



Winter 2011-2012

Comments from the President

Another fiscal year has ended and I want to thank everyone for the dedication of efforts that helped the agency to accomplish its mission and achieve its major 2010/2011 goals. After reviewing our September year-end numbers, while not a repeat of 2009/2010, we were able to produce a slight gain after consideration of the non-cash item of depreciation and a significant unrealized investment loss in September. We made significant improvements in the wages paid to our participants while recovering from the loss a major organizational employer. Operational cash and receivables are in good shape and we have a stronger balance sheet compared to that of year-end 2009/2010. Staff efforts each and every day to control cost and attract new participants and external customers helped us make it another successful year. Additionally, our surveys and focus group meetings show that satisfaction of participants, customers and stakeholders remain high compared to our expectations.



It has been recently announced that a new partnership between a Japanese firm and the Michigan Molecular Institute of Midland has been formed to exploit the use of unprocessed and recycled office paper to use as filler for many consumer and industrial products. Recently Governor Snyder visited Japan and during the announcement, the Arnold Center was mentioned as a reason to build the first plant in Midland, Michigan. We are working out the details as to where we fit into this new company and its production using recycled office paper. Also, in the news, Nexteer Automotive has announced a \$150 million investment in its Saginaw facility. This declaration solidifies the working relationship that we have enjoyed in recycling of automotive parts for Nexteer into the future.

Health and safety remains a focus item for the agency staff and I am happy to announce that we achieved our goals to reduce serious and loss work time due to injuries again this year. We were recognized again by the State of Michigan with additional MSHARP award from Michigan Occupational Safety and Health Administration at our Midland and Gladwin facilities. Recently, the Tibbs Street paving project was completed and we are now able to route truck traffic away for our Midland location's pedestrian entrance creating a safer environment for this busy intersection. We would like to thank the Dow Chemical Foundation for their grant that helped make this happen.

Thank You For Your Support

The Arnold Center would like to thank the following community members who have chosen to support us over the last few months either monetarily or by other means:

Knights of Columbus -Council 2141, Alice Strack, Bay Valley Corvette Club, The Dow Chemical Company Foundation, Rob Valentine, Brad Blanchard, Servinski Sod Service - Joe Servinski, Midland Morning Rotary Club-Michelle Kocan, Ron and Jan Glomski, Karen Langeland, Associated Builders & Contractors Incorporated, Midland Kiwanis Club, Midland Rotary Club.

Throughout the year we have several businesses and community members that donate anonymously to the Arnold Center, for this we say Thank You!



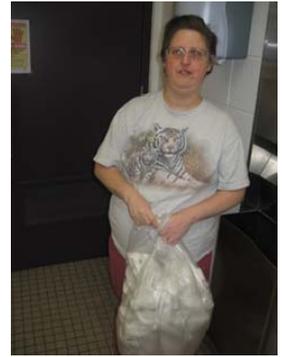


Customer Success Stories

Sari Aultman

Sari began working with the Arnold Center in 1977. Sari has worked in numerous Community Employment settings such as; Bill Knapp's, Dendretch and Hemlock Semi Conductor. In 2006, Sari decided to work primarily within the Arnold Center's manufacturing department through our Access Midland program.

Sari was reluctant to work in Community Employment, but after much encouragement she agreed to join the Arnold Center Janitorial Crew. She began this experience in June of 2011. Sari has shown great reliability, good co-worker relations and has picked up extra shifts for absent co-workers. Sari is a true asset to the Janitorial Team! She knows her job responsibilities and completes her duties with minimal assistance. Sari's future goal is to work independently at McDonalds.



Ken Dennings

Ken started working with the Arnold Center's School to Work Transition program in 2002; he transitioned into Access Midland in 2009. Currently Ken works at Meijer, Water Treatment Plant and with the Arnold Center's janitorial crew. Ken is dependable, outgoing and extremely positive. He demonstrates skills that will continue to support successful employment within the community. Ken has stated he would like to work more jobs if possible.



Susan Linton

In 1995, Michigan Rehabilitation Services referred Susan for a Work Evaluation through Arnold Center's Gladwin location. Since that time, Susan has worked at Northern Espresso, KFC and most recently with the Janitorial Crews for Community Mental Health and Arnold Center. She does a great job in the manufacturing department as well as on her janitorial sites. Staff note that Susan works very efficiently and is willing to help out wherever and whenever needed. Her quality and quantity are excellent; she is a valuable member of the team!



Check Out Our Annual Report

Each year the Arnold Center publishes an annual report. The report is intended to be both informative and helpful; providing readers relevant information regarding our programs and services. The content of this year's report includes our mission, a message from the President, a listing of the Board of Directors, program accomplishments, upcoming business goals, an agency chronicle, organizational structure, finance report and much more.

If you are interested in a printed copy of the report, please contact us at (989) 631-9570 or (989) 426-6300 and we will gladly mail one to you. If you have Internet access, you can open a copy of the Annual Report by going to www.arnoldcenter.org and clicking on the Annual Report tab.

Please check us out! I think you will agree the Arnold Center is truly a team of exceptional people delivering quality service.



We Are On Facebook!

Social media has revolutionized the way people interact with each other, and now lends that same instantaneous connection to businesses as well. With the advent of Facebook, many businesses have been able to foster virtual communities of customers, employees, and business partners- both existing and potential. The Arnold Center is no exception to this new wave of media, and has created a Facebook page to interact with the individuals we serve, the agencies we work alongside, and our business partners that contribute to our growth. At www.facebook.com/ArnoldCenter, you will find information on recent events within our company, updates on agency progress, links to area resources, and a wide variety of content geared at fostering discussion and feedback. If you have news, information, photos or updates you would like to provide for the Arnold Center Facebook page, please contact Amy Bissonnette at Arnold Center-Midland, 989-631-9570 ext. 13.



Transitional Services

The School Transition Department received a grant of \$840.00 from the Kiwanis Club of Midland. The grant will be used to fund "Teen Night." Teen Night is a social/recreation night for special education students in Midland County. The grant allows special education students from Midland County to have social and recreational inclusion with students and adults throughout Midland County.

The School Transition Department also received a grant of \$200.00 from the Midland Rotary Club. The purpose of this grant is to provide job shadowing opportunities for special education students in the Vocational Experience Program. Community employers allow students the chance to job shadow at their companies. After experiencing several vocational options, students are encouraged to focus on those vocations that are of interest to them.

Harland Koboldt, School Transition Coordinator and the Arnold Center want to thank the Kiwanis Club of Midland and the Midland Rotary Club for their generous grants. In addition, we would like to thank Dan Simonds. Dan is the Work Experience Consultant for Midland Public Schools. Dan assisted the School Coordinator in writing the grants.

Our Commitment to Quality

It is the policy of the Arnold Center, Inc. to provide products and services of a quality which meet or exceed our customer's expectations. We recognize quality cannot be a single organizational responsibility but is rather a total business commitment. Each Arnold Center employee understands the benefits of working with customers to provide quality products and services that always meet or exceed their expectations.

Our goal is to develop and provide products and services of high quality to fully satisfy the needs of our customers and to meet all relevant contractual and regulatory requirements. We are committed to:

- Consistent quality
- Customer service and satisfaction
- Continuous improvement.

As a testimonial to our commitment, we received the following recognition from one of our customers:

Todd Fisher/Mckay Press

"Kudos to **The Arnold Center**. They provided outstanding service and assistance to FACE, who asked to have materials recycled. They showed up on time and did an overall excellent job. I would recommend them to any of our clients who need help with recycling or hand work."



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: Mark Freed
Andrews Hooper & Pavlik P.L.C

Alice Strack
Parent

Susan St. Charles
Midland Center for the Arts

Vice Chair: Karen Langeland
Central Michigan University

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

Jim Hummel
Dow Chemical Company

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

Randy Hall
Mar-Quest Research, Inc.

Dave Murdoch
Retired: Comerica Bank

Wendy Kanar
Cline, Close, Dyer, PLC

Ron Glomski
Retired: Dow Chemical Company & Parent

Honorable John Hart
75th District Court

Rhonda Henning
Dow Chemical Company

Shannon Greaves
City of Gladwin

John Young
Northwood University

Outcome Management

The Arnold Center Outcome Management System utilizes a customer-centered approach for the assessment of services that are based on user needs and are designed to achieve change. It is a framework that focuses on the benefits of services to the people and organizations it serves. Outcome management looks at the effectiveness of the services through the achievement of customer satisfaction and successes. Our customer focused model, puts the needs of each customer first.

Implementing the Outcome Management System at the Arnold Center requires planning for each service with the end goal in mind. Equipped with customer input obtained from team members throughout the organization, Arnold Center program planners begin goal setting with a clear understanding of customer needs and desires. This enables the service planners to identify critical steps or milestones to be achieved in order to link customer service features directly to the needs of customers.

If you are interested in a printed copy of the 2010/2011 Arnold Center Outcome Management Annual Report, please contact us at (989) 631-9570 or (989) 426-6300 and we will gladly mail one to you. If you have Internet access, you can open a copy of the Outcome Management Annual Report by going to www.arnoldcenter.org and clicking on the Outcome Management and Strategic Planning tab.



Meeting New Challenges

The Arnold Center has enjoyed a legacy of fiscal solvency since its inception in 1967, but this legacy is now threatened by potentially destructive economic times. Organizations like the Arnold Center, who depend largely on state and federal funding, are being told to do more with less as government grapples with record budget shortfalls. Though the Arnold Center has diversity in funding streams, it has been exempt from rising insurance cost, decreasing or stagnant local funding and declining margins on services and products produced.

The Arnold Center, as a tribute to the late Mrs. James B. Arnold, established the Martha G. Arnold Endowment fund, for the purpose of insulating the realization of our mission from short term economic pressures. Though the fund has not been actively publicized over the years, it none the less has been the beneficiary of significant donations. Today the fund has grown to approximately \$500,000.

The Arnold Center has come to realize that the mission is clear. If we are to continue to fully support programs and services that promote an improved quality of life for persons with disabilities now is the time to act. Through our endowment, we must be able to provide financial stability and service excellence even when operating in tough economic times.

The principle in the Martha G. Endowment Fund is restricted and therefore not spent; instead it is carefully invested to yield a steady, reliable source of income in perpetuity. Our goal is to cultivate a permanent, self-sustaining, multi-million dollar Martha G. Arnold Endowment fund that will ensure the Arnold Center is able to provide future excellence and innovations in the services it provides.

So how can you help? You can:

- Write a check today and make an immediate donation to the Martha G. Arnold Endowment Fund
- Donate shares of stock
- Make a bequest in your will
- Transfer assets to a revocable trust with the Arnold Center's Endowment Fund named as a beneficiary
- Name the Arnold Center's Endowment Fund the beneficiary of your unused retirement account assets
- Gift investment property real estate to the Endowment Fund to avoid capital gains taxes
- Establish a Charitable Remainder Trust whereby Endowment Fund benefits as you receive a fixed or variable income stream

You can work with a qualified estate planning attorney to establish a gift or bequest going to Arnold Center's Martha G. Arnold Endowment Fund now or later. This may require a simple change to your Will or Living Trust or establishing a Will or detailed Estate Plan to insure your assets are shared with those that matter to you.

Please remember, giving can be one of life's great satisfactions, especially when you know that your gifts will improve the lives of others.





Earn & Learn, L.L.C

Recently, the Arnold Center, Inc. has received a specialized two year grant from the Charles Stewart Mott Foundation and the Open Society Foundation. This grant was awarded to serve residents in the City of Saginaw who face many challenges with; high unemployment rates, low skills levels, and high levels of poverty, which are significant barriers to employment.

The Earn & Learn Initiative will target individuals that fit at least one of the following criteria, which includes; low-income, disconnected at-risk-youth (18-24) especially young minority males, ex-offenders re-entering the workforce, and the chronically unemployed (unemployed more than 27 weeks).

There will be three core services that we will be providing participants enrolled in the program, these services include: case management, training and subsidized employment that leads to full time employment.

The Earn & Learn Initiative system design will blend integrated subsidized employment and education and training components with other activities to address participants' needs as identified by their Career Manager.

Participants will also receive more structured and hands on assistance with writing resumes, cover letters, thank you notes, interviewing techniques, using the internet, individual job development, job leads, etc. They will receive assistance in acquiring the necessary tools for researching employment and career related opportunities and find suitable employment.

Prisoner Re-Entry Continues To Meet The Needs Of New Citizens

The Arnold Center Inc. has supported and been an integral part of Prisoner Re-Entry in both Midland and Bay Counties since July of 2008. There have been many community partnerships developed over the past three and a half years.

We would like to take the time to acknowledge two of our Vendors that have supported the process since its inception in Midland. Blessed Sacrament Church and Trinity Lutheran Church have provided financial support to our new community citizens for State ID's, Birth Certificates, Driver's License, Reinstatement Fees, and other entitlements needed for them to seek out employment and have acceptable identification.

The Michigan Department of Corrections prior to the new fiscal year of October 1st, 2011, had allowed an administrative fee to be charged for each check issued by the two Churches, neither of which chose to, only wanting to be reimbursed for the cost of the entitlements. Since the start of this fiscal year we have not had the ability to pay administrative fees for these services in Bay or Midland Counties and the Arnold Center Inc. would have had to incur the cost of issuing these checks. However, Blessed Sacrament and Trinity Lutheran both stepped up to continue to provide this service for our new citizens in both counties at no additional cost.



These two Churches have been great partners to the Prisoner Re-Entry Process and we look forward to many more years of continued support.



The Link

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.



The Arnold Center offers janitorial service to many local businesses. Pictured are Stacy and Rick working at Dendri-tech.



Kenny V. work on making Christmas Crafts with Judy Paris from the Gladwin Art Guild.



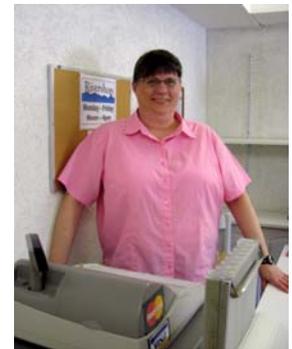
Tim D. and Rose P. enjoy going to the Animal Shelter. The socialize with the animals and with Crystal who works at the Shelter.



Arnold Center Gladwin Customers volunteer to deliver meals on wheels. Pictured here is Linda delivering to a local resident.



Robert enjoys working at Evangelical Free Church and makes sure the toys are clean and sanitized.



Barb working as a retail associate at the Rivershop in the Riverside Place Apartments.



Steve & Charles enjoy recycling, a service offered through the Arnold Center.

Margaret and Joy having lunch with "new" and "old" friends Jennifer & Mitchell!





The Link

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

Customer Service-part-time position, has a flexible schedule, open availability including nights & weekends. Highly qualified candidate with retail and customer service training, adept at money handling and cash register operation.

Retail Associate-part-time position, has a flexible schedule, open availability including nights & weekends. Wide range of experiences working in retail and food service settings, with lots of enthusiasm to learn new tasks.

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

Gladwin

Retail-part-time position, interested in working in a retail environment, good with the public. Flexible availability.

Disc Jockey-looking for work in this industry, have own equipment, available by appointment.

Interested employers may contact: Cherie Coopersmith
Arnold Center-Gladwin M-F at (989) 426-6300 EXT. 5

Peppermint Mocha Latte
only \$2.00

Monday-Friday
10:00-5:00

at **Cup and Chaucer**
Partners with the Arnold Center

Inside Grace A. Dow Memorial Library

Upcoming Events

January

1/2 Closed for New Year's Holiday
1/23 Finance Committee
1/25 Board of Directors

March

3/26 Finance Committee
3/28 Board of Directors

May

5/10 Outcome Management
5/21 Finance Committee
5/23 Board of Directors

February

2/2 Finance Committee
2/9 Outcome Management

April

4/30 Finance Committee

June

6/25 Finance Committee