

# Annual Report

October 1, 2011 - September 30, 2012

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The Arnold Center's Martha E. Arnold Endowment fund accepts contributions that are used to support our mission. If you are interested in donation direct and/or planned gifts, in-kind gifts or investments, please consider the Arnold Center.

## President's Comments from Charlie Markey

Our Fiscal year end results, reflect another sound financial performance. We maintain a sound balance sheet with no long term debt and adequate cash on hand. We were re-certified for three years by CARF, our international accrediting association, and met our safety and customer satisfaction goals.

As we begin our new fiscal year, I want to discuss the challenging economic landscape that we are currently facing. No doubt you have read about the slowdown in national and regional business. These companies drive our local economy and as a result, our business opportunities for both community employment of our participants and work in our production facilities. We will be working to understand the related impact to our business and actions that we can take to reduce our risk. Our staff is analyzing all of our business processes to help us reduce unnecessary expenses where possible. At the same time our caseloads have increased and we are adding staff to provide the additional support required. Thanks to our ability to quickly adapt, we are able to absorb these changes and continue to provide excellent service to our participants and customers.

Meanwhile, our staff will be exploring new work opportunities in both community employment and organizational work for our participants. We are happy to announce a new relationship with RollRite of West Branch in which we will be kitting parts for their production facility. RollRite manufactures automatic covered tarping system for the transportation industry and is experiencing rapid

growth. If you have any additional ideas to obtain more community work, please contact us at the Arnold Center.

The Arnold Center is embarking on the roll-out of a new software system that will automate services and billing for our participants. The system will enhance the way we schedule, assign, and track the progress of our workforce; it will link to case management and accounting. We believe that staff productivity will improve and that less time will be spent in editing of our data. As always, the system will maintain confidentiality and manage the other risks associated with automation. We are currently expecting for the new system to begin operation in the second quarter of 2013.

Finally, I wanted you to know that as a result of our recent strategic planning process, we have activated a few board level committees to review our current vision and mission statements, develop a comprehensive marketing/PR plan, and to look at long range building needs including at our Gladwin facility.

Thank you for a successful 2011/2012 year and for your continued support in the New Year.



## Board of Directors 2012-2013

The Arnold Center would like to thank the following community members for giving their time and talents to supporting the direction of the Arnold Center.

### Emeritus Board

Tim Dyste Dow Corning Corporation

William Gaunt Retired: Dow Corning Corporation

Peggy Gerstacker Dow Corning Corporation

Honorable John Hart 75th District Court

Chair: Mark Freed Andrews, Hooper & Pavilk P.L.C

Vice Chair: Karen Langeland Central Michigan University

Treasurer: Pavel Konecny Chemical Bank & Trust

Secretary: Tom Kreucher Dow Corning Corporation



#### **John Young**

Northwood University

#### **Rhonda Henning**

Dow Chemical Company

#### **Shannon Greaves**

City of Gladwin

#### **Randy Hall**

Mar-Quest Research, Inc.

#### **Alice Strack**

Parent

#### **Dave Murdoch**

Retired: Comerica Bank

#### **Karen Calkins**

Mid Michigan Medical Center

#### **Wendy Kanar**

Cline, Close, Dyer, PLC

#### **Debbie Stradinger**

Citizen's Bank

#### **Susan St. Charles**

Midland Center for the Arts

#### **Kim Hohisel**

Retired: Dow Corning Corp.

#### **Scott Walker**

Midland Tomorrow

#### **Gregg Young**

Young Associates

#### **Jack Starling**

Garber

#### **Sid Allen**

President & CEO  
Chamber of Commerce

#### **Ron Glomski**

Retired: Dow Corning Corporation

#### **Kevin Gay**

Three Rivers Corporation

#### **Jim Hummel**

Dow Chemical Company

#### **Scott Little**

Great Lakes Loons

## 2011-2012 Highlights

It was another very good year at the Arnold Center. Considering our current economy, it has definitely become more challenging to achieve results. But as they say, "When the going gets tough, the tough get going." As described below, in 2011/2012 our hardworking team saw a number of goals come to fruition and several significant milestones achieved:

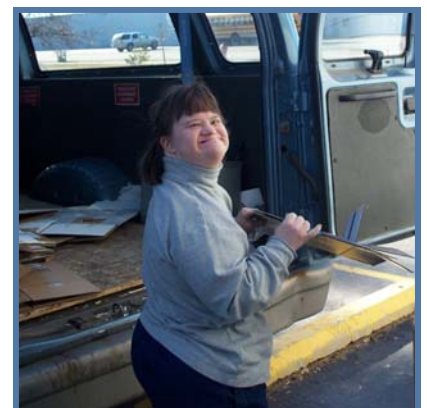
- Developed and implemented a new LLC that provides paid vocational experiences and training to Saginaw youth.
- In an effort to enhance internal communications, the agency installed computer monitors at key locations within the organization's Gladwin and Midland sites to promote safety, recipient's rights, services, rules and regulations and calendar of events.
- Established and implemented a Cultural Diversity Plan and committee to help to promote synergy within the Arnold Center teams that enhances communication skills and brings in new attitudes and processes that profit the whole team as well as those served.
- Awarded the 2012 City of Midland Beautification Award for commercial properties because of site and landscape improvements that benefit the community.
- The agency's quality improvement program decided to invest in Vertex system's comprehensive production, payroll, and billing and case management solutions to help make the organization more efficient and effective.
- Bid on and awarded Michigan Works! WIA contracts in Midland, Saginaw and Bay Counties.
- Renovated Gladwin location at the request of persons served to enhance accessibility.
- Earned CARF accreditation for the 13th consecutive time. No required recommendations by CARF, placing Arnold Center in the top 3% of all organization for the 10th consecutive year.
- Provided over 5,000 hours of training and education services to employees.
- Launched a new user friendly and accessible website that provides ready access to social media.
- Exceeded Funder, Customer, Advocate and Employer satisfaction goals in all program areas.
- Enhanced customer employment opportunities and reinforcement strategies, which contributed to a \$65,000 dollar increase in wages paid to program participants.

“Exceptional People Delivering Quality Service.”

## Who is Served?

The Arnold Center offers a broad range of opportunities to qualified persons residing in our communities. These individuals typically possess barriers to their pursuit of equal access to and full participation in community activities. The following descriptions are not all inclusive, but are representative of the persons served through the Arnold Center programs.

- Persons with disabilities (physical, mental, cognitive, emotional, ect.)
- Persons desiring community inclusion, including opportunities to develop friendships
- Persons that desire to increase their self-advocacy and assertiveness skills.
- Persons that desire participation in recreational and leisure time activities.
- Persons desiring opportunities to learn about community services and resources.



## The Mission

*"The mission of the Arnold Center is to promote improved quality of life for individuals with differing needs by encouraging and supporting personal growth and inclusion in the community through the development of vocational, social and life skills."*

Each year, when we write this annual report, we have the opportunity to reflect back on our past, analyze the present and look forward to the future. In doing this, we have come to realize that our organization has been fortunate to have highly motivated and enthusiastic professionals, program participants, employees, business associates and others who share our vision of building a community that includes and supports everyone who is working to become self-sufficient through community inclusion. We sincerely appreciate their support as we carry out this important mission.

The following pictures represent a small portion of the activity that occurs in our community as a result of the services offered by the Arnold Center and supported by our community partners. For this we say Thank You!



## Arnold Center's "Marvin Schultze Award"

Given annually by the Arnold Center, the Marvin Schulze Award is reserved for just one employee each year. The recipient of the award must consistently demonstrate a positive attitude, motivation and commitment to the Arnold Center's mission.



At the Access Midland 2012 Annual Awards banquet held in August, Bobby Baisley was the chosen winner of it's prestigious Marvin Schulze Award.

Bobby is very dependable and demonstrated good attendance, motivation and commitment to the Arnold Center. Bobby was the clear winner not only because he has consistently met all the criteria for the award, but always goes above and beyond to be friendly and outgoing.

Congratulation's to Bobby and thank you for all of your hard work and dedication to the Arnold Center.

## Service Options

Arnold Center, Inc. is a private, non-profit organization that has been serving the Great Lakes Bay region and surrounding communities since 1967.

The organization's comprehensive rehabilitation and workforce development services help people experiencing significant barriers to economic opportunity and community inclusion., realize their personal goals and become contributing members of our community. The Arnold Center was established as a small, adult day activity program. Within just a few years, the organization grew into a reputable rehabilitation and business venture for delivering quality services. Today the organization provides services in many of the surrounding counties and is recognized throughout the state of Michigan as a leader in the employment service area.

The organization's professional staff is composed of highly motivated and dedicated people who have developed a broad range of creative, customer-focused services that utilize state of the art technology. The services the Arnold Center provides are designed around the needs and desires of persons receiving services, are responsive to their expectations, and are relevant to their maximum participation in environments of their choosing.

### Services provided by the Arnold Center include:

- Vocational Evaluation
- On-the-Job Evaluation
- Career Scope Assessment
- Organizational Employment
- Job Placement
- Job Coaching
- Supported Employment
- Personal and Social Adjustment Services
- Volunteer Services
- Recreational Services



At the Gladwin County F.O.R.G.E Danny B. is making sure all the cardboard is taken care of and ready for recycling.



At the Free Methodist Church Jill R. is gathering toys from the activity room and washing them for the children.



## Commitment to Provide Quality Services

### Certification to ISO 9001:2008

Achieving ISO 9001 quality management system certification demonstrates the ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance customer satisfaction.

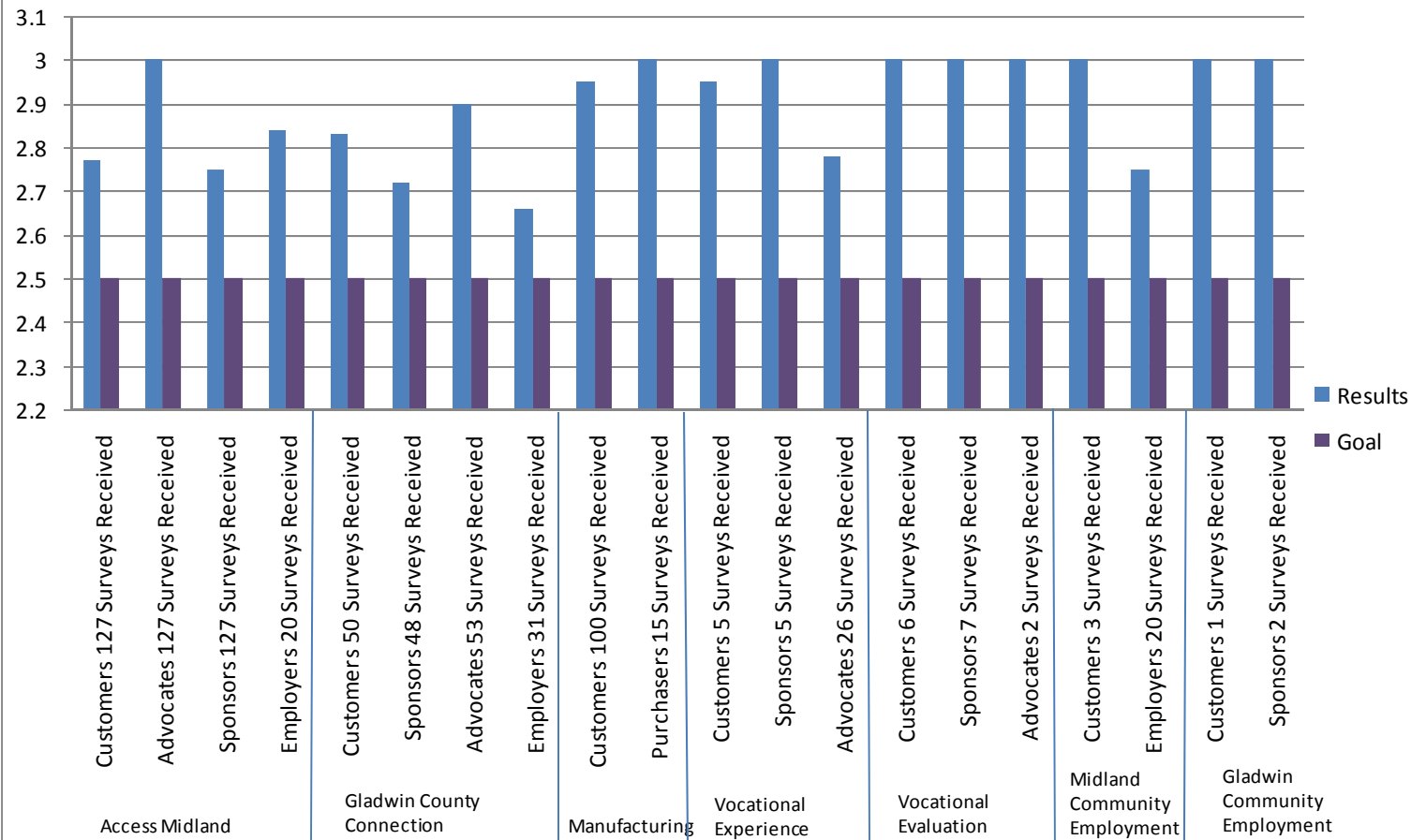
### 13th Consecutive CARF Accreditation

CARF-accredited programs and services have demonstrated that they substantially meet nationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on consumer satisfaction.

### Customer Feedback

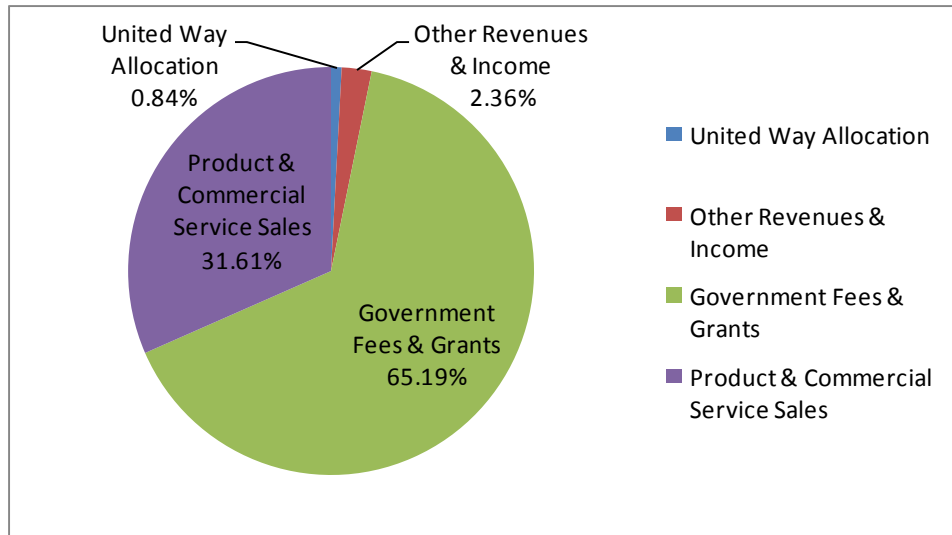
Customer feedback is essential to the Arnold Center’s continuous quality improvement process. The organization regularly surveys its customers to determine their degree of satisfaction with the services provided and to help define their outcome expectations. The following chart summarizes our customer’s feedback last year.

### Customer Satisfaction 2011-2012

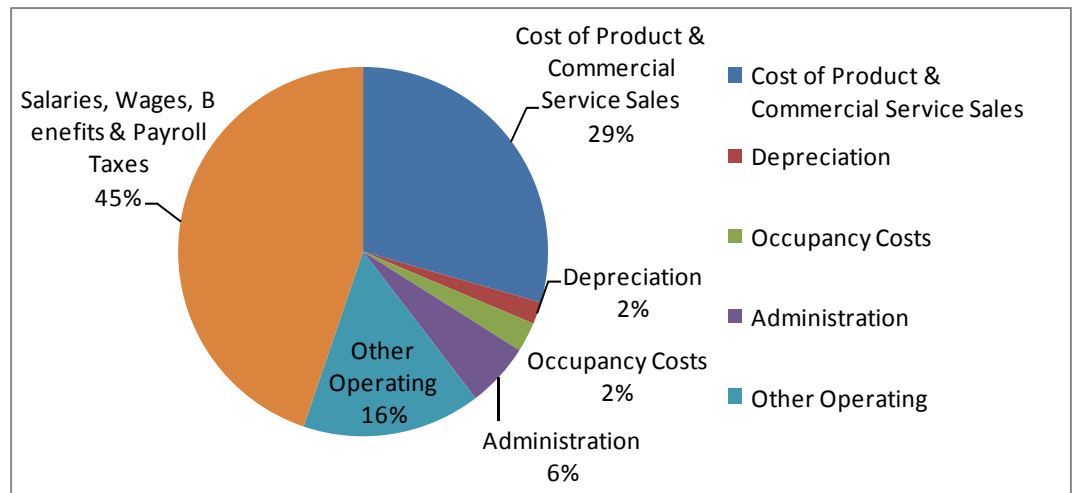


## Financial Report

United Way Allocation	\$ 68,742	0.84%
Other Revenues & Income	193,567	2.36%
Government Fees & Grants	5,344,473	65.19%
Product & Commercial Service Sales	<u>2,591,247</u>	31.61%
	\$ 8,198,029	



Cost of Product & Commercial Service Sales	\$ 2,391,322	29.44%
Depreciation	\$ 157,605	1.94%
Occupancy Costs	\$ 210,819	2.60%
Administration	\$ 456,926	5.62%
Other Operating	\$ 1,268,822	15.62%
Salaries, Wages, Benefits & Payroll Taxes	<u>\$ 3,638,372</u>	44.79%
	\$ 8,123,866	



Resources Earned

Resources Expended  
Unaudited Results

## Thank You Together We Make A Difference

With the support of our many community partners, we have provided a better quality of life for many of our community's residents. Arnold Center, Inc. would like to thank the following organizations for their support.

2-1-1 Northeast Michigan	Commission on Accreditation of Rehabilitation Facilities (CARF)	Fraternal Order of Eagles # 4121, # 3655, and # 3292
A.S Arbury Insurance	Community Action Partnership	French Construction
Accuquest Hearing	Community Corrections	Gary & Debra Teachworth
ADECCO Usa	Community Mental Health for Central Michigan	Gary Kerestes
Adele Costello	County of Midland	Gas Constan
AFLAC-Greg Crawford	Covenant Healthcare	Gladwin Business and Professional Association
Aldergate UMC	Coyne Oil Corporation	Gladwin Church of the Nazarene
Alliance Group	CPI Engineering	Gladwin Community Area
Alyssa Jones	Currie Golf Course	Gladwin Community Schools
American Red Cross	Darcy Lehman	Gladwin County Chamber of Commerce
Apothecary Products	Delta College	Gladwin County Animal Shelter
Arbury Insurance Agency	Delta College Corporate Services	Gladwin County Council on Aging
Auburn Elementary	Delta College Lifelong Learning Center	Gladwin County District Library
Audio Aid	Dendritech	Gladwin County Kiwanis
Ayre Rhinehart Realtor	Department of Human Services	Gladwin Dental Care
Barbara Pauli	Dial A Ride	Gladwin Emmanuel Baptist Church
Bay Valley Corvette Club	Disability Network of Mid-Michigan	Gladwin Eye Care
Bay-Arenac ISD	Disability Services Resource Center	Gladwin Free Methodist Church
Beaverton Area Business Association	Doan Family Foundation	Gladwin Metal Processing
Berniece Jungman Brick	Dolly Ribeaud	Gladwin Public Schools
Betty & Raymond Welhelm	Don Carlson	Good Neighbors Mission, Inc.
Bill & Pat Smith	Don Diebert	Goodrich Quality Theater– Bay City 8, Saginaw 12
Bill Topham	Don Mondora	Goodwill Industries of Mid-Michigan, Inc.
Bill's Custom Fab, Inc.	Donald & Ann Smith	Gordon & Elleen Lange
Blessed Sacrament Church	Dow Agro Sciences	Grace A. Dow Memorial Library
Bonnie Jungman St. Louis	Dow Chemical Corporation	Great Lakes Bay Michigan Works!
Brown Machine	Dow Gardens	Great Lakes BLN
Bullock Creek Public Schools	Dr. William J. Ballard Jr., DDS	Great Lakes Loons
Cancer Services	Edward Jones-Luke Russell	Greater Midland Society of Arts
Carol Marentette	E & D Engineering	Hazel and Debra Teot
Cartridge World	Eagle Ridge Church of God	Health Plus
Cedar Avenue Inn	Eastside Soup Kitchen	Hemlock Semiconductor
Celebration! Cinema	Edgewood Assisted Living Center	Horace Mann-Eastern Insurance Company
Chapel Lane Presbyterian Church	Education Training Center (ETC)	Howe Racing Enterprises
Chemical Bank & Trust	Educational Resource Service	Howl-A–Day Pet Resort
Chippewa Nature Center	Elisabeth Larsen	HUB International
Christian Celebration Center	Excalibur Registration, Inc.	Humane Society of Midland County
Christine Lane	F.R. Lehmann	Irene Beshgetoor
Cintas	Fairview Inn	James H. & Jan Young
Circle Properties	FED Corporation	James Jacobowski
City of Auburn	First Presbyterian Church	ITH Staffing
City of Midland Water Treatment Plant	First United Methodist Church	J.A. and Carol Struthers
City Rescue Mission of Saginaw	First Ward Community Center	J.E. Dunlop
Clare/Gladwin RESD	Floyd Elementary	Jack & Mary Fenner
Coldwell Banker	Flynn Lumber and Supply Company	
Colonial Villa		



Jack Holenbeck	Midland Town Center	Center (SVRC) Industries, Inc.
Jack Lehman	Midland Valve	Saint Gobain
James & Linda Work	Midland Volunteers for Recycling, Inc.	Saint Johns Episcopal Church
Jaxter Studios	MitchArt	Sandy Groux
Jim Brozzo	Mr. & Mrs. William Kuhlman	Sanford Family Pharmacy
Jo Warner	Mrs.. Marann Czupski	Sanford Lake Association
Joanne Wallance	Ms. Rozanne Bujel	Schumacher Insurance Agency
John & Lou Ella & Mark Saam	Mt. Pleasant Rental Center	Servinski Sod Service
Karen Mitchell	Nancy Macklem	Seventh-Day Adventist Church
Kathleen Fogus	NCG Cinemas– Midland	Shallow Creek Farm
Kindercare	Netsource One, Inc.	Shelter House of Midland and Gladwin Counties
Kings Daughters	New Life Vineyard Church	Simply Charmed
Kiwanis Club of Midland	Next to New	Sleep Inn– Midland
Knights of Columbus Council # 12660, # 2141, # 14056, #7571	Nexteer	State Farm
LaBelle Management	Norma Matthew & Choice Office Products	Stephanie Cramton
LAC	North Midland Family Center	Stephen & Sylvia Patchin
Larry & Valerie Beggs	Northern Expresso	Sue Nusser
Lawrence Sabourin	Office Max	Susan Campbell
Linda Hohner-Foster	Operation– Reach	SVSU Volunteers
Loyal Brown	Our Redeemer Church	The Arc of Midland
Machined Products	Paul & Gloria Schultz	The Caregiving Network
Mail Room Service Center, Inc.	Pi’s Property Management	The Dow Bay Area Family Y
Marion & Kenneth Bickel	Pizza Hut	The F.O.R.G.E
Mary & William Dennis	PJ’s Salon	The Legacy Center for Community Success
Mary Sue Markey	Quick Reliable Printing	The Little Forks Conservancy
McKay Press	R&G Lowmart	The Open Door
MCTV	R. Lynn & Joan Miller	The Salvation Army
Meridian Public Schools	Randi’s Green Thumb	The Texan Family Restaurant
Messiah Lutheran Church	Rashmi Shah	Thomas Ludington
Metro Fibers	Reaching our Community Kids– The Rock Youth Center	Timbrel & Harp
Michigan Association Rehabilitation Organization (MARO)	Rebecca McLaurin	Timothy & Robbi Kosinski
Michigan Molecular Institute	ReCommunity Recycling	Tim Lewis, Midland County Club
Michigan Rehabilitation Services	Reder Landscaping, Inc.	TJ Maxx
Michigan Small Business and Technology Development Center	Relly Jaobs	Todd Sutton
Mid Michigan Community Action	Rena Foster	Trinity Lutheran Church
Mid Michigan Computer	Restoration Community Outreach	United Way
Mid Michigan Gladwin Pines	RICC	United Way Gladwin County
Mid Michigan Regional Center	Richard Anthony	Valley Lanes
Midland Area Homes	Rick Glesner	Verna Smith
Midland Center for the Arts	Riverside Senior Apartments	Vertex Systems
Midland Civic Arena	Robinson Industries, Inc.	Village Flowers and Gifts
Midland Cogeneration Venture	Roger King	Violet Frable
Midland Community Center	Roll-Rite	Walgreens
Midland County Connection	Ron Kutche Landscaping & Irrigation	Wallace Lawn Care & Landscaping
Midland County Educational Services	Ronal & Janice Glomski	Washington Woods
Midland County Fair	Roy & Miyeko Komachi	Wayne Crosby, ReMax
Midland County Habitat for Humanity	Roy Goethe	Weinlander Fritzhugh Certified Public Accountants and Consultants
Midland County Sportsman's Club	Russel & Sandra Cross	Wellman Builder, Inc.
Midland Evangelical Free Church	Ruth Mcellhiney	West Midland Family Center
Midland Fund Raising	Safe Haven Outreach	William & Lois Gaunt
Midland Kiwanis	Saginaw Bay Plastics	Woody International
Mr. & Mrs. Bart Dexter	Saginaw Control Engineering	Yeo & Yeo Computer Consulting, LLC
Midland Lion’s Club	Saginaw County Community Action Committee, Inc.	YWCA Great Lakes Bay Region
Midland Probation and Parole Office	Saginaw County Land Bank	Zolton Law Offices
Midland Public Schools	Saginaw Transit Regional Authority Services (STARS)	
Midland Recyclers	Saginaw Valley Rehabilitation	

## Business and Community Services

The Arnold Center has had the privilege of working with countless area businesses that understand the need for providing great service to others, both to their customers and community partners. We are very proud of the success we have had, and our ability to provide employment and training to the people in our program through the support and encouragement of many businesses and agencies working together. The Arnold Center works closely with Community Mental Health and Michigan Rehabilitation Services to match work-ready individuals with the right employer in the community. There are a wide range of training options available to the candidates in our programs, each one tailored to their specific employment goals, such as:

Individual Placement  
Job Development Services  
Vocational Counseling  
On-site job coaching and training  
Application and Interview Preparation  
Long term follow up supports

We also have several programs that connect individuals still in need of additional work supports with community employers in a wide variety of training scenarios. This typically involves an enclave of individuals working with a job coach to help supplement an employer's workforce, either part or full-time. These crews fill a precious need for labor within a business, while creating a valuable training opportunity for our participants.

Another valuable asset we have when trying to serve the needs of both area businesses and people in our programs, is access to 15,000 square feet of production space within our agency. Our production services specialize in inspection, packaging, assembly, sorting, mailing and recycling operations, all performed within our ISO facility. This provides an excellent opportunity for individuals to work on job skills, while creating a cost effective labor solution for businesses short on man power or space.

The Arnold Center is very proud to operate within a community that so readily looks at the good of others, and to partner with so many businesses that serve a greater good than their own. Thank you to all our community partners who help provide another year of opportunities for growth and inclusion to the people we serve.



Arnold Center employee who volunteered his time to help package and deliver 100 bags of donated food items for the United Way Feed the Need campaign.



The "Employer Award" was given to Dow Corning and Hemlock Semiconductor by the Arc of Midland. Support staff, employees, and Access Midland Service Director were there to attend and share appreciation for these business who are dedicated to furthering our mission.



Mykel and Jennifer presented to the Kiwanis Club of Gladwin regarding the Arnold Center and our employment services.