The mission of Michigan Protection & Advocacy Service, Inc. (MPAS) is to advocate and protect the legal rights of people with disabilities.
I am very happy to report that once again, in 2013, the state of the organization is both fiscally and programmatically sound. In spite of the agency’s budget allocation uncertainties that were created when the U.S. Congress failed to pass an annual budget for 2013, triggering sequestration, the MPAS Finance Committee presented, and the Board of Directors approved, a very cautious and conservative operational budget for Fiscal Year 2013.

When the MPAS budget was initially planned for 2013, a worst-case scenario was anticipated and the budget was built accordingly. By not filling vacant staff positions and with the reinstatement of the Protection and Advocacy for Beneficiaries of Social Security Program (PABSS), we were able to live within a very constrained budget. Although program quality was not compromised, the time frame and the degree to which MPAS could respond to calls for advocacy assistance was temporarily impacted.

In this report you will read more about many of the challenges and successes that MPAS faced in 2013. Over the course of 2013 and expected to continue into 2014 and beyond, there are two major issues that remain controversial within the disability community. They are:

♦ The creation of new housing developments that continue to segregate people with disabilities from the general community.

♦ Segregated employment options and the practice of paying people with disabilities below the federal minimum or prevailing wage by using a 14(c) waiver within the Fair Labor Standards Act.

Both of these issues will continue to be major systemic areas of interest for MPAS.

MPAS will continue to support full community inclusion of people with disabilities in residential and employment options.

Medicaid Expansion

After much deliberation, the state Legislature passed legislation with bipartisan support allowing Michigan to expand Medicaid benefits to more than 400,000 of our residents. Medicaid expansion under the Affordable Care Act (ACA) will allow many adults with mental illness to have access to the mental and physical health care they need.

MPAS Has a New Website

In June 2013, MPAS launched its new and improved website. As the world changes, more and more people with disabilities and their families are turning to the internet for information, guidance and assistance. Many of the more than 8,000 calls that come through the MPAS Information & Referral department are calls that could be more readily assisted through an updated and user-friendly MPAS website.

Although the costs associated with upgrading the website were substantial, I hope to see significant increases in the number of people we can reach in providing advocacy assistance. MPAS will monitor the impact of the new website. I expect that the number of calls will decrease as the number of website hits increase. I also expect that the cases that are not resolved by website information will become more complex and challenging, requiring additional direct advocacy assistance from the MPAS advocates and attorneys.

As stated in previous years, the future will evolve without us if we are satisfied by simply being observers. MPAS is not satisfied with being a witness to change but instead intends to help create a better future for people with disabilities and their families.

It remains my honor and privilege to serve as the Executive Director of this energetic and dynamic organization.

Elmer L. Cerano
Executive Director
Information and Referral (I&R) advocates take incoming calls from the public and offer short-term assistance to people calling the agency. Staff provides technical assistance literature, advice and referral to other agencies that can more appropriately meet the caller’s needs. Advocates will, at times, draft letters or complete forms, among other services.

I&R advocates answered disability-related questions on a wide variety of issues. Some of the most frequently asked questions related to:

- Discrimination in education, employment, housing, and accessibility to public places
- Special education supports and services
- Abuse and neglect
- Social Security benefits, Medicaid, Medicare, and other insurance benefits
- Vocational rehabilitation
- Voting rights

I&R Advocates offered information and short-term assistance to 7,415 clients in 2013.

What people are saying...

“The materials you sent educated me, fit the situation and helped put my mind a little more at ease.”

“As a paid and unpaid advocate, when I run across unfamiliar legal barriers I include MPAS in my list of reliable resources!”

“You were all compassionate, understanding, and really did help me to help my son. Many, many thanks!!”

“Thank you so much for your help, respect, and for caring when no one else did.”

“Customer service was very helpful and even called ME back after she double checked her sources. She called back within 15 minutes and was so kind, I appreciated her kindness.”

“The representative I spoke with did an excellent job with my problem. She gave me many options which helped me to complete the task and gain peace of mind.”

“Thank you for this wonderful service. You are the only organization I’ve called that gives immediate, accurate advice.”

“Thank you so much for your help. It is nice to know there are people who still care.”

“Your referrals and recommendations resolved the issue in a matter of a few days, rather than the four months we have spent.... You literally prevented someone who has been working very hard at recovering from three separate medical conditions from losing everything he has to medical expenses. This is nothing short of a miracle to him and to his family! You made a huge difference in our lives.”
Many individuals with disabilities reside in correctional institutions, psychiatric facilities, adult foster care homes or child caring institutions. Unfortunately, they are often subjected to abuse and neglect or restraint and seclusion by staff at the facility. MPAS monitors for such in mental health facilities, nursing homes, schools, group homes, homeless shelters, and anywhere people with disabilities work, play or reside. Protecting some of Michigan’s most vulnerable citizens is a high priority for MPAS.

Residential Facility for Children Closed for Restraint and Seclusion Violations

Following many years of MPAS monitoring for compliance and to ensure that children were protected from abuse and neglect, the Manor Foundation, a residential facility for youth in Jonesville, MI was closed. The Manor residents had been placed by the Michigan Department of Human Services and all had been removed from their family homes due to abuse and/or neglect. All of the children had a developmental disability, an emotional impairment, or both. MPAS staff regularly engages in systemic advocacy and monitoring with children’s facilities to eliminate the use of dangerous restraint and seclusion. MPAS monitored the Manor Foundation, over a period of several years, and filed multiple complaints with state licensing and other authorities. Many of these complaints were substantiated, and eventually the state Bureau of Child and Adult Licensing terminated the facility’s license. As a result of this advocacy, 132 children with disabilities were able to move out of a dangerous setting into safer and more appropriate programs. MPAS is now beginning advocacy at another facility to reduce or eliminate the use of restraint and seclusion.

Serving Clients through Community Involvement:

MPAS maintains a high level of visibility and involvement in the community on behalf of people with disabilities. Among the many groups that MPAS works with are:

- Mental Health Association of Michigan
- Michigan Long-Term Care Ombudsman
- Social Security Administration
- Michigan Developmental Disabilities Council
- Advisory Council on Behavioral Health
- National Disability Rights Network
- Michigan Disability Rights Coalition
- Juvenile Justice Waiver Workgroup
- Brain Injury Association of Michigan
- Michigan Developmental Disabilities Institute
Priority: Eliminate Abuse and Neglect

Elder Abuse Coordinated Community Response Team

MPAS participated in regular meetings of the Elder Abuse Coordinated Community Response Team (CCRT) in Ingham County. This team, which included representatives from community mental health, elder law advocates, police and fire departments, adult protective services, and health care providers, was created to share information and generate strategies to prevent and address elder abuse, including abuse of elderly individuals with developmental disabilities. Attending these meetings increased awareness among MPAS staff and other agencies of the resources and strategies available to end abuse.

HIGHLIGHTS

MPAS received a complaint that a gentleman’s rights were being violated by staff at the adult foster care home (licensed group home) where he lives. An MPAS advocate went to meet with the client at his home and noticed the home was surrounded by a locked fence. Recognizing the violation, MPAS filed a complaint with the Bureau of Child and Adult Licensing (BCAL) which resulted in an established violation. The provider was directed by BCAL to keep the fence unlocked at all times in order to allow all residents full freedom of movement.

MPAS received a complaint from a resident that staff at a licensed adult foster care home were attempting to administer incorrect medications to her. The resident knew the medications she had been prescribed and caught the errors before she actually took the medications passed to her by staff. The resident was concerned that other residents in the home may not notice this type of error. She also expressed the desire to be more independent in taking medications on her own. After complaints were filed with the Office of Recipient Rights and the Bureau of Child and Adult Licensing, staff at the home were retrained on medication administration and the client is now able to administer her own medications.

MPAS advocated with the parents of a 6-year-old boy with autism by working with his individualized education program (IEP) team to include supports to reduce bullying at school.

MPAS staff assisted a parent to stop the use of electronic auditory stimulation by a school occupational therapist on an 8-year-old girl with autism. The school stopped using the stimulation on the girl and others once complaints were filed. The child is now thriving in school.

Serving Clients through Community Involvement:

MPAS maintains a high level of visibility and involvement in the community on behalf of people with disabilities. Among the many groups that MPAS works with are:

- Michigan Assisted Living Association
- Michigan Poverty Law Program
- Centers for Medicare and Medicaid Services
- Area Agency on Aging
- The Arc Michigan
**Priority: Improve Rights Protection Systems**

Individuals with disabilities have certain rights regarding services and treatment. Organizations providing care or services have an obligation to abide by these regulations. Under the law, if an individual believes their rights have been violated, they can challenge those violations through a variety of rights protection systems. MPAS is working towards systemic change to ensure rights protection systems are accessible, independent and effective in enforcing the rights of individuals with disabilities. Individuals will not be deprived of their rights as a result of guardianship and will have access to independent and effective rights protection systems.

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**Presenting Alternatives to Guardianship**

MPAS served on the planning committee for the first annual legal conference sponsored by the **Brain Injury Association of Michigan (BIAMI)**. Five speakers were identified to present legal information to attendees about guardianships and conservatorships, special needs trusts, Social Security Disability, and workplace rights and accommodations. MPAS’ Legal Director presented information about alternatives to guardianships. Attendees were familiar with guardianships, although, they were notably unfamiliar with less-restrictive alternatives. This conference was attended by 155 individuals including brain injury survivors, family members, attorneys and other professionals who work in the brain injury field.

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**HIGHLIGHTS**

A 26-year-old woman with learning disabilities, mental illness, and other disabilities needed supports from her local community mental health (CMH) service provider to help her meet employment goals. The CMH had denied such services because of the woman’s IQ scores. MPAS investigated and succeeded in getting the CMH to properly identify the woman as a person with a developmental disability, making it possible for her to receive appropriate employment supports.

MPAS advocated on behalf of two young men with intellectual challenges whose self-determination programs were being threatened by their community mental health (CMH) service providers. MPAS investigated and contacted the CMH staff involved, and the self-determination programs were preserved. As a result, the individuals were allowed to continue to live in their chosen communities.

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**Serving Clients through Community Involvement:**

MPAS maintains a high level of visibility and involvement in the community on behalf of people with disabilities. Among the many groups that MPAS works with are:

- **Office of Recipient Rights**
- **Recipient Rights Officers**
- **Association of Michigan**
- **Michigan Departments of Corrections, Education, Community Health, Natural Resources, Civil Rights**
- **Michigan Prosecutors Association**
- **State Bar of Michigan**
- **Michigan Association of Community Mental Health Boards**
Employment can often be a vehicle to independence, identity, social engagement, and other beneficial characteristics. Unfortunately, people with disabilities have been consistently underrepresented in the workplace despite having marketable skills and the desire to work. Moreover, people with disabilities that do find "employment", are often working in segregated environments making wages which are not on par with typically-abled peers performing similar work. MPAS supports people with disabilities earning prevailing wages in integrated settings and eradicating the ability of community rehabilitation programs to pay people with disabilities below the minimum wage.

MPAS continued working with Michigan Council for Rehabilitation Services. The council is a consumer-driven, governor-appointed, statewide organization as mandated in the Rehabilitation Act of 1973, as amended. The council's mission is to improve vocational rehabilitation services in Michigan by reviewing, analyzing and advising the agency regarding pertinent issues and concerns. Having a seat on this council allows MPAS to provide information concerning customer complaints and work on systemic solutions to identified issues.

Outreach to underserved populations is an MPAS priority across all programs. One way we did this was by participating in Project Homeless Connects in Bay and Wayne Counties. We were able to reach thousands of individuals, many of whom have disabilities, and are homeless or at risk of becoming homeless.

MPAS staff provided general information on our agency's services and the Client Assistance Program (CAP) to vocational rehabilitation counselors and staff at Centers for Independent Living. Staff presented general information on agency services, training on CAP, and on the Protection and Advocacy for Beneficiaries of Social Security (PABSS) program to people at the Michigan Bureau of Services for Blind Persons.

The Employment Team completed 56 outreach presentations, totaling 1,845 attendants. These included; Centers for Independent Living (CILS), the National Disability Rights Network Conference; and United Cerebral Palsy of Metro Detroit. The team also presented at a conference that focused on assistive technology.

A staff member, proficient in English, Arabic, and Hebrew is a member of the Bureau of Services for Blind Persons (formerly the Michigan Commission for the Blind) Diversity Committee. As a member of the committee, she consults with Bureau staff members on how to better engage their Arab American clients.

HIGHLIGHTS

MPAS represented a woman in mediation against Michigan Rehabilitation Services (MRS) to secure support for her bakery business. MPAS worked to obtain a new business plan and evaluation with the assistance of Central Michigan University. With the help of CMU and MPAS, the client and MRS were able to develop a new business plan and draft a new Individual Plan for Employment (IPE). As a result of the hard work of all involved, MRS agreed to provide support in the form of appliances and other items for the woman’s bakery business which is now thriving.

A man who is blind and has limitations in mobility and other disabilities was denied an employment opportunity as a substitute teacher through an employment agency. MPAS filed a complaint with the U.S. Equal Employment Opportunity Commission (EEOC) and represented the man through the EEOC proceedings. The EEOC made a finding against the employment agency, and MPAS subsequently negotiated a settlement that included damages for the teacher and policy changes for the employment agency.

MPAS 2013 Annual Report
Adequate supports and services are vital to the overall well-being of all individuals in Michigan. People with all types of disabilities are able to successfully transition and live within the community when these services are accessible. It is important that government entities, recreational activities and providers of critical services are available. MPAS is working to increase the quality and access to these services to individuals with disabilities.

Priority: Improve Access to Necessary Services

As a result of MPAS’ input at Department of Natural Resources (DNR) – Accessibility Advisory Council meetings regarding legislative proposals, laws were passed and policies updated to expand recreational and hunting opportunities for individuals with disabilities in Michigan.

The council influenced changes made to Ocqueoc Falls which is the only publicly-owned falls in Michigan’s Lower Peninsula. Improvements were made to widen and pave the state-owned trail and limestone was added to create a step-level system. The changes made Ocqueoc Falls the only universally accessible falls in the United States. There are now three ways to get to the river with different effort and challenge levels and transfer opportunities so everyone can play in the falls. In recognition of the modifications that were made, the DNR was the recipient of a daVinci Award in April 2013 in the category of Environmental Adaptation/Daily Living or Work Aides.

Accessibility was the driving force when the DNR added an accessible hunting blind to the Rifle River area. An existing logging road was covered with gravel and an accessible blind that can be operated by one person was placed for usage. The insulated blind has an accessible lift that can hold 750 pounds and can rise to 20 feet, making it ideal for crossbow and firearm use. The blind was utilized by several hunters with disabilities during the fall hunting season and many of those hunters enjoyed the experience independently.

Serving Clients through Community Involvement:

MPAS maintains a high level of visibility and involvement in the community on behalf of people with disabilities. Among the many groups that MPAS works with are:

Michigan Department of Natural Resources
DNR Accessibility Advisory Council
Making Elections More Accessible for Persons with Disabilities

MPAS continued to assess Michigan polling places by visiting approximately 158 locations, primarily in the greater Detroit area, during the general election in 2012. Michigan has approximately 3,600 polling sites, the majority of which have been determined to be compliant.

MPAS continued to assess polling places for barriers and alert clerks to accessibility problems. The process involved MPAS visiting the locations and notifying clerks in writing, with a copy sent to the State of Michigan Bureau of Elections, of the barriers identified. The letters act to remind clerks of their responsibility to hold elections in an accessible location and to take advantage of the Access for All grant program, administered by the state of Michigan. MPAS then follows up with the clerks to determine compliance on improvements.

While MPAS continued to work with over 450 municipalities in the ongoing project that began in May 2010 due to the gross non-compliance in the greater Detroit area, we concentrated the majority of our efforts there in 2013.

As a result of a concentrated effort in the greater Detroit area, we were able to verify that a significant number of polling places in the area were not in compliance with state and federal accessibility laws. There are approximately 200 polling locations in the city. We were able to survey 158 of those 200 locations in the greater Detroit area and determined that over 90% of those locations were non-compliant.

Armed with substantial evidence of gross non-compliance in the Detroit area, we have greater leverage in insisting that the state of Michigan and the city of Detroit develop and implement a plan to bring all polling locations into compliance with accessibility requirements.

HIGHLIGHTS

A client was denied a communication device due to cost of the device – suggesting a less costly device would be sufficient. An advocate reviewed records and drafted a pre-hearing summary. The night before the scheduled hearing, the other party agreed to provide the speech generating device to the client. The hearing was cancelled and the client is successfully using the device.

Serving Clients through Community Involvement:

MPAS maintains a high level of visibility and involvement in the community on behalf of people with disabilities. Among the many groups that MPAS works with are:

Community Mental Health Agencies throughout Michigan

Community Housing Network, Inc.

Statewide Independent Living Council

SourceAmerica

Peckham, Inc.

Michigan Disability Housing Workgroup
**Priority: Ensure the Right to a High Quality Education**

**School Supports for Children with Challenging Disability-Related Behavior**

MPAS believes that children and young adults with disabilities deserve an educational experience geared toward similar outcomes to that of their typically-abled peers. This experience should be appropriate, inclusive and absent of discrimination and stigma. MPAS finds bullying and practices such as restraint and seclusion in schools to be unacceptable and supports policies which act to eliminate both. MPAS supports an educational system that promotes self sufficiency and independence in the community.

MMPAS continued its systemic initiative to improve outcomes for children with intellectual or developmental disabilities who are excluded from school because of disability-related behavior. A questionnaire project has produced over 2,900 survey results to date and has helped MPAS identify individual casework and systemic issues in several school districts. A review of a sample of MPAS' individual complaint allegations showed that 52% of MPAS school complaints have been substantiated. One charter school network updated and revised its special education procedures based on MPAS input, while another charter school was required to undertake sweeping changes in its policies and practices due to a complaint. Systemic initiatives are pending in two districts, one intermediate school district, and one state-run district. Due in part to advocacy by MPAS and others, the U.S. Department of Education recently issued a policy directive on complaints that mirrored MPAS' approach on the scope and remedial scale of the complaint process.

Serving Clients through Community Involvement:

MPAS maintains a high level of visibility and involvement in the community on behalf of people with disabilities. Among the many groups that MPAS works with are:

- U.S. Department of Education Office of Civil Rights
- State Board of Education
- Transition and Education Advisory groups of the Michigan Department of Career Development

767 people received I&R services
158 people received direct representation
Providing Parents with Education Rights Training to Advocate for their Children

MPAS continued its multi-year collaboration with the Michigan Alliance for Families (MAF), Michigan’s federally funded parent training and information center. MAF provides education rights training to families of children with developmental or intellectual disabilities.

- 89% of parents surveyed by Wayne State University reported increased understanding of the special education process after training.
- 79% strongly agreed that trainings helped them share their children’s information with schools.

MPAS advocated successfully in returning approximately 20 students with disability-related behavior to school with appropriate educational supports. Some settlements or findings included systemic changes. In one case, MPAS filed a formal administrative complaint with the Michigan Department of Education; MDE ordered interim relief returning the student to school pending an investigation. The complaint was substantiated, and further corrective action was ordered, including compensatory education.

HIGHLIGHTS

MPAS was contacted by the parent of a 12-year-old seventh grade student at a charter school. The student had ADHD and other disabilities and had been subjected to numerous removals the previous school year. His mother had submitted a written request for evaluation, but the charter did not have staff in place to conduct evaluations. Instead, he was suspended from school without the services required by law. MPAS filed a complaint on his behalf and the school district was found noncompliant on all allegations, including an allegation that the district failed to exercise its Child Find obligations. The district was ordered to take corrective action. The Corrective Action Plan included addressing the educational loss to the student, developing Child Find procedures, and providing staff training. In the course of working with this client, MPAS discovered that the procedures for Independent Educational Evaluation (IEE) guidelines used by the management company for this charter school imposed constraints upon parents that went beyond those in the law. The management company, which manages 16 different charter schools in Michigan, agreed that it would remove the additional conditions from their procedures.

A 10-year-old boy with emotional impairment, ADHD and other disabilities was experiencing poor grades and frequent informal suspensions from school. The school district had not recognized that he had a disability and had not evaluated him for special education eligibility. MPAS investigated and filed a complaint. After the complaint was filed, the district evaluated the boy and found him eligible for services. The state substantiated a systemic allegation on failure to provide information about education records and ordered remedial action.

83% strongly agreed that trainings helped them make better decisions for their children.
83% strongly agreed that trainings helped them become more involved in their children’s education.
Fighting to Protect Rights through Public Policy

MPAS held our annual Legislative Luncheon on Feb. 26, 2013 at the Capitol in Lansing followed by our quarterly Board of Director’s meeting. This event was, once again, a success as we significantly increased our attendance from previous years. Board members, staff and PAIMI Advisory Council members were able to have meaningful conversations with policy makers and staff concerning, not only our priorities but, also general information about the organization. While we did distribute and discuss information pertaining to several policy areas, the primary focus was on the expansion of Medicaid and its impact on the people we represent. In response to MPAS efforts and the efforts of others, Michigan agreed to expand Medicaid to over 400,000 Michigan residents, effective April 1, 2014. MPAS staff and board members educated policy makers about the agency’s policy platforms, current priorities, and mission. Other legislation discussed included:

Do-Not-Resuscitate (DNR) Legislation – (HB 4382-4384)

A package of bills was filed that will allow a guardian to establish/revoke/reaffirm a DNR order on behalf of a ward. MPAS had several significant areas of concern regarding these bills. Unfortunately, these bills had a great deal of support and were signed into law by the governor. We would have liked to see increased safeguards, better defined language, and a provision which would only allow the guardian to make these types of decisions when the ward was determined to be medically eligible for hospice. MPAS will monitor the implementation of this legislation to ensure the rights of the individuals impacted are upheld to the greatest extent possible.

Auto No-Fault – (HB 4612)

Once again, legislation was introduced that would put a $1 million cap on funds available for medical purposes for individuals who have sustained catastrophic injuries due to a car accident. We hold significant reservations concerning this legislation as it would prohibit eligible persons with disabilities access to certain types of supports and services. This bill was voted out of committee favorably but has yet to see a vote in the House or Senate.

MPAS continued its involvement with the Michigan Department of Community Health on the development of integrated services for individuals who are eligible for both Medicare and Medicaid. MPAS attended several meetings with key stakeholders and were invited to participate on two committees – Eligibility and Enrollment, and Enrollees Protection and Appeals. Input was also provided to representatives of the Centers for Medicare and Medicaid Services (CMS) during a visit to Washington D.C. Advocacy efforts focused on provision of an independent ombudsman with legal backup through the Michigan Department of Community Health and CMS. A plan was submitted to CMS for consideration although a decision on whether or not to support the plan had not been made at the close of this fiscal year. Finally, language was changed in the Michigan 2013 Hunting and Trapping Digest to be person-first. For example, the former “Special Disabled Firearm Season” was changed to “Independence Hunt” and the former “Youth & 100% Disabled Veteran Firearm Season” was changed to the “Liberty Hunt”. Additionally, criteria were expanded for both of these hunts to make them more accessible and user-friendly for hunters. For example, following passage of House Bill 5292, a disabled veteran is able to get a hunting and fishing license at no cost.
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Michigan Protection and Advocacy Service, Inc.
Statement of Activities

Michigan Protection & Advocacy Service, Inc. is mandated by federal and state law to protect individuals with disabilities in Michigan. MPAS receives part of its funding from the Administration on Developmental Disabilities, the Center for Mental Health Services-Substance Abuse and Mental Health Services Administration, the Rehabilitation Services Administration, and the Social Security Administration.
Please Consider Donating to MPAS

Your Donation Helps us Protect the Rights of People with Disabilities

MPAS is part of the federally mandated protection and advocacy system and receives the majority of its funding from federal grant programs and a small portion from the state of Michigan. We accept and always appreciate donations from private donors and organizations.

One way to support MPAS is with a planned or deferred gift of cash or investment securities. This can be arranged through your will or trust.

A cash gift is also appreciated and is generally tax deductible from your federal income tax. MPAS is a 501(c) 3 nonprofit organization.

We encourage you to check with your tax advisor concerning a tax deduction for your gift.

If you have already donated, thank you for your support. To become a donor, please send your donation in the envelope included in this report, visit our website at www.mpas.org and make a donation online, or contact:

Michigan Protection and Advocacy Service, Inc.
4095 Legacy Parkway, Suite 500
Lansing, MI 48911-4263
800.288.5923
www.mpas.org
Find us on Facebook

Voice, TTY, and language accommodations available.
MPAS publications, including this annual report, are available in alternative formats.

Protection and Advocacy Programs (P&A)

MPAS provides advocacy and legal services through funding provided by eight protection and advocacy (P&A) programs mandated by the Congress of the United States.

P&A for Individuals with Developmental Disabilities (PADD)
♦ U.S. Department of Health and Human Services, Administration for Children and Families, Administration on Intellectual and Developmental Disabilities

P&A for Individuals with Mental Illness (PAIMI)
♦ U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services

P&A for Individual Rights (PAIR)
♦ U.S. Department of Education Office of Special Education and Rehabilitation Services, Rehabilitation Services Administration

Client Assistance Program (CAP)
♦ U.S. Department of Education Office of Special Education and Rehabilitation Services, Rehabilitation Services Administration

P&A for Assistive Technology (PAAT)
♦ U.S. Department of Education Office of Special Education and Rehabilitation Services, Rehabilitation Services Administration

P&A for Beneficiaries of Social Security (PABSS)
♦ Social Security Administration Office of Acquisitions and Grants

P&A for Voting Accessibility (PAVA)
♦ U.S. Department of Health and Human Services, Administration for Children and Families, Administration on Developmental Disabilities

Traumatic Brain Injury (TBI)
♦ U.S. Department of Health and Human Services, Health Resources and Services Administration