



# Possibilities.

## Made possible.



moka 

Annual Report 2021-2022

# Opportunities.

Made possible.

Dear Friends,

I am thrilled to share just a few stories of triumph and determination by the people we are privileged to support. As we look back on the year, we reflect on how much we value learning from those we support, our partners, and our community members. I hope you will also discover something new by reading these stories.

We continue to prioritize staying connected to each other and our community. The story about Becky, who developed enough confidence through volunteering to lead to her employment, truly emphasizes the skills learned through active involvement in community. The story highlighting the ways we are learning to be healthy through choosing meals we enjoy, celebrates the improved health for many of the people supported in our residential homes. The story of Drew is a reminder that having a job can help us meet our financial goals and build self-assurance.

The spotlight on Constance, a MOKA direct support professional with decades of experience, serves as a reminder of the deep and powerful connections formed that are a primary motivator for service.

Brooke's work in educating her peers about voter rights and registration reminds us that knowledge leads to strong engagement. It serves as a reminder of an important social responsibility some take for granted. Your support and encouragement open so many opportunities for learning skills, engaging in citizenship, and giving back to community.

We remain unwavering in our efforts to connect to our community, promote collaboration and relationships, and to celebrate all the other ways we combat social isolation. Please know that you are deeply appreciated for all your contributions.

Thank you to the people who have chosen MOKA for service, to family members and supportive friends and advocates, to our funding partners, and to our many generous donors to the MOKA Foundation. Our work is not possible without our incredibly dedicated employees and the leadership of our board of directors.

We remain grateful and deeply humbled by your support.

*Tracey*  
Tracey Hamlet  
Executive Director



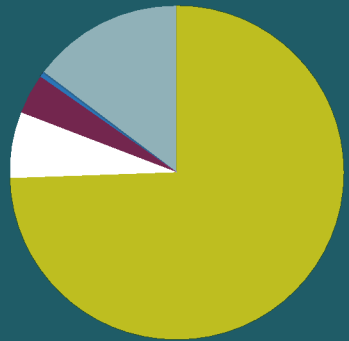
MOKA has been accredited by CARF in the following programs: Community Housing, Community Integration, Employment Services, Job Development, Employee Development Services, and Behavioral Consultation Services.

# Resources.

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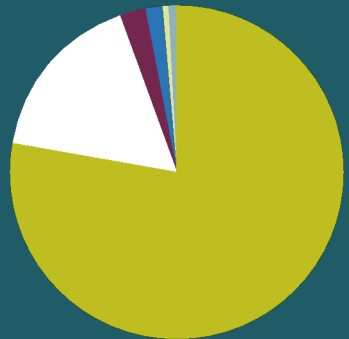
## Support & Revenue

● CMH Contracts	\$19,363,812
● Grant Revenue	\$3,767,887
● Client Contributions	\$1,674,833
● Donations and Other	\$1,023,245
● Rental Revenue	\$173,591
Total	\$26,003,368



## Expenses

● Wages and Fringes	\$15,186,281
● Operations	\$3,290,474
● Transportation	\$482,259
● Equipment	\$315,479
● Contractual Services	\$132,275
● Leases	\$113,050
Total	\$19,519,818





# Healthier Living.

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## Serving Up Customized Meals for Healthier Living

Kavon and his housemates at Emma Court gather together for meals with a new interest in what is being served.

MOKA's Emma Court home began using a new healthy meal planning service in November, and the menus have been well-received by the people who live in the home and employees. The dietary service, called My25, offers customized options, instead of a group approach, to address the specific dietary health needs of each person served.

"We know how it tastes when we prepare it because we share in the meal," says Reana Waylee, Assistant Home Supervisor.

Kavon was a new admission in 2022 and has benefitted from an increased focus on his health, including healthy eating habits and a balanced diet. "It helped him to really have an appetite," Reana says.

MOKA continues to look for ways to improve health outcomes of persons served, while providing nutritious and delicious meals for people in group home settings. Reana has worked at MOKA for seven years and says the people in the homes have more buy-in and choices with the new menu options.

They all seem to like the food, enjoy mealtime, and some even help with shopping and food preparation. "The people we support are being given the opportunity to choose what they actually love to eat," Reana says.

All of the licensed residential homes are now using the subscription-based dietary service, and Clinical Coordinator DeeAnn Hands is optimistic it will pay off in the way of improved health outcomes. In particular, MOKA employees can better manage diabetes, GERD, heart disease, and elevated lipids.



“It feels like with My25, we have a really good partnership and a full understanding of what the goals are for the people we serve, and a good way to track progress toward those goals,” DeeAnn says.

MOKA’s residential services team reviewed each home’s dietary offerings and found previous menus did not address the common health concerns and chronic health conditions of the people living in the homes.

Each home receives a new menu weekly, with shopping ingredients and recipe directions for a week’s worth of meals. The meals also take into consideration favorite foods and cultural/ethnic preferences while still working within a healthy diet. Menus can be changed and customized quickly when a person’s needs change.

By sticking to a weekly menu, the meal planning service also helps reduce food and labor costs. It takes the guesswork out of what to cook for breakfast, lunch, or dinner and cuts down on the time employees spend shopping. Employees can access additional resources online while preparing the meals or to learn more about cooking for someone with diabetes or other health conditions.

People living in the homes are actively involved in planning the menu, including providing feedback on which meals they like and which ones they don’t. An added bonus is each home can plan meals around their schedule or special celebrations, such as birthdays and holidays.

The program also offers educational opportunities, special incentives such as chef’s hats, aprons, magnets, and certificates and celebrations to encourage participation.



# Confidence.

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## From Endeavors to Employment: Becky's Confidence Soars

Becky flashes a big smile when she talks about her job at McDonald's.

Becky wanted a job to challenge and improve herself. Through skills acquired in MOKA's Group Community Living Supports and at volunteer sites, she gained the confidence to go for it and found a job last summer through MOKA's Employment Services program. She enjoys working a couple of days a week at the McDonald's in Jenison, even riding the bus on her own to get there. She cleans the dining area and wipes down tables and chairs.

"I just felt like I needed more to fulfill my days," she says. "I wanted to work on my self-esteem a little more."

The job is a good fit for her, as Becky steps up to clean in her Endeavor group, which is part of MOKA's Group Community Living Supports program. "I get to cook and I love that," she says, "I love doing the dishes."

As for skills she has gained that she applies on the job, "I think people skills is one of them and learning how to get things accomplished at the right time," says Becky.

Becky has been active in MOKA's Group Community Living Supports program since 2017 and participates three days a week. She lives in Ottawa County and likes volunteering with Meals on Wheels, Harvest Stand Ministries food pantry, and at Fellinlove Farm. "I walk the llamas," she says. "I like doing what they ask me to do. I like doing whatever I have to do."

The Endeavor group works on life and social skills. Participants learn how to



cook, shop, meal plan, do laundry, manage finances, and other activities of daily living. They discuss safety, healthy eating, healthy relationships and boundaries, and conflict resolution.

They also volunteer at sites in the community, such as Meals on Wheels, Critter Barn, and Fellinlove Farm. On other days, they visit John Ball Zoo, Frederik Meijer Gardens, and area libraries and museums. They enjoy doing art projects at Holland Arts Council.

Through both MOKA and her job, Becky continues to work on her self-esteem and social skills, adding, “I just felt like I wasn’t challenged enough, so I wanted a little bit more of a challenge to see if I could actually succeed somewhere.”

Becky is always the first to volunteer when asked and is very helpful with others in her group. She enjoys being active, whether it’s cooking or helping in the community.

“Her confidence has just skyrocketed,” says Laura Spencer, Assistant Program Supervisor in Ottawa County.

Becky persevered through a lengthy and sometimes challenging job search. She continues to blossom and gain independence on the job, requiring fewer check-ins with her job coach. Becky’s job has allowed her to showcase her strengths and talents and she is excelling at work and MOKA.

“It’s just really cool to see because it definitely trickles into our program with her confidence and her self-esteem being at an all-time high,” Laura says. “I’ve never seen anybody more excited to go to work than Becky.”



# Impact.

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## Volunteerism



of people served by MOKA  
in community-based programs

**were engaged in  
volunteer work.**

This exceeds the National Core Indicators  
that show 37% of people with I/DD in  
Michigan are engaged in volunteer work.

(INCL 2020-21 Michigan In-Person Survey (IPS) State Report)

People supported by  
MOKA contributed over

**10,800**

volunteer hours back  
to the community.



## Empowerment

**12 PEOPLE**

served by MOKA  
received grants through  
MOKA Foundation's

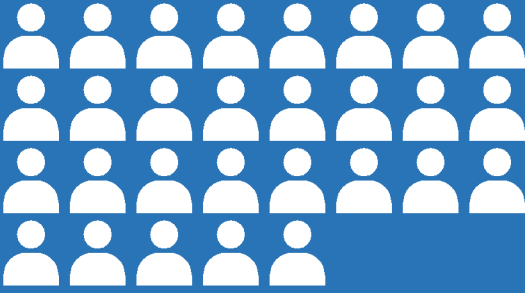
**Empowerment Fund**

to support health, communication,  
and community integration.





## Employment



**Twenty-nine** people achieved their goal of **employment** in MOKA's Employment Services Program. This is an increase of **71%** from 2021.

## Direct Care Workforce

The average length of service of direct care employees is

**5.88 YEARS**

exceeding the State of Michigan's benchmark of 5.32. (Incompass and MALA 2023 Workforce Survey Report)



## Promoting Health

**23%**

of persons participating in the **Diabetes** Management Program **reduced at least one risk factor** of type II diabetes, this exceeds our goal of 20%.



**76%**

of people served participating in a personalized nutrition program are moving towards a **healthier Body Mass Index (BMI)**.



people in **Community Supports** programs are participating in the fitness and wellness program through **Special Olympics Michigan**.



# Service.

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### 31 years of Heart and Service: Meet Constance

After working in MOKA's residential homes for 31 years, Constance Woodfork has learned a lot about patience, positivity, and not taking things personally. She walks through the door with a smile on her face.

Constance also loves to shop, so she found the perfect fit as a Residential Support Staff Shopper. But she fills in where needed, helping to supervise, cook meals, and assist with personal care and social activities.

Employees like Constance are integral to MOKA's mission and highlight the resilience and longevity of staff and most importantly their connections with the people they serve.

She started working at MOKA in September 1991.

"I started working and I enjoyed it," she says. "I love helping. It just touched my heart."

Constance has worked in several MOKA homes throughout the years and moved to the Crescent home when it opened in September 2018. Residential support staff members assist with meals, medication management, training in self-help skills, household management, budgeting, personal hygiene, behavior management, recreation and leisure planning, and safety skills.

Constance has served in a variety of roles and says every day can be different. She also enjoys getting out into the community with the people who live at the home.

"It actually goes fast to me because we're not sitting in the house all the time," she says. "We're getting out, or if we can't get out, we're baking cookies, playing games."

"I know their likes and dislikes and that's very important too," she says. "Like music and singing, I can be silly with them. And we just dance or we exercise with the music."

And the most rewarding part of her work day? "To see a smile on their face and know I did right," Constance says. "At the end of the day, when we have a good day, that makes me feel good."



# Engagement.

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## Voter Engagement Training Equips Voters with Confidence

We have all heard the familiar phrase, “get out and vote.” It sounds simple, but for first-time voters and people who have not been educated on the voting process, it can be intimidating. This is why Peer Mentor Brooke Fuller stepped up to host Voter Engagement Trainings for the people supported by MOKA. “The goal is to get education and knowledge about voting out to everyone and to teach them how to go vote,” says Brooke.

Thanks to family members, Brooke learned early on in life that voting is an important responsibility, one that she undertook as soon as she was old enough to vote. Over the years, she has learned to “do more research and vote based on the person’s ideas and what they want to do.”

Supervisor of Community Supports Tasha Oltman says, “Part of Brooke’s role is to help her peers navigate the world and learn new things, so she was a natural fit” to conduct the trainings.

To support each training, Brooke reviewed MOKA’s Voter Engagement Resource Guide with the participants. The guide uses simple steps and categories to ensure each person understands how to fully and meaningfully participate in the election process.

Participants in the training were educated on the importance of exercising their right to vote, how to register, the different methods of voting, and what to expect the day of when voting in person. The training also covered political parties and emphasized voting in a way that best fits you.

“We want people to go out and vote, and know their voice counts,” says Brooke.

While Brooke presented two virtual trainings to 30 participants leading up to the election, Tasha facilitated discussion and engagement along the way. Both hope the training eased the apprehension some people have about voting.

“The training helped to raise awareness of voting and make it more of an approachable process; it’s not as scary as it might seem,” says Tasha.

# Progress.

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## Drew's Journey to Independence

Drew saw his confidence take off after finding a job that aligns with his skills and interests. Now he hopes to one day live independently.

Drew was already part of MOKA's Skill Building Program when he made the decision to set his sights on a new goal, to find successful employment. It was at this time that he enrolled in MOKA's Employment Services Program to help him prepare for the job-seeking process. With the support of Job Developer Jamey Curtis, he found employment as a Custodian with Reliant Professional Cleaning.

Drew's job has helped him to gain independence. "I get to buy my own things now," says Drew. He has also learned to budget more effectively for transportation, and hobbies, and to save for his future goal of living independently.

He started work with Reliant Professional Cleaning in June 2021 and spends most of his working hours at GE Aviation in Muskegon. He has a route on the shop floor where he collects garbage, sanitizes, vacuums, and runs the floor scrubber - something he found intimidating at first.

"We spent a lot of time in his coaching to really boost his confidence and cheer him on while he is doing his job and to gain skills in operating the floor scrubber. Now he can successfully walk into any facility where Reliant uses one of those machines and operate it," says Jamey.

Prior to obtaining his job, Drew and Jamey met weekly to work on job readiness, including resume development, interview skills, disclosing disabilities, social coaching, and covering Drew's strengths and weaknesses. They then went right into job development where they began searching for and applying to available opportunities that interested Drew.

The goal is to find a job that fits each person's skills and interests and allows them to be as independent as possible on the job. MOKA works with employers to find a job match that aligns with each person's strengths.

Jamey also supported Drew with mobility training to get back and forth to





work before he began his job with Reliant. “He took the Go2 bus to two Reliant offices for his orientation, so we had his transportation all set before he even started his job.”

Through his time at MOKA and Reliant, Drew’s social skills have blossomed. “His confidence has gone through the roof, his communication has gotten better, and his ability to self-advocate has tremendously improved,” says Jamey.

Drew is nearing his two-year anniversary with Reliant, and Jamey continues to provide long-term support by keeping in regular contact, visiting him on the worksite, and connecting with his supervisor at GE Aviation for progress reports.

Drew appreciates the support he receives from Jamey and others at MOKA. “They’ve had my back since day one,” says Drew. He also credits his co-workers at GE Aviation with being laid-back and helpful when he has questions.

Moving forward, Drew hopes to increase his independence by eventually getting to a point where he can live on his own. For now, he continues to serve as an example for other participants in the Employment Services Program who are seeking a job.

“Just look. You never know what you are going to find out there,” says Drew.

***His confidence has gone through the roof, his communication has gotten better, and his ability to self-advocate has tremendously improved.***

***Jamey Curtis***  
***Job Developer***

# MOKA.

Made possible by you.

The care our donors have for the people in our MOKA family is astounding. This annual report gives you a glimpse of the bravery, resilience, and passion of the people we serve; the people our donors continue to rally around. Your support is truly life changing and directly affect how the people we serve access the community around them.

**Thank you** for your generosity and your commitment to *See the Individual in Everyone.*

## Donors

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### **In Honor of Ben Boerema**

Claybanks United Methodist Church

### **In Honor of Michael Boone**

Joanne Aileen Parker

### **In Honor of Eddie Stedman**

Charles Zamiara

### **In Honor of Caleb Buskard**

AMVETS RIDERS CHAPTER 1988

Damon Asper

Jennifer Bernier

Mary Cornelius

Brenda Becker

We want to offer a huge thank you for your generous support this year! We are so grateful for the gifts you give and the compassion you have for the community we serve.

This includes a special thanks to:

### **The Wege Foundation**

MOKA has begun the life changing work of engaging people with disabilities in an initiative to increase access to early dementia screening, diagnosis, and treatment thanks to a two-year grant from The Wege Foundation. Thank you to The Wege Foundation for their continued commitment to supporting a community that flourishes as an equitable and inclusive space for people with disabilities in West MI. We are so grateful for The Wege Foundation and the pivotal support this funding provides.

### **Direct Support Professional Certification Partners**

MOKA is proud to have a role in working to expand the labor force of Direct Support Professionals (DSPs) in West Michigan. We have collaborated with Harbor House Ministries, Heritage Homes, Inc., Benjamin's Hope, and Grand Rapids Community College to create a DSP Certification Program that is designed to attract more people to the DSP role and recognize the incredible skills and competencies of DSPs. This post-secondary certification program provides a comprehensive curriculum to train and equip DSPs with fundamental knowledge and clinical skills to excel in their role and provide exceptional care to the people we serve.

### **Volunteer Sites**

Beer City Dog Biscuits  
Blandford Nature Center  
Celebration Community Church  
City on a Hill  
Critic Barn  
Equest Center for Therapeutic Riding  
Feeding America  
Fellinlove Farm  
First Baptist Church  
Gateway Mission Store  
Great Lakes Naval Memorial and Museum  
Harvest Stand Ministries

Kent County Parks Volunteer Services  
Palmer & Millennium Park  
Kids Food Basket  
Meals on Wheels - AgeWell Services  
Meals on Wheels - Grandville  
Meals on Wheels - North Ottawa Council of Aging  
Michigan Ballet Academy  
Special Olympics of Michigan  
Thornapple Community Church

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\*Lead agency in project



(800) 644-2434  
contact@moka.org  
www.moka.org

715 Terrace Street  
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