



2010 Annual Report

We see the **individual** in everyone

Dear Friends,

Exciting things are happening at MOKA with many stories of success. These stories are our bottom line. Whether we assist individuals to successfully transition to independent living, find a job with a local employer or learn new skills which make other goals possible, stories of success are what we strive for!

This year we made a major shift in our philosophy and approach to working with individuals with disabilities throughout west Michigan. We embraced Gentle Teaching created and developed by Dr. John McGee. While our MOKA culture was already fairly gentle, we envision more effective support of the individuals we serve, as well as the positive effect it will have on our staff and all our community relationships.

The new and exciting developments in the disability field which we have been integrating will make MOKA a stronger company in the future. One of these developments is for our staff to become "trauma informed." Many of the individuals we serve not only display complex psychological, developmental and physical needs, but have also experienced traumatic events at points in their life. Their needs are often hidden. Becoming trauma informed allows staff to see, treat and support everyone in a gentle and understanding manner.

We are grateful for community support from our friends—parents, family members and guardians, funding partners, local employers, donors and our dedicated employees. Thank you. With your support, our stories of progress and success will continue.

Thomas Zmolek
Executive Director

Leon Stedman
Board President
MOKA Corporation

Gerald O'Brien Jr.
Board President
MOKA Foundation



Accomplishments

- ✓ Created successful treatment program for individuals to "come home" to Muskegon from the state institution. In partnership with Muskegon Community Mental Health (CMH).
- ✓ Improved consumer support by embracing Gentle Teaching and began training our 525 staff. Committed to a philosophy of gentleness by educating our executive, management and supervisory team as key steps in creating a corporate culture of gentleness.
- ✓ Designed new residential program for individuals and educated direct support staff in Dialectical Behavioral Therapy techniques to treat and support individuals with borderline personality disorders or who may be suicidal.
- ✓ Introduced Social Coaching program for persons with Aspergers Syndrome in partnership with Muskegon Community College.
- ✓ Expanded Skill Building services to Kent County, beyond our current programs serving Muskegon and Ottawa Counties through a contract awarded by network180.
- ✓ Piloted SHEARSS Assessment Tool to promote better effectiveness for consumer outcome measurements for all MOKA consumers.
- ✓ Developed in-home residential day program options to serve our aging population and changing consumer preferences.
- ✓ Produced End of Life Resource Guide to support individuals with disabilities facing end of life issues, promoting best practices and support for family members.
- ✓ Launched "Leaders at Every Level" coaching curriculum for supervisors and managers. This initiative gives all staff an opportunity to learn, grow and become a leader at MOKA wherever they work.

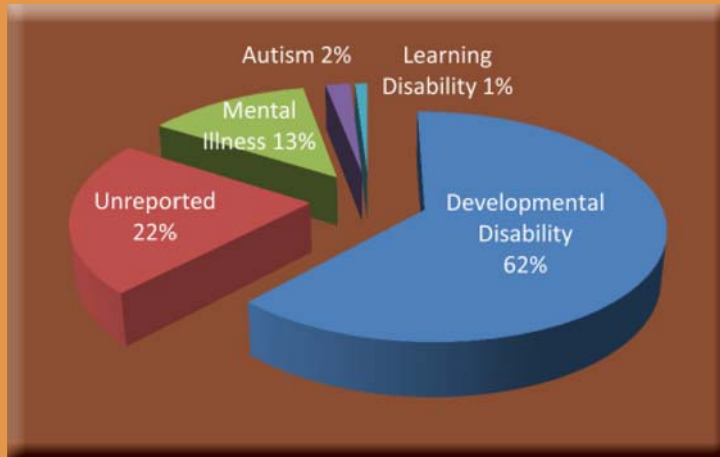
Visit us at www.moka.org for more information!



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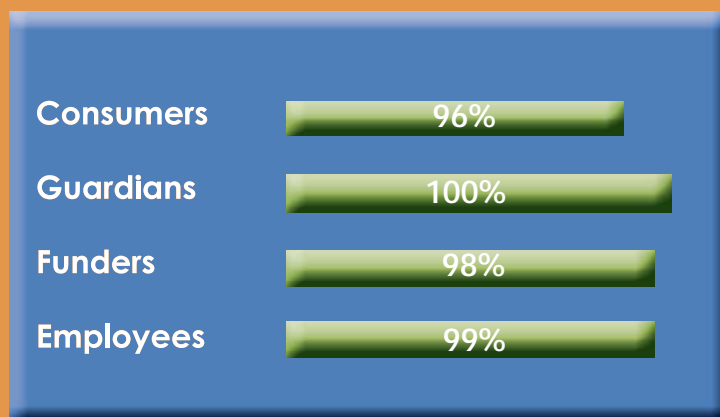
Individuals served by Disability 2009/2010



Number of Individuals Served

2009 - 2010	794
2008 - 2009	735
2007 - 2008	643

Satisfaction 2009/2010



Funding and Partners

- Allegan County Community Mental Health
- Barry County Community Mental Health
- Community Mental Health and Substance Abuse
- Community Mental Health Services of Muskegon County
- Michigan Department of Community Health
- Michigan Department of Labor and Economic Growth
- Muskegon Community College
- Ottawa County Community Mental Health
- network180
- Van Buren County Community Mental Health

Revenues

Community Mental Health Contracts	\$ 15,008,420
Client Contributions	\$ 876,377
Michigan Rehabilitation Services (MRS)	\$ 254,584
Donations and Other	\$ 202,820
Michigan Dept of Human Services	\$ 112,972
Total	\$16,455,173

Expenses

Wages and Fringes	\$ 12,029,386
Operations	\$ 2,335,457
Transportation	\$ 516,614
Leases	\$ 239,929
Contractual Services	\$ 237,207
Equipment	\$ 111,075
Total	\$15,469,668

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