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.

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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!”

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

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

WE WANT TO THANK & CONGRATULATE ALL OF THE OTHER 2019 COMMUNITY PARTNER OF THE YEAR NOMINEES.
SERVED
845 PEOPLE
WITH 1,222
SERVICE
PROGRAMS
DELIVERED

RECYCLED
9,037,398
POUNDS OF
MATERIAL
DIVERTED FROM
LANDFILLS

PAID OVER $9.5
MILLION
IN WAGES
& BENEFITS TO
939 MICHIGAN
RESIDENTS

96% OF THE
PROGRAM
PARTICIPANTS
WERE
COMPLETELY
SATISFIED
WITH SERVICES
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.
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.
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 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!
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!

“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 Wujiak
Thomas Yeotis

FINANCIAL INVESTMENT

Local Support

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

Local Impact

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
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<th>OUR MISSION PARTNERS</th>
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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
- FirstMerit 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
- Goeyette 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.
- Jerseystone 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
- Meinhild’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

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
“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.