal	4/1/23 to 9/30/23	Rating	Analysis
CGE (work crew) job coaching revenue	\$87,000	\$31,045	35.7%	\$39,074	NI	There are two unfilled openings for crew members.
Contract work crew revenue	\$9600	\$2400	25%	\$49,564	NI	All contract work crew revenue is now generated by the AbilityOne contract.
AbilityOne contract revenue	\$190,448	\$95,448	50.1%	\$78,325	F	
ISK Job development and job coaching revenue	\$702,402	\$203,900	29%	\$136,088	NI	There continue to be unfilled staff positions.
MRS revenue	\$21,151	\$27,026	127.7%	\$26,113	F	
Out-of-county	\$31,768	\$32,060	100.9%	\$7869	F	
Total	\$1,042,369	\$391,879	37%	\$292,425		

DEMOGRAPHICS

	3/31/24		9/30/23	
Total Number of Clients Served	146		145	
Age	Number	Percentage	Number	Percentage
18-19	4	2.7%	3	2.1%
20-29	37	25.3%	39	26.9%
30-39	39	26.7%	44	30.3%
40-49	29	19.9%	26	17.9%
50-59	20	13.7%	21	14.5%
60+	17	11.6%	12	8.3%
Gender				
Male	87	59.6%	79	54.5%
Female	56	38.4%	62	42.8%
Prefer not to Answer/other	3	2.1%	4	2.7%
Race/Ethnicity				
White	90	61.6%	90	62.1%
Black	42	28.8%	37	25.5%
Two or more races	4	2.7%	6	4.1%
Hispanic or Latino	3	2.1%	5	3.4%
Asian	1	0.1%	3	2.1%
Did not disclose/other	6	4.1%	4	2.7%
Living Arrangement				
Private Residence	96	65.7%	96	66.2%
AFC/Specialized Residential	12	8.2%	15	10.3%
General AFC	10	6.8%	14	9.7%
Homeless/Shelter	16	11.0%	15	10.3%
Did not disclose/other	5	3.4%	5	3.4%
Supported Independent	7	4.8%	0	0%
Population				
I/DD	9	6.2%	21	14.5%
MI	82	56.2%	73	50.3%
MI/DD	35	23.9%	41	28.3%
MRS General	12	8.2%	10	6.9%
MI/SED	8	5.5%	0	0%