BUILDING MOMENTUM

Goodwill Industries of Mid-Michigan / 2016 Annual Report

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.

MOSES

*Moses Jones is the **2016 Graduate of the Year.** Moses was referred to Goodwill to assess his works skills and find steady employment. He overcame barriers to find work with two employers who wish they had more employees like him.*

CINDY

*Cindy Hua is the **2016 Achiever of the Year.** She is a student at the Saginaw Transition Center and loves school. Cindy arrived at Goodwill for work assessment. She was anxious and a bit afraid to try new things, but soon memorized work procedures, and demostrated determination and a great work ethic.*

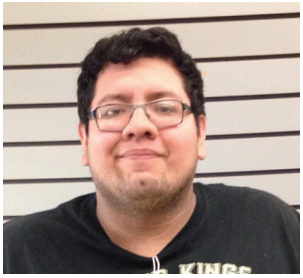
KIMBERLY

*Kimberly Wilson is a Lead Store Associate at the Clio location and was selected as the **2016 Retail Employee of the Year.** She has been with Goodwill for more than three years and is an outstanding team member who interacts with customers and other team members in a very friendly, positive manner.*

NORMAN

*The **2016 Operations Employee of the Year** is Norman Klann. Norm began his career with Goodwill in 2008 in the Maintenance Department. When an opportunity presented itself, he stepped up to lead the department providing prompt and courteous service to all 18 Mid-Michigan locations.*

LUIS



*Luis Galindo is the **2016 Graduate of the Year Runner Up.** He is a high school graduate, but had little work experience, and found application for employment difficult with his barriers. He was referred to Goodwill and completed a community-based assessment at JCPenney, after which he was hired, proving his good work qualities.*

MARK

*Mark Ondovscik is the **2016 Achiever of the Year Runner Up.** Mark dropped out of high school in the 10th grade with learning difficulities. He was referred to Goodwill for an assessment at the Clio store, then went to work in the salvage department. He is very efficient and is considered a leader in the department.*

CLIO STORE

*The **2016 Retail Store of the Year is Clio.** Located in the northern part of Genesee County, Clio produced a nearly 5% sales increase during 2016 while keeping costs below budget, increasing donations, and providing a great work site for employment and training services. Congratulations to Store Manager Tracey Lamar and the entire Clio store team!*

THE PATISSERIE

*The Patisserie is the **2016 Employer/ Partner of the Year.** The Patisserie is a premier bakery serving Saginaw offering fresh baked goods, gourmet coffee, breakfast trays, specialty cakes, cupcakes and more. The bakery recently worked with Goodwill to hire an individual with a disability. The Patisserie believes in giving this individual a fresh start.*

COMMUNITY IMPACT

10 COUNTIES SERVED

17 / 8 / 1

17 retail and 8 donation locations
1 outlet center

PAID *over* **9.9 million**
in wages & benefits to more than **800** *Mid-Michigan residents*

RECYCLED 8.7 MILLION LBS
OF MATERIAL DIVERTED FROM LANDFILLS

860 PEOPLE SERVED

929 *service programs*

31 *Placements*

221 *Vouchers Honored*

SERVICE ACCESS
88% *OF ELIGIBLE REFERRALS RECEIVED SERVICES*

PROGRAM EFFICIENCY

The average total cost per consumer served was $1,181 with Goodwill Industries of Mid Michigan covering 20% of that cost.

PROGRAM EFFECTIVENESS

$8.82 avg. wage / $21.80 avg. hours per week. Goodwill Industries of Mid Michigan served 860 consumers, delievred 929 total programs, and had 31 total placements.

SATISFACTION

95% *of consumers were satisfied with services*

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).

BARRIER TO EMPLOYMENT	
Blind	12
Other Physical Disability	17
Learning Disability	45
Developmental Disability	37
Psychiatric and/or Emotional Disability	59
Other Disabling Condition	55
At-Risk Youth	395
Offenders/Ex-Offenders	275
Other Disadvantaging Condition	643
Unknown or Unreported Barrier	148
GENDER	
Female	335
Male	471

ETHNICITY	
White	506
Black/African-American	226
Hispanic origin	11
Other	27
AGE	
0-15	78
16-24	313
25-34	134
35-44	85
45-54	106
55 & Over	80

2016 FINANCIAL ACTIVITY

THE COMMUNITY GAVE TO GOODWILL

Contributions	$5,835,703
Store Sales and Salvage	$15,042,483
WFD Fees and Grants	$815,900
Other	$159,954
Total Revenue	**$21,854,040**

GOODWILL GAVE BACK TO THE COMMUNITY

Wages, Benefits, Taxes	$9,971,308
Contributions Exp-Donated Goods	$5,954,999
Utilities	$600,437
Rents	$1,612,458
Insurance, Property Tax, Maint.	$1,143,405
Depreciation	$395,141
Supplies	$475,045
Retail Goods	$1,789,310
Other	$1,121,297
Total Expenses	**$23,063,401**

HELPING

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 revenue generated from the sale of these donations are the back bone of what we do. More than 90% of our proceeds come 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 their 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.

BECOME A GOODWILL MEMBER

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.

ROUND UP

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:

Alcona Community Schools
Building Stronger Women
Carol's Baby Pantry
For A Brighter Tomorrow
Foster Closet of Michigan- Tuscola Co Branch
Good Samaritan Fund of Caro
Guiding Harbor Girls Town
H2O Helping to Overcome
Holy Cross Children's Services
Huron County Baby Pantry
Huron County Homeless Solution
Huron County Safeplace
New Dimensions
Old Newsboys of Flint
Outreach East
Pack Your Back
Project Unify
Project Unify
Safe Harbor Kitchen
Safe Haven House
Saginaw County Youth Protection Council
Shelter Inc
Social U
Tuscola Homeless Coalition
Underground Railroad, Inc
VFW Post 1452, Clio
Women's Life Chapter 879
YES I Can

Round UP
A Goodwill Industries of Mid Michigan Community Support Program

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:

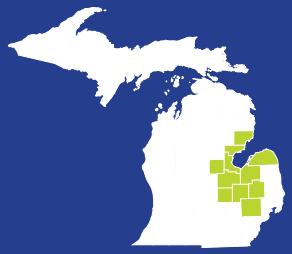
- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Employee development Services
- Organizational Employment Services
- Self-Employment Services

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.

ASPIRE to Excellence® carf ACCREDITED

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.

STORE 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.

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

shopgoodwill.com

Goodwill
Industries of Mid-Michigan, Inc.

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

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View the complete report at
goodwillmidmichigan.org