

## President's Year in Review



President Charles Markey

I would like to thank the stakeholders of the Arnold Center for another great year. As I look back at the events that have occurred, I am pleased at the continued efforts to be better on behalf of those we serve as well as for those who support them. Financially, we had a record breaking year in all measures. We broke ground on our 14,000 sq. ft. addition and are expecting to move in by January 2011. We also have improved several other physical aspects of both the Midland and Gladwin facilities.

Our programs remain dedicated to the vocational goals of our participants and we have improved on wages paid and hours worked. We have made many strides in community inclusion opportunities and had several placements. Opportunities for work remain strong with new and current customers supporting our efforts. Additionally, we offer a full spectrum of services including social and recreational offerings that allow our participants a broad choice of activities.

We continue to monitor and promote the safety and wellness of all of our employees and our low number of high severity incidents attest to our vigilance. We review all aspects of injuries and near miss reports to determine root cause and pro-active remedies. In coordination with our building project, we are making accessibility changes that will allow better traffic flow and remove physical barriers to our services.

As we continue our quest for incremental improvement in our operations, we receive feedback from a number of sources including those we serve, their funders, our staff, and our outside customers. While the satisfaction levels remain high, we will seek to improve them. We also realize that our future depends on remaining flexible to an ever changing market. Our public relations efforts and strategic planning process will seek new opportunities for our exceptional people.

## Retirement

The word for many people evokes images of lazing around the house, maybe occasionally puttering around in the garden or in the workshop, long afternoons fishing or traveling to exciting new places; a tranquil, peaceful existence that is only interrupted by occasional trips to the mailbox to pick up what is hopefully a sizeable pension check. For other people however, the prospect of retirement may fill them with a certain degree of apprehension or in some cases even full-blown anxiety.



For Kay Coppola it will be a little of both. No longer confined to the rigorous schedule of the work day, she says she is going to spend her days "Doing whatever I want!" She was not quite sure what that looked like yet, however, she will start by traveling to see her family in Ohio and Tennessee over the holidays. Kay dedicated thirty years to the Arnold Center, most of which was spent managing the Gladwin branch. The latter 23 years of her service was devoted to seeing the opportunities for individuals with disabilities in the Gladwin County area expanded. She says she will miss the people she has spent her work days with and hopes to see and hear from them often.

Thank You Kay for all your work and devotion to this agency, you will be missed.

## Thank You!

The Arnold Center would like to thank the following community members who have supported us through donations and contributions over the last few months:



Bay Valley Corvette Club, Faulkner Construction, Midland County Food Pantry Network, Kevin Gay, Shawn Pnacek, Three Rivers Construction, Ron Miller, Stephen Lindsley, Knights of Columbus, Carleen Hintz, West Midland Family Center, Mr. and Mrs. Dennis Buckler, Sue Ann Scheddel, Richard Burd, Quast Janke and Company, Debra Shirk.



## Arnold Center, Inc. Board of Directors

Arnold Center, Inc. would like to take this opportunity to thank the following community members who serve on our Board of Directors. Their time and efforts, to direct our organization is greatly appreciated!

Chair: Jim Hummel Dow Chemical Company	Alice Strack Parent	Susan St. Charles Midland Center for the Arts
Vice Chair: Mark Freed Andrews Hooper & Pavlik P.L.C	Debbie Stradinger Citizen's Bank	Jack Starling Garber
Treasurer: Pavel Konecny Chemical Bank & Trust	Gregg Young Young Associates	Patti Tuma Dow Diamond
Secretary: Tom Kreucher Dow Corning Corporation	Sid Allen President & CEO Chamber of Commerce	Scott Walker Midland Tomorrow
Karen Calkins Mid Michigan Regional Medical Center	Kevin Gay Three Rivers Corporation	Tim Dyste Dow Corning Corporation
Kim Hohisel Retired: Dow Corning Corporation	William Gaunt Retired: Dow Corning Corporation	Peggy Gerstacker Dow Corning Corporation
Wendy Kanar Cline, Close, Dyer, PLC	Ron Glomski Retired: Dow Chemical Company & Parent	Honorable John Hart 75th District Court
Karen Langeland Central Michigan University	Rhonda Henning Dow Chemical Company	Shannon Greaves City of Gladwin
John Young Northwood University	Mack Murrell Dow Chemical Company	Randy Hall Mar-Quest Research, Inc.

## Employers

Did you know we can help you reduce employee turnover by matching qualified, job-ready applicants to your job requirements. We provide pre-employment assessment and offer job-related training for individuals we refer. Our staff can customize on-the-job training and support services, if needed.

We currently have job candidates eagerly waiting to fill the following positions:

### Midland

Janitorial – part-time position, 10-15 hours per week. Individual interested in afternoon- evening shift.

Dependable, hardworking, and enthusiastic about learning new tasks.

Mail Clerk - part-time position, 10-15 hours per week. Looking for small office or administrative setting.

Great employee!

Laundry – part-time position, 15-20 hours per week. Skilled and proficient in all areas of laundering process: washing, drying, folding, and inspecting for quality.

Excellent judgment skills and outgoing personality.

Interested employers may contact: Amy Bissonnette  
Arnold Center Inc. M-F @ (989) 631-9570 EXT.13

### Gladwin

Child Care Assistant-part time position, 20 hours per week. Interested in working 8:30am-4:00pm. Monday-Friday. High school diploma, has experience and dependable.

Interested employers may contact: Laura Iseler  
Arnold Center-Gladwin M-F @ (989) 426-6300



## Interview Hiring Tips for Employers

### Analyzing the Resume

### Preparing for the Interview

#### **Characteristics of a good resume:**

- Layout that is neat, organized, and consistent with no typing or spelling errors.
- Positive direction and speed of career advancement. Are they moving up?
- Appropriate education and certifications.

#### **A good cover letter will:**

- Show knowledge of your company and industry with terms meaningful to the position.
- Be error free.
- Discuss how the applicant will be able to help meet your specific needs, problems, and challenges.

#### **Tips:**

- Note the average amount of time in each job and get explanations for periods of unemployment. Turnover is expensive. You don't want a "job hopper".
- Verify that the applicant meets minimum qualifications before taking them any further.
- Make notes on items to discuss during interview, especially anything unclear.

#### **Tips on being ready for the interview:**

- Your goal is to determine the interviewee's ability to do the job and their fit within the company. Do this by being familiar with their resume, asking open-ended questions for validation and noting your impression of their responses.
- Have a list of questions ready with space after each for your notes and quick review before you greet the applicant.
- Be flexible and design your questions so that each question builds on the previous one.
- Know the required qualifications for the position.
- Allow ample time for the interview and for making notes afterwards, and avoid interruptions.
- Be sure your interview area is prepared, clean, and presentable.
- Keep notes on other applicants and other confidential company information out of view.
- Have available company material you may want to hand out.
- Try to listen at least twice as much as you talk.
- Don't be afraid to ask follow-up questions unique to this individual.
- Remember the applicant is also interviewing you. Dress professionally, be well prepared and organized.

### Interview Structure

### Rules to Follow

#### **An interview should follow a structure such as:**

- Introduction-get to know the applicant and give general background of the job and company.
- Question and Answer- review the applicant's qualifications.
- Investigation- assess the interviewee's ability to perform the required tasks.
- Evaluation-review personality and character to determine fit in your company.
- Closing- answer applicant's question and talk about next steps.

#### **Tips:**

- The first 15 seconds of the interview are very important to both you and the applicant. Make a good impression and be attentive to how they impress you.
- Ask open-ended questions that start with who, what, when, or how and give positive feedback to encourage discussion.
- Ask all applicants roughly the same questions to obtain an objective evaluation.

Do not ask any question about race, age, marital status, religious preference, national origin, disability, sexual orientation, political affiliations or any other that may be prohibited by Michigan Laws.

#### **Examples of questions to avoid:**

- When did you graduate from high school?
- How long have you been married?
- Where were you born?
- What childcare arrangements do you have?
- Do you have any physical disabilities that would prevent you from performing your job?
- What church do you belong to?
- Do you own your own car?
- What is your native language?
- What type of military discharge did you receive?
- Do you own your own home or do you rent?
- How old are you?
- How many children do you have?
- What is your Social Security Number?



## CUSTOMER SUCCESS STORIES

In partnership with Community Mental Health and Michigan Rehabilitation Services

### ACCESS MIDLAND



Kenny Letts has been a huge asset to the Arnold Center; he began services in 1992. He has been a dependable and flexible employee; he has worked on various janitorial crews, cleaning

buildings such as Ingersoll, Washington Woods, CIL and Community Mental Health. Ken has been working five days a week since 7/3/08 on the Dow Paper Crew.

He is extremely valuable at making the joint venture of the Dow Chemical WeCycle Program and the Arnold Center successful. Kenny also subs and fills in whenever asked; he rarely takes a day off. Kenny is always very talkative and gets along well with others. The Arnold Center staff has nothing but positive words to say in regards to Kenny's performance.

Charles LeVere has been with the Arnold Center since June of 2000. He came from Gladwin and he had no recent work history when he started with this organization. Charles was very excited about getting a job in the community and was willing to try different types of work to get a feel for what he would enjoy. He started in janitorial positions at Michigan Works, Seventh Day Adventist Church and was a substitute on several janitorial crews. He also worked on the Delphi Pallet Crew for a short period of time and currently is part of the Dow paper crew three mornings per week.

Two years ago Charles was asked to become part of the crew at Hemlock Semi-Conductor. Charles is also successful in his home environment, where he has gone from living with family to now occupying an apartment on his own.



### GLADWIN COUNTY CONNECTION

Tim has always had a love for animals and expressed to us his interest to work with animals. We connected him with the Gladwin County Animal Shelter in the spring of 2009, where he currently volunteers. When asked how he feels about working with animals Tim stated, "Animals are in my heart."

Tim volunteers at the animal shelter once a week. He reported he works with the dogs, cats and once had worked with a horse. He feels good about getting the animals out of the kennels and playing with them, giving the animals a chance to socialize. Tim said he has several funny stories working with the animals. Tim shared a story that while attempting to teach a dog to play catch the dog took the ball dug a hole and buried the ball instead!



Tim has developed friendships with the staff at the Gladwin County Animal Shelter. He had built a special friendship with one staff in particular, the animal Control Officer, Ron Taylor. Ron has taught Tim to work with the animals at the Shelter and has conversation with Tim each week about their similar passion: "animals". Ron reported that having volunteers work with the animals is a win-win situation for everyone involved. He reported socializing the animals has been important in the process of getting the animals ready for adoption. Ron reported that volunteers like Tim exercise the animals in the summer, spring and fall. In the winter, they are able to engage in recreation with them, which has also been a helpful tool in getting them ready for adoption.





## Manufacturing Services

The Arnold Center offers production services to a variety of businesses to assist them in meeting their needs.

We offer assembly, refurbishing, labeling, collating, mail services, inspection, packaging, paper recycling and document destruction.

We have locations in Midland and Gladwin and provide service throughout the Mid Michigan area.

For more information about our production services call (989) 631-9570 or visit our website at [www.arnoldcenter.org](http://www.arnoldcenter.org).



Sorting and refurbishing anti-rotation pins for Nexteer Automotive.

## Building Expansion Update

As many of you know, Arnold Center, Inc. has begun the work on our 14,000 square foot addition. The addition will consist of new office space, a new Board Room, and a new lunch room that will allow our customers to have one lunch, along with much needed additional space in our manufacturing area.



Staff and customers have had to make a lot of adjustments with work areas being demolished and new temporary areas being established, but everyone seems to be adjusting well.

Recently the new manufacturing area has been completed and we were able to move some of the jobs into the area.



If you are in the area and have a few minutes, stop in and take a tour of the new facility!

## SUMMER DAYS AND SWEET RIDES- A VISIT FROM THE CORVETTE CLUB

On September 20, 2010, several members of the Bay Valley Corvette Club stopped by the Arnold Center to make a donation and show off their cars. Our customers had a fabulous time looking at the assortment of Corvettes and having pictures taken next to their favorite car. Several individuals had the opportunity to sit inside and have a picture taken behind the wheel. The Club first visited the Arnold Center in the summer of 2009 and their return has been eagerly anticipated. Thank you for your time and kind donation; we hope to see you again next year!



Eric S. and Deb C. in a shiny red corvette.



Arnold Center customers joined by staff are receiving the donation check from the club.



Jennifer A. ready for a cruise in the corvette!



## Faces and Places

*Our mission at 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 day, all around the Midland and Gladwin communities, people with disabilities are working, participating in an activity or volunteering their time, but in all cases it's people getting to know people and enriching lives by doing so. Here is just a glimpse of what has been happening recently.**



Kelly S., Karrem R., and Karen F. getting ready to work in the new manufacturing area.



Jackie A., Grace L., Joy D., and Kolene C. are excited to start working in the new manufacturing area.



The Annual Amy Van De Mark Ice Cream Social. Amy was an employee of the Arnold Center who passed away of breast cancer, and every year her family chooses to honor her memory by having an ice cream social at the Arnold Center.



Pam accessing the computers at the Gladwin library with our community activities program. Pam enjoys talking with friends as they surf the internet.



Jim W. is getting ready to mop the floor for his janitorial job at Ray's Bike Shop.



Our Dow Corning crew. This crew does cleaning and cage washing.



Megan M. is practicing going "on air" at the WMPX radio station. Megan is part of the school transition program.



Pam, Elizabeth, Nancy, and two other members of the Gladwin Red Hats Chapter, enjoying a day out shopping the outlet mall together.



## The Arnold Center Logo Update

After many years under the shade of the Arnold Center tree logo, we hope to soon be rolling out a new design for the Arnold Center brand. We collaborated with the friendly staff at McKay Press and even some employee suggestions, to arrive at several great ideas to choose from. The field of selections was narrowed down to ten different designs, which were then voted on by employees, customers, and other agency partners. After 152 ballots were returned, the feedback we received showed that we have a lot of room for improvement. The standout theme from those who responded was a preference for simplistic designs that speak of inclusion, diversity, and promoting the well being of others.

We have decided to reactivate the Public Relations Committee and continue pursuing additional designs. Anyone interested in joining the PR Committee or contributing a possible logo concept can contact Amy Bissonette at [abissonette@arnoldcenter.org](mailto:abissonette@arnoldcenter.org).



*Arnold Center, Inc.  
Annual Report*

Just a reminder...

The Arnold Center 2010/2011 Annual Report can be found on our website; [www.arnoldcenter.org](http://www.arnoldcenter.org).

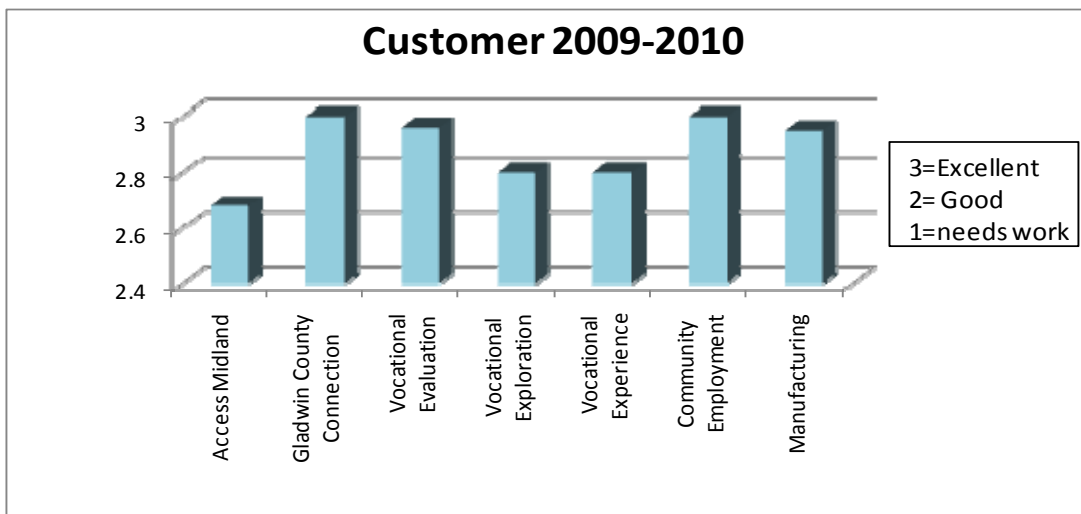
Click on the link Annual Report.

You check out this year's report and view previous year's reports.

## Outcome Management

The Arnold Center has made an uncompromising commitment to provide its customers exemplary products and services, while meeting the highest level of ethical standards and performance. In addition, the organization's environmental, health and safety program helps to ensure its business operates in a manner that protects the health and safety of its employees, customers, business partners, community neighbors, and the environment.

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







## Arnold Center Website

Just a reminder...

The Arnold Center website is a great place to find upcoming events, newsletters, annual reports, building expansion updates, and many other things regarding the Arnold Center.



We also have a customer feedback page where you can leave comments, suggestions, and ways to improve the agency. These comments are then read and directed to the appropriate person for follow up. Also, by leaving contact information we will make every effort to contact you regarding your comments.

Visit us at [www.arnoldcenter.org](http://www.arnoldcenter.org), look around and go ahead and leave a comment!

## Martha G. Arnold Endowment Fund

Remember the Arnold Center during your end of the year giving...

Arnold Center, Inc. has established the Martha G. Arnold Endowment Fund to provide long-term support that will secure the organization's mission for years to come. Through your donation to Martha G. Arnold Endowment Fund you too can help enhance the lives of our community's residents. For more information on the Martha G. Arnold Endowment Fund please go to [www.arnoldcenter.org](http://www.arnoldcenter.org) and click on the "Giving" tab. Learn how your gift can benefit you, the Arnold Center and our community's residents.

Remember your donation is tax deductible!!



## Cup and Chaucer

Come out of the cold and warm up at Cup and Chaucer with some yummy hot chocolate. **Bring in this coupon and receive 50 cents off your purchase!** While you're there, please check out the many services offered by the library for the winter months. Here is a link for the library [www.midland-mi.org/gracedowlibrary](http://www.midland-mi.org/gracedowlibrary).

## Upcoming Events

### December

- \* 12/24 Closed for Christmas
- \* 12/25 Merry Christmas!
- \* 12/31 Closed for New Year's Holiday

### January

- \* 1/1 Happy New Year!
- \* 1/17 Martin Luther King Jr. Day
- \* 1/24 Finance Committee
- \* 1/26 Board of Directors

### February

- \* 2/10 Outcome Management
- \* 2/14 Valentine's Day
- \* 2/21 President's Day
- \* 2/21 Finance Committee

### March

- \* 3/17 St. Patrick's Day
- \* 3/21 Finance Committee
- \* 3/23 Board of Directors



### April

- \* 4/1 April Fool's Day
- \* 4/22 Good Friday
- \* 4/24 Easter
- \* 4/25 Finance Committee
- \* 4/27 Administrative Professionals Day

### May

- \* 5/8 Mother's Day
- \* 5/12 Outcome Management
- \* 5/21 Armed Forces Day
- \* 5/23 Finance Committee
- \* 5/25 Board of Directors
- \* 5/30 Closed for Memorial Day

### June

- \* 6/14 Flag Day
- \* 6/19 Father's Day
- \* 6/27 Finance Committee

