



# igniting potential

**2023 ANNUAL  
REPORT**

# WE BELIEVE IN THE POWER OF WORK

## BOARD OF DIRECTORS

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### OFFICERS

Kristy Cantleberry, Chair  
Venetia Petteway, Vice Chair  
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Alex Murray, Secretary

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David Wujciak  
Tom Gisewhite  
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Rick Valley  
Dr. Patrick Beer  
Dana Tell  
Rafael Turner  
Janey Lamar  
Joseph Fredericks, II

## MISSION

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To assist individuals with barriers to employment in making the transition to independence and self-sufficiency.

## VISION

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To be an organization dedicated to the development of human potential through service excellence.

## PHILOSOPHY

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We believe that work plays a critical role in our lives and forms the cornerstone of a person's relationships with others. Through the power and dignity of work, individuals are able to achieve both economic self-sufficiency and a productive role in society.

# LETTER TO THE COMMUNITY

For more than 90 years, Goodwill Industries of Mid-Michigan has been committed to empowering people with disabilities and other employment barriers. Through the transformative power of work, we've helped many individuals achieve independence and self-sufficiency. Our dedication to their success drives us to continually enhance our workforce development programs, customizing them to meet individual needs and unlock their full potential.

2023 was an opportunity to serve 926 individuals through various workforce development programs, including community employment services, employee development, digital skill training, self-employment services, and youth training and development programs. In addition to training opportunities, we proudly supported our mission by distributing over \$12.9 million in wages and benefits to 952 people in this community.

Goodwill Industries of Mid-Michigan is deeply committed to environmental sustainability. Recycling is a top priority for us as responsible stewards of the planet. In 2023, we successfully recycled over 8,038,016 pounds of material, keeping it out of Michigan landfills.

Our commitment to helping individuals achieve their full potential is unwavering. By offering career guidance, positive affirmation, and assisting individuals to succeed, we fulfill our mission every day. This wouldn't be possible without the steadfast support of our community partners, volunteers, shoppers, donors, and Goodwill advocates. Together, we are truly **“Changing Lives Through the Power of Work!”**



**Joseph G. Mounger**  
President & CEO  
Goodwill Industries of Mid-Michigan

A stylized, handwritten signature of Joseph G. Mounger in white ink.



**Kristy Cantleberry**  
Board of Directors Chair  
Goodwill Industries of Mid-Michigan

A stylized, handwritten signature of Kristy Cantleberry in white ink.

# OUR MISSION PARTNERS

*Goodwill Industries of Mid-Michigan is able to fulfill our mission in large part because of the interest and support of community organizations who refer individuals, provide facilities for vocational evaluations and training, and who hire our graduates. To them, we say **THANK YOU FOR BEING A MISSION PARTNER!***

24/7 Fire Restoration  
AARP  
Abeantogo Coffee  
Agri-Valley Communications, Inc.  
Al Hanson Motors  
Amazing Engraving  
American Gasser  
American Red Cross  
Ameriprise Financial  
Area 22 Special Olympics  
Bad Axe Lanes  
Blue Water Youth  
Boy Scouts Water and Woods Council  
Brandon High School  
Brew for You  
Brown and Brown Insurance  
Bureau of Services for Blind Persons  
Burkhard Window Cleaning  
Campbell Wood Products  
Captain John's  
Caro Chamber of Commerce  
Carriage Town Ministries  
Carrollton Public Schools  
Catholic Charities-Flint  
Chase Bank  
Cintas  
Community First Initiative  
Community Ventures  
Consumer Servies, Inc  
Courtney Manor  
Covenant HealthCare of Saginaw  
Coy's Comics  
Davison Outreach East  
Disability Works  
Dollar General  
Dollar Tree  
Downtown Outreach Ministries  
Easter Seals  
Evangel Life Church  
EZ Awareness by Design  
Fairfield Inn  
Family Economic Security Project  
Farm Bureau Insurance Agency  
Farmers Market of Flint  
Financial Group  
Flint and Genesee County Chamber of Commerce  
Flint Area Reinvestment Office  
Flint Job Corps  
Flint Kiwanis  
Flint MTA  
Flushing H. S. Key Club  
Food Bank of Eastern Michigan  
Franklin Inn  
Genesee Health System  
Genesee Intermediate School District  
Girl Scouts of America  
Goyette Mechanical  
Green Clean Bean  
Hamilton Community Health Network  
HealthPlus  
Holiday Inn Express Birch Run/Frankenmuth  
Hope Network  
Huntington Bank  
Huron County Child Abuse and Neglect Council  
Janitorial and Paper Supply Co.  
Jellystone Park-Frankenmuth  
Jersey Zone  
Job Corps  
Kettering University  
Lapeer Chamber of Commerce  
LDS Employment Resource Center of Oakland County  
Linden High School  
Luigi's  
Majeski Party Store  
Masud Labor Law Group  
McDonald Food & Family  
Meinhold's Car Wash  
Metro Community Development  
Michigan Association of Rehabilitation Organizations  
Michigan Community Services, Inc.  
Michigan Dept. of Health and Human Services  
Michigan Rehabilitation Service  
Moore Motors  
Morley Companies  
Motel 6  
Mott Community College  
New Hope Valley  
NorthGate  
O'Reilly Auto Parts  
Osentowski Farm Equipment  
Pasta House  
People First of Genesee County  
Prost Wine Bar & Charcuterie  
Red Roof Inn  
Ruth Mott Foundation  
Safe and Active Genesee for Everyone-SAGE  
Safe Haven House - Saginaw  
Saginaw Animal Control Center  
Saginaw Chamber of Commerce  
Saginaw Children's Zoo  
Saginaw County Controllers Office  
Salvation Army  
Self Serve Lumber  
Sports Tees  
Stardust Bowling  
Starlite Coney & Burger  
Student Learning Center East of Shiawassee County  
Sullivan's Blackforest Brew Haus & Grill  
Taco Bell  
Talaski Plumbing & Heating  
Taylor Life Center  
Team One Credit Union  
The Peppermill Restaurant  
The State Bank  
The Underground Railroad  
Totem Books  
Transitions Center of Saginaw  
Treatment and Training , Inc  
United Way of Genesee County  
University of Michigan-Flint  
Vet Biz Central, Inc.  
Walgreen's  
Walsh Meat  
Water and Woods Council  
Wellspring Lutheran Services  
Wendy's Restaurant  
Westcourt  
Whaley Children's Center  
Willowtree Restaurant  
YMCA of Flint  
YWCA of Flint



# AMERIWAY INN AND SUITES

## COMMUNITY PARTNER OF THE YEAR



## THANK YOU!

Ameriway Inn and Suites began partnering with Goodwill Industries of Mid-Michigan in November 2022. Upon learning Goodwill's Mission, Ameriway was very open-minded and were excited to be of help. During the course of 2023, Ameriway hosted two work assessments and a job shadow. These programs allowed Mission Services to evaluate the participant's ability to hold competitive employment while working in a supportive setting.

Everyone at Ameriway helped create a friendly work environment. Each morning the manager Rhiannon would warmly greet the participant and the job coach. She would offer the participants food from the breakfast

buffet each shift before having them begin to help pull food trays from the breakfast nook. Rhiannon always went out of her way to encourage the participants and compliment them on their work skills.

The staff of Ameriway Inn and Suites continues to express a deep interest in helping Mission Services as much as possible. They have continued to show their passion for giving back to the community by allowing Goodwill to use them as a worksite anytime needed with open doors. Due to Rhiannon's and her staff's hospitality and affability, Goodwill Industries of Mid-Michigan looks forward to continuing to partner with the hotel in the future.

# GRADUATE OF THE YEAR

## *James Dewaelsche III*

### CONGRATULATIONS JAMES!

In 2023 James Dewaelsche III, was referred to Goodwill Industries to participate in an assessment to determine his readiness for competitive employment. James had previously lost employment due to a disability barrier.

James worked in the warehouse on the outlet line. He was able to learn his responsibilities quickly and was described as a hard worker. He displayed a kindness toward the people who worked around him and was often readily available to help others out.

After the completion of his assessment, James was hired as a Plant Production worker. He continued to demonstrate his willingness to work hard and eventually transferred to the transportation department. As a dock worker, James' duties include unloading trucks, removing trash, and general housekeeping. James has recently celebrated his one-year anniversary at Goodwill and even received the Employee of the Month honor in November of 2023.

# IGNITE



# ACHIEVER OF THE YEAR

## *Steven Bueche*

### CONGRATULATIONS STEVEN!

Steven Bueche was referred to Goodwill Industries in 2015 to be assessed for his readiness to be competitively employed. During the assessment, Steven worked in the kitchen, and assisted with the Micro-Businesses. He proved himself to be flexible, agreeable, and an asset to Goodwill.

In 2017, Steven was hired into Goodwill as a Micro-Enterprise Associate. Since being hired, Steven has worked hard at improving his sales pitch when working in the businesses, advocating for the business owners, and increasing his flexibility to be able to work with everyone.

Steven has started assisting with baking and food prep for the businesses. This has not only benefited the businesses, but has helped Steven towards his goal of being able to cook more frequently for himself at home. He continues to be an important member of the Mission Services team.



# IGNITE

# GRADUATE OF THE YEAR RUNNER-UP

## *Austin Sutherby*

### CONGRATULATIONS AUSTIN!

Austin Sutherby was referred to Goodwill Industries for an assessment to determine his readiness for competitive employment. During his four-week assessment, Austin adapted to his working environment well. He was able to process the requests that were made of him and voice concerns that he had.

As Austin maintained good relationships with the people that he worked with, he turned out to be a good match for the Goodwill team. He was offered a position as a Plant Production worker on the outlet team.

Austin continues to work hard and demonstrate his ability to be part of a team. As any issues have arisen with Austin, he has been willing to put in the work and discuss his work performance to maintain his employment. Austin continues to be a valued member of the Goodwill team.

# IGNITE





# ACHIEVER OF THE YEAR RUNNER-UP

## *Alex Watson*

### CONGRATULATIONS ALEX!

Alex Watson is a sophomore in high school that was referred to Goodwill Industries of Mid-Michigan from Michigan Rehabilitation Services. Alex wasn't sure what long-term career he would like but was enthused by the prospect of working at a comic book store. From the very beginning of the work experience, Alex demonstrated strong work ethic. He made sure to carefully handle merchandise because he was taught that even the slightest crease in a comic could devalue it. There were times that Alex could see a student at the worksite struggling to handle a large stack of comic books carefully. Without saying a word, Alex would walk over to them and assist the other person in their endeavor.

Alex's disability caused him to be a very quiet and shy individual. At the beginning of the work experience, he would only contribute to a conversation in the group if someone asked him a direct question. As the work experience progressed, Alex began to engage in conversations more often. While he wouldn't say much more, each contribution was extremely well thought out and profound for someone this age. At one point, another student asked Alex what comic book characters he would want to be on his crime-fighting team. Alex paused, thought for a moment, and said, "It's not so much about who is on the team. It's more about the ability to create a supportive team environment. You'd want to concentrate on having foresight for one person to be able to make up for another person's weaknesses." The whole room paused at what they were doing, awestruck by Alex's insightfulness.



# IGNITE

# RETAIL

EMPLOYEE OF THE YEAR

*Bobby Pope*

## CONGRATULATIONS BOBBY!

Bobby has an energetic, happy, and infectious personality. He understands and strives to help Goodwill achieve our mission. Bobby provides excellent customer service and he will go out of his way to make sure customers are happy and safe. He is the first to help with any task before he's even asked. Bobby not only loves his job but shows it with his amazing merchandising skills and dedication to his work.



# OPERATIONS

EMPLOYEE OF THE YEAR

*Janet Campbell*

## CONGRATULATIONS JANET!

Janet consistently demonstrates exceptional leadership in her role as Warehouse Assistant Manager. Her hard work, dedication, and attitude make a significant impact daily on the operations of the warehouse and the people she works with. Janet is fair and kind to all. Janet shows each person she comes in contact with that they are valued. She genuinely embodies the company's spirit and our core values.





# IMLAY CITY STORE OF THE YEAR

## CONGRATULATIONS IMLAY CITY TEAM!

Our Imlay City store is known in the community for having excellent customer service. The amount of positive feedback heard from Imlay City shoppers and donors is only one of the many reasons they were selected as our Store of the Year. Led by Store Manager Pam Colbert, the team exceeded their 2023 sales budget while also meeting their net margin, payroll, and ShopGoodwill goals.

Thank you Imlay City team for the achievements you made and the dedication you displayed throughout the year.

# TOGETHER WE IGNITE A STRONGER COMMUNITY

PAID OVER  
**\$12.9 MILLION IN  
WAGES TO 952  
RESIDENTS**

WE SERVED 926  
PEOPLE WITH  
**1114 SERVICE  
PROGRAMS**

# WE RECYCLED 8,038,016 POUNDS OF MATERIALS

RECYCLED  
**3,625,445  
POUNDS OF  
CLOTHING**

RECYCLED  
**291,450  
POUNDS OF  
SHOES**

RECYCLED  
**972,540 POUNDS  
OF BOOKS**

RECYCLED  
**75,809 POUNDS  
OF E-WASTE**

# COMMUNITY IMPACT



*Your change changes lives in our community. When you round up your purchase to the next dollar, you help us generate additional funds for our mission. In addition - this revenue is shared with partner agencies to ensure resources they need are available. This program raised \$77,757.84 for the following agencies in Mid-Michigan:*

Fiddler's Green Foundation  
Fraser Presbyterian Church  
Deckerville Project Blessing & Food Bank  
Huron County Safeplace  
Bluewater Thumb (YFC)  
Trinity United Methodist Church  
Bay City Lions Club  
The American Red Cross-East Central Bay Michigan Chapter  
River Jordan Inc  
Foster Families Navigation & Resource Center  
Disability Services Resource Center  
Rebecca's Reason  
Hidden Harvest  
Big Brothers Big Sisters of the Great Lakes Bay Region  
READ Association of Saginaw County  
Genesee County Prevention Coalition  
The Child Advocacy Center of Tuscola County  
St. Christopher Parish Food Pantry  
MCHS - The Fowler Center for Outdoor Learning  
Thumb Area Assault Crisis Center  
Eva's Place Shelter  
Good Samaritan Food Pantry  
Gordon R Bennett, Jr. VFW Post #1452  
Bond of Brotherz 21 19 1  
Scouts of America Troop 102  
Genesee County Agricultural Society  
Disabled American Veterans, Genesee Chapter #3  
Resident Advancement, Inc  
Fragile X Association of Michigan  
Prism Project  
Linden Community Schools- Special Needs Program  
Shiawassee Council on Aging  
Catholic Charities of Shiawassee and Genesee Counties  
Old Newsboys of Flint  
The Table Food Pantry @ Lakeview Community Church  
The Closet Clothing Boutique @ Lakeview Community Church  
Equine Escape Inc  
American Sportsmen for Veterans  
Xceptional Heroes  
Love Inc of Greater Lapeer  
Desert Angels, Inc  
Holly Hometown Heroes

Holly Calvary Mega Kids  
4CCF - Friends of Imagination Library  
Holly Winterline Percussion Band (Holly H.S.)  
Village of Holly Police Department  
Variety the Children's Charity  
St. Pauls Faith Garden  
Blue Water Recovery & Outreach Center  
The Child Advocacy Center of Lapeer County  
Fercare Free Clinic, Inc  
The Refuge of Lapeer County  
Stone Soup Food Bank  
Holiday Depot of Lapeer County  
Kiwanis of Lapeer  
Family Literacy Center  
Council on Domestic Violence and Sexual Assault  
For A Brighter Tomorrow  
Pinecrest Farms - Midland County  
Marine Toys for Tots (Midland/Gladwin Area)  
Independent Community Living  
The Arc of Midland  
Friends Together  
Special Olympics Michigan Area 31  
Oscoda Ausable Senior Center  
Oscoda Education Opportunity Foundation  
God's Children Haiti  
Robert J Parks Library Friends of the Library  
Oxford/Orion FISH Food Pantry  
Crossroads for Youth  
The Daisy Project MI  
Love Inc of North Oakland County  
Oxford United Methodist Church  
Oxford Pregnancy Center  
Food Bank of Eastern Michigan  
Rescue Ministries of Mid-Michigan  
Underground Railroad, Inc  
Michigan Forensic Examiners  
The Emmaus House of Saginaw  
United Way of Lapeer County  
United Way of Genesee County  
Child & Family Services of Saginaw  
Child & Family Services of Birch Run



# GOOD IS DONE BETTER TOGETHER.

## FINANCIAL SUPPORT

*WE GRATEFULLY ACKNOWLEDGE THE GENEROUS FINANCIAL SUPPORT FROM THE FOLLOWING PEOPLE AND MANY DONORS WHO WISH TO REMAIN ANONYMOUS!*

Sharon James  
Lawrence Moon  
Harold Steinman  
Chuck & Lisa Ciaravino  
Pamela Dunlap  
Dr. Keely Mounger

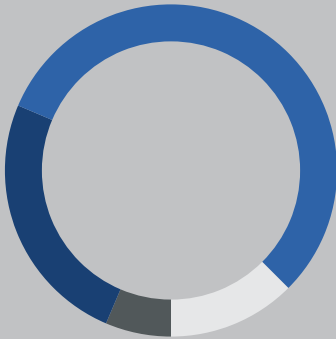
Kathy McGee  
Thomas Yeotis  
Scott Mounger  
Kim & Virginia Virkler  
Anna Paulina Foundation  
Joseph & Elyse Mounger

Tom & Deann Townsend  
James & Candace Carlson  
Nancy Warren in Memory  
of James Saule  
Eric Ethington  
Staleys Plumbing

Arvid & Beulah Waller  
Dave & Diane Wujciak  
Tom & Teresa Gisewhite  
Shawn Jandernoa  
Laura Welsh

## INVESTMENTS

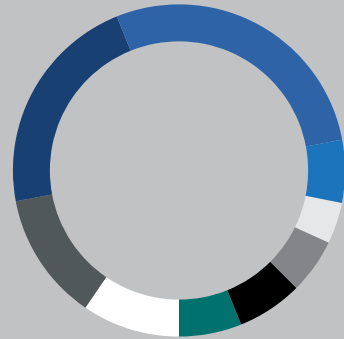
*OUR GOOD COULDN'T BE DONE WITHOUT THE HELP OF OUR COMMUNITIES!*



### LOCAL SUPPORT

WHAT GOODWILL RECEIVED:

CONTRIBUTIONS	\$10,308,045
STORE SALES & SALVAGE	\$22,413,484
WFD FEES & GRANTS	\$1,230,098
OTHER	\$481,274
<b>TOTAL REVENUE</b>	<b>\$34,432,901</b>



### LOCAL IMPACT

HOW GOODWILL GAVE BACK:

WAGES, BENEFITS, TAXES	\$12,909,926
CONTRIBUTION EXP	\$10,302,552
UTILITIES	\$568,198
RENTS	\$1,901,559
INSURANCE, PROPERTY TAX, & MAINTENANCE	\$1,162,678
DEPRECIATION	\$260,728
SUPPLIES	\$499,767
RETAIL GOODS	\$2,445,034
OTHER	\$1,875,607
<b>TOTAL EXPENSES</b>	<b>\$31,926,049</b>

# CHANGE BEGINS WITH YOU.

## HERE'S HOW YOU CAN HELP SUPPORT THE GOOD IN YOUR GOODWILL COMMUNITY!

### YOU CAN:

- Donate your gently used items
- Shop our retail stores + [www.ShopGoodwill.com/midmichigan](http://www.ShopGoodwill.com/midmichigan)
- Make a monthly or annual financial contribution
- Round up your purchases to the nearest dollar at any one of our stores

### YOUR COMPANY CAN:

- Hire Goodwill-trained temporary or full-time workers
- Give to Goodwill through monthly or annual financial contributions



## CARF ACCREDITATION

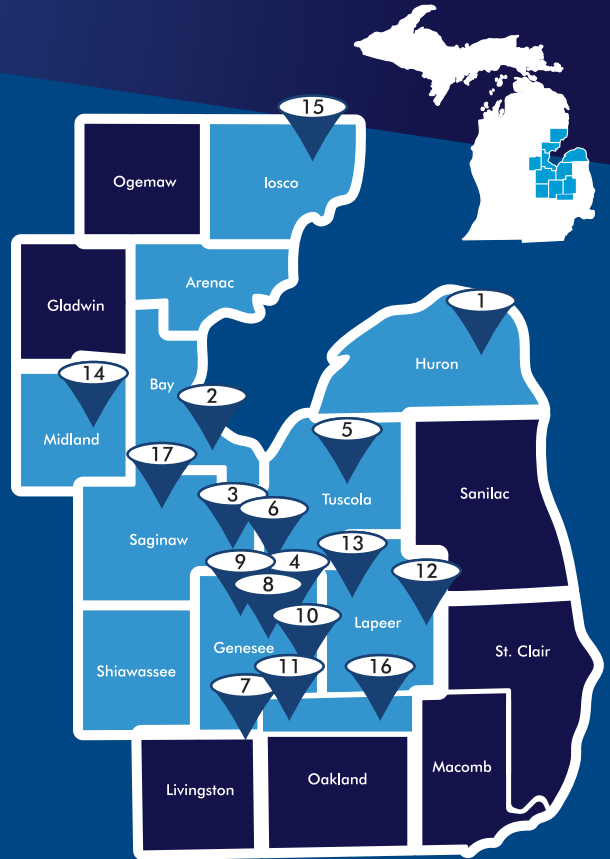
CARF is an international accreditation body which utilizes peer review to determine the effectiveness, efficiency, and access to employment services and the level of satisfaction with those services. Goodwill Industries of Mid-Michigan has been continuously awarded the maximum three-year CARF Accreditation for its employment services since 1966. Our last accreditation survey was conducted in March 2021 and included the following services:

- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Employee Development Services
- Organization Employment Services
- Self-Employment Services

While the actual survey is a three-day event, CARF is really a way of doing business, day in and day out. A maximum three-year accreditation outcome confirms that our program consumers receive quality services every day of the year.

# LOCATIONS

- 1. Bad Axe**  
780 N. Van Dyke Rd.  
989.623.0114
- 2. Bay City**  
4011 N. Euclid Ave.  
989.671.1140
- 3. Birch Run**  
12155 S. Beyer Rd.  
989.349.5028
- 4. Burton**  
Courtland Center  
4190 E. Court St.  
810.744.2260
- 5. Caro**  
1560 W. Caro Rd.  
989.672.1155
- 6. Clio**  
4082 W. Vienna Rd.  
989.686.3188
- 7. Fenton**  
3150 Owen Rd.  
810.750.1510
- 8. Flint**  
Outlet Center  
501 S. Averill Ave.
- 9. Flint Township**  
4340-A Miller Rd.  
810.732.5040
- 10. Goodrich**  
8175 S. State Rd.  
810.636.9292
- 11. Holly**  
15205 Holly Rd.  
248.634.7074
- 12. Imlay City**  
605 N. Cedar St.  
810.724.3802
- 13. Lapeer**  
1945 W. Genesee St.  
810.969.4346
- 14. Midland**  
2030 N. Saginaw Rd.  
989.698.3043
- 15. Oscoda**  
5122 N. US-23  
989.569.3860
- 16. Oxford**  
190 S. Washington St.  
248.969.8300
- 17. Saginaw**  
4675 Bay Rd.  
989.791.3408



## GOODWILL INDUSTRIES OF MID-MICHIGAN, INC.

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