



FOCUSED ON GROWTH

ANNUAL REPORT TO THE COMMUNITY | 2019
GOODWILL INDUSTRIES OF MID-MICHIGAN

MISSION

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

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.

BOARD OF DIRECTORS

OFFICERS

Chair – Dana Tell

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Claude High

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Rick Valley

Dave Wujciak

NON-PROFIT

ECO-FRIENDLY

SERVING

COMMUNITIES

GIVING BACK

IMPACTING LIVES

BUILDING

CAREERS

TOGETHER

WE ARE STRONGER

WE ARE GOODWILL

LETTER TO THE COMMUNITY

For 88 years, Goodwill Industries of Mid-Michigan has been supporting individuals with disabilities and other barriers to employment make the transition to independence and self-sufficiency through the power of work. Our workforce development programs continue to evolve and focus on individual needs and how to maximize potential. In 2019, we focused on growth. Not only growth in the number of individuals served, but our overall impact in the services provided as well as our presence in the community. Everyday we strive to be continuous stewards of the resources generously provided to us by this community ensuring the best possible outcome for the people of Mid-Michigan.

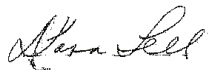
2019 was an opportunity to serve 845 individuals through multiple workforce development programs including community employment services, employee development, digital skill training, self-employment services, and youth training and development programs. As employment opportunities continue to evolve, digital skills are more important than ever. Our team provided digital skills learning opportunities to 386 individuals, a 125% increase from 2018. Youth training and development continue to be a major focus. We provided career training to 118 Mid-Michigan youths 14-18 years old. In addition to training opportunities, we lived our mission everyday by paying over \$9.5 million in wages and benefits to 939 people in this community.

Goodwill Industries of Mid-Michigan continues to be a very environmentally conscious organization. Recycling is a priority and in 2019, we recycled over 9,037,000 pounds of material that otherwise would have been disposed of in Michigan landfills.

We are proud of our mission to provide opportunities for people to become the very best they can be through career coaching, positive reinforcement, and fostering individual success. With the continued support of our community partners, volunteers, shoppers, donors, and Goodwill advocates, we are **“Changing Lives Through the Power of Work!”**

A handwritten signature in black ink, appearing to read 'J. Mounger'.

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

A handwritten signature in black ink, appearing to read 'Dana Tell'.

*Dana Tell - Board of Directors Chair
Goodwill Industries of Mid-Michigan*

SUCCESS STORY



Starlite Original Burger and Coney Shop was approached by Goodwill for the possibility of conducting an assessment there for a dishwasher. Starlite was in favor of partnering with Goodwill and welcomed the participant in. The staff was extremely supportive of the participant, offering help and direction when needed. He worked side by side with other staff and was trained to work as a dishwasher. The owners remained very involved with the participant and were understanding when he experienced transportation issues. The staff were full of praise and appreciation for the contributions that this individual was making. When the staff had a holiday party they included the participant from Goodwill, even helping him with transportation so he could attend.

As the person neared the end of his assessment he was saddened about the thought of having to leave his work experience.

The owner and management reached out to Goodwill, asking what they could do to keep the participant as they felt he was an extremely hard worker and had become a valued member of their team. The participant was hired part-time and continues to thrive and has become an official member of the Starlite family. Thank you to Starlite Original Coney and Burger Shop for being such a supportive environment and in helping Goodwill with our mission.

STARLITE COMMUNITY PARTNER OF THE YEAR

WE WANT TO THANK & CONGRATULATE ALL OF THE OTHER 2019 COMMUNITY PARTNER OF THE YEAR NOMINEES.





**S E R V E D
845 PEOPLE
WITH 1,222
SERVICE
PROGRAMS
DELIVERED**



**R E C Y C L E D
9,037,398
POUNDS OF
MATERIAL
DIVERTED FROM
LANDFILLS**



**P A I D O V E R \$9.5
M I L L I O N
I N W A G E S
& B E N E F I T S T O
939 M I C H I G A N
R E S I D E N T S**



**96% OF THE
P R O G R A M
P A R T I C I P A N T S
W E R E
C O M P L E T E L Y
S A T I S F I E D
W I T H S E R V I C E S**

RICHARD

GRADUATE OF THE YEAR

Richard Cromwell worked for the United States Postal Service for 18 years before leaving his job as a mail carrier. He had been suffering from symptoms of his mental illness and was filled with great anxiety as he did not want others to know of his illness. As a result, Richard isolated himself from others. Richard often felt judged in his previous career and was unable to continue.

Richard was referred to Goodwill Industries of Mid-Michigan from Michigan Rehabilitation Services for a 3 week assessment. The intent of the service was to determine if Richard was competitively employable with the aspect of working along with others. He feared that his previous anxieties and feelings that accompany his illness would resurface while working.

While completing his 3 week assessment, Richard was able to demonstrate that he had the skills needed to be competitively employable. Although mental health issues surfaced, Richard was able to use the acquired coping skills and stay focused at work. In September of 2019, Richard applied and secured a position at the Fenton Goodwill store as a Donation Attendant. While working at Goodwill, Richard has developed relationships with his coworkers and now realizes that he isn't alone in having a disability.



Goodwill gave me a *future*

MATTHEW

ACHIEVER OF THE YEAR

Matthew Baker is a 29-year-old that has been diagnosed with Polyneuropathy and Hearing Loss. In late 2017, Matthew earned his Master of Business Administration/Management: Sports Management. He has the desire to go into a sports related field but has experienced many barriers. Many of these jobs require great physical activity but Matthew's disability hinders him in that regard. Matthew uses an Amigo for transportation and is unable to lift heavy items.

Because of these barriers to success in his chosen field, Matthew worked with Michigan Rehabilitation to explore what a career utilizing his degrees might look like for him. Michigan Rehabilitation Services referred Matthew to Goodwill Industries of Mid-Michigan to conduct an assessment. This assessment was to find a position that Matthew felt he could excel in that also aligned with his education. Goodwill Industries of Mid-Michigan, linked Matthew with Area 22 Special Olympics to create an Emergency Plan for their 2020 Winter Games. Since he had no experience in creating emergency plans, Matthew needed to gain a deeper understanding of what documents were necessary, how each organization would need to respond during an emergency, and brainstorm responses to hypothetical emergencies that could occur during the games. To fully understand what was needed Matthew had to complete two online courses offered by the Federal Emergency Management Agency (FEMA). The first course was Introduction to the Incident Command System. The second course was Basic Incident Command System for Initial Response. Matthew passed each of these online courses and received certificates of completion from FEMA.

After his research, Matthew was able to produce a fifteen page Emergency Plan to Area 22 Special Olympics. Matthew was able to prove to others and himself how skilled he is and he feels more optimistic about his career future.



Goodwill gave me *courage*

KEVIN

GRADUATE OF THE YEAR
RUNNER UP

Kevin Buckner has a primary diagnosis of Schizoaffective Disorder with Alcohol-use Disorder. Kevin does not have a consistent history of employment as he struggled with mental health and addiction issues. He currently resides in a group home and does not have his driving privileges. Through attending AA, therapy, and medication, Kevin's health issues have been stabilized.

Kevin was referred to Goodwill industries of Mid-Michigan from Genesee Health Systems for a 4 week assessment. He was assessed for typical work skills such as, attendance, social skills, productivity, and attitude. He completed his assessment successfully and was determined to be competitively employable.

Kevin expressed the desire to work at the plant, but was doubtful that he would be hired due to his past. Kevin was hired at the Goodwill Plant in Flint in mid-2019 and continues to be a valued member of the team. He is described as friendly and helpful and possesses a great attendance record. Kevin has goals and has stated, "Now the sky is the limit and I have a better life. I cannot look back, just forward. I have hope for my future."



TIFFANY

ACHIEVER OF THE YEAR
RUNNER UP

Tiffany Martin has a primary disability of Cognitive Impairment and Visual Impairment. She lives in Clio with her spouse of 10 years, Charles. She completed high school after being involved with Special Education. Tiffany did not have any work experience before opening her first micro-business in 2008.

Tiffany came to Goodwill Industries of Mid-Michigan in 2008 to become involved in starting her own micro-business. She partnered with another person served by Goodwill to start a Café. After she was married to Charles, she decided to leave the previous business and start a new one with him. They grew their business into two locations of food service.

In 2019, Tiffany decided that she would like to split up the business and each have their own. This was an empowering move for Tiffany, as she had never had complete control over her own business. She flourished with the autonomy and the decision making as her confidence grew. She picked the name and the branding for the new business, and proudly wears the business t-shirt that she designed. Tiffany states that she looks forward to her future as it is bright.



Goodwill gave me *strength*

GREG

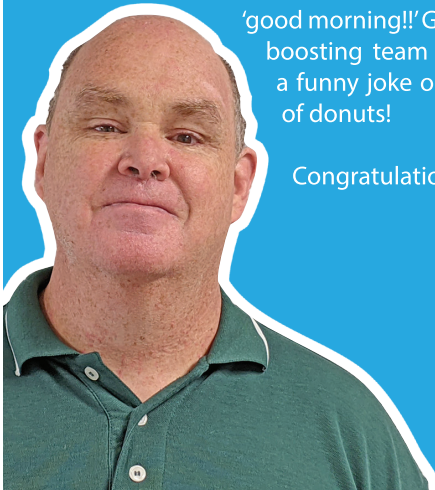
OPERATIONS EMPLOYEE
OF THE YEAR

Greg Lewis is our 2019 Operations Employee of the Year. Greg is a 27-year veteran of Goodwill Industries beginning his career in 1992 as a contract laborer through GM, he was hired as a plant production worker when the program ended. In the years to follow he has worked in several departments including salvage electronic and computer teardown. Greg has also operated both the textile and cardboard bailer as well as worked on our Outlet salvage and wares team when needed. He is currently working in the new goods department.

Greg is patient and supportive with new employees and program participants. As a long term employee, he knows how to explain in detail and with confidence how to perform job assignments. Greg has great ideas and is always thinking of community partnerships that could benefit our agency.

He is kind hearted to everyone he comes in contact with and can be heard daily greeting all team members with a cheerful 'good morning!!' Greg is always boosting team morale with a funny joke or a fresh box of donuts!

Congratulations Greg!



MARQUITA

RETAIL EMPLOYEE
OF THE YEAR

Marquita Holbrook, Retail Supervisor of our Burton Store, was chosen as the 2019 Retail Employee of the Year. She joined us on August 21, 2017, as cashier.

Marquita's work ethic, magnetic personality and drive are invaluable. Marquita became our Cashier Trainer, and we marveled at her ability to create "Cashier Clones" of herself; cashiers that move a customer line efficiently and provide excellent service for our customers.

Marquita became a Supervisor on February 25, 2019. As a Supervisor, Marquita takes the initiative to assign or complete tasks, ensuring that the store is well stocked, clean and organized. She has been developing her leadership skills by identifying and delegating tasks equitably and efficiently and continues to work with employees helping them to develop their own skills. She has a positive, outgoing personality and energy that is motivating and fun. You know where she is by her cheerful greetings for customers and her contagious laugh.

Marquita has stated many times how much "she loves her job, and loves working for Goodwill" and it is obvious. She knows the Goodwill mission and supports and promotes it every chance she gets.

Congratulations
Marquita!





We grow stronger through *teamwork*

LAPEER STORE OF THE YEAR

The Lapeer store was chosen as Goodwill Mid-Michigan's 2019 Retail Store of the Year. The store is located in Lapeer County and was established in 2006. During 2019 the Lapeer location increased their bottom line contribution by 4.7% over 2018, and achieved their budgeted sales goal. During 2019 the Lapeer team grew and developed with the leadership of a new manager who continued to promote a positive and motivating work atmosphere, working one on one with employees, welcoming new ideas and working together to find creative ways to provide excellent customer service.

The Lapeer staff participated in several community events in 2019 including Neighbors Helping Neighbors where they gave away winter weather items to Lapeer's homeless in need. They continue to be one of the top stores collecting Round Up donations for our Mission as well as other non-profit agencies in the community. All while providing a great work site for our employment and consumer training services. **Congratulations to store manager, Terri Drobek and her outstanding team!**

A large, mature tree with a thick trunk and a wide, spreading canopy of green leaves stands in a grassy field under a clear sky. The tree is the central focus of the lower half of the page.

**“Growth is never
by mere chance;
it is the result of forces
working together.”**

COMMUNITY IMPACT

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. **This program raised \$41,778.88** to support the following agencies in Mid-Michigan:

Anchor Cove Ministries
Autism Moms Know Safety
Bay City Lions Club
Bay Veterans Foundation
Beaumont Health Foundation
Big Brothers Big Sisters of the Great Lakes Bay Region
Bond of Brotherz 21 19 1
Camp Fire SEM
Capital Area Community Services, Inc
Care House of Oakland County
Caregiving Network, Inc
Caro Nazarene Church Food Pantry
Carol's Baby Pantry
Carriage Town Ministries
Catholic Charities of Shiawassee and Genesee Counties
Child Advocacy Center of Lapeer County
Communities First, Inc.
Crossover Downtown Outreach Ministry
Crossroads for Youth
Disability Services Resource Center
Empower
Equine Escape
Fenton Area Resources and Referral
Fenton Center of Hope
Food Bank of Eastern Michigan
Forever Friends Network (FFN)
Good Samaritan Fund
Goodrich High School
Habitat for Humanity of Oakland County
Heartbeat of Greater Flint
Heaven Sent Community Ministries
Holly Calvary Food Pantry
Holly Calvary Mega Kids
Hope Network Foundation
Hope Shores Alliance
Huron County Baby Pantry
LACADA- Lapeer Area Citizens Against Domestic Assault
Linden Community Schools- Special Needs Program
Love Inc of North Oakland County

Make-A-Wish of Michigan
Midland's Open Door
My Brother's Hope Inc
My Brother's Keeper of Genesee County
New Dimensions
Oxford/Orion FISH
Pack Your Back
Reining Warriors Ranch
Saginaw ISD School to Work Program
Saginaw ISD Transitions Center
Sexual Assault Center of Child & Family Services
Shelterhouse
St. Christopher Parish Food Pantry
St. Vincent de Paul Food Pantry
Stone Soup Food Bank
The Fowler Center
The Good Samaritans of Eastern Michigan
The Refuge of Lapeer County
Thumb Area Helping Hands
Troop 228 Scouts BSA via United Methodist Men
United Way of Genesee County (101,183,184,189,197,201)
United Way of Genesee County (186)
United Way of Lapeer County
United Way of Saginaw County
VFW Post 1452
VFW Post 4642
Whaleys Children Center



Round UP
A Goodwill Industries of Mid Michigan Community Support Program

FINANCIAL SUPPORT

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

Carroll Baker
James Carlson
Jeffrey Collier
Pamela Dunlap
Eric Ethington
Tom Gisewhite
Claude High

Shawn Jandernoa
JoAnn & Paulus Kersten
Grace Kleinpell Trust
Stella & Frederick Loeb Trust
Olivia Maynard
Gerald Menefee
Lawrence Moon

Joseph Mounger
Keely Mounger
Kathy McGee
Thomas Mudd
Ali Oke
James Saule
Dick & Kim Skaff

Dr. Allen Turcke
Kim & Ginger Virkler
Beulah & Arvid Waller
Charles Weeks
Laura Welsh
Dave Wujciak
Thomas Yeotis



FINANCIAL INVESTMENT



Goodwill received from the *community*

● Contributions	\$7,126,312
● Store Sales and Salvage	\$15,892,380
● WFD Fees and Grants	\$700,569
● Other	\$184,788
Total Revenue	\$23,909,049



Goodwill gave back to the *community*

● Wages, Benefits, Taxes	\$9,562,482
● Contributions Exp-Donated Goods	\$7,080,355
● Utilities	\$608,810
● Rents	\$1,713,990
● Insurance, Property Tax, Maintenance	\$1,261,450
● Depreciation	\$249,034
● Supplies	\$380,031
● Retail Goods	\$1,456,837
● Other	\$1,118,636
Total Expenses	\$23,431,627

OUR MISSION PARTNERS

Goodwill Industries of Mid-Michigan 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 evaluations and training, and who hire our graduates. To them we simply say , THANKS!

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
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
First Merit Bank
Flint and Genesee County Chamber of Commerce
Flint Area Reinvenstment 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
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
Taylor Life Center
Treatment and Training , Inc
New Hope Valley
NorthGate
O'Reilly Auto Parts
Osentowski Farm Equipment
Pasta House
People First of Genesee County
Pigeon Hardware
Pigeon Library
Poblanos Restaurant
Pride and Country Village
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 County Controllers Office
Saginaw Children's Zoo
Self Serve Lumber
Shelter, Inc. - Oscoda
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
Team One Credit Union
The Peppermill Restaurant
The State Bank
The Underground Railroad
Totem Books
Transitions Center of Saginaw
Underground Railroad
United Way of Genesee County
University of Michigan-Flint
Vet Biz Central, Inc.
Walgreen's
Walsh Meat
Water and Woods Council
Wear Like New
Wellspring Lutheran Services
Wendy's Restaurant
Westcourt
Whaley Children's Center
Willowtree Restaurant
YMCA of Flint
YWCA of Flint

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, 2017 and included the following 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.

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

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

SUPPORT OUR MISSION

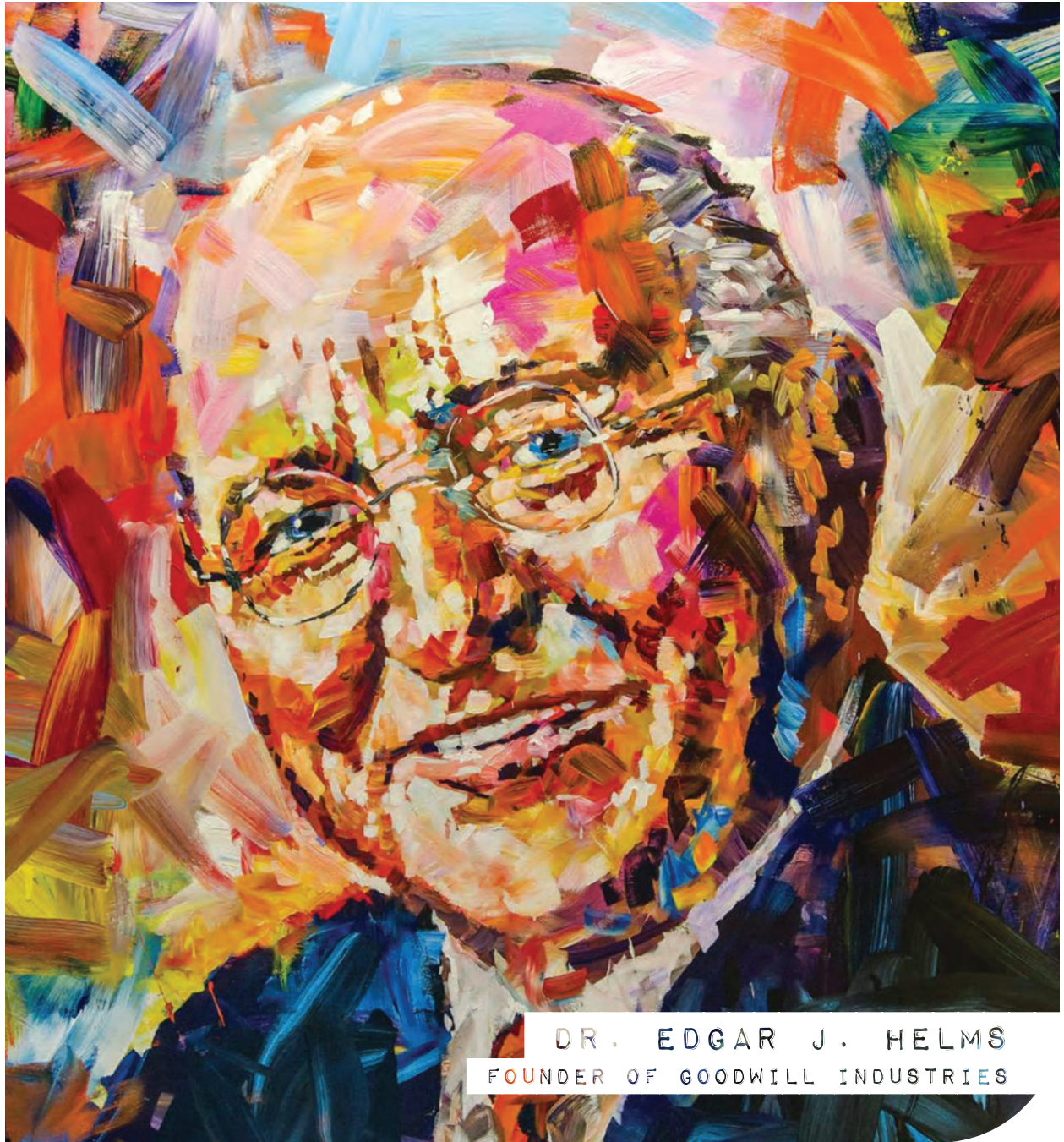
YOU CAN:

- Donate your gently used items
- Shop our retail stores *plus* www.shopgoodwill.com/midmichigan
- Make a monthly or annual financial contribution
- Round up your purchases at our stores to the nearest dollar

YOUR COMPANY CAN:

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

www.goodwillmidmichigan.org



DR. EDGAR J. HELMS
FOUNDER OF GOODWILL INDUSTRIES

“It is ability, not disability that counts.”

The portrait of Goodwill Industries founder Dr. Edgar J. Helms was created by renowned portrait artist Steven Penley.

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

"Your Fashion Secret"
Premium Outlets
Section F
989.624.9934

4. Burton

Courtland Center
4190 E. Court St.
810.744.2260
989.623.0114

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

4340A 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. US23
989.569.3860

16. Owosso

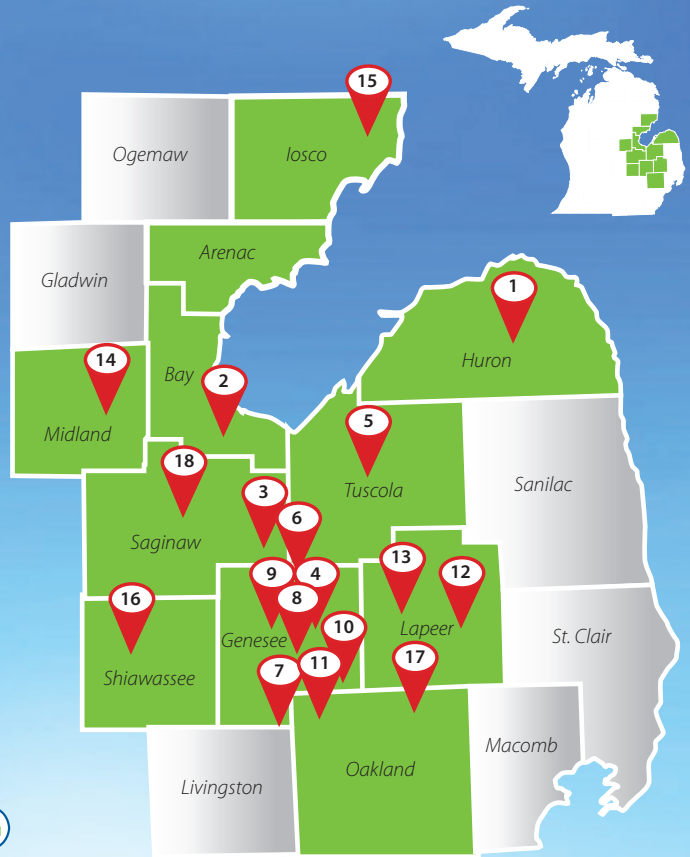
1427 E. M-21
989.723.9737

17. Oxford

190 S. Washington St.
248.969.8300

18. Saginaw

4675 Bay Rd.
989.791.3408



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