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Dear Friends:

I am very pleased to present this fiscal year 2021 annual report on MORC, Inc's accomplishments and activities.

Fiscal Year 2021 marked a year of perseverance and progress for our agency. We navigated through the challenges of the COVID-19 global pandemic and its impact on our staff and those we serve. We expanded our footprint in Oakland County by opening two new offices in Clarkston and Southfield and moved out of our Livonia office in anticipation of a Spring 2022 move to a larger office in Dearborn that will expand our presence in Wayne County.

Despite the continued challenges posed by the pandemic, we were able to safely resume face-to-face visits, maintain vigilant advocacy in the face of behavioral health reform, and participate in critical community service initiatives such as vaccination campaigns, food distribution and providing vital first responder support in the wake of school gun violence. Through creativity, collaboration and maximizing our resources, we were able to help those we serve maximize their potential.

With ongoing resilience and resolve, we look forward to creating transformational change through our proposed merger with Easterseals Michigan. Through the creation of a newly merged organization, we will be able to deliver integrated health services within a continuum of care that currently doesn't exist, expand our service area, and gain access to a wider variety of funding and partnership opportunities to further deepen our impact in the communities we serve.

As we approach our 50th anniversary of service to those with intellectual disabilities and their families, I want to thank you for your support and invite your continued enthusiastic involvement and participation in our work.



Dennis Bott

President and CEO
MORC, Inc.

The Gift that Keeps On Giving

25 year old Hannah Richey is a shining example of determination and encouragement. She was diagnosed with Autism at the age of three and also struggles with an anxiety disorder. Instead of dwelling on the challenges of these diagnoses, she has embraced the unique qualities they bring to her life in helping her achieve her goals. "I don't see Autism as a disability," she says. "I was born this way for a reason and it's a gift."



Hannah working on her latest creations.

Hannah's talent and resolve to overcome challenges can be best represented in the creation of her business, Hannah Joy Spectrum Designs, where she makes

decorative silverware, platters and wind chimes. The business started when Hannah's therapist recommended finding a creative outlet to help with her anxiety. So she began taking classes at the Art Experience in Pontiac. During the classes, she unlocked an artistic talent she never knew she had. She started making things for her mom and then posting them on social media. "Every time I posted something, people would reply that they wanted to buy it," she said.

Realizing there was a demand for her creations, Hannah began attending craft shows where the interest in her designs only grew. She set-up online stores on Facebook and Instagram and began receiving orders from all over the country. In addition to her craft show and online business, she also has space for her merchandise at three local businesses, Yellow Dog Marketplace in Clarkston, and My New Favorite Things and Lake Life Goods in Waterford.

Last year, Hannah grossed over \$18,000 in sales from her business. The experience of running her own business has not only provided her with regular income, but also helped Hannah with many independent living and business skills, as well as increased her confidence and connection to others in her community. With support from a loving family, her MORC Support Coordinator, and a great direct support staff, Hannah has been able to achieve tremendous professional and personal success.

Beyond her own achievements, however, Hannah's true passion is to be an advocate

and example to others who have challenges. Despite the difficulties that Autism and her anxiety disorder have brought to her life, Hannah continues to view her Autism as a gift and has used her experiences to help others.

When she's not working, Hannah volunteers at Kensington Church where she watches the kids of the parishioners while their parents attend services. She also serves as an advocate for her brother who also has special needs and is devoted to helping others overcome challenges. "I like to be a voice for people who are discouraged," she says. Her advice to others with disabilities and their family members is, "Everyone has ability. Love people for who they are."

Hannah in front of her display at Yellowdog Marketplace in Clarkston.



MORC Autism Center: *Building the Foundation for a Successful Future*



Jamal Monagan working with his Behavior Technician.

MORC's Autism Center serves children between two and twenty years old. By providing Applied Behavioral Analysis (ABA) therapy and social skills training, the Center helps children with Autism work with a variety of skills such as communication, hygiene and daily living, transitioning and socialization. "The goal of our services is to close the gap between on the Spectrum to off the Spectrum, while enhancing quality of life and independence," says Board Certified Behavior Analyst (BCBA), Suyapa Amaya.

9 year old Jamal Monagan has been receiving services at the Center since he was three. Prior to beginning ABA therapy, Jamal

had very limited communication skills and was having frequent, intense meltdowns. "I wanted him to learn coping skills and how to better express himself," says Jamal's mom, Dominique Love.

During his ABA therapy, Jamal works on a variety of skills targeted towards improving communication, daily living skills, and socialization. One particularly effective technique is the use of a PECS book. This book contains pictures of various items and by pointing to the pictures, Jamal is learning to communicate what he wants and have more meaningful engagement with others. The improvement Jamal has experienced

from the services he is receiving from MORC Autism Center has been substantial.

"MORC has taught him to be more patient," says Love. His communication skills have also improved and he is better able to express what he wants. While Jamal is still predominately non-verbal, through pointing, gestures and use of the PECS book, he is able to communicate his needs. "Before, we would be constantly going around the house trying to guess what he wanted, but now he can point to it, or come and grab our hand and bring us to what he wants," adds Jamal's dad, Jamal Sr.

Socialization is another area of improvement for Jamal. "They taught him how to play,"

says Love. Before, she would buy him toys and he didn't know how to play with them. "Now he can play with his toys, he can interact with his cousins and sister and even was able to have a friend at school," she adds.

MORC's Autism Center is currently serving around 25 children and was able to continue supporting families even during the pandemic. The services the Center provides and the strong bonds they are able to form with the children provide an important foundation for future success in life.

"I love MORC!," adds Love. "I would never take him out of MORC. They are like family now."



Jamal enjoying the swing during his therapy session.

MORC Partners with Local Art Studios to Celebrate Artists with Disabilities

When MORC moved into its new Oakland County offices in Clarkston and Southfield, we really wanted to find ways to include and celebrate the people we serve within the office environment. We knew we had many talented artists within our community and so we decided to have people we serve create the artwork that would adorn our new offices.

MORC reached out to the SHAC, an art center in Milford that has offered art classes for those with intellectual disabilities, including many individuals served by MORC, for several years.

Through the partnership with the SHAC, MORC commissioned the student artists to create themed artwork for the conference rooms at MORC's new Clarkston office. A similar partnership was developed with students at the Soul Studio in West Bloomfield to create art for the conference rooms at MORC's new Southfield office. In addition, each office would also feature a rotating gallery of artwork in its lobbies, creating increased recognition and an opportunity for the artists with disabilities to sell their work.

Detroit area artist, S. Kay Young, leads the classes at the SHAC which consist of 8 to 12 artists with an intellectual disability. When the opportunity to partner with MORC to create art for their offices arose, Young jumped at it. "Anytime we can highlight the artists in our community and show how brilliant and talented they are, it's not only good for the artists, but for the whole community," she says.

In all, over a dozen individuals we serve contributed artwork for the MORC offices. 39 year old Olivia Pas is one of these artists. Olivia comes from an artistic family and both of her parents are also artists. She has been coming to the SHAC for classes since its inception and works on her art frequently in her family's home studio and the SHAC in between her job at McDonalds and other activities. During the pandemic, she has honed her craft by watching videos of different techniques and practicing them.

"I'm excited to paint a picture for MORC's office," Pas says. When thinking about what to paint for the theme of Great Lakes, Pas thought about several options, including a dolphin or sea shell, but ultimately settled on a sailboat, the name of the piece she ended up submitting.

"I'm always amazed by the talent of these artists," adds Young. "I want to gleefully thank MORC for giving our students a chance to shine."

39 year old Olivia Pas, posing with her piece, "Sailboat," is one of several artists from the SHAC who created artwork for MORC's Clarkston office.

Inset photo: Finished artwork hanging on the wall at MORC's Clarkston office.



Living the Dream: MORC Supports Individuals to Reach their Goals



36 year old Tammy Watts has been receiving services from MORC since her late teens. While she has always been interested in writing, she got serious about it in her late twenties.

Tammy, who has cerebral palsy and scoliosis, can type with one hand and also uses Dragon Naturally Speaking software to help her write. The supports she receives from her MORC Support Coordinator Christine Loynes and Psychologist Julie Frei have helped Tammy increase her confidence and improve her socialization skills. She now participates in writing clubs and interacts with other writers on various websites.

Tammy is a very prolific writer who likes to write about a variety of topics. She has completed two science fiction themed novels, with a third in the works to complete the trilogy.

One thing that is very important to Tammy in her writing is the accurate portrayal of persons with disabilities. All of the main characters in her novels are persons with disabilities and she has also written many articles tackling discrimination against those with disabilities, as well as highlighting her own life experiences as a person with a disability trying to navigate the school system and the community. "Part of it is write what you know," she says. "I also think it is rare to see persons with disabilities portrayed well or accurately in most books or TV shows. I'm trying to change that."

In addition to novels and articles, Tammy also writes poetry. "While novels tell a story, poetry is more of an emotional outlet," she says. In fact, Tammy credits her writing with helping her communicate more effectively in all areas of her life. "Writing allows me to organize my thoughts better and I have more time to make sure I'm expressing what I think and feel more clearly," she says.

Tammy writes under the name Tammy Dreamwriter. "One of my best friends called me 'Dreamwriter' as a nickname," she says. "He passed away before seeing any of my work published, so I decided to adopt it as my pen name in honor of him."

Looking towards the future, Tammy will continue writing with the hopes of getting some of her work published. "I have so many ideas," she says, "I have to keep going." She will also be contributing articles to the MORC website Knowledge Base.

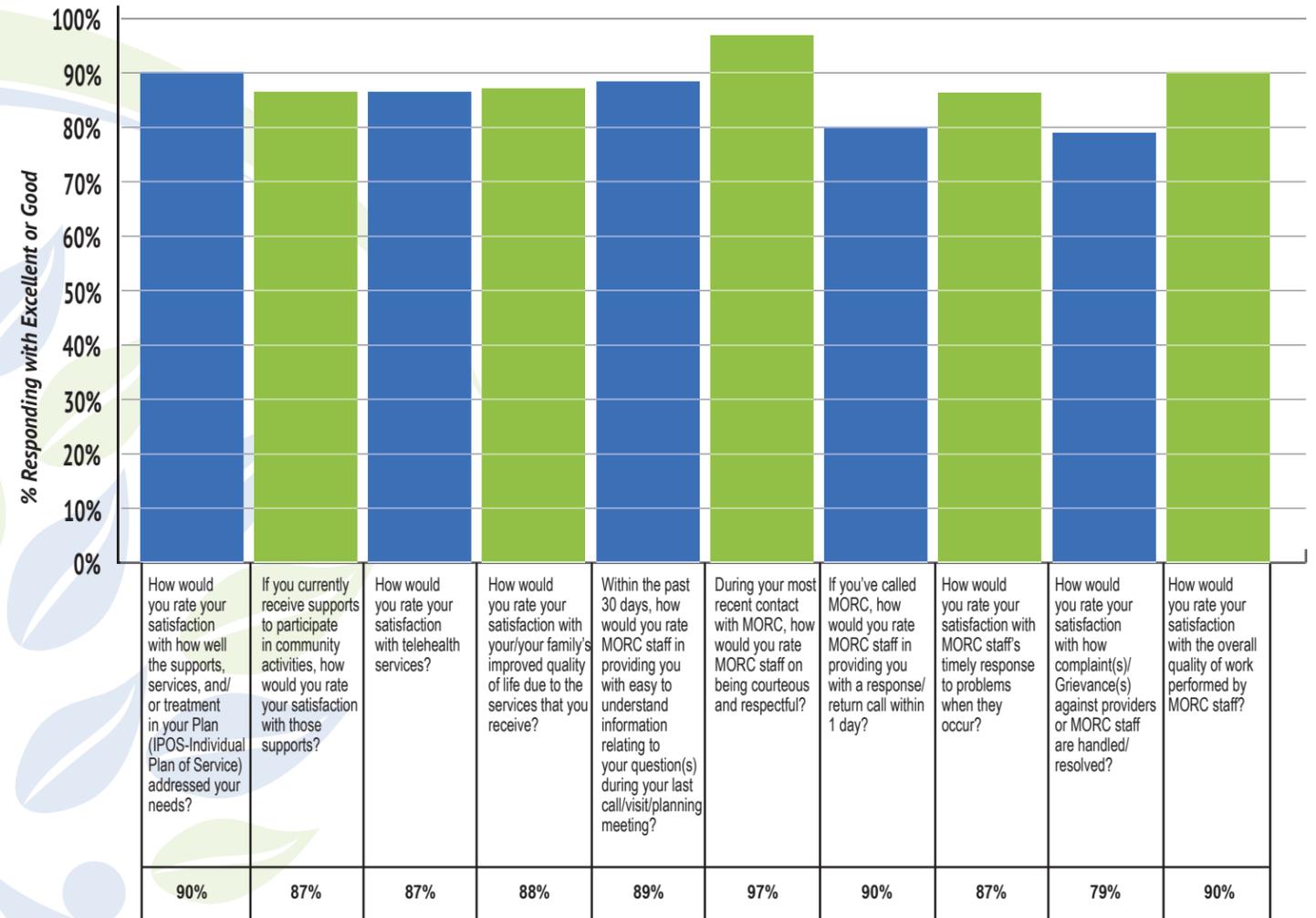
MORC goes above and beyond to maintain excellence in all aspects of our work from service delivery to customer satisfaction to business practices.

We are regularly audited by local community mental health boards, State and federal regulatory agencies, and Doeren Mayhew accounting firm to ensure ongoing adherence to high quality standards.

Continuous quality improvement is also assured through the implementation of a Citizen's Advisory Council and other

ingrained mechanisms for soliciting feedback from individuals served, families, guardians, contract providers, advocacy groups and others to monitor satisfaction, identify service needs and address any quality issues that may arise.

MORC is accredited by the National Committee for Quality Assurance (NCQA) for Case Management and Long Term Services and Supports through 2023. This is the highest level of accreditation available and represents the gold standard for quality in our field.



*Satisfaction surveys are mailed out annually to the individual/guardian in the quarter following their annual IPOS meeting. All returned surveys are entered into Survey Monkey to calculate the percent satisfaction and display in graph. The return rate is ~25%.



MORC Opens New Offices in Oakland County

For several decades, MORC's office in Auburn Hills had long served as the base of its Oakland County operations. With the lease up for renewal last July, it was a good opportunity to consider how to best meet the needs of those we serve in Oakland County into the future.

"With Oakland being such a large county, we thought we could better serve our community by having two Oakland County offices," says MORC CEO Dennis Bott.

To determine the best locations to move, a demographic study was completed that revealed the population we serve in the county had two distinct concentrations; one in the southeastern area around Oak Park and Royal Oak, the other in the northwestern Waterford/Clarkston area. Using that information, MORC was able to identify office property that met our needs in Clarkston and Southfield. "The locations of the new offices allow the majority of those we serve in Oakland County to be only 15 to 20 minutes from of one of our locations," adds Bott.

Both new offices feature space for office based and telecommuter staff, conference rooms and a clinic for psychiatry, psychology, occupational therapy, and speech services. They are conveniently located near major highways and offer ample parking for visitors. Importantly, both offices have ground level egress, are barrier free and feature fully accessible lavatory facilities.

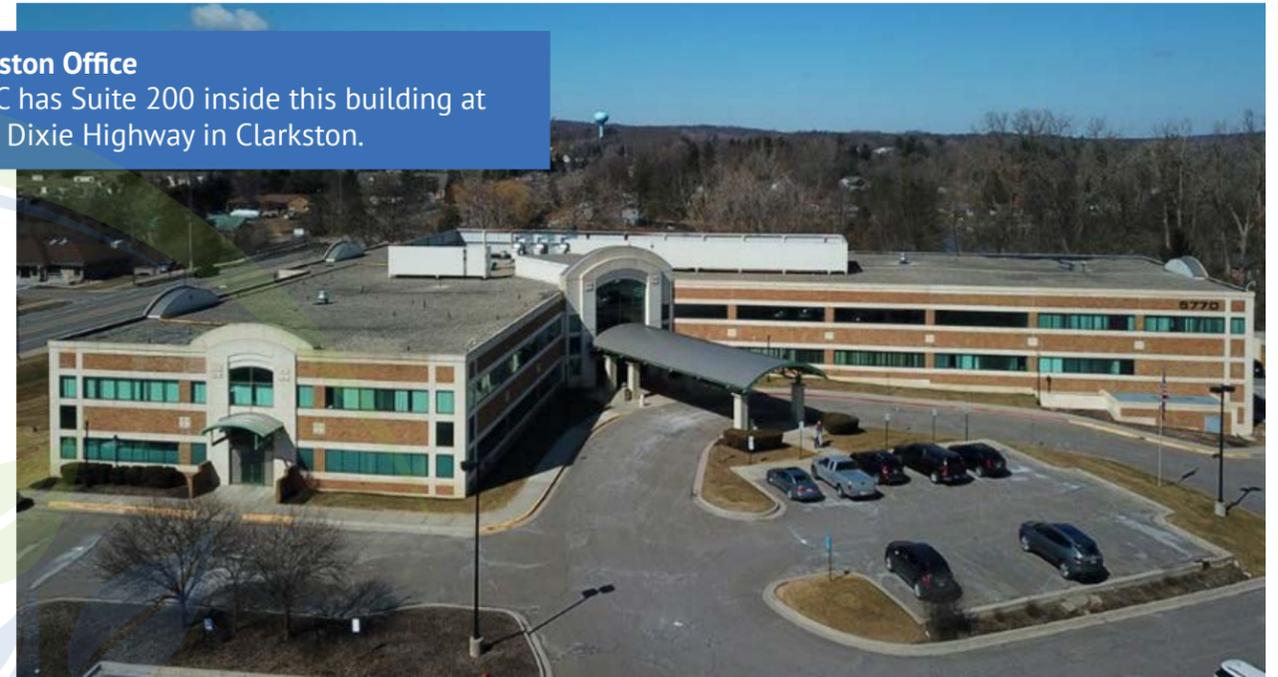
Even during a pandemic, the moves went seamlessly with the Auburn Hills office closing on July 31, 2021 and the new offices opening on August 1, 2021.

"Moving to two smaller offices also resulted in a savings of \$260,000 annually, allowing those funds to be redirected to services," added Bott.



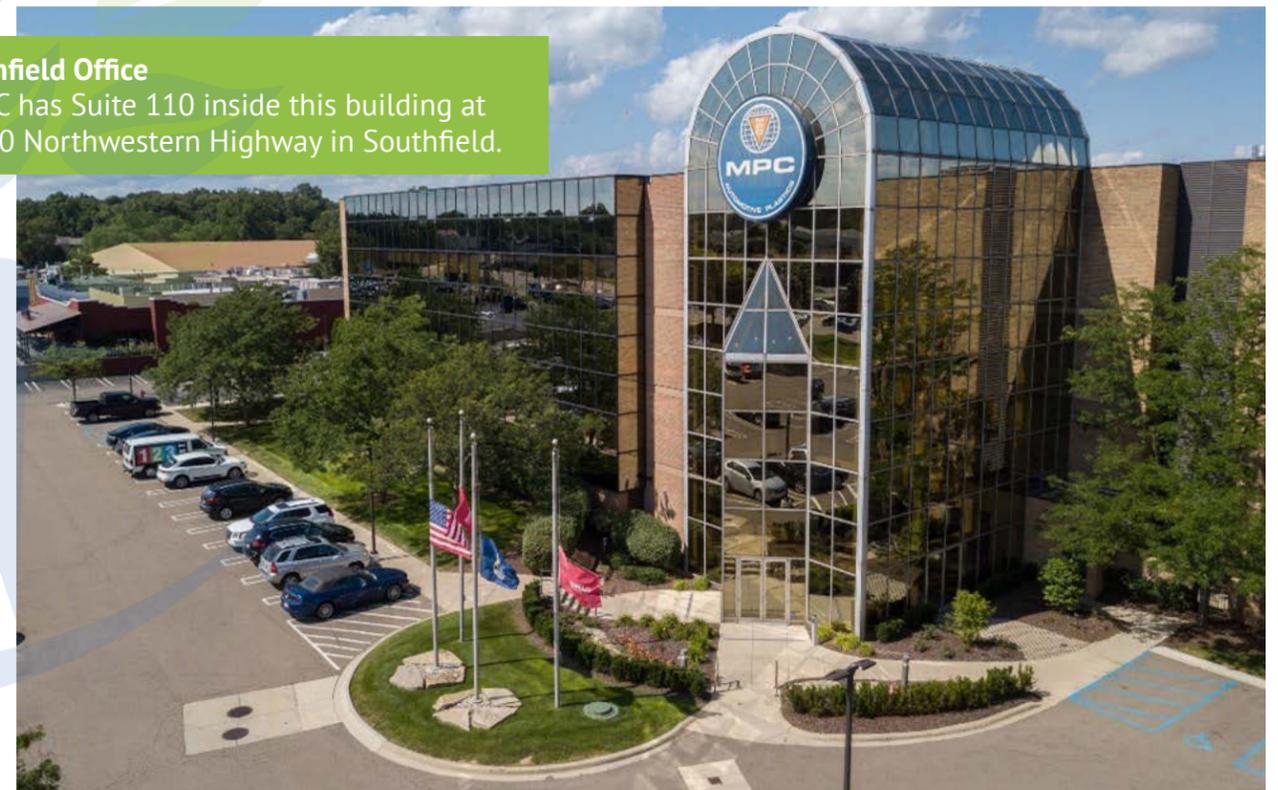
Clarkston Office

MORC has Suite 200 inside this building at 6770 Dixie Highway in Clarkston.

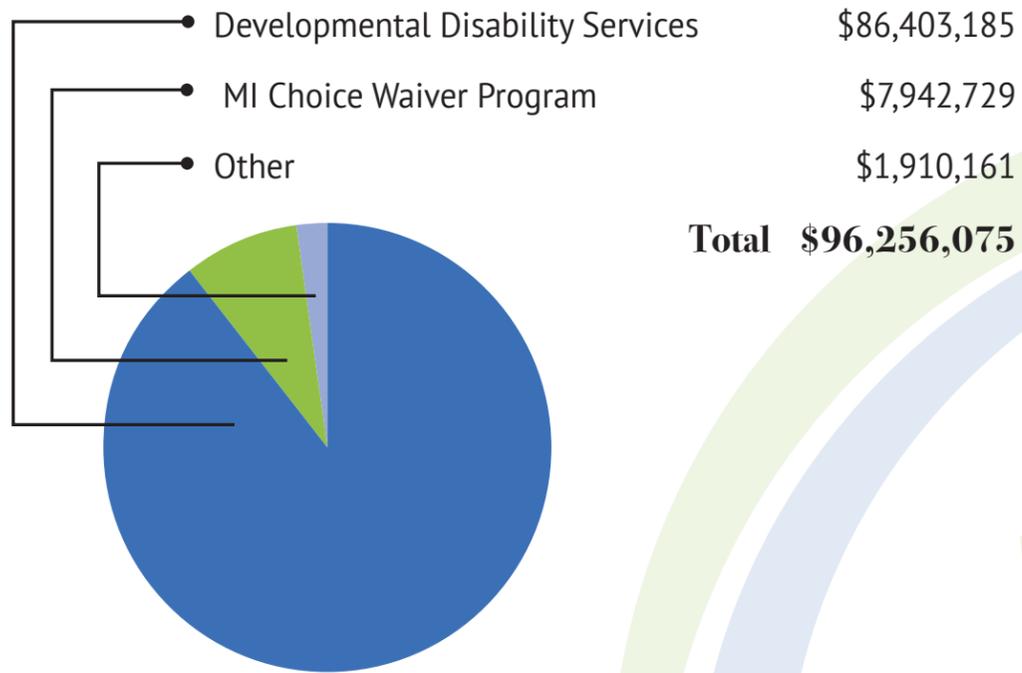


Southfield Office

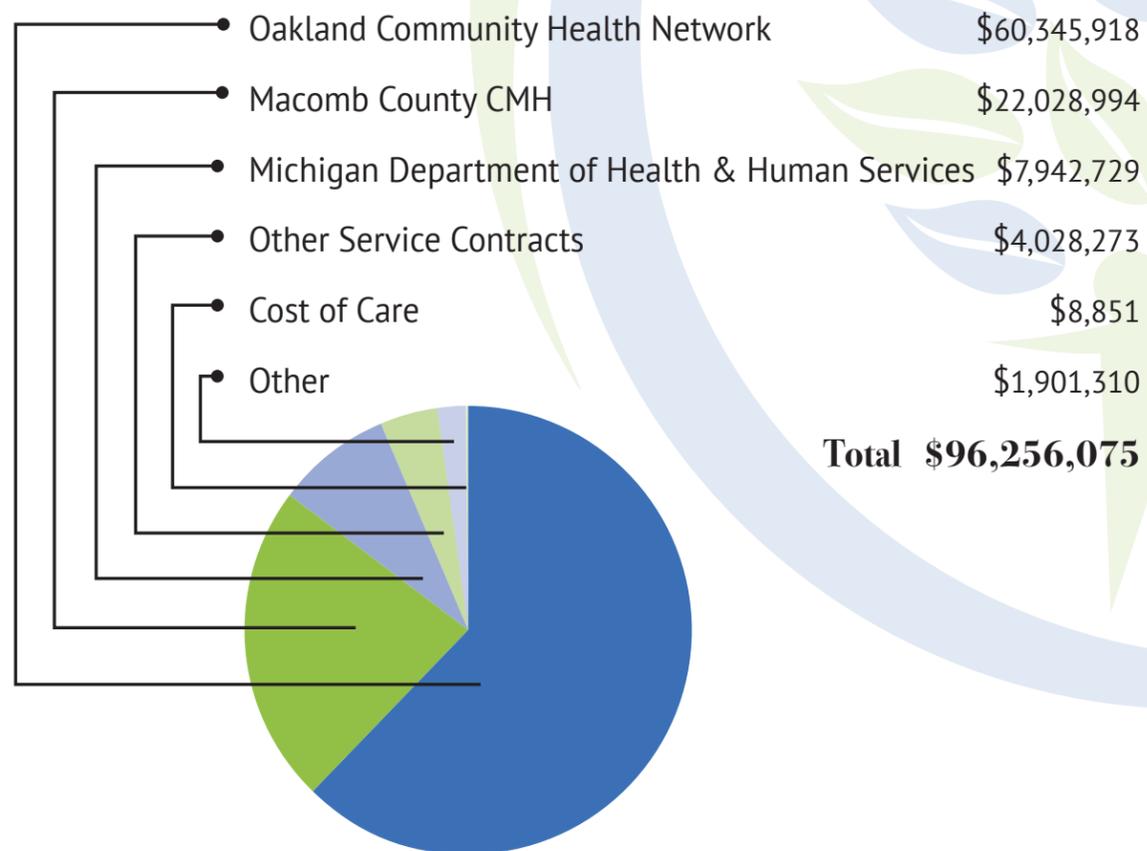
MORC has Suite 110 inside this building at 29200 Northwestern Highway in Southfield.



SERVICE TYPE



CUSTOMER SOURCE



MORC Inc. acknowledges the support of the Macomb County Community Mental Health Services Board, Oakland Community Health Network, Detroit Wayne Integrated Health Network and the Michigan Department of Health and Human Services.

MORC is proud to partner with a network of providers to assist us in providing high quality, comprehensive services and supports to individuals with intellectual disabilities.

Below are some key community partners who provided support to MORC in Fiscal Year 2021.

- **Alhambra** – Alhambra Braga helped provide gifts and hygiene products to those we serve during the holiday season.
- **Christ Our Light Church** – Christ our Light Church helped to collect items to provide over 300 Thanksgiving baskets to those we serve.
- **Initiate Growth** – Initiate Growth helped to collect items to provide over 300 Thanksgiving baskets to those we serve.
- **Journey Church** – Journey Church helped to collect items to provide over 300 Thanksgiving baskets to those we serve.
- **Kensington Community Church** – Kensington parishioners volunteer their services and solicit donations from local companies to renovate the homes of persons served by MORC.
- **St. Andrew's Catholic Church** – For over 20 years, parishioners at St. Andrews have donated over 2,000 holiday gifts to children and adults receiving services from MORC.



Be a Community Partner!

There are many ways to get involved with MORC and support the people we serve. If you would like to make a donation of cash, clothing or furniture, learn about volunteering opportunities, or discuss a fundraising or collaboration idea, call 586-263-8701.





The mission of MORC, Inc. is to maximize human potential.

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Phone: (586) 263-8700 | Toll Free: (866) 807-6940
Fax: (586) 412-7889

CLARKSTON OFFICE

6770 Dixie Highway, Suite 200, Village of Clarkston, MI 48346
Phone: (248) 276-8000 | Toll Free: (866) 754-3398
Fax: (248) 276-9280

SOUTHFIELD OFFICE

29200 Northwestern Highway, Suite 110, Southfield, MI 48034
Phone: (248) 276-8000 | Toll Free: (866) 754-3398
Fax: (248) 276-9280

WAYNE COUNTY OFFICE

Phone: (866) 986-2240 | Fax: (734) 432-3149

MORC AUTISM & CHILDREN'S CENTER – TROY

1800 West Big Beaver Road, Troy, MI 48084
Phone: (248) 918-5600

MORC HOME CARE

15600 Nineteen Mile Road, Clinton Township, MI 48038
Toll Free: (866) 593-7413
Fax: (586) 228-7029

MORC TRAINING

15600 Nineteen Mile Road, Clinton Township, MI 48038
Phone: (248) 276-8033

THE FUTURES FOUNDATION

15600 Nineteen Mile Road, Clinton Township, MI 48038
Phone: (586) 464-2610



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MORC, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

MORC, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

مؤسسة MORC, Inc. ملتزمة بحقوق المدنىة الفدرالية المعمول بها والى عدمىز على أساس العرق أو اللون أو الأصل الوطنى أو السن أو الإعاقة أو الجنس.