



# Doing the Good

# Doing the good with great leadership

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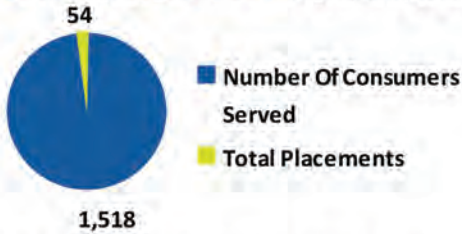
## GOODWILL INDUSTRIES OF MID-MICHIGAN'S **MISSION**

We assist individuals with barriers  
to employment in making the transition to  
**independence and self-sufficiency**

# Numbers that measure the good being done

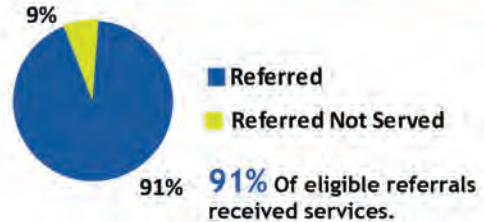
## Program Effectiveness

\$8.47 avg. wage 30.16 avg. hours per week



Goodwill Industries of Mid-Michigan, Inc. served **1,518** consumers and delivered **1,541** total programs from January-December 2015.

## Service Access



## Program Efficiency

The average total cost per consumer served from January-December 2015 was **\$701** with Goodwill Industries of Mid-Michigan, Inc. covering **30%** of that cost.

## Satisfaction

**88%** Of consumers were satisfied with services.  
**91%** Of stakeholders were satisfied with services.

# VISION

Service excellence in  
developing human  
**potential**

# PHILOSOPHY

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.

# Good comes in many forms and is found in many places

SERVED  
**10**  
COUNTIES

SERVING  
**1,518**  
PEOPLE

In 2015, Goodwill Industries of Mid-Michigan made a difference by *servicing the common good* in the communities that we call home:

**17/8**  
Operated 17 retail stores  
and 8 donation centers

**PAID**  
Over \$10.1 million in  
wages and benefits to  
more than **950**  
Mid-Michigan residents

**Recycled**  
more than **8.9 million pounds**  
of material which otherwise would have ended up in landfills.

## Those We Serve

Goodwill serves people with a variety of today's barriers and challenges - people with physical, mental and emotional disabilities, displaced workers, people who are homeless and/or illiterate, both older and younger workers, people with economic disadvantages or limited work skills, people with criminal backgrounds, and those who aspire to move from welfare dependency to the world of work and independence. In addition, Goodwill honors vouchers issued by other agencies for their clients for store merchandise. To objectively determine successful outcomes from our programs, Goodwill uses a performance measurement and improvement system which measures consumer access to, satisfaction with, efficiency of, and effectiveness of our services. The Board and management of Goodwill then utilize that data to improve our programs and services. (Copies of the Performance Improvement Report are available upon request at the main office).

Service Programs	1,518
Individuals Served	1,541
Placements	54
Vouchers Honored	250

### Barrier to Employment

Blind	6
Other Physical Disability	63
Learning Disability	38
Developmental Disability	12
Psychiatric and/or Emotional Disability	84
Other Disabling Condition	66
At-Risk Youth	141
Offenders/Ex-Offenders	313
Other Disadvantaging Condition	654
Unknown or Unreported Barrier	401

Gender	Female	567
	Male	829
Ethnicity	White	655
	Black or African-American	596
	Hispanic Origin	16
	Other	38
Age	0-15	98
	16-24	407
	25-34	298
	35-44	183
	45-54	186
	55 & Over	127

## Round-Up Program

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. Money from this program helped support the following agencies in Mid-Michigan:

Anchor Cove Church Community Needs Outreach  
Bay Area Women's Shelter  
Bay City Good Samaritan Rescue Mission  
Bay City Lion's Club  
Caro Church of the Nazarene Food Pantry  
Carol's Baby Pantry  
Crossover Downtown Ministries  
Emmanuel Mission Shelter, Oscoda  
Empower, Flint  
Huron County Baby Pantry

Huron County Child Abuse and Neglect Council  
Huron County Homeless Solution  
Huron County Veteran's Affairs  
Opportunity Center, Bay City  
Safe Center, Owosso  
Saginaw Youth Build  
The Arc of Shiawassee County  
The Fowler Center, Mayville  
Underground Railroad, Inc.  
Women's Life Chapter 879

Thank you for your generous support of these partner agencies!

**YOUR  
CHANGE  
DOES  
GOOD.**

When you round up your purchase to the next dollar, you are making a difference in someone's life right here!

## Microsoft Grant Computer Services

Over a one year period which concluded in June, 2015, 2,640 individuals received assistance using Goodwill Industries of Mid-Michigan's computer labs, aided by a grant from Microsoft. These services included Tax Filing Assistance, Job Search/Job Leads, Computer Training, GoodBudget (Financial Literacy/Education), Resume Development/Building, Interviewing Skills, Employability/Social Networking Skills Training, Health Care Resources, Soft Skills/Work Ethics and a customized Customer Service Training for the local mass transportation authority.

Those served included at-risk youth, veterans and individuals with disabilities or other barriers to employment. During the grant period, Goodwill exceeded the goals for total individuals by 78% and that for youth (under 24) by 55%. The grant also enabled us to increase our computer lab capacity by 50%, which resulted in a computer usage increase of 69%.





## Graduate of the year

**Nancy Lacia**, our 2015 Graduate of the Year, is a cancer survivor with multiple other barriers to employment who was referred to Goodwill by Michigan Rehabilitative Services for job development to help her find a job. Nancy is a high school graduate and had previous employment experience as a Hospice Aide, personal assistant, telemarketer, telephone recruiter and as a volunteer at a thrift store.

Nancy expressed an interest in wanting to do something where she was making a difference and helping others. With Goodwill's help, she applied for Home Health Aide positions at three agencies and all three offered her a job. She accepted 2 of the 3 positions offered to her and has been employed by both for over two years. Nancy goes above and beyond the normal requirements of a Home Health Aide to make the people she serves feel cared for and special, and has a great attitude and perspective about her life.

Nancy lives independently and takes care of her family. She wants to continue working and helping others around her in any way she can.



## Achiever of the year

**Cherylene Allen** did not complete high school, dropping out in the 10th grade, and was often the recipient of name calling and unkindness in school due to her disabilities. She was raised in foster care after being removed from her parental home due to abuse and neglect. Cherylene was not encouraged to finish school and was not given much hope of ever doing anything good or important.

Cherylene had been working in food service for many years but as managers changed they saw no need to keep a senior citizen with limitations on their payroll. She was referred to Goodwill by Genesee Health System for an assessment in Goodwill's textile department. With job coaching supports, she did very well in her assessment, after which she was placed into Organizational Employment to hone her skills and excelled there as well.

Because of her desire to do the job correctly and her meticulous nature, Cherylene was hired as a new goods processor in November of 2015. She brings a bright personality to work with her and puts it to use processing goods that go to the Goodwill stores. She always has a ready smile for all with whom she comes in contact. She always wants to do her best, never complains and is excited to come to work and participate in something good for the community.



## Graduate runner up

**Evan Renisoff** graduated from Lapeer East High School and attended Baker College for a time until deciding to seek something that was more hands on. He was referred to Goodwill by Michigan Rehabilitation Services for an assessment in a warehouse environment. He had worked in custodial and maintenance positions prior to coming to Goodwill, but was seeking something different to pursue as a career.

As the evaluation progressed, Evan agreed to try other workstations, such as sorting salvage and processing new goods. He displayed apprehension as he started new tasks, but he asked many questions and accepted constructive criticism well, typically learning from it. His time at Goodwill was extended to work on his production speed and it paid off, as he was offered a full-time position in the warehouse.

Evan has proven to be a very important part of the team; dependable, easy-going, a quality producer and one who takes pride in doing a good job. When he started with Goodwill, he tended to be anxious and unsure and ask numerous questions. As time has progressed, he has become self-assured and confident in his work, anxious to learn new tasks and does it with a good attitude.



## Achiever runner up

**Shealund Clark**, who attends school at the Saginaw Transitions Center and is expected to graduate in June of 2016, is our 2015 Achiever of the year Runner-Up. Shealund also works at the Saginaw Transition Center's Professional Development (PD) Center.

Shealund was referred to Goodwill by Michigan Rehabilitation Services for a 12 week internship at the Goodwill retail store and a community assessment in a commercial kitchen. The worksite at Goodwill gave him experience working on a dock/unloading trucks and putting merchandise on the store floor. Then, a worksite developed by Goodwill Industries of Mid-Michigan at the Willow Tree Restaurant in Saginaw gave him experience operating a dishwasher, preparing foods, and maintaining a clean work area in a high class restaurant setting. Shealund worked hard, learned all the tasks required of a Kitchen Assistant and got along well with co-workers and supervisors.

Shealund now works at both the PD Center and the Willow Tree Restaurant. He is an excellent employee who is motivated to work, has a positive attitude and is a pleasure to work with.



## Retail employee of the year

**Beverly Francis**, an Assistant Manager at Goodwill's Caro store, was selected as the 2015 Retail Employee of the Year. Beverly has been with Goodwill for 4 years and displays excellent customer service, production and merchandising skills. She is willing to do what it takes to make our Caro store one of Goodwill's best.

During 2015, Beverly became acting manager on two different occasions while the store manager was on medical leave. She not only works well with fellow team members, but personally supports Goodwill's mission by encouraging those receiving employment and training services at the store as well as helping to maximize the Caro store revenue to fund our mission.

Congratulations, Beverly!



## Operations employee of the year

**Eric Lopiccolo-Schmidt** is our 2015 Operations Employee of the Year. Eric began his career with Goodwill in 2007 at the Lapeer store while pursuing studies in computer science at Mott Community College.

In 2013, he was named Point of Sale Auditor in the Business office and then promoted to a Systems Administrator in the IT Department. During this time, Eric continued his education with the goal of a Bachelor of Science degree at the University of Michigan-Flint.

While Eric has been instrumental in the design of systems to improve Goodwill's efficiency through technology, he is also deeply committed to our mission and values.

Congratulations, Eric!





## Retail store of the year

The **Oscoda store** is Goodwill's 2015 Retail Store of the Year. The store is our Located in Iosco County at the northern tip of our territory, Oscoda produced an 8% sales increase during 2015 while keepings costs below budget, increasing donations and providing a great work site for our employment and training services.

During the year, Oscoda continued to deliver outstanding customer service as evidenced by a 94% overall rating by our independent "mystery shopper" firm and a 98% rating on overall store presentation and donor experience.

Congratulations to store manager Jennifer Krause and her Oscoda store team!



## Community partner of the year

Goodwill has selected the **Willow Tree Restaurant** in Saginaw as its 2015 Community Partner of the Year. Located in the Saginaw Fashion Square Mall, the Willow Tree is a fine dining experience in a casual setting. All of their dishes are created from fresh ingredients and they also cater special events with a unique menu.

The Willow Tree Restaurant is a strong supporter of the Goodwill mission and provided a two week assessment site for a service consumer. The patience and kindness of the Willow Tree staff provided a great experience for the young man, who was hired upon completion of the two week assessment. Not only did they provide him with a great working opportunity, but the staff at Willow Tree started to transport this young man to and from work so he would not have to walk a mile in the cold weather. When the new employee was hospitalized, one of the first things he was concerned about while in the hospital was if he would still have his job. The Willow Tree immediately made it known that he did not have to be concerned about that and held a position for him for over a month, until he was able to return. This employer strongly supports our mission and we look forward to working with them in the future.



## Retail Operations

Goodwill Industries of Mid-Michigan operates 17 retail stores in ten counties in mid-Michigan along with our online store **ShopGoodwill.com**. In 2015 we opened a **“A Very Goodwill Christmas”** in the Courtland Center located in Burton, Michigan. The store was open from August 14-December 24 offering a great selection of Christmas merchandise; which was well received by our local thrifting community. Our stores are staffed with friendly employees who understand the thrill of the hunt and do all they can to ensure you have the best selection of clothing for the entire family, home décor and a wide variety of unique things to choose from. Our customers know the value in shopping at Goodwill; but more importantly they know their support is helping someone in their community gain the skills to become self-sufficient.



## Our Locations

### RETAIL STORES

Bad Axe	780 N. VanDyke Rd.
Bay City	4011 N. Euclid Ave.
Birch Run	12365 S. Beyer Rd., #C100
Burton	2188 S. Center Rd.
Caro	1560 W. Caro Rd.
Clio	4082 W. Vienna Rd.
Fenton	3150 Owen Rd.
Flint Township	4640A Miller Rd.
Goodrich	8175 S. State Rd.
Holly	15205 Holly Rd.
Imlay City	605 N. Cedar St.
Lapeer	1945 W. Genesee St.
Midland	2030 N. Saginaw Rd.
Oscoda	5122 N. US 23
Outlet	501 S. Averill Ave.
Owosso	1427 E. M-21
Oxford	190 S. Washington St.
Saginaw	4675 Bay Plaza Dr.

### DONATION CENTERS

Davison	VG's, Davison Rd.
Davison	Missing Sock, Lapeer Rd.
* Flint	501 S. Averill Ave.
* Flint (West)	1072 Elms Rd., Ste. C
* Flushing	775 E. Main St.
*Frankenmuth	Kroger Plaza, 435 N. Main St.
*Grand Blanc	2217 E. Hill Rd.

*\*Denotes Attended Donation Centers.*

# Good investments



## THE COMMUNITY GAVE TO GOODWILL

● Contributions	\$6,069,339
● Store Sales and Salvage	\$16,745,629
● Contract Services	\$4,231
● WFD Fees and Grants	\$757,444
● Other	\$183,932
<b>Total Revenue</b>	<b>\$23,760,575</b>



## GOODWILL GAVE BACK TO THE COMMUNITY

● Wages, Benefits, Taxes	\$10,212,614
● Contributions Exp-Donated Goods	\$6,040,586
● Utilities	\$631,832
● Rents	\$1,460,467
● Insurance, Property Tax, Maint.	\$1,006,119
● Depreciation	\$372,558
● Supplies	\$521,867
● Retail Goods	\$2,221,886
● Other	\$1,352,102
<b>Total Expenses</b>	<b>\$23,820,031</b>

**Goodwill is able to fulfill its mission in large part because of the interest and support of community organizations who refer individuals, provide facilities for vocational evaluation and training and who hire our graduates. To them we simply say – THANKS!**

24/7 Fire Restoration  
Abeantogo Coffee  
Agri-Valley Communications, Inc.  
Al Hanson Motors  
Amazing Engraving  
American Gasser  
American Red Cross  
Ameriprise Financial  
Bad Axe Lanes  
Baker College  
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  
Catholic Charities-Flint  
Chase Bank  
Cintas  
Community First Initiative  
Community Ventures  
Community Ventures  
Courtney Manor  
Covenant HealthCare of Saginaw  
Davison Outreach East  
Disability Works  
Dollar General  
Dollar Tree  
Downtown Outreach Ministries  
Easter Seals  
Evangel Life Church  
EZ Awareness by Design  
Family Economic Security Project  
Farm Bureau Insurance Agency  
Farmers Market of Flint  
Financial Group  
First Merit Bank  
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/Franken-  
muth  
Hope Network  
Huron County Child Abuse and Neglect  
Council  
Janitorial and Paper Supply Co.  
Jersey Zone  
Job Corps  
Kettering University  
Lapeer Chamber of Commerce  
LDS Employment Resource Center of  
Oakland County  
Linden High School  
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  
Mission of Hope  
Moore Motors  
Morley Companies  
Motel 6  
Mott Community College  
Mr. Chips  
MRPI Steering Team  
New Hope Valley  
NorthGate  
O'Reilly Auto Parts  
Osentowski Farm Equipment  
Pasta House  
Peebles  
People First of Genesee County  
Person Centered Planning  
Pigeon Hardware  
Pigeon Library  
Poblanos Restaurant  
Pride and Country Village  
Prost Wine Bar & Charcuterie

Red Roof Inn  
Rose Hill Center  
Ruth Mott Foundation  
Safe and Active Genesee for Everyone-  
SAGE  
Safe Haven House - Saginaw  
Saginaw Animal Control Center  
Saginaw Chamber of Commerce  
Saginaw County Controlllers Office  
Selective Case Management  
Self Serve Lumber  
Shelter, Inc. - Oscoda  
Sports Tees  
Stardust Bowling  
Student Learning Center East of  
Shiawassee County  
Sullivan's Blackforest Brew Haus & Grill  
Taco Bell  
Talaski Plumbing & Heating  
Team One Credit Union  
The State Bank  
Transitions Center of Saginaw  
United Way of Genesee County  
University of Michigan-Flint  
Vet Biz Central, Inc.  
Walsh Meat  
Water and Woods Council  
Wellspring Lutheran Services  
Wendy's Restaurant  
Westcourt  
Whaley Children's Center  
Willow Tree Restaurant  
YMCA of Flint  
YWCA of Flint

**GOOD  
COMMUNITY  
PARTNERS  
ARE A KEY  
TO OUR  
SUCCESS**



# Doing good through public service

As a public service, Goodwill provides the opportunity for individuals assigned to serve volunteer hours in community service from the following:

02A District Court, Adrian, MI  
03rd Circuit Court, Wayne County, MI  
06th Circuit Court, Pontiac, MI  
07th Circuit Court, Genesee County, MI  
14A-3 District Court, Chelsea, MI  
21st Circuit Court - Mt. Pleasant, MI  
34th District Court, Romulus, MI  
37th District Court - Warren, MI  
40th Circuit Court, Lapeer, MI  
42nd Circuit Court, Midland, MI  
42-1 District Court, Romeo, MI  
44th District Court, Royal Oak, MI  
52-1 District Court, Novi, MI  
52-2 District Court, Clarkston, MI  
52-3 District Court, Rochester Hills, MI  
53rd District Court, Howell, MI  
54th Circuit Court, Caro, MI  
54-B District Court, East Lansing, MI  
63rd District Court, Grand Rapids, MI  
66th District Court, Corunna, MI  
67th District Court, Flint, MI  
67th 4B District Court, Grand Blanc, MI

68th District Court, Flint, MI  
71A District Court, Lapeer, MI  
72nd District Court, Port Huron, MI  
73B District Court, Bad Axe, MI  
74th District Court, Bay City, MI  
80th District Court, Harrison, MI  
81st District Court, Standish, MI  
96th District Court, Marquette, MI  
Driver Responsibility Fee Waiver Program  
Fayette County Diversion Program, Lexington, KY  
Community Alternatives, Mt. Pleasant, MI  
Mecosta County Community Corrections, Big Rapids, MI  
Ashtabula County Courts, Jefferson, Ohio  
Osceola County Community Corrections, Reed City, MI  
Berrien County Probation, Berrien County, MI  
State Court Probation, Chatham County, GA

## **PATH Programs**

Genesee Shiawassee Michigan Works  
Great Lakes Bay Michigan Work  
Thumb Area Michigan Works

## **GOODWILL MEMBERSHIP**

Sarah Andresen  
Kim Beebe  
Ruben Burks  
Geraldine Butters  
Dan and Mary Cady  
Edith Campbell  
Jim Carlson  
Jeff Collier  
Donna DeMott -  
Court Street United Methodist Women  
Dorothy Feeser  
Tom and Teresa Gisewhite  
Debra Golden-Steinman  
Anne N. Gregory  
The Haley Family  
Rosalind Hamady  
Charles D. Hanson  
Claude High  
Al Hobson  
Joan L. Kane  
John Katch  
Kevin Keane  
Todd Kosta

Ann U. Kraft  
Laurence LaGrant  
Mr. and Mrs. Gary W. Langdon  
Lincoln Park United Methodist Women  
Talma McGee  
Steve Perez  
Edith Prunty-Spencer  
William H. Piper  
John L. Riegle, Jr.  
James R. Saule  
Kim and Dick Skaff  
Mr. and Mrs. Gary F. Smith  
Darrell Stevens  
Sally Stevens  
D. Angella Thompson

Henry Thompson  
Linda L. Tracy-Stephens  
Dr. Allen Turcke  
Martin Tyckoski  
Swartz Creek United Methodist  
Women  
Rick Valley  
Mike VanDusen  
Art VanElslander  
Forrest VanValin  
Kim and Ginger Virkler  
Beulah Waller  
Mr. and Mrs. Charles Weeks  
The Wujciak Family  
Daniel J. Xiong

## *Giving back for the good*

### **We gratefully acknowledge the generous financial support during 2015 from:**

Anna Paulina Foundation  
Anonymous  
Art Van Foundation  
Charles Stewart Mott Foundation

Consumers Energy Foundation  
Flint Community Fund  
Stella and Frederick Loeb Charitable Trust  
Microsoft Corporation

Ruth Mott Foundation  
US Department of Justice  
US Department of Labor  
Virkler Charitable Fund

*Doing the good can be done by you*

## What you can do to help

When you donate, when you shop... you help change the lives of people right in your community. This amazing cycle makes a difference. **Donations received and sales generated from the sale of these donation are the back bone of what we do.** 92% of our revenue comes from sales of goods and donations in our stores. This revenue allows us to provide services to people in Michigan who are facing barriers to finding the independence.

### HIRE A GOODWILL PROGRAM PARTICIPANT

Our training and employment programs prepare skilled, reliable employees. We may very well have a qualified candidate suited to meet your needs.

### MAKE A LASTING CONTRIBUTION

Your cash gifts and bequests to our Endowment Fund help Goodwill ensure services to those in future need. Estate planning resources are available from our website, [www.goodwillmidmichigan.org](http://www.goodwillmidmichigan.org), or call us at 1-800-524-6331.

**DONATE  
SHOP  
DONATE  
SHOP  
DONATE  
SHOP**

## Goodwill Industries of Mid-Michigan and 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 October, 2014 and included the following services:

- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Employee development Services
- Organizational 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 every year.

# Did good | In Memorium

During the past year, Goodwill Industries of Mid-Michigan lost three former employees, two former members of its Board of Directors, two former Auxiliary members and a former member of its Board of Governors:

**Betty Cromwell**, a former Auxiliary member, passed away on May 16, 2015 at age 88.

On July 8, 2015, **James Bodnar**, a former staff Director of Finance at Goodwill Industries of Mid-Michigan passed away at age 65.

**William Greene** passed away on July 18, 2015 at the age of 78; Bill was a former employee in our Retail Operations Department.

**Duane Poole**, a former member of Goodwill Industries of Mid-Michigan's Board of Directors, passed away at age 78 on August 18, 2015.

Former Board of Governors' member **James Hager** passed away on October 23, 2015 at age 81.

Also on October 23, 2015, Goodwill Industries of Mid-Michigan lost former Auxiliary member **Norman Parker**. He was 94.

**David Hamacher**, a former Retail Sales Director at Goodwill Industries of Mid-Michigan, passed away on November 2, 2015 at age 62.

And finally, **Roland Chavey**, a former member of our Board of Directors and Board of Governors, passed away on January 20, 2016 ; he was 84.

All of these individuals were special friends and colleagues to us at Goodwill and are sadly missed.

I believe that every human feels pleasure in *doing good* for one another.  
~ Thomas Jefferson



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*Goodwill Industries of Mid-Michigan is a private, non-profit 501(c)(3) charitable organization. Member of Goodwill Industries International & Goodwill Association of Michigan. Member Michigan Association of Rehabilitation Organizations. Accredited by CARF...The Rehabilitation Accreditation Commission. An Equal Opportunity Employer.*