

strength
dignity
independence

CREATING OPPORTUNITY

growth
courage
hope



OP • POR • TU • NI • TY (noun)

A set of circumstances that makes it possible to advance or progress.

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

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LETTER TO THE COMMUNITY

At Goodwill Industries of Mid-Michigan, 2018 was a year of transition and renewed focus on better understanding the needs of the people we serve. Since 1932, Goodwill Industries of Mid-Michigan has assisted individuals with disabilities and other barriers to employment change their lives through the power of work. Goodwill continues to be successful by innovatively responding to employment opportunities with our Workforce Development Programs.

In 2018, our Workforce Development team supported 779 individuals, including 119 in youth employment programs for people aged 14-18. Programs and services offered included job training and assessment, employee development, self-employment services, community service projects, family strengthening programs, and digital skills training. Our objective is to ensure every individual who utilizes our Workforce Development resources is ready to enter the job market and make the transition to independence and self-sufficiency.

A new partnership with Google to expand digital skills training was implemented in Spring 2018. Over 170 people learned and enhanced their computer skills through the Digital Skills Accelerator Program. Additionally, Goodwill Industries of Mid-Michigan provided ten scholarships for the Google IT Support Professional Certificate. During this 8-12 month program, our Workforce Development and IT teams supported participants as they learned about troubleshooting, customer service, networking, operating systems, systems administration, automation and security.

While our core mission never changes, our timely and innovative response to new opportunities that brings that mission to life is ever evolving. We are here to help people learn new skills, grow their confidence, adapt to emerging industries, and ultimately become employed. 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 that reads "J Mounger".

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



A handwritten signature in black ink that reads "Tom Gisewhite".

*Tom A. Gisewhite - Board of Directors Chair
Goodwill Industries of Mid-Michigan*

Goodwill gave me *hope*

SUCCESS STORY

TYLER

GRADUATE OF THE YEAR

Tyler Urban, our 2018 Graduate of the Year, has a primary disability of Autism which can make social situations challenging. He does not drive and relies on the bus or his parents for transportation. He attends Saginaw Transition Center taking courses that will allow him to receive his diploma through Valley Lutheran High School.

Tyler was referred to Goodwill Industries of Mid-Michigan by Michigan Rehabilitation Services for a 10-week internship to see if he was capable of obtaining competitive employment. He completed the internship successfully and was again referred to Goodwill for job development services. While the first position he was placed in was not a good fit, Tyler was determined, and training was set up at Denno's Furniture in Saginaw Twp.

Tyler learned the job quickly and excelled at his position. He finishes his work thoroughly and inquires what to do next. He is reliable and willing to pick up extra shifts when he can. The sound of a vacuum used to bother Tyler but now he has adjusted to it and he vacuums at work and at home. He is well liked by the owners of Denno's who say he is dedicated and an enjoyable addition to their staff.



Goodwill gave me *independence*

SUCCESS STORY

ABRAM

ACHIEVER OF THE YEAR

Abram Bernardini is 24 years old with a primary diagnosis of Schizophrenia and experiences insomnia. Abram lives on his own in an apartment and relies on others for transportation.

Abram completed high school with no problems and began college courses before his symptoms and mental illness diagnosis. His inability to concentrate and function in public prohibited him from continuing classes. Abram does not have an employment history, as his focus was on school when the illness appeared. Since having the illness, he has been unable to work due to the severity of the symptoms and lack of coping skills. Medications alleviate some of the symptoms but can cause insomnia for days at time.

Abram was referred to Goodwill Industries of Mid-Michigan from Michigan Rehabilitation Services for a 3-week Work Evaluation to determine his readiness for employment, including his productivity, endurance and behavior. Abram was placed in one of the retail stores for these 3 weeks. He was very concerned about his lack of concentration in general and especially when he had not slept the night before. The original shift was set to accommodate transportation and his sleeping schedule, with the intent that this shift could change as needed. He also worried about the symptoms that hindered his ability to remain on a job and be productive. His original assignment allowed him to take frequent breaks as needed to refocus.

The Goodwill staff noticed his attention to detail and good independent decisions early on and managers let him know that if his production and quality remained steady there may be potential employment at the end of the assessment. This drove him to work harder and plan out his production even when there had been a lack of sleep the night before. Ultimately Abram was hired after the assessment was completed and remains working at the store part-time.

Abram lacked the confidence to believe that he could work around the symptoms of his illness and lack of sleep. He proved to himself that with the medical regimen and his own determination it was possible to obtain and retain employment. Abram has made friends at the store and has stated that this has been a benefit. He is happy to remain at the store and continue to work and just see what the future holds.

Goodwill gave me *courage*

SUCCESS STORY

ANDREANA

GRADUATE OF THE YEAR RUNNER UP



Andreana Hiltunen was diagnosed with Asperger's Syndrome on the Autism Spectrum. She is a high school graduate who has had difficulty socializing and relating to others due to her very shy nature. In the spring of 2018, she was referred to Goodwill Industries of Mid-Michigan to help her advance on her path to employment.

Andreana's first step was a Community Based Vocational Assessment in Goodwill's Bay City store. She started in the back of the store processing merchandise where her attention to detail and motivation to complete assigned tasks were valuable assets. She eventually moved to the sales floor where her interaction with people increased. The staff she worked with commented that she was positive, friendly and always ready to work. She became more comfortable and confident being on the sales floor and speaking with the customers and she ended her assessment ready to achieve her goal – to obtain a job.

Andreana worked on her interviewing skills with Goodwill staff and eventually obtained an interview with the store where she had performed her assessment and was hired in late July, 2018. The management team commented that she is blending her time between the back room and the sales floor as her confidence with customers increases. Andreana is viewed as a valuable staff member with a positive attitude and great work ethic.

SUCCESS STORY

KAILEY

ACHIEVER OF THE YEAR RUNNER UP



Kailey Maxwell currently attends Freeland High School and lives at home with her parents and relies on them for transportation. Kailey has a primary disability of emotional impairment and a secondary disability of scoliosis. Kailey has no previous work history and was referred to Goodwill Industries of Mid-Michigan through our new Pre-Employment Transition Service (pre-ETS) for students, a program that exposes students to career paths, while assessing and training on the necessary skills to achieve those paths.

In August, 2018 Kailey was referred to Goodwill Industries of Mid-Michigan for a 2-week pre-ETS Work Based Learning Experience. She began work at Leaman's Apple Barn weeding, planting and placing mulch, picking up trash, painting, cleaning and organizing barns for the fall season. During this time Kailey was accompanied by a Goodwill job coach. Kailey and her coach worked on handling stressful situations and working in team environments before moving forward. Kailey demonstrated strong work skills such as dependability and a willingness to do any task assigned.

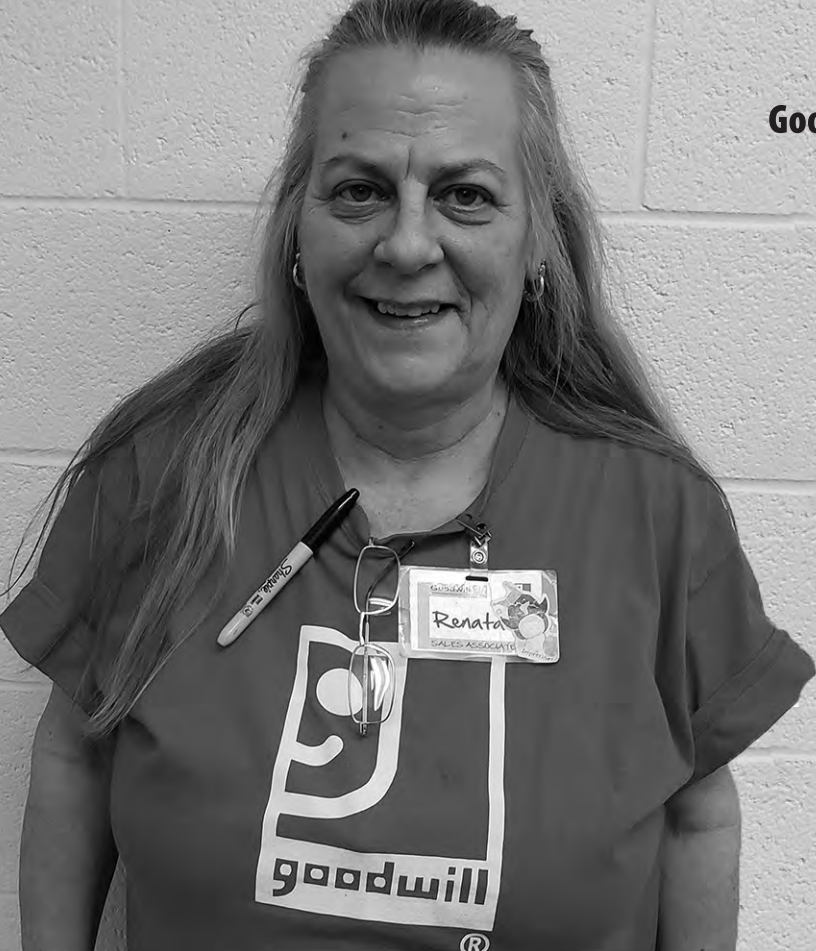
Because of her success at Leaman's, Kailey was next placed at the Goodwill store in Saginaw where she was able to socialize while working. This seemed to improve her focus. From the start of this second experience she showed both peers and staff that she was not only capable of working alone but excelled at it. She accomplished tasks promptly, was polite and enthusiastic about working. Managers at the store commented on her work ethic and how well she multitasked. Next she was given an increasingly heavier work load in both the front and back of the store. Kailey has shown that she is motivated to work and an asset to any employer. Her skills steadily improved and she never allowed her disabilities to excuse her from any of the experiences.

Goodwill gave me *growth*

SUCCESS STORY

RENATA

RETAIL EMPLOYEE OF THE YEAR



Renata Rohn, Textile Processor at Goodwill's Saginaw store, was selected as the 2018 Retail Employee of the Year. Renata has been with Goodwill for 6 years and is an outstanding team member who has a sincere dedication to Goodwill's Mission. She is patient and encouraging when working with new employees, students or consumers, and is always thanking them for their contribution.

Renata will go out of her way to complete extra tasks in any area where she is needed. She is a good steward of the items we receive through donations and always has an interest in sales numbers and strives to improve the stores' performance. She is helpful, productive and looks to the future of our agency.

Congratulations, Renata!

Goodwill gave me *strength*



SUCCESS STORY

SCOTT

OPERATIONS EMPLOYEE OF THE YEAR

Scott Tabit is our 2018 Operations Employee of the Year. Scott began his career at Goodwill Industries in 2013 as a community contracts laborer. In 2014, he transferred to the custodial department as a custodial service worker specifically working in our Goodwill stores providing excellent floor care.

In 2017, Scott was hired into the Goodwill maintenance department; further broadening his knowledge of how to maintain our agency and learning new skill sets.

Scott became the custodial supervisor in 2018 and immediately demonstrated his outstanding supervisory skills by hiring and training a great custodial crew. Scott's penchant for cleanliness and his care for Goodwill Industries soon displayed a clean plant area along with cleaner stores. Scott is thorough and hardworking and does an excellent job training and assessing the individuals in our programs. He is sincere in our mission, always polite and provides great customer service to all Goodwill supervisors.

Congratulations Scott!



Goodwill gave me *dignity*

SUCCESS STORY

BAY CITY

RETAIL STORE OF THE YEAR

The Bay City store was chosen as Goodwill Mid-Michigan's 2018 Retail Store of the Year. The store is located in Bay County and was established in 1998. During 2018 the Bay City location increased their bottom line contribution by nearly 4% over 2017. They achieved their goal of becoming a 'million dollar' store and increased sales revenue \$122,965 from the previous year, all while providing a great work site for our employment and consumer training services. The Bay City leadership team promotes a positive and motivating work atmosphere, working one on one with employees, welcoming new ideas and working together to find creative ways to promote excellent customer service. Congratulations to Store Manager, Jaime Walters and her outstanding team!

SUCCESS STORY

COMFORT SUITES

COMMUNITY PARTNER OF THE YEAR

Comfort Suites of Saginaw has been a vital assessment program partner to Goodwill Industries of Mid-Michigan for several years. Comfort Suites was the first community partner to work with Goodwill for the Pre-Employment Student Program. The hotel chain has hired three consumers after they successfully completed assessments and the individuals continue to work and thrive.

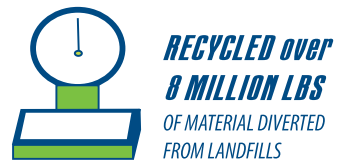
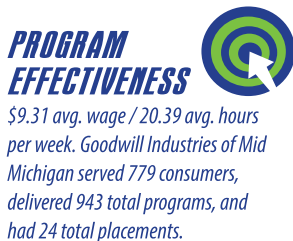
Comfort Suites' staff wants the employee to be as successful as we do and that means they are willing to make accommodations and be creative. Comfort Suites allows us to bring multiple consumers during workplace trainings for our pre-ETS program. They are extremely helpful and innovative in creating and finding relevant tasks for our consumers to do, even creating tasks outside the regular shift so students can participate after their school day.

Comfort Suites is accommodating to Goodwill and the consumers' needs. Their team is exceptional at motivating the consumers with praise and encouragement. They are willing to partner with Goodwill, whether it be for an individual or a group, and their flexibility with schedules has been invaluable. Comfort Suites provides us with a consistent partner when we need housekeeping or cleaning assessments in Saginaw. They are a joy to work with and are a valued community partner of Goodwill.



COMMUNITY IMPACT

Goodwill Industries of Mid-Michigan serves over 700 clients annually. We operate 17 retail stores, 8 donation centers and 1 outlet center in 10 Mid-Michigan counties, which fund our employment training and other programs to help people gain the skills and confidence to find and keep employment. In 2018, we recycled more than 8 million pounds of material which otherwise would have ended up in community landfills. CHANGING LIVES THROUGH THE POWER OF WORK! **2018 annual report data*



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
Area 9 Special Olympics
Autism Moms Know Safety
Blue Water Recovery & Outreach Center
Bond of Brotherz
Brain Injury Association of Michigan
CAN Council Great Lakes Bay Region
Care House of Oakland County
Carland Zion Brethren in Christ Church
Carmen-Ainsworth Elementary
Carol's Baby Pantry
Carriage Town Ministries
Catholic Charities Center for Hope
Child Advocacy Center of Lapeer County
Children's Miracle Network at Beaumont Children's Hospital
Communications Access Center for the Deaf and Hard of Hearing
Disability Services Resource Center
East Side Soup Kitchen
Emmanuel Mission Emergency Homeless Shelter
Family Promise of Genesee County
Fenton Area Resources and Referral
Fenton Center of Hope
Fenton Fire Charities
Food Bank of Eastern Michigan
Forever Friends Network (FFN)
Four County Community Foundation
Genesee County Habitat for Humanity
Genesee County Hispanic Latino Collaborative
Girls on the Run Mid-Michigan
Goodrich High School
Habitat for Humanity-Oakland County
Hidden Harvest
Holly Calvary Mega Kids
Holy Cross Services
Hope Hospitality & Warming Center
Hope Shores Alliance
Huron County Baby Pantry
Huron County CAN Council
Huron County Safeplace
Huron Medical Center- Relay for Life
LACADA- Lapeer Area Citizens Against Domestic Assault
Lapeer County KIND
Linden Community Schools
Love Inc of North Oakland County
Medals4Mettle, Inc
Midland's Open Door
New Dimensions
Old Newsboys of Flint
Opportunity Center
Outreach East
Oxford/Orion FISH
Paws With A Cause
Peer to Peer Mentor Program
Pregnancy Resource Center of Lapeer
Revive Ministries
Safe Center
Safe Harbor Kitchen
Saginaw ISD School to Work Program
Sexual Assault Center of Child & Family Services
Shelterhouse
Shiawassee Council on Aging
Shiawassee Hope
Social U
Stone Soup Food Bank
The Good Samaritans of Eastern Michigan
The Refuge of Lapeer County
Thumb Area Assault Crisis Center
Thumb Area Helping Hands
Tuscola Homeless Coalition
Underground Railroad, Inc
United Way of Saginaw County
VFW National Home for Children
VFW Post 1452, Clio
VFW Post 4642

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
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
Consumer Services, 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
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/Frankenmuth
Hope Network
Huron County Child Abuse and Neglect Council
Janitorial and Paper Supply Co.
Jellystone State Park
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
Peebles
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
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 Peppermill Restaurant
The State Bank
The Underground Railroad
Totem Books
Transitions Center of Saginaw
United Way of Genesee County
University of Michigan-Flint
Vet Biz Central, Inc.
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

FINANCIAL SUPPORT

We gratefully acknowledge generous financial support in 2018 from:

Eric & Caroline Ethington
 Tom Gisewhite
 Anne Gregory
 Wen Hemingway
 Claude High
 Carol and Kevin Keane
 Rick Valley
 Edward and Vi Mitchell
 Dave Wujciak
 Nathima Atchoo
 Edith Campbell
 James Carlson
 Jeffrey Collier
 Pamela Dunlap

Lisa Flora
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 Hamilton Community Health Network
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 Chris and Jennifer McDonald
 Olivia Maynard
 Joseph Mounger
 Keely Mounger
 Kathleen McGee
 Thomas Mudd

James Saule
 Kim & Dick Skaff
 Staley's Plumbing and Heating
 Sally Stevens
 Swartz Creek United Methodist Women
 Thomas and Deann Townsend
 Dr. Allen Turcke
 Martin Tyckoski
 Forrest VanValin
 Barbara Veasley
 Arvid Waller
 Thomas Yeotis
 And multiple anonymous donors

FINANCIAL INVESTMENT



THE COMMUNITY GAVE TO GOODWILL

● Contributions	\$6,809,945
● Store Sales and Salvage	\$15,273,824
● WFD Fees and Grants	\$690,940
● Other	\$184,817
Total Revenue	\$22,959,526



GOODWILL GAVE BACK TO THE COMMUNITY

● Wages, Benefits, Taxes	\$9,287,680
● Contributions Exp-Donated Goods	\$6,824,567
● Utilities	\$634,707
● Rents	\$1,683,496
● Insurance, Property Tax, Maint.	\$1,067,458
● Depreciation	\$304,196
● Supplies	\$380,233
● Retail Goods	\$1,603,206
● Other	\$1,307,834
Total Expenses	\$23,093,377

2018

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


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



“Friends of Goodwill, be dissatisfied with your work until every disadvantaged and unfortunate person in our community has the opportunity to develop to their fullest potential and enjoy a maximum of abundant life.”

Dr. Edgar J. Helms, 1941

Goodwill founder

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.
810.732.5040

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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