ELEVATING PEOPLE
BY ELIMINATING BARRIERS TO EMPLOYMENT

GOODWILL MID-MICHIGAN

ANNUAL REPORT TO THE COMMUNITY | 2020
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.
LETTER TO THE COMMUNITY

2020 was a year unlike any we could have imagined. The unprecedented months of uncertainty were most challenging for us all. However, the dedicated Goodwill Mid-Michigan team worked together to successfully navigate this crisis. Though difficult at times, being a part of this organization’s revival in 2020 was inspiring.

The leadership team was called upon to be more innovative than ever to ensure the organization’s financial security. Our Mission Services team was forced to rethink how they could best serve our community in a safe and effective manner. Utilizing virtual services and touchpoints with consumers became vital to our success. We focused on keeping our consumers engaged as we safely transitioned everyone back to in-person training opportunities. In spite of the challenges our team faced, we were able to provide services to 474 people in our community!

The support for Goodwill through 2020 was incredible. The community rallied around our team and the people we serve. Donors were extremely generous with their goods, and shoppers returned to our stores as soon as we reopened. This was critical for our ability to stabilize, get our team back to work, and most importantly increase our mission services.

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, donors, shoppers, and Goodwill advocates, we are “Changing Lives Through the Power of Work!” May 2021 be a safer and healthier year for us all.

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

Dana Tell - Board of Directors Chair
Goodwill Industries of Mid-Michigan
SUCCESS STORY

The COVID-19 pandemic caused uncertainty for businesses across the state of Michigan. Due to restrictions, community sites that Goodwill Industries of Mid-Michigan partnered with were not able to accommodate our Pre-Employment Program (PRE-ETS) participants like they had in the past. Coy’s Comics happily opened their doors to Goodwill and allowed our work based learning participants a work site.

In July 2020, Coy’s Comics hosted three students from high schools around Saginaw County. At the beginning of the work experience, the owners of the store worked one-on-one with students to help teach them the basic information of comic book cataloging, including but not limited to: finding the volume and issue number, explaining the different genres of the books, and how to properly bag and board the comics without causing damage to the binding. Over the course of two weeks the students organized and cataloged almost 38,000 comic books. Coy's utilizes the organization system to sell the comic books on their weekly, online show that reaches buyers across the country.

The owners of Coy’s Comics, Stephen Sharar and Brandi Blahnik, went above and beyond to make sure each student felt comfortable and welcomed in their shop. They got to know each participant on a personal level, and recommended a comic book series that they thought the student would enjoy. During the first week of the program, each student was able to leave with a free copy of a comic book from the series they were interested in. At the end of the work based learning experience, Steve and Brandi treated the participants to pizza as a thank you for all of their hard work. While working with the local high school students, Coy’s Comics embodied the core values of our organization. They demonstrated teamwork, community, excellence, and most importantly FUN! Workforce Development personnel are grateful for their willingness to host participants in such an unpredictable time. We are very much looking forward to working with Coy’s Comics again in the future!

DAVISON ATTENDED DONATION CENTER OPENS.

TO BETTER SERVE THE DAVISON AND SURROUNDING NEARBY COMMUNITIES, ON JULY 30, 2020, WE OPENED A BRAND NEW ATTENDED DONATION CENTER ON IRISH ROAD NEAR I-69 IN DAVISON. THANK YOU TO THE DAVISON COMMUNITY FOR YOUR SUPPORT AND GENEROUS DONATIONS.
Served 474 people with 624 service programs delivered
Recycled 4,407,807 pounds of material diverted from landfills
Paid over $7.5 million in wages & benefits to 805 Michigan residents
94% of the program participants were completely satisfied with services
MARK

GRADUATE OF THE YEAR

When the staff at Goodwill Industries of Mid-Michigan first met Mark Ondovcsik, he was very anxious and fidgety. He had not held a job before, except for mowing lawns. Mark had serious doubts as to whether or not he would be successful working in the everyday work place. He desired to do more and wanted to be productive in his life.

Mark was referred to Goodwill from Genesee Health Systems for an assessment to determine if he was ready for competitive employment. He started in the Clio Goodwill store and quickly began to be a favorite among the customers as he greeted many of them by name.

As Mark’s assessment progressed, he was transferred to the Goodwill plant and eventually was hired into New Goods as a team member. Mark thrived in the environment and stated that he feels much happier while he is working. This job enables him to live and maintain his own home in Clio.

After several years of being employed at Goodwill Industries of Mid-Michigan, Mark’s mental health has remained good and he has maintained his independence. In 2020, he was able to successfully close his case with Genesee Health Systems as he no longer needs their services. He remains employed at the Goodwill plant in Flint.
QUENTRELL

ACHEIVER OF THE YEAR

Quentrell Brown was referred to Goodwill Industries of Mid-Michigan by Genesee Health Systems to assess his work abilities and interests. He worked in several locations within Goodwill including clothes hanging, sorting, janitorial, and the cafeteria.

It became evident quickly, that Quentrell enjoyed and flourished in the food service station. He displayed a knack for customer service and a positive attitude. His assessment, eventually brought him to working at the Jersey Zone, a Goodwill participant owned business.

He continued to thrive in this environment and eventually was given an opportunity to become a partner in Jersey Zone. He loved the idea of being a partner and owning a business. Unfortunately, due to circumstances from the pandemic shut-down, Quentrell and his partner had to close their business.

When the community began to re-open, Quentrell regrouped with Goodwill and a new business inside of the Fenton Goodwill store emerged. In December of 2020, QT Coffee Company was born, serving fresh ground coffee, sandwiches and exceptional baked goods.

Throughout the closing of one business and the starting of another, Quentrell displayed resiliency, flexibility, and determination. He looks forward to growing his business and eventually buying his own home.
Danielle Cobb is an 18-year-old high school graduate that was referred to Goodwill Industries of Mid-Michigan to assess her work skills, such as attendance, social skills, productivity and attitude. Danielle had struggled with some anxiety and was worried about it being a barrier to obtaining a job.

At the beginning of Danielle’s three-week-assessment at a Goodwill store, she was quiet and needed encouragement to interact with the customers and staff. She did display a positive outlook throughout her day and was willing to try new tasks.

As her assessment progressed, Danielle became more confident in her abilities and started to interact more with the customers and staff. After her initial assessment, Danielle was given a second opportunity for an assessment at a local library.

After Danielle demonstrated such growth in her social and work skills in her assessments, she was offered a retail staff position with Goodwill Industries of Mid-Michigan.

She returned to the original store that she started out at and remains a valued part of the team.

Shortly after completing high school, Daniel Ferguson was referred to Goodwill Industries by Genesee Health Systems. Daniel possessed some barriers that he thought might get in the way of obtaining full-time employment. He had been working minimal hours at another agency, but was looking to make some additional money.

Daniel started in an assessment at Goodwill to measure his work and social skills. He worked two days a week in New Goods at the Goodwill plant. As the assessment progressed, it was obvious to the staff in the department, that Daniel took pride in his work and was a good fit there. He eventually was hired as a Goodwill team member.

Daniel worked for a couple of years’ part-time at Goodwill as he had another job. After the pandemic had shut everything down, Daniel lost his other employment and income. Daniel sought out additional hours with Goodwill and eventually was able to work five days a week. Daniel’s positive attitude and self-advocacy was never more evident than how he handled the struggles of 2020.
HARD WORK AND accountability

LARRY
OPERATIONS EMPLOYEE
OF THE YEAR

Larry Mines is known in the warehouse for his hard work and dedication to GWMM over the last four years. Larry set the bar high when operating the clothing bailer, consistently going above and beyond his daily goals.

Larry’s co-workers describe him as positive, helpful and understanding.

Recently, Larry was promoted to Warehouse Supervisor and oversees the Outlet production team. He has also volunteered to help out in Donation Centers when they’ve been short staffed.

No matter what the task may be, Larry is willing to help out and always gives 100%.

JORDAN
RETAIL EMPLOYEE
OF THE YEAR

Jordan Jager has been employed at the Imlay City store since 2006. As a donation attendant, he provides outstanding service to the Imlay City donors every shift.

Donors know him by name and often ask about him if he’s not working the donation door! His colleagues have expressed they are lucky to have him, as he keeps the backroom organized and running smoothly.

He always exhibits a ‘can do’ positive attitude and goes out of his way to get the job done, no matter how big it may seem. Jordan was also nominated for having excellent attendance, filling in for extra shifts whenever asked and for being a hard working member of the Imlay City team.
TOGETHER WE ARE community

MIDLAND
STORE OF THE YEAR

Store Manager Jessi Hart (now Senior Store Manager) saw opportunity for growth in Midland when she took over the store in December of 2019. During 2020, she worked hard to build a dedicated team to help push the store to the next level. With the difficulties Midland faced as a result of not only the pandemic but also a flood, donations at the store reached levels not seen before in Midland. All the while the Midland team was able to change the sales floor to meet DGR standards and achieve higher levels of production, among numerous other successes. The effort, dedication and energy shown by the Midland team resulted in a 17.6% net margin, high customer and donor satisfaction, and a team that shows they can overcome any challenge they may face. Congratulations to our outstanding Midland team!

“WE RISE BY LIFTING OTHERS”
ROBERT INGERSOL
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 $29,782.31 to support the following agencies in Mid-Michigan:

- American Legion Auxiliary Unit 158
- Area 9 Special Olympics
- Bay Veterans Foundation
- Beaumont Health Foundation
- Big Brothers Big Sisters of Flint and Genesee County
- Blue Water Recovery & Outreach
- Bond of Brothers 12191
- Can Council Grat Lakes Bay Region
- Care House of Oakland County
- Caregiving Network
- Carol’s Baby Pantry
- Communication Access Center for the Deaf and Hard of Hearing
- Communities First
- Davison Alternative Education
- Equine Escape
- Family Literacy Center
- Forever Friends Network
- Fragile X Association of Michigan
- Gateway Assembly/This Heart Loves Food Pantry
- Genesee County Habitat for Humanity
- Girl Scouts
- Great Lakes Bay Hispanic Leadership Institute
- Hands of Hope - FLM
- Harbor Lights Pregnancy & Info Center
- Hidden Harvest
- Holly Calvary Food Pantry
- Holiday Depot of LaPeer County
- Hope Hospitality and Warming Center
- Huron County SafePlace

- Independent Community Living
- LaPeer County Suicide Prevention Network
- Linden Community Schools
- Special Needs Program
- Midland’s Open Door
- Old Newsboys of Flint
- Oscoda Assembly of God
- Oxford Lions Club
- Oxford Pregnancy Center
- PAWS with a Cause
- Revive Ministries
- Social U
- Special Olympics Michigan Area 31
- St. Paul’s Faith Garden
- The Table @ Lakeview Community Church
- Thumb Area Assault Crisis Center
- Thumb Area Helping Hands
- United Way of Genesee County
- Variety The Children’s Charity
- VFW Post 4642
GROWTH + OPPORTUNITIES

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

Carroll Baker
Tami Bauchan
Edith Campbell
James Carlson
Chuck & Lisa Ciaravino
Elyse Ciaravino
Jeffrey Collier
Pamela Dunlap
Dorothy Feerer
Fred Fuller Trust
Tom & Teresa Gisewhithe
Anne & Melvin Gregory
Mary & Craig Heldmann
Claude High
Shawn Jandernoah
Kevin Keene
Grace Kleinpell Trust
Stella & Frederick Loeb Trust
Olivia Maynard
Gerald Menefee
Joel Moore
Joseph Mounger
Keely Mounger
Scott Mounger
Kathy McGee
Thomas Mudd
Ali Oke
Charles Olson
Anna Paulina Foundation
John & Joyce Riegle
Juanita Rivera
Kimberly Roberson
James & Betty Saule
Dick & Kim Skaff
Gary & Jan Smith
Scott Staley
Harold Steinman
Cody Thomas
Thomas & Deann Townsend
Dr. Allen Turcke
Kim & Ginger Virkler
Beulah & Arvid Waller
Laura Welsh
Dave & Diane Wujciak
Thomas Yeotis

FINANCIAL INVESTMENT

LOCAL SUPPORT

Goodwill received from the community

- Contributions $4,947,587
- Store Sales and Salvage $12,239,615
- WFD Fees and Grants $536,134
- Other $183,017
- Total Revenue $17,906,353

LOCAL IMPACT

Goodwill gave back to the community

- Wages, Benefits, Taxes $7,514,501
- Contributions Exp-Donated Goods $4,941,018
- Utilities $527,608
- Rents $1,789,119
- Insurance, Property Tax, Maintenance $1,270,295
- Depreciation $280,010
- Supplies $407,164
- Retail Goods $1,172,122
- Other $940,092
- Total Expenses $18,841,929
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
Abeartogo 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 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 Park-Frankenmuth
Jersey Zone
Job Corps
Kettering University
Lapeer Chamber of Commerce
LDS Employment Resource Center of Oakland County
Linden High School
Luigi’s
Majestic 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 March 2021 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.

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
We thank you for your continued support of Goodwill Industries Mid-Michigan. We are a non-profit dedicated to provide job training, education, and employment to people with barriers to employment, helping them to reach their fullest potential in supporting themselves and their families.

ELEVATING PEOPLE.
TRANSFORMING COMMUNITIES.