



McKercher Semi-Annual Report 4/1/23 - 9/30/23

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.

Career Tracks

In June a new track, Food Service, was begun. Thirty-nine individuals participated in the six-week track. Thirty-eight individuals participated in the Retail track and 34 individuals in the woodWorks track. Tracks were paused in the summer and unpaid time was spent developing more basic skills so that individuals are better equipped to participate in specialized tracks, which will be resumed during the next evaluation period.

Community Living Supports

Community Living Supports provides skill building and support in the home or community to increase or maintain self-sufficiency and facilitate an individual's achievement of a goal of community inclusion, independence, and productivity. Services are intended to lead to increased self-esteem, independence, autonomy, self-advocacy, integration and participation in the wider community, and include building natural supports and opportunities for choice as applicable and desired. MRC began providing these services in December 2022 and by the end of this period was serving 29 individuals on a one-to-one basis in their homes and communities, assisting participants with medication compliance, household chores, grocery shopping and meal planning, budgeting, and accessing appointments. During the period, MRC was awarded a contract to provide youth CLS services and is scheduled to begin providing these services early in the next evaluation period.

INDIVIDUALS SERVED

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

Service	# Receiving Service This Period	# Receiving Service Last Period
Skill Building	101	107
artWorks	73	69
Facility-based	52	60
Community Volunteering	31	30
CLS	30	15

PROGRAM ACCESS

Sixteen individuals started Skill Building services during the period. Sixteen individuals started CLS 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, 75% of individuals starting Skill Building within 14 days of an authorization being in place. Two individuals requested a later start date, one individual was awaiting transportation authorization, and one individual's guardian did not return the consent for service promptly. Seventy-six percent of individuals starting CLS services began within 14 days of receiving an authorization, largely due to staff scheduling issues. This is an area we are focussing on improving.

Referral/Inquiry Source:		Service	Requested*	Started*
Integrated Services of Kalamazoo	26	Facility/Community-based Skill Building	17	8
Summit Pointe (Calhoun County)	2	artWorks	11	8
Macomb County CMH	1	CLS	11	16
Van Buren County CMH	1			
Barry County CMH	1			
Copper Country CMH	1	Decision pending/ service start scheduled next period	3	
Pathways CMH	1			
Total	33	Chose not to begin services	24	

* Many people requested/started 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%	97.1%	F		98.1%
% of consumers indicating satisfaction with skills training activities	95%	90.1%	NI	While this is an improvement over last period, most individuals prefer paid work opportunities.	83.3%

While most clients indicated overall satisfaction, comments about ways to improve services included:

- more jobs in the warehouse
- more outings (like to Shipshewana) (26th Street)
- more community events and outings (at artWorks)
- "I want to sell more art"
- more breaks (artWorks)

Annual Stakeholder Survey

A survey was administered in September 2023 to measure stakeholders' opinions about McKercher services. Ten stakeholders (family members, case managers, and residential providers) returned surveys asking them to rank McKercher on a scale of 1 to 6 (with 6 being highest or best and 1 being lowest or worst).

	Goal	Outcome	Rating	Analysis	Last Period
overall % of responses ranked 5 or higher on a 6-point scale	90%	87.7%	NI		88%

Individual areas scored as follows:

Volunteering	63%	at 5 or above	(2 scores below 4)
In-house Work	87.5%	at 5 or above	(2 scores below 4)
artWorks	82.5%	at 5 or above	(0 scores below 4)
CLS	100%	at 5 or above	
Staff/program quality	100%	at 5 or above	

Last year, stakeholder scores on staff responsiveness were low so this year's scores indicate improvement in this area.

Comments included:

My son was made very proud of what he accomplished
 Staff in carpentry is a wonderful role model, patience, communication, skill to teach
 We love our worker! She has been an absolute life changer and seeing the progress in my sone since she started working with him is UNDENIABLE!
 Staff is always helpful with communicating to our son and us.
 So grateful this program has been extended to minors. The need is high.
 Our son's CLS worker is absolutely incredible! Very reliable, works with our son with patience, compassion, and dignity. My son loves working with her. She is a huge asset to my son's team and we are seeing progress in his independent living skills already.
 They connect/communicate with families very well.

The most beneficial thing about services in the last year:

Self-esteem, enjoyment of friends and skill building
 Giving my son a safe and learning environment. Making him feel he has worth and a purpose.

Some of the new opportunities with woodworking and with the Habitat for Humanity in building handicapped ramps. Grateful for all you do for people with disabilities to help them feel important and build their self-esteem
Continued vocational training
Opportunity

What MRC can do better:

More discussions about what opportunities would be available after working in the workshop
Retain staff

OUTCOMES

*NI=Needs Improvement, F=Favorable

Skill Building Services Total # Served: 101					
Objective	Goal	4/1/23-9/30/23	10/1/22-3/31/23	Status	Analysis
# of individuals participating in in-person services (26th Street and artWorks combined)	Increase census to yield 59 individuals attending daily by 9/30/23.	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	8/year 26th Street	8	11		
	12/year artWorks	8	13		
Skill Building Services (26th Street) Total # Served: 52					
Objective	Goal	4/1/23-9/30/23	10/1/22-3/31/23	Status	Analysis
# of individuals earning a paycheck	95%	51/52 (98%)	57/60 (95%)	F	
% of individuals volunteering in the community	45%	31/52 (60%)	30/60 (50%)	F	
# of individuals closed from Skill Building who obtained Community Employment	5/year	2/six months	3/six months	F	An additional two individuals successfully closed from Community Employment during the period but are still participating in Skill Building.
artWorks Total # served: 73					
Objective	Goal	4/1/23-9/30/23	10/1/22-3/31/23	Status	Analysis
% of individuals selling art	90%	97% 71/73	87% 60/69	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 9/30/23		Period ending 3/31/23	
Disability	n = 125		n = 107	
Developmental Disability	38	30.4%	30	28%
Development Disability/Physically Impaired	2	1.6%	3	2.8%
Mental Illness	21	16.8%	15	14%
Mental Illness/Physically Impaired	0	0%	1	0.9%
Developmental Disability/Mental Illness	52	41.6%	43	40.2%
Traumatic Brain Injury	2	1.6%	2	1.9%
DD/EI, LD, and Autism	5	4.0%	4	3.7%
DD/Autism	5	4.0%	5	4.7%
EI, LD, Autism	0	0%	3	2.8%
TBI/Physically/Other health impaired	0	0%	1	0.9%
Living Arrangement				
Independent	14	11.4%	6	5.6%
Adult Foster Care	22	17.6%	25	23.4%
Parents/Families	49	39.2%	39	36.4%
Specialized Residential	30	24.0%	29	27.1%
Semi-Independent	10	8.0%	8	7.5%
Gender				
Male	64	51.2%	48	44.9%
Female	60	48.0%	58	54.2%
Self-identified	1	0.8%	1	0.9%
Age				
17-29	28	22.4%	21	19.6%
30-39	31	24.8%	27	25.2%
40-49	22	17.6%	19	17.8%
50-59	22	17.6%	18	16.8%
60-69	17	13.6%	18	16.8%
70+	5	4.0%	4	3.7%
Race/Ethnicity				
White	95	76.0%		
African American	15	12.0%		
Hispanic	6	4.8%		
American Indian or Alaskan Native	1	0.9%		
Two or more races	2	1.6%		
Asian	2	1.6%		
Other/Refused to Provide	4	3.2%		
Tenure				
0-4 years	77	61.6%	55	51.4%
5-9 years	12	9.6%	14	13.1%
10-14 years	11	8.8%	11	10.3%
15-19 years	8	6.4%	10	9.3%
20-24 years	8	6.4%	8	7.5%
25-29 years	3	2.4%	3	2.8%
30 + years	6	4.8%	6	5.6%

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

	Period ending 9/30/23		Period ending 3/31/23	
Total Discharged during this Period	N=15		N=14	
Mental Illness	3	20.0%	7	50%
Developmental Disability	3	20.0%	1	7.1%
Developmental Disability/Mental Illness	8	53.3%	4	28.6%
DD/PI	0	0%	1	7.1%
DD/ELA/ELR	1	6.7%	0	0%
MI/PI	0	0%	1	7.1%
Living Arrangement				
Independent	1	6.7%	4	28.6%
Adult Foster Care	5	33.3%	3	21.4%
Parents/Families	1	6.7%	2	14.3%
Specialized Residential	8	53.3%	5	35.7%
Gender				
Male	5	33.3%	6	42.9%
Female	10	66.7%	8	57.1%
Age				
18-29	6	40.0%	5	35.7%
30-39	1	6.7%	2	14.3%
40-49	4	26.7%	2	14.3%
50-59	2	13.3%	2	14.3%
60+	2	13.3%	3	21.4%
Tenure				
0-4 years	13	86.7%	9	64.3%
5-9 years	0	0%	3	21.4%
10-14 years	1	6.7%	1	7.1%
15-19 years	0	0%	0	0%
20-29 years	1	6.7%	1	7.1%
Reason for discharge				
Met goals	3	20.0%	2	14.3%
Consumer/team request	6	40.0%	9	64.3%
Medical issues	0	0%	2	14.3%
Not appropriate for services/services no longer met needs	2	13.3%	1	7.1%
Moved out of service area	2	13.3%	0	0%
Retired	2	13.3%	0	0%
Race/Ethnicity				
White	11	73.3%		
African American	1	6.7%		
Asian	2	13.3%		
Two or more races	1	6.7%		

Utilization of Services

	Annual Goal	Actual 4/1/23 - 9/30/23	Actual 10/1/22 - 3/31/23	Annual Total	% of annual goal
Skill Building					
Contract revenues	\$300,000	\$113,887	\$121,432	\$235,319	78.4%
Hours of service	27,720	12,281	10,600	22,881	82.5%
Integrated Services of Kalamazoo	\$450,965	\$172,092	\$175,389	\$347,481	77.0%
Other County Community Mental Health revenue	\$96,000	\$59,049	\$54,584	\$113,633	118.0%
artWorks					
Hours of service	30,145	12,830	10,756	23,586	78.2%
Integrated Services of Kalamazoo	\$475,343	\$197,441	\$167,053	\$364,494	75.1%
Sales	\$30,000	\$20,533	\$14,539	\$35,072	116.9%
Insurance Company Revenue:	\$1300	\$0	\$0	\$0	
Total	\$1,353,608	\$563,002	\$532,997	\$1,095,999	81.0%

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.