



## McKercher Semi-Annual Report 10/1/23 - 3/31/24

### **MRC Industries, Inc.'s Mission**

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

### **PROGRAM DESCRIPTION**

MRC's McKercher program is located at 2538 South 26th Street in Comstock Township. For more than 65 years the McKercher program has served individuals with developmental disabilities, traumatic brain injuries, and other physical or health-related disabilities. At MRC, we display the following values in our interactions:

- Accountability
- Commitment
- Compassion
- Diversity
- Integrity
- Professionalism
- Respect

Our vision is to be the provider of choice for individuals and employers through continuous improvement, innovation, and leadership. Individuals being served by McKercher may choose to participate in one or more of the following services:

### **SKILL-BUILDING SERVICES**

#### **Facility-based Employment**

This allows participants to develop social and interpersonal skills, good work habits, and work tolerance. In addition, participants can gain the confidence needed to earn an income and become more involved in their communities in an environment that accommodates special needs and builds on abilities. The McKercher program also collaborates with Michigan Rehabilitation Services (MRS), to provide vocational opportunities such as On-the-Job Evaluations (OJE).

#### **Community Volunteering**

Community volunteering helps individuals explore interests, discover talents, expand knowledge, and develop skills so they can become integral members of their communities. Participants volunteer in various local organizations within Kalamazoo County. Skill Building staff are committed to searching for and developing new activities that enhance participants' lives and promote community inclusion.

**artWorks**

MRC's artWorks is a blend of skill development and entrepreneurship/employment support located in an art studio in downtown Kalamazoo on the walking mall. The artists' ability to express themselves through visual images forms the basis on which they build skills and capabilities, becoming integrated in the community. Artists actively participate in monthly local Art Hops and statewide art competitions and continue to partner with local businesses to display and sell their art.

**woodWorks**

MRC woodWorks offers individuals a chance to learn meaningful trade skills. Each person participating receives hands-on instruction and is provided the opportunity to create wood projects for sale. Skills learned can translate into paid work and/or opportunities to volunteer in our local community and give back to other non-for-profit organizations. Individuals are taught to work with a variety of power and manual tools, are trained on workplace safety, and learn to follow specific instructions and designs to complete projects.

**INDIVIDUALS SERVED**

Individual programs served consumers as indicated below. (Several consumers were served in more than one program.)

<b>Service</b>	<b># Receiving Service This Period</b>	<b># Receiving Service Last Period</b>
Skill Building	113	101
artWorks	82	73
Facility-based	47	52
Community Volunteering	30	31

**PROGRAM ACCESS**

Twenty-one individuals started Skill Building services during the period.

**INTAKE**

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 the period, 45% of individuals starting Skill Building within 14 days of an authorization being in place. Of the 12 who started outside of the 14-day window, eight requested later start dates, three individuals needed updates to their plans of service before services could start, and one individual's authorization was incorrect.

<b>Referral/Inquiry Source:</b>		<b>Service</b>	<b>Requested*</b>	<b>Started*</b>
Integrated Services of Kalamazoo	25	Facility/Community-based Skill Building	7	5
Summit Pointe (Calhoun County)	2	artWorks	22	16
Network 180	1			
Private Pay	1			

		Decision pending/ service start scheduled next period	5	
<b>Total</b>	<b>28</b>	Chose not to begin services	2	

\* Many people requested more than one service. Some service starts were carried over from the previous period.

### SATISFACTION

Consumer satisfaction is an important outcome to MRC. Consumers are surveyed semi-annually by McKercher staff regarding satisfaction with services.

	Goal	Outcome	Rating	Analysis	Last period
% of consumers indicating overall satisfaction with McKercher services	95%	97.8%	F		97.1%
% of consumers indicating satisfaction with skills training activities	95%	90.1%	NI	Most individuals prefer paid work opportunities.	83.3%

While most clients indicated overall satisfaction, one person commented:

--"I want to sell more art"

**OUTCOMES**

\*NI=Needs Improvement, F=Favorable

<b>Skill Building Services</b>					
<b>Total # Served: 116</b>					
<b>Objective</b>	<b>Goal</b>	<b>4/1/23-9/30/23</b>	<b>10/1/22-3/31/23</b>	<b>Status</b>	<b>Analysis</b>
# of individuals participating in in-person services (26th Street and artWorks combined)	<b>Increase census to yield 59 individuals attending daily by 9/30/23.</b>	101 total census; average daily attendance 37	99 total census; average daily attendance 39	NI	While the number of intakes increased, there was a large number of discharges as well.
# of new intakes into Skill Building	<b>8/year 26th Street</b>	8	11		
	<b>12/year artWorks</b>	8	13		
<b>Skill Building Services (26th Street)</b>					
<b>Total # Served: 47</b>					
<b>Objective</b>	<b>Goal</b>	<b>10/1/23-3/31/24</b>	<b>4/1/23-9/30/23</b>	<b>Status</b>	<b>Analysis</b>
# of individuals earning a paycheck	<b>95%</b>	45/48 (96%)	51/52 (98%)	F	
% of individuals volunteering in the community	<b>45%</b>	30/47 (64%)	31/52 (60%)	F	
# of individuals closed from Skill Building who obtained Community Employment	<b>5/year</b>	1/six months	2/six months	NI	An additional individual obtained a job during the period but continues to participate in Skill Building.
<b>artWorks</b>					
<b>Total # served: 82</b>					
<b>Objective</b>	<b>Goal</b>	<b>10/1/23-3/31/24</b>	<b>4/1/23-9/30/23</b>	<b>Status</b>	<b>Analysis</b>
% of individuals selling art	<b>90%</b>	91.5% 75/82	97% 71/73	F	

**MCKERCHER CLIENT DESCRIPTIVE DATA**

This period's N is based on the number of individuals authorized for services, not the number of people engaging in services.

	Period ending 3/31/24		Period ending 9/30/23	
<b>Disability</b>	n = 113		n = 125	
Developmental Disability	30	26.5%	38	30.4%
Development Disability/Physically Impaired	2	1.8%	2	1.6%
Mental Illness	18	15.9%	21	16.8%
Developmental Disability/Mental Illness	51	45.1%	52	41.6%
Traumatic Brain Injury	2	1.8%	2	1.6%
DD/EI, LD, and Autism	5	4.4%	5	4.0%
DD/Autism	5	4.4%	5	4.0%
<b>Living Arrangement</b>				
Independent	8	7.1%	14	11.4%
Adult Foster Care	20	17.7%	22	17.6%
Parents/Families	54	47.8%	49	39.2%
Specialized Residential	24	21.2%	30	24.0%
Semi-Independent	6	5.3%	10	8.0%
<b>Gender</b>				
Male	53	46.9%	64	51.2%
Female	58	51.3%	60	48.0%
Self-identified	2	1.8%	1	0.8%
<b>Age</b>				
17-29	20	17.7%	28	22.4%
30-39	32	28.3%	31	24.8%
40-49	22	19.5%	22	17.6%
50-59	20	17.7%	22	17.6%
60-69	15	13.3%	17	13.6%
70+	4	3.5%	5	4.0%
<b>Race/Ethnicity</b>				
White	84	74.3%	95	76.0%
African American	18	15.9%	15	12.0%
Hispanic	6	5.3%	6	4.8%
American Indian or Alaskan Native	1	0.1%	1	0.9%
Two or more races	2	1.8%	2	1.6%
Asian	0	0%	2	1.6%
Other/Refused to Provide	2	1.8%	4	3.2%
<b>Tenure</b>				
0-4 years	59	52.2%	77	61.6%
5-9 years	17	15.0%	12	9.6%
10-14 years	8	7.1%	11	8.8%
15-19 years	11	9.7%	8	6.4%
20-24 years	9	8.0%	8	6.4%
25-29 years	3	2.7%	3	2.4%
30 + years	6	5.3%	6	4.8%

**McKercher Consumer Descriptive Data  
(discharged consumers)**

	Period ending 3/3/124		Period ending 9/30/23	
<b>Total Discharged during this Period</b>	N=8		N=15	
Mental Illness	2	25%	3	20.0%
Developmental Disability	3	37.5%	3	20.0%
Developmental Disability/Mental Illness	2	25%	8	53.3%
DD/ELA/ELR	1	12.5%	1	6.7%
<b>Living Arrangement</b>				
Independent	0	0%	1	6.7%
Adult Foster Care	3	37.5%	5	33.3%
Parents/Families	3	37.5%	1	6.7%
Specialized Residential	0	0%	8	53.3%
Supported Independent Living	2	25%		
<b>Gender</b>				
Male	4	50%	5	33.3%
Female	4	50%	10	66.7%
<b>Age</b>				
18-29	2	25%	6	40.0%
30-39	3	37.5%	1	6.7%
40-49	2	25%	4	26.7%
50-59	0		2	13.3%
60+	1	12.5%	2	13.3%
<b>Tenure</b>				
0-4 years	5	62.5%	13	86.7%
5-9 years	0		0	0%
10-14 years	1	12.5%	1	6.7%
15-19 years	0		0	0%
20-29 years	1	12.5%	1	6/7%
30+ years	1	12.5%		
<b>Reason for discharge</b>				
Met goals	0		3	20.0%
Consumer/team request	4	50%	6	40.0%
Medical issues	1	12.5%	0	0%
Not appropriate for services/services no longer met needs			2	13.3%
Moved out of service area	2	25%	2	13.3%
Retired	1	12.5%	2	13.3%
<b>Race/Ethnicity</b>				
White	5	62.5%	11	73.3%
African American	1	12.5%	1	6.7%
Asian	0	0%	2	13/3%
Two or more races	0	0%	1	6/7%
Native American	1	12.5%	0	0%
Hispanic	1	12.5%	0	0%

## Utilization of Services

	<b>Annual Goal</b>	<b>Actual 10/1/23 - 3/31/24</b>	<b>Actual 4/1/23 - 9/30/23</b>	<b>% of annual goal</b>
<b>Skill Building</b>				
Contract revenues	\$300,000	92,084	\$113,887	
Hours of service		11,183	12,281	
Integrated Services of Kalamazoo	\$574,621	211,676	\$172,092	
Other County Community Mental Health revenue	\$96,000	44,994	\$59,049	
<b>artWorks</b>				
Hours of service		14,099	12,830	
Integrated Services of Kalamazoo	\$635,501	\$277,767	\$197,441	
Sales	\$128,025	\$29,472	\$20,533	
<b>Total</b>	<b>\$1,353,608</b>	<b>\$563,002</b>	<b>\$532,997</b>	

Goals to increase census and engagement were not met, resulting in lower revenue. A plan to reduce indirect expenses to the program and maximize billing opportunities will be implemented in the next evaluation period.