“OUR JOB WILL BE DONE WHEN EVERY PERSON IN OUR COMMUNITY RISES TO THEIR POTENTIAL AND ACHIEVES SELF-SUFFICIENCY”

EDGAR J. HELMS, FOUNDER OF GOODWILL INDUSTRIES

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**Graduate Of The Year**

**Russell LeCours**

was referred to Goodwill Industries in August, 2009 to help him overcome his barrier to employment. He was hired by Goodwill to help run the dunnage power washer in December, 2009. While at Goodwill, his supervisor said that he combined preciseness with quickness and accuracy and he took the initiative to help other people to do their job correctly.

When the job ended, Russell asked if he could enter Goodwill’s Job Club to look for work. With the help and support of people at Goodwill, his persistence paid off when he was hired at MSP Industries in Oxford, Michigan. Russell is now living independently and is taking classes at Mott Community College. He would eventually like to move into management at MSP Industries and is planning to take management classes in college to further that goal. Russell remains as “grateful as ever” for the changes that have happened in his life.

**Graduate Of The Year Runner-Up**

Prior to beginning a Community-Based Vocational Assessment at Goodwill’s Lapeer store, **Rhonda Conway** had little work history, keeping busy as a stay at home mom and church volunteer. She did well during her assessment and was referred to Goodwill’s Job Development program. With the help of an interpreter and Goodwill staff, Rhonda was hired at Goodwill’s Lapeer store processing household items. Nervous at first when approached by a store customer, Rhonda has become more confident and now is not afraid to help customers. She is dependable and reliable, a hard worker, does a great job of organizing merchandise on the sales floor and gets along well with her co-workers and customers. Rhonda enjoys being part of a team and feels accepted. She has been living independently for a long time with her husband and is extremely happy to be able to contribute to their household income.

**By The Numbers**

**Making a Difference in Mid-Michigan**

During 2011, Goodwill Industries of Mid-Michigan:

- **Served 963 people**
- **Operated 14 retail stores and 7 donation centers**
- **Recycled more than 8.9 million pounds of material (including more than 1.3 million pounds of electronic equipment) which otherwise would have ended up in landfills.**
- **Paid over $7.2 million in wages and benefits to more than 600 Mid-Michigan residents**

**Served 10 Counties**
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.)
Retail Associates Of The Year

JENIFER POLLY

DIANE GAZDA

Operations Employees Of The Year

CARMA LEWIS

JAMIE O’MALLEY

Retail Operations

Goodwill Industries of Mid-Michigan operates 14 retail stores in eight counties in Mid-Michigan. We are also active sellers on shopgoodwill.com, the online site for those customers who love to find treasures at the stores but want to shop 24 hours a day, seven days a week from the comfort of their home. We also sell books on various on-line sites.

Customers and donors are the funding lifeblood for our mission. Over 85% of our annual revenue comes from retail operations. Donations are welcome at any of our 14 stores, four modern attended donation centers or six collection boxes.

Our shoppers know Goodwill is the place to find everyday products or that one of a kind item. They know they have fresh merchandise from which to select every single day. And, while stretching their shopping dollars at Goodwill, they also help us offer work training, on the job experience and even permanent employment for people with employment barriers.

Goodwill’s 2011 Community partner of the Year is the Peppermill Restaurant in Bad Axe, owned by Tom McCollum.

When the Peppermill has positions open up, Tom contacts Goodwill for a chance to put someone in the job before he looks elsewhere. He hired a dishwasher through Goodwill this past year. This employee expressed an interest in becoming a cook and Tom arranged for him to watch the cooks work and learn from them. Tom is opening a new fast food-style restaurant in Bad Axe and hired the dishwasher Goodwill referred to him to be one of the cooks at the new restaurant. Tom also contacted Goodwill when he was ready to hire employees for his new fast food-style restaurant and he hired three out of the four candidates Goodwill referred to him, including one that is currently incarcerated and will be working on work release.

Community Partner Of The Year

CAREER SERVICES AND TRAINING

Goodwill’s Career Services and Training program helps those we serve prepare for the needs of today’s employers. From careers in the service industry to administrative/clerical training to opportunities in professional fields, Goodwill helps participants prepare for a lifetime of independence.

MICROENTERPRISE SERVICES

Often, those we serve find they can most effectively overcome their employment barriers through self-employment. With the help of Goodwill’s Microenterprise Program, individuals can fulfill their dreams of owning their own business. Participants take part in individualized training with a personal advisor to develop a business plan, with follow-up and technical assistance as they begin building their business.

GoodTemps is a non-profit, alternative staffing organization providing temporary employment opportunities for people facing disadvantages in their quest for work. Funded by the Charles Stewart Mott Foundation, GoodTemps will help those at-risk individuals who need to overcome poverty prepare for, find and retain jobs during a time of significant demand for temporary employees with various skill levels.
SUMMER YOUTH INITIATIVE

In partnership with the Genesee Regional Chamber of Commerce, Goodwill Industries of Mid-Michigan has provided summer youth services for teens 16 years and older who are transitioning from school to work. The goal of the program is to train individuals in soft skills such as attendance, social interactions, ability to follow directions, understanding proper attire, problem solving, self motivation, fundamentals of leadership, how to resolve conflicts, and team building. It also provides students with numerous choices of vocational exploration options.

COMMUNITY SERVICE

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

66th District Court-Corunna
74th District Court-Bay City
45th A Judicial Court-Berkley
52nd Judicial Court-Clarkston
7th Judicial Court-Genee
67th District Court-Genesee
63rd District Court Probation -Grand Rapids
29th Circuit Court-Gratiot County
87th-C District Court-Grayling
80th District Court-Harrison
53rd Judicial District-Holland
21st Circuit Court-Isabella County
84th Judicial Court-Isabella County
71st A District Court-Lapeer
40th Circuit Court- Lapeer

44th Circuit Court-Livingston County
49th Judicial Court-Mecosta County
75th Judicial District-Midland
76th Judicial District-Mt.-Pleasant
52nd-1 District Court-Novis
6th Judicial Circuit Court
Oakland County
42nd-1 Judicial District-Romeo
70th Judicial Court-Saginaw County
10th District Court-Saginaw
31st Circuit Court-St. Clair County
52nd-4 Judicial District-Troy
54th Judicial Court-Tuscola County

Community Partners

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!

AARP
American Assoc. on Developmental Disabilities
American Red Cross
ARC of Midland
Au Sable Valley CMH
AYS Facilities Management
Bad Axe Chamber of Commerce
Bay Area Behavioral Health
Bay Arenac Community High School
Bayside Lodge-Saginaw
Brough Carpets-Lapeer
Brown Rehab Services
Burton Rotary Club
Career Alliance
CareWorks USA
Caro Pool and Supply
Caro Veterinary Clinic
Cascade Disability Management
Cass City Village
Catholic Charities-Flint
Catholic Charities-Shiawassee County
City of Flint
Consumer Services, Inc.
Coventry Work Comp Services
Dairy Queen-Caro
Dave Knapp Finest Used Cars
Dept. of Natural Resources
Disability Management
The Disability Network
Excel Corp.-Oakland County
Faith Gospel Tabernacle-Bad Axe
Fenton High School
Flint Farmer’s Market
Flint Parole & Probation Offices
Food Bank of Eastern Michigan
Garden Gate Bed & Breakfast-Caro
Genesee County CMH
Genesee County Land Bank
Genesee County Prosecutor’s Office
Genesee District Library
Genesee Intermediate School District
Genesee Regional Chamber of Commerce
Genex Services
Goyette Mechanical
Grand Blanc Community Schools
H & H Tool-Lapeer
Habitat for Humanity
Hair Force Academy
Huron Behavioral Health
Pete Hutchinson
Karr’s Kafe-Vassar
Keep Genesee County Beautiful
Kettering University
Lake Fenton High School
Kid’s Club Day Care-Caro
Lapeer Chamber of Commerce
Ligon Indoor Center
Mass Transportation Authority
McDonald’s-Bad Axe
MI Academy of Self-Determination
MI Association of Community Mental Health
MI Association of Rehab Organizations
MI Case Management
MI Commission for the Blind
MI Community Services, Inc-Bay City
MI Rehab Services
MI Veteran’s Administration
Michigan Partners for Freedom
Michigan Transition Association
Michigan Works-Bay County
Michigan Works-Genesee County
Michigan Works-Huron County
Michigan Works-Shiawassee County
Midwest Care Management

Moore Motors-Caro
Mott Community College
Mott Foundation
New Horizons
New Passages
New Paths, Inc.
Opportunities Center
Origami Rehab Center
The Owen-Caro
Owosso Carpet Center
The Peppermill-Bad Axe
R & B Used Book Store
Riverside Baptist Church
Roza’s Pizza-Almont
Saginaw ISD
Saginaw Valley Rehab Center
Self-Serve Lumber-Caro
Saginaw Valley State University
Shiawassee County Parole Office
Shelton Rehab Counseling
Shiawassee RESD
Southwestern Girl Scouts
The State Bank
Tall Pine Council of the Boy Scouts
Thumb National Bank
Tom’s Hardware-Oxford
Touchstone Services
Toyo Seat USA-Imlay City
Training & Treatment Innovations
Tuacosa Economic Development Corp.
Turbo Intermediate School District
United Way of Genesee County
VetBizCentral, Inc.
Veteran Affairs Administration-Detroit
Vocational Independence Program
Wolverine Campground
YMCA-Bay City
Industries of Mid-Michigan, Inc.

GOODWILL MEMBERSHIP
Ruben Burks
Edith Campbell
James E. Carlson
Ron Chavez
Dorothy Cliff
Jeff Collier
Court St. United Methodist Women
Rita DeArmier
Mary L. Dowless
Eric Ethington
Tom & Teresa Gisewhite
Stanley Gorecki
Anne N. Gregory
Dr. Charles Hanson
Monia L. Hendrickson
Claude High
Mr. & Mrs. A.R. Hobson, Jr.
Martha B. Hopkins
Albert P. Horrigan
Joan L. Kane
Kiwanis Club of Burton
Richard & Ann Kraft
Gary Langdon
Lincoln Park United Methodist Women
Linden United Methodist Women
Shelby Mariner
Erin Masters
Leo & Lorraine Meagher
Rev. F.L. Mitchell
Thomas Mudd
Anna Paulina Foundation
William H. Piper
Edith Prunty Spencer
John L. Riegel, Jr.
Jim & Betty Sauie
Grayce M. Scholt
Thomas L. Seibert
Dick & Kim Skaff
Mr. & Mrs. Gary F. Smith
Linda Tracy-Stephens
Mr. & Mrs. Darrell Stevens
Sally Stevens
Swartz Creek United Methodist Women
Thomas Sylvester
Henry O. Thompson
Jamie & Stephanie Truesdell
Dr. Allen Turcke
Martin Tykoski
Kim & Ginger Virkler
Mr. & Mrs. Charles Weeks
Judge Thomas C. Yeotis

In Memory of Thomas G. Landaal
Virginia Landaal
In Memory of Timothy Maul
J.R. & K. Bean
In Memory of Marjorie Woboril
William & Emily Beck

Goodwill Industries gratefully acknowledges the generous financial support during 2011 from:

Anonymous
Flint Community Fund
Genesee County Land Bank
Genesee County Prosecutor’s Office
Genesee Regional Chamber of Commerce
Goodwill Auxiliary
Stella and Frederick Loeb Charitable Trust

2011 Financial Highlights

Paid to Workers
$6,209,560

Other (Including Depreciation)
$1,699,898

Paid to the Community
$5,197,669

THE COMMUNITY GAVE TO GOODWILL
Store Sales and Salvage
$12,466,532
Industrial Services
$145,482
Rehabilitation Fees and Grants
$516,737
Other
$505,219
Total Revenue
$13,633,970

GOODWILL GAVE BACK TO THE COMMUNITY
Wages, Benefits, Taxes
$7,286,638
Utilities
$542,378
Rents
$1,244,800
Insurance, Property: Tax, Maintenance
$520,160
Depreciation
$257,800
Supplies
$1,813,253
Other
$1,442,068
Total Expenses
$13,107,097

In Memorium

During the past year, Goodwill lost a cherished worker. TIM MAUL joined Goodwill in July, 2006, working in Transportation, Industrial, and Textiles. Tim was an avid reader, an accomplished artist, enjoyed all types of music and had a great sense of humor.

His Goodwill family misses him very much.
Industries of Mid-Michigan, Inc.

OUR MISSION
To assist individuals with barriers to employment make the transition to independence and self-sufficiency.

OUR VISION
Service excellence in developing human potential.

OUR PHILOSOPHY
Goodwill Industries of Mid-Michigan believes 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.

“THE REWARD FOR WORK WELL DONE IS THE OPPORTUNITY TO DO MORE”  DR. JONAS SALK

HOW YOU CAN HELP
DONATE TO GOODWILL - Each time you or your business donates your gently used clothing, household items or other resalable items to Goodwill, you give someone in your community a chance for independence. Your donations are put to work in our local area, and, since Goodwill is a 501(c)(3) non-profit, charitable organization, your donations are tax deductible to the full extent of the law.

SHOP AT OUR STORES - Everyone is welcome to shop in our stores, and the money you spend supports job training and employment programs for people with disabilities or other employment barriers. Shopping at Goodwill means great bargains for you and a job for someone who wants to support themselves and their family.

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.

CONSIDER GOODWILL FOR YOUR BUSINESS NEEDS - Goodwill provides customized contract services at competitive prices, performing the work at your facility or ours. We can help you solve your business needs while providing work for those who need a job.

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, through email at goodwill@goodwillmidmichigan.org, or call us at 1-800-524-6331.

Our Locations

RETAIL STORES
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 4340 Miller Rd.
Holly 15213 Holly Rd.
Imlay City 579 N. Cedar St.
Lapeer 1857 W. Genesee St.
Midland 2030 N Saginaw Rd.
Owosso 1427 E. M-21
Oxford 1500 S. Lapeer Rd.
Saginaw 4675 Bay Plaza Dr.
OSCODA COMING MAY, 2012

DONATION CENTERS
Davison VG’s, Davison Rd.
Davison Missing Sock, Lapeer Rd.
*Flint 501 S. Averill Ave.
*Flushing 775 E. Main St.
Frankenmuth IGA Foodliner, N. Main St.
*Grand Blanc 2217 E. Hill Rd.
Imlay City 1995 S. Cedar St.
Lake Orion 720 S. Lapeer Rd.
Lake Orion 1279 S. Lapeer Rd.
*Saginaw 405 S. Michigan Ave.

*Denotes Attended Donation Centers.

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