

Annual Report

October 1, 2013-September 30, 2014

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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



The Arnold Center has provided services that have helped thousands of individuals with disabilities find meaningful employ-

ment and develop life skills to help them manage barriers to a full and inclusive life.

This year we have embarked on a strategic planning process to look back and forward and determine where we want to be over the next few decades. Your input and insights have helped us tremendously as we review our purpose and alignment with our community and the needs of those we serve.

Staying status quo has never been an option for us as the environment we live in will not allow us to do so. There are many factions of our nation who would like us to reduce our concentrated services for those severely disabled and move directly to a community only model. We do not feel that this position would allow informed choice and would create unintended consequences that might lead to increased levels of unemployment for these individuals. The economic environment is also murky as the US economy is moving forward the rest

of the world is not. The spillover and global implications are not yet predictable. Health care reform and changes to labor law has also made yearly budgeting planning challenge.

However, as in the past, we are determined to overcome all obstacles and ensure that people with disabilities' voices are heard and barriers to employment are overcome. In that light we have reviewed and revised our vision and mission and will continue to advocate for the full spectrum of those with disabilities and work with other community partners to create sustainable outcomes.

With great pride we publish our revised mission and vision crafted by the help of all our stakeholders.

Mission Statement

We provide individualized services that enhance the vocational, social and life skills of any person with differing needs and aspirations.

Vision Statement

We are the one stop connection for job creation and coordination of resources that maximize independence and community inclusion for individuals with differing needs.

Board of Directors

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

Officers

Chair: Mark Freed
Andrews, Hooper & Pavlic

Vice Chair: Debra Stradinger
First Merit Bank

Treasurer: Pavel Konecny
Chemical Bank

Secretary: Tom Kreucher
Dow Corning Corporation

John Young
Oakland University

Alice Strack
Parent

Gregg Young
Young Associates

Rhonda Henning
Dow Chemical Company

Maureen Donker
Reece Endeavor

Jim Hummel
Dow Chemical Company

Scott Litle
Great Lakes Loons

Dave Szczepanski
MidMichigan Health

Scott Walker
Midland Tomorrow

Mark Craig
Three Rivers Corporation

Ron Glomski
Retired: Dow Corning

Randy Hall
Mar-Quest Research

Sid Allen
Retired: Midland Area
Chamber of Commerce

John M. Searles
Superintendent of MCESA

Bob Balzer
Gladwin County

2013/2014 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 2013/2014 our hardworking team saw a number of goals come to fruition and several significant milestones achieved:

- Awarded a grant, from the Midland Kiwanis Foundation, to purchase technological equipment to use at the auctions.
- Established an LLC to provide independent Auction House Services. This endeavor provides a multitude of training and employment opportunities for program participants while giving the Arnold Center and its services enhanced exposure throughout the region.
- Launched a new website and Face book page to provide agency customers and the public up-to-date and relevant information.
- Secured a grant to complete an extensive strategic agency and community-wide analysis that resulted in a 5 year strategic plan and a new mission and vision statement.
- Established a partnership with 3S International to provide expand agency’s recycling services to include E-cycling and recycling of end of life electronics.
- Established relationships with numerous community partners that resulted in 13 community jobs for participants of services.
- Participated in a rigorous audit review that resulted in the continuation of the agency’s ISO 9001:2008 registration.
- Once again the agency was awarded the Certificate of Conformance by CARF international for providing high quality services that remain in compliance with applicable CARF standards.
- Earned a good to very good customer satisfaction rating from all customer classifications: persons served, employers, advocates and funders.
- Provided over 6000 hours of collective training and education services to agency employees.
- Received the prestigious MSHARP award from MIOSHA.

“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

- Persons with disabilities (physical, mental, cognitive, emotional, etc.)
- Persons desiring community inclusion, including opportunities to work and 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.



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 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 arena.

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
- Volunteer Services
- Recreational Services



Community Employment Job Club



The Arnold Center Auction House has created jobs for individuals as well as a premier auction house for the Midland community.

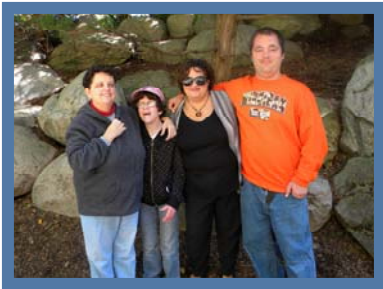


Jeffrey participating in the Aktion Club with Kiwanis.

The Mission

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 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!



April, Joy, Christie and Kevin enjoy the day at Dow Gardens.



Each year the Bay Valley Corvette Club stops at the Arnold Center to show their cars. Pictured is Robert enjoying his turn in the driver seat.



Greg is busy weeding the flower beds in the City of Beaverton. We partner with the Beaverton Business Association to keep the beds clean and neat.

Star Awards

The Annual Employee Picnic is a popular event each year, and is always enjoyed by all. The most anticipated part of the Picnic each year are the Annual Awards. The picnic in Midland this year was held in Midland on July 25th, and the Gladwin picnic was held on August 15th. Attendees included community employers, CMH representatives, family, friends, and guardians. Awards given this year included special recognition awards listed in the columns on the right, and awards for years of service with the Arnold Center.

Midland Award Winners



Jennifer G. (right)
Community Involvement



Ardis C. (right)
Marvin Schultze



Shawn B. (right)
Most Valuable Participant



Richard P. (right)
Noteworthy Performance



Katie L. (right)
Community Employment

Gladwin Award Winners



Marlene H. Lynn Hetler



Brian S.
Noteworthy Performance



Brian N. (right)
Most Valuable Participant



Pam D. (left)
Community Involvement



Danny B.
Community Employment

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

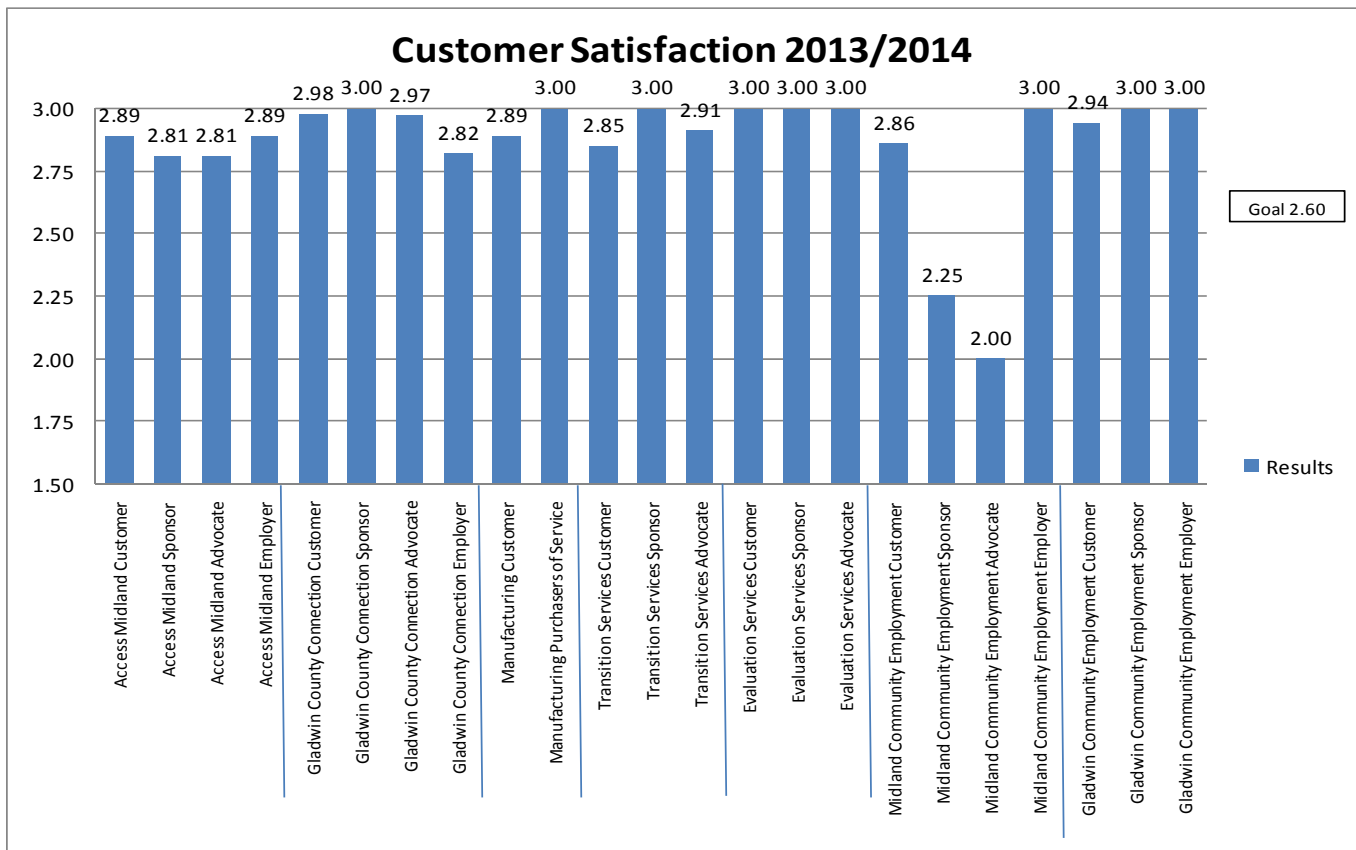
CARF-accredited programs and services have demonstrated that they substantially meet nationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on consumer satisfaction.

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.

*Note: When the Goal of 2.6 is not achieved the agency initiates a corrective action plan.

- 3 = Excellent, very satisfied
- 2 = Good, Satisfied
- 1 = Needs improvement, not satisfied
- N/A = Does not apply



Financial Report

Resources Earned

United Way Allocation	\$60,292	0.87%
Other Revenues and Income	\$148,414	2.13%
Government Fees and Grants	\$3,952,725	56.83%
Product and Commercial Service Sales	\$2,794,418	40.17%
Total	<u>\$6,955,849.23</u>	

Resources Expended

Cost of Products and Commercial Service Sales	\$2,513,673	34.93%
Depreciation	\$151,298	2.10%
Occupancy Costs	\$220,980	3.07%
Administration	\$538,327	7.48%
Other Operating	\$939,836	13.06%
Program Wages, Benefits and Payroll Tax	\$2,832,580	39.36%
Total	<u>\$7,196,694.28</u>	

Support Affirmative Enterprises

Within the Arnold Center's repertoire of services is a job training and employment program called Affirmative Enterprises. Though the Arnold Center's delivery strategy for this program may differ from other Community Rehabilitation Programs, the desired outcomes are generally the same. Affirmative Enterprises provide program participants the opportunity to work at minimum wage or higher, earn benefits, increase work and personal skills, work in integrated environments, and engage in meaningful and satisfying vocations. Presently, the Arnold Center manages the following Affirmative Enterprises: Cup and Chaucer Café, Arnold Center Auction House LLC., Riverside Gift Shop, Arnold Center EBay Store and the Entryway Boutique. If you haven't already visited one or more of our enterprise we welcome your patronage. For more information check us out at www.arnoldcenter.org.



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 raining 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 23,000 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 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.



Danny recycling boxes during his Community Employment Job.



Kevin working on pulling weeds at a community garden in Midland,



Rose and Irene stand in line to get their shirts autographed by a former Lions player during the Lions and Crime Stoppers Basketball game.

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	Covenant Healthcare	Gladwin County Council on Aging
A.S. Arbury Insurance Agency	Coyne Oil Corporation	Gladwin County District Library
Accuquest Hearing	CPI Engineering	Gladwin County Kiwanis
ADECCO USA	Creative 360 Express Yourself Artshop	Gladwin Dental Care
Adoption Option	Currie Golf Course	Gladwin Emmanuel Baptist Church
AFLAC - Greg Crawford	Daniel Pyscher	Gladwin Eye Care
Aldergate UMC	Delta College Corporate Services	Gladwin Free Methodist Church
Alliance Group	Delta College Lifelong Learning Center	Gladwin Metal Processing
Alyssa Jones	Dendritech	Gladwin Public Schools
American Red Cross	Department of Human Services	Good Neighbors Mission, Inc
Apothecary Products	Dial-A-Ride	Goodrich-Quality 10 GDX
Auburn Elementary	Disability Network of Mid-Michigan	Goodwill Industries of Mid-Michigan, Inc.
Audio Aid	Disability Services Resource Center	Grace A. Dow Memorial Library
Ayre-Rhinehart Realtors	Doan Family Foundation	Great Lakes Bay Michigan Works!
Bay Valley Corvette Club	Donna J Rapp	Great Lakes BLN
Bay-Arenac ISD	Douglas Enos	Great Lakes Loons
Beaverton Area Business Association	Dow Agro Sciences	Greater Midland Society of Arts
Bill's Custom Fab, Inc.	Dow Chemical Corporation	Health Plus of Michigan
Blessed Sacrament Church	Dow Gardens	Health & Human Services Council of Midland
Brown Machine	Dr. William J. Ballard Jr., DDS	Hemlock Semiconductor
Bullock Creek Public Schools	Edward Jones-Luke Russell	Horace Mann-Eastern Insurance Company
Cancer Services	E & D Engineering	Howe Racing Enterprises
Carol Feider	Eagle Ridge Church of God	Howl-A-Day Pet Resort
Cartridge World	Eastside Soup Kitchen	HUB International
CML Properties/Midland Mall	Edgewood Assisted Living Center	Humane Society of Midland County
Celebration! Cinema	Education Training Center (ETC)	ITH Staffing
Chapel Lane Presbyterian Church	Educational Resource Service	Jack Sheneberger
Chemical Bank & Trust	Excalibur Registration, Inc	Jeff & Linda Kosch
Chippewa Nature Center	F.R. Lehman	J. F. Lehman
Christian Celebration Center	Fairview Inn	Jerry VanOoteghem
Christmas Kindness	FED Corporation	Jim Brozzo
Cintas	First Presbyterian Church	Jo Warner
Circle Properties	First United Methodist Church	Karen Muehlfelt
City of Auburn	First Ward Community Center	Kindercare
City of Midland Water Treatment Plant	Floyd Elementary	Kings Daughters
City Rescue Mission of Saginaw	F J Food/ Ponderosa	Kiwanis Club of Midland
Clare/Gladwin RESD	Flynn Lumber and Supply Company	Kiwasee Kiwanis Foundation
Coldwell Banker	Fraternal Order of Eagles #4121, #3655, & #3292	Knights of Columbus Council #12660, #2141, #14056, #7571
Colonial Villa	French Construction	LaBelle Management
Community Action Partnership	Georgia Abbott	Laura Hollenbeck
Commission on Accreditation of Rehabilitation Facilities (CARF)	Gladwin Business & Professional Association	Liquid Molding Systems
Community Corrections	Gladwin Church of the Nazarene	L.R.L. Inc.
Community Mental Health for Central Michigan	Gladwin Community Area	
County of Midland	Gladwin Community Schools	
	Gladwin County Chamber of Commerce	

LAC
 Laethem Enterprises
 M-20 Animal Hospital
 Machined Products
 Mail Room Service Center, Inc.
 Mark Freed
 Mary Contreras
 Mary Sue Markey
 McKay Press
 MCTV
 Meridian Public Schools
 Messiah Lutheran Church
 Metro Fibers
 Meyers for Tires
 Michigan Association Rehabilitation Organization (MARO)
 Michigan Molecular Institute
 Michigan Rehabilitation Services
 Michigan Small Business and Technology Development Center
 Mid Michigan Community Action
 Mid Michigan Computer
 Mid Michigan Gladwin Pines
 Mid Michigan Medical Center
 Mid Michigan Regional Center
 Midland Area Community Foundation
 Midland Area Homes
 Midland Center for the Arts
 Midland Civic Arena
 Midland Cogeneration Venture
 Midland Community Center
 Midland Community Access to Recreation Council
 Midland County Connection
 Midland County Educational Services
 Midland County Fair
 Midland County Habitat for Humanity
 Midland County Sportsman's Club
 Midland Evangelical Free Church
 Midland Fund Raising
 Midland Kiwanis
 Midland Lion's Club
 Midland Probation and Parole Office
 Midland Public Schools
 Midland Recyclers
 Midland Town Center
 Midland Valve
 Midland Volunteers for Recycling, Inc.
 MitchArt
 Mike Kunselman
 Nancy Blackhurst
 Nancy Stube
 Nicholas Lyons
 NCG Cinemas– Midland
 Netsource One, Inc.
 New Life Vineyard Church
 Next to New
 Norma Matthew & Choice Office Products
 North Midland Family Center
 North Town Little League
 Northern Espresso
 Office Depot
 Operation – Reach
 Our Redeemer Church
 Paul & Lauren Moeller
 Pi's Property Management
 Pizza Hut
 PJ's Salon
 Quick Reliable Printing
 R & G Lowmart
 Randi's Green Thumb
 Reaching our Community Kids– The Rock Youth Center
 ReCommunity Recycling
 Reder Landscaping, Inc.
 Renee Theisen
 Restoration Community Outreach
 RICC
 Riverside Senior Apartments
 Robert Snyder
 Robinson Industries, Inc.
 Roll-Rite
 Ron Kutchey Landscaping & Irrigation
 Safe Haven Outreach
 Saginaw Bay Plastics
 Saginaw Control Engineering
 Saginaw County Community Action Committee, Inc.
 Saginaw County Land Bank
 Saginaw Transit Regional Authority Services (STARS)
 Saginaw Valley Rehabilitation Center (SVRC) Industries, Inc
 Saginaw 12
 Saint Johns' Episcopal Church
 Sanford Family Pharmacy
 Sanford Lake Association
 Schumacher Insurance Agency
 SD Zimmerman and Associates
 Servinski Sod Service
 Seventh-Day Adventist Church
 Shallow Creek Farm
 Shelly Kunselman
 Shelter House of Midland & Gladwin Counties
 Sillikids
 Simply Charmed
 Sleep Inn – Midland
 State Farm
 Steve Bush
 Straits Corporation
 SVSU Volunteers
 The Arc of Midland
 The Caregiving Network
 The Dow Bay Area Family Y
 The Charles J. Strosacker Foundation
 The Alden & Vada Dow Family Foundation
 The Rollin M. Gerstacker Foundation
 The Gladwin County Endowment Foundation
 The Herbert H. and Grace A. Dow Foundation
 The F.O.R.G.E
 The Legacy Center for Community Success
 The Little Forks Conservancy
 The Open Door
 The Salvation Army
 The Texan Family Restaurant
 Timbrel & Harp
 Tim Mantlya & Nicole Sabin
 Tim Dyste
 Tim Lewis, Midland County Club
 TJ Maxx
 Tom Ludington
 Traverse Vision
 Trinity Lutheran Church
 UltraDex USA
 United Way
 United Way of Clare & Gladwin Counties
 Valley Lanes
 Verna Smith
 Vertex Systems
 Village Flowers & Gifts
 Walgreens
 Wallace Lawn Care & Landscaping
 Washington Woods
 Wayne Crosby, ReMax
 William Shea
 Weinlander Fitzhugh Certified Public Accountants & Consultants
 Wellman Builder, Inc.
 West Midland Family Center
 Woody International
 Yeo & Yeo Computer Consulting, LLC
 YWCA Great Lakes Bay Region
 Zolton Law Offices