



# Michigan Rehabilitation Services

MRS is dual customer focused by partnering with individuals and employers to achieve quality employment outcomes and independence for individuals with disabilities and quality business outcomes for Michigan's businesses.

*Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.*

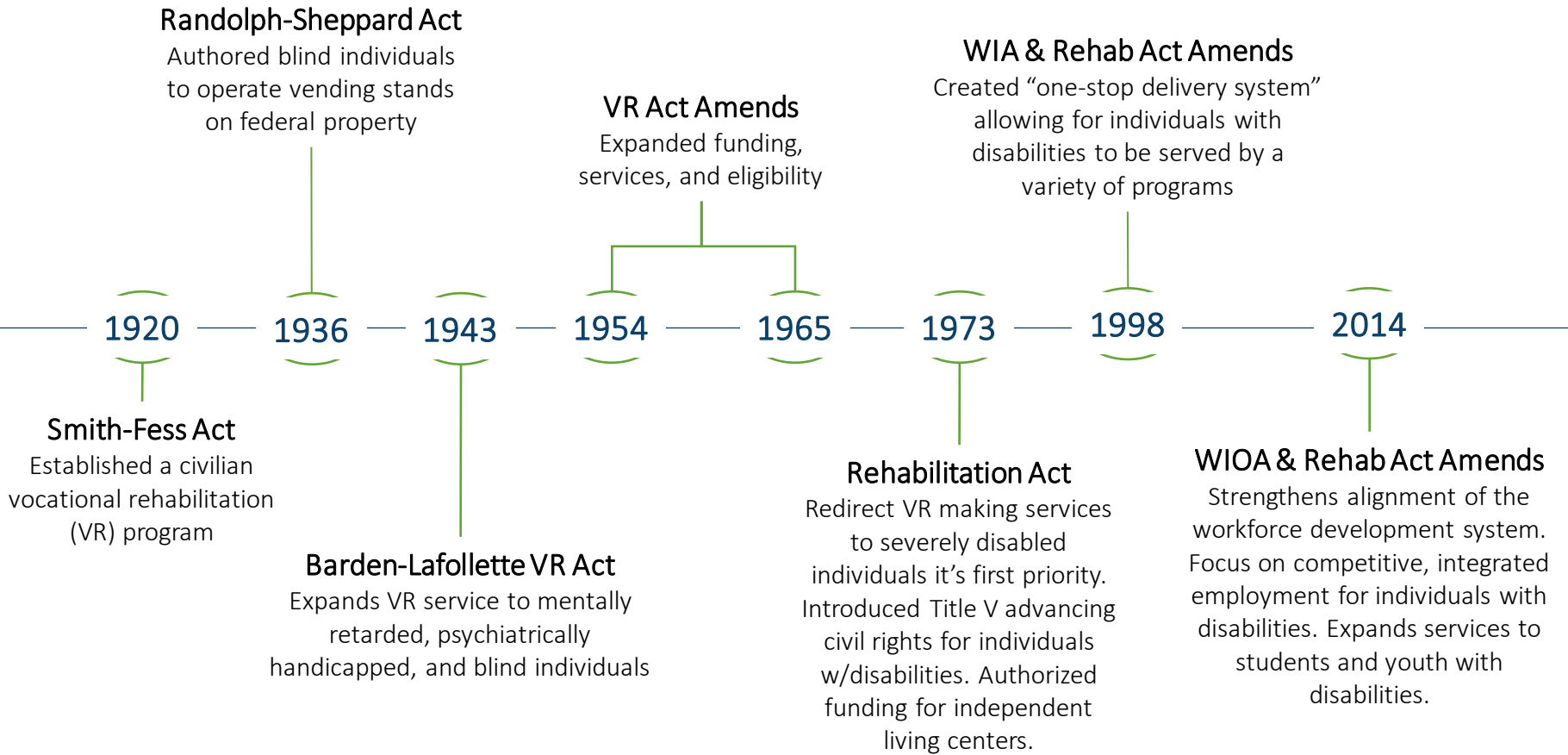
## Mission

develop customized workforce **solutions** for businesses and individuals with disabilities.

## Vision

A **diverse and inclusive workforce** that unites business and individuals with disabilities toward a **common good**.

# Est. and History of Voc. Rehabilitation



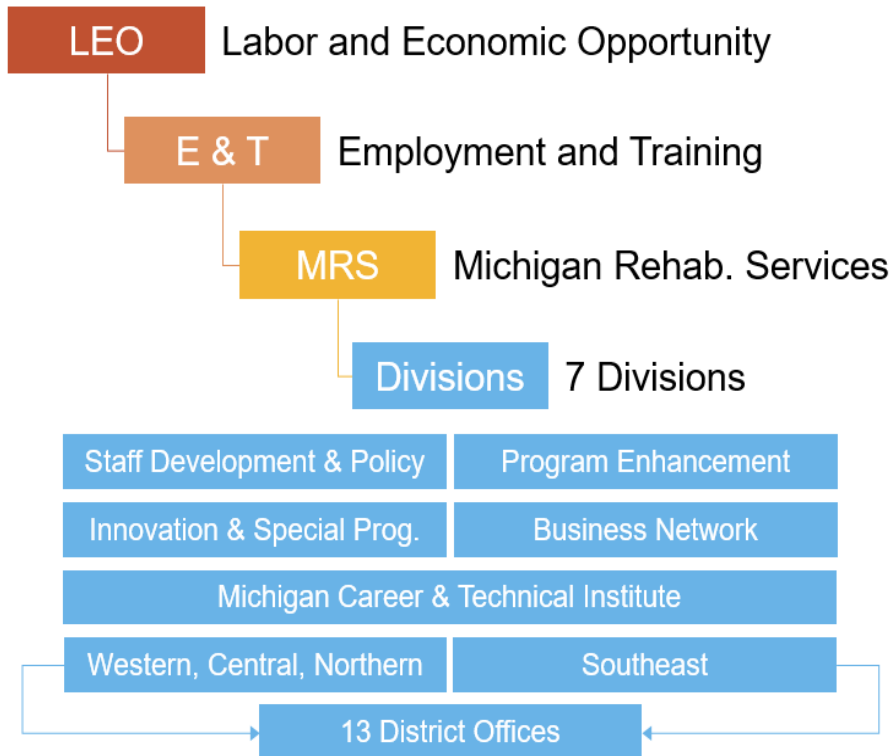
## Performance Measures



- 1 Employment Rate → 2<sup>nd</sup> Quarter After Exit
- 2 Employment Rate → 4<sup>th</sup> Quarter After Exit
- 3 Median Earnings → 2<sup>nd</sup> Quarter After Exit
- 4 Credential Attainment
- 5 Measurable Skill Gains
- 6 Effectiveness in Serving Employers

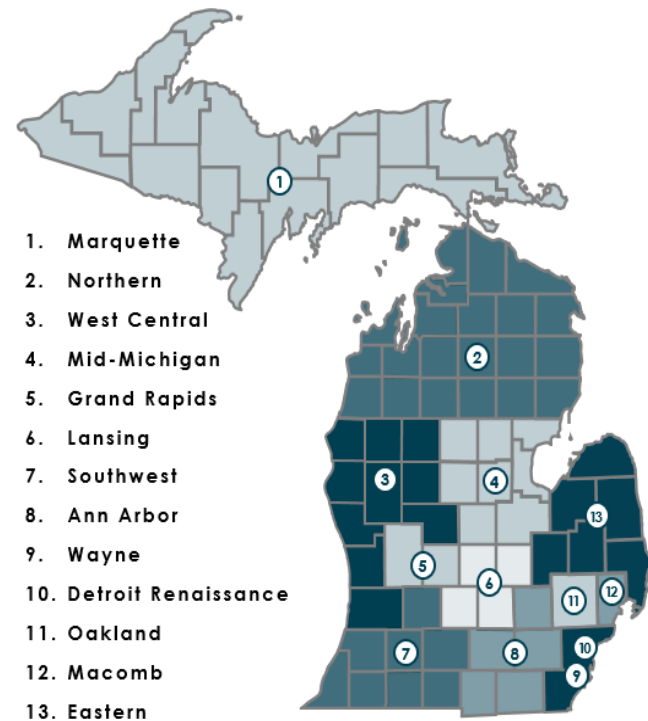
# Organizational Structure

## State Structure



## Districts Offices

Co-located with/in Mi Works!, MDHHS, schools, & rural satellite offices



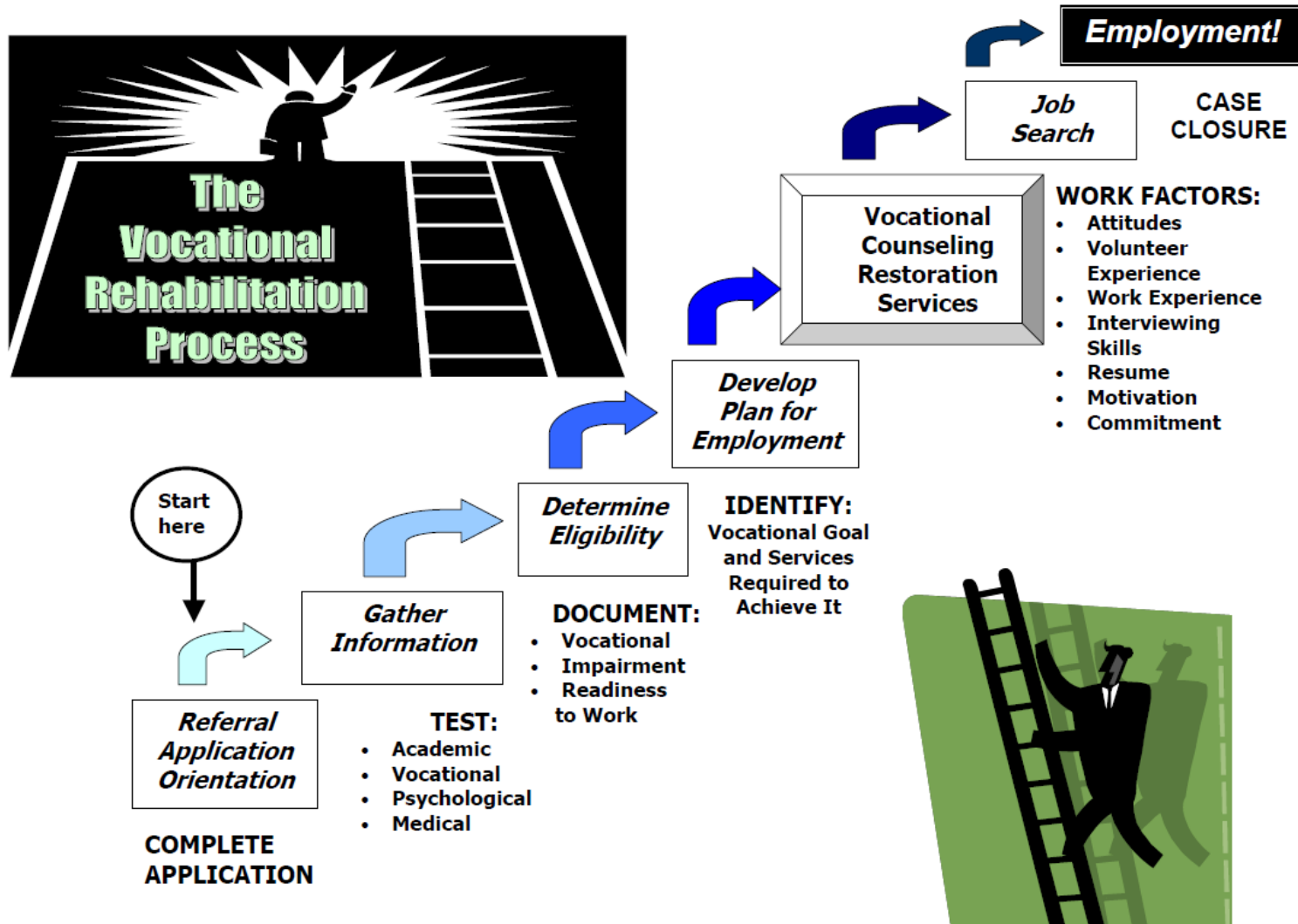
**555**  
Appropriated  
Bureau  
Positions



## Where Customer Come From

- 1 Individuals Call or Email MRS Directly
- 2 Referred by a Community Organization
- 3 Referred by a Community Partner
- 4 Referred by a Friend or Family member
- 5 Referred by a Business
- 6 Referred by a previous customer

# Individuals Seeking Employment



## Pre-Employment Transition Services (Students with Disabilities)

- Job Exploration Counseling
- Work-based Learning Experiences
- Counseling on Post-Secondary Training
- Workplace Readiness Training
- Self-Advocacy Training

## Eligibility and Plan Development

- Vocational counseling
- Disability assessment
- Vocational evaluation



## Services

## IPE Services

- Vocational counseling
- Job search support
- Job-seeking skills training
- Job placement assistance
- Accommodations
- Assistive Technology
- Job coaching
- Job training
- Prostheses or other medical services
- Support services





## How To Apply

1. Obtain an application.
  - [www.Michigan.gov/MRS](http://www.Michigan.gov/MRS)
  - Call or email MRS to request an application
2. Complete and return the application
  - Local MRS office (Office locator on MRS website)
    - Mail, email, fax, Drop-off
  - [MRS-CustomerAssistance@michigan.gov](mailto:MRS-CustomerAssistance@michigan.gov)



## Make A Referral

1. Contact your local MRS office
2. Provide your name and the referring organization
3. Provide Name and phone/email of the individual being referred:
4. When contacting the individual, we indicate who made the referral.



## Contact Information

## Kalamazoo & St Joseph County

Michigan Rehabilitation Services  
4210 S. Westnedge Ave.  
Kalamazoo, MI 49008  
269-337-3700

### To Request An Application:

- Call: 269-337-3700
- Email: [MurphyJ5@michigan.gov](mailto:MurphyJ5@michigan.gov)

### To Submit an application:

- Email: [MurphyJ5@michigan.gov](mailto:MurphyJ5@michigan.gov)
- Fax: 269-337-3717
- Mail: 4210 S. Westnedge Ave.  
Kalamazoo, MI 49008

**Site Manager: Jill Murphy– 269.370.2060 – [MurphyJ5@michigan.gov](mailto:MurphyJ5@michigan.gov)**



## Contact Information

## Calhoun & Branch County

Michigan Rehabilitation Services  
424 Riverside Dr Suite 202  
Battle Creek, MI 49015  
269-968-3311

### To Request An Application:

- Call: 269-968-3311
- Email: [DowneyfosterJ@michigan.gov](mailto:DowneyfosterJ@michigan.gov)

### To Submit an application:

- Email: [DowneyfosterJ@michigan.gov](mailto:DowneyfosterJ@michigan.gov)
- Fax: 269-968-0338
- Mail: 424 Riverside Dr. Suite 202  
Battle Creek, MI 49015

**Site Manager: Rebecca Hill – 269.615.3464 – HillR1@michigan.gov**

Our Business Customer

# Services To Businesses

Job Fairs  
&  
Virtual Job  
Fairs

Accommodations  
Training  
and  
Support

ADA Training  
and Support

Employee  
Retention

Disability  
Awareness  
Training

Training on Service  
and Emotional  
Support Animals

Talent  
Acquisition

Mental Health  
&  
Critical Conversations

Our Business Customer

# Businesses

Michigan  
Works  
Southwest

Zoetis

WMU Stryker  
Medical  
School

Pfizer

Mall City  
Containers

Better World  
Builders

Dollar  
Tree

Marshall  
Excelsior

Perrigo

Baymont  
Inn

Estes  
Express



## Contact Information

### Michigan Rehabilitation Services Business Network Division

- **Lisa Stanley**, Business Relations Consultant  
Phone: 269.548.7282      Email: [StanleyL@michigan.gov](mailto:StanleyL@michigan.gov)

### Michigan Rehabilitation Services Southwest District

- **John Fiore**, District Manager – 269-532-4594 – [fiorej@michigan.gov](mailto:fiorej@michigan.gov)
- **Rebecca Hill**, Site Manager (Calhoun/Branch/Barry)  
Phone: 269.615.3464      Email: [HillR1@michigan.gov](mailto:HillR1@michigan.gov)
- **Jill Murphy**, Site Manager (Kalamazoo/St. Joseph/Van Buren)  
Phone: 269.370.2060      Email: [MurphyJ5@michigan.gov](mailto:MurphyJ5@michigan.gov)

## **Community Mental Health Organizations**

- Summit Point
- Pines Behavior Health
- Integrated Services of Kalamazoo
- St. Joseph County CMH

## **K-12 School systems**

- Kalamazoo Regional Educational Services
- Calhoun County Intermediate School District
- St. Joseph County Intermediate School District
- Branch Intermediate School District

**Michigan Works Southwest** (Kalamazoo, Calhoun, Branch, St. Joseph)

## **Other Community Partners**

- Disability Network
- Goodwill Industries
- VA Hospital
- MRC
- Interact
- Adapt
- Woman's Co-op
- Comstock Adult Ed
- Community Colleges

- CMH
  - Supported Employment
  - Seamless Transition Pilot (St. Joseph)
  - Customized Employment (MRC)
- MCTI – C.N.A. Training
- K-12 Schools
  - Disability Advocacy Training
  - Project Search
    - Duncan Aviation (100% placed prior to graduation)
    - Bronson
    - Radison
  - Summer Work Experiences
    - Cade Lake
    - DNR
    - Business Partnership for Student Success (Barry County)
    - Goodwill Industries
    - Kalamazoo County Parks
- Veterans - Training and Support for High Demand Jobs
- Community Colleges
  - KVAAP



# THANK YOU!

