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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
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.

Numbers that measure the good being done

Program Effectiveness
$8.47 avg. wage 30.16 avg. hours per week
1,518
- Number Of Consumers Served
- Total Placements

Service Access
9%
- Referred
- Referred Not Served
91% 91% Of eligible referrals received services.

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

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

**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.

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**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).
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!

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 Lacis, 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 excel at 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.
**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!

**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!
The Oscoda store is Goodwill’s 2015 Retail Store of the Year. The store is located in Iosco County at the northern tip of our territory, Oscoda produced an 8% sales increase during 2015 while keeping 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!

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.
Donates Attended Donation Centers:

**Grand Blanc**
- 217 E. Hill Rd.
- Kroger Plaza, 435 N. Main St.
- 775 E. Main St.
- 1072 Elms Rd., Suite C
- 501 S. Aaron Ave.
- Missing Socks, Lapeer Rd.
- VC's, Davison Rd.

**Lapeer**
- 945 W. Genesee St.
- 605 N. Cedar St.
- 125 S. White Rd.
- 8175 S. Warren Rd.
- 4650 W. Miller Rd.
- 3150 W. Owen Rd.
- 4920 W. Wynn Rd.
- 1560 W. Caro Rd.
- 1288 S. Center Rd.
- 13265 S. Beyer Rd., Suite C

**Monroe**
- 4725 S. Main St.
- 190 S. Wright Rd.
- 1427 W. M-21
- 5122 N. US 23

**Oxford**
- 2300 N. Saginaw Rd.
- 1790 S. Washington St.
- 190 S. Wright Rd.
- 1427 W. M-21
- 5122 N. US 23

**Saginaw**
- 190 S. Wright Rd.
- 1427 W. M-21
- 5122 N. US 23

**Bay City**
- 411 N. Euclid Ave.
- 780 N. Vanderveer Rd.
- 217 E. Hill Rd.
- Kroger Plaza, 435 N. Main St.
- 775 E. Main St.
- 1072 Elms Rd., Suite C
- 501 S. Aaron Ave.
- Missing Socks, Lapeer Rd.
- VC's, Davison Rd.

Retail Operations

Our Locations:

**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” themed second Goodwill store in Burton. Michigan. Our stores are staffed with friendly employees who make the shopping experience enjoyable for everyone. Our customers know that when they shop at Goodwill, they know their support is helping someone in their community gain the skills to become self-sufficient.

Our stores are open Monday through Saturday from 9am to 9pm and on Sunday from 12pm to 6pm. Our stores are located in the following cities:

- Burton
- Davison
- Flint Township
- Fenton
- Chardon
- Bay City
- Redford
- Grand Blanc
- Lapeer
- Oxford
- Osseo
- Owosso
- Saginaw
- Seeley
- Oxford
- Genesee
- Flint
- Township
- Burton
- Chardon
- Bay City
- Redford
- Grand Blanc
- Lapeer
- Oxford

Our mission is to provide the best selection of clothing for the entire family, home decor, and a wide variety of unique things to choose from.
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
- **Total Revenue**: $23,760,575

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
- **Total Expenses**: $23,820,031
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 | Genesee Health System | Red Roof Inn |
| 2000 Coffee | Genesee Intermediate School District | Rose Hill Center |
| Agri-Valley Communications, Inc. | Girl Scouts of America | Ruth Mott Foundation |
| Al Hansen Motors | Goyette Mechanical | Safe and Active Genesee for Everyone - SAGEM |
| Amazing Engraving | Green Clean Bean | Safe Haven House - Saginaw |
| American Gasser | Hamilton Community Health Network | Saginaw Animal Control Center |
| American Red Cross | HealthPlus | Saginaw Chamber of Commerce |
| Ameriprise Financial | Holiday Inn Express Birch Run/Frankenmuth | Saginaw County Controllers Office |
| Bad Axe Lanes | Hope Network | Selective Case Management |
| Baker College | Huron County Child Abuse and Neglect Council | Self Serve Lumber |
| Blue Water Youth | Janitorial and Paper Supply Co. | Shelter, Inc. - Oscoda |
| Boy Scouts Water and Woods Council | Jersey Zone | Sports Tires |
| Brandon High School | Job Corps | Stardust Bowling |
| Brew for You | Kettering University | Student Learning Center East of Shiawassee County |
| Brown and Brown Insurance | Lapeer Chamber of Commerce | Sullivan’s Blackforest Brew Haus & Grill |
| Bureau of Services for Blind Persons | LDS Employment Resource Center of Oakland County | Taco Bell |
| Burkhardt Window Cleaning | Linden High School | Talaski Plumbing & Heating |
| Campbell Wood Products | Majeski Party Store | Team One Credit Union |
| Captain John’s | Masud Labor Law Group | The State Bank |
| Caro Chamber of Commerce | McDonald Food & Family | Transitions Center of Saginaw |
| Carriage Town Ministries | Meinhold’s Car Wash | United Way of Genesee County |
| Catholic Charities-Flint | Metro Community Development | University of Michigan-Flint |
| Chase Bank | Michigan Association of Rehabilitation Organizations | Vet Biz Central, Inc. |
| Cintas | Michigan Community Services, Inc. | Walsh Meat |
| Community First Initiative | Michigan Dept. of Health and Human Services | Water and Woods Council |
| Community Ventures | Michigan Rehabilitation Service | Wellspring Lutheran Services |
| Community Ventures | Mission of Hope | Wendy’s Restaurant |
| Courtney Manor | Moore Motors | Westcourt |
| Covenant HealthCare of Saginaw | Morley Companies | Whaley Children’s Center |
| Davison Outreach East | Motel 6 | Willow Tree Restaurant |
| Disability Works | Mott Community College | YMCA of Flint |
| Dollar General | Mr. Chips | YWCA of Flint |
| Dollar Tree | MRPI Steering Team | |
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 Shiwassee 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 Turkce
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

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, or call us at 1-800-524-6331.

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.
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 Chavez**, 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.

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

~ **Thomas Jefferson**
GOODWILL INDUSTRIES OF MID-MICHIGAN, INC.
501 S. Averill Ave., Flint, MI, 48506

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FAX (810) 600-6378 / TTY (810) 762-3610

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www.goodwillmidmichigan.org

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.