

coming together for  
**GOOD**

**2017**  
COMMUNITY  
IMPACT  
REPORT

We strengthen our communities through Housing, Food and Jobs.

**GOOD**  
HAPPENS  
HERE



**GOODWILL**  
Northern Michigan



## EXECUTIVE DIRECTOR DESK:



**Dan Buron, CEO**

Goodwill Northern Michigan

Goodwill is a local nonprofit with a local board and leadership. Although nationally known, we operate locally with our resources invested here in Northern Michigan. Our focus is on the most critical needs of our area.

In 1986, the community asked us to take over a homeless shelter that was struggling. So we did. Since then we have added 24 units in veterans' transitional housing and 36 apartment units for once-homeless individuals and families. In 2006, we replaced a dilapidated shelter with the Goodwill Inn—a 120 bed facility that operates 365 days, 24/7. To strengthen families and reduce the trauma of homelessness, the shelter has 11 dedicated mini-apartments for families.

In 2008, there was a call from our community to expand the Food Rescue program. So we did. Food Rescue increases the availability of healthy food for hungry families while reducing food waste. We were picking up and redistributing 300,000 lbs. in 2008 and now we are rescuing close to 1.3 million lbs. a year—over a 400% increase!

Goodwill Northern Michigan employs more than 400 neighbors across 19 counties—in 9 store locations and through our housing and food programs, commercial contracts and more. We appreciate the 423 volunteers that help make our mission programs possible.

At Goodwill we respond to the needs of our community, doing what needs to be done. We owe our success to the communities we serve and offer our continued commitment to be good stewards of your donations and financial gifts.

# creating a brighter future

***“I’m on my way to a brand new life and rewarding future because of Goodwill.” — Greg***

Greg is a Vietnam veteran and client who, after the unexpected death of his wife, found himself homeless and at Goodwill’s Patriot Place—a transitional housing community for veterans in Gaylord. Through his hard work and determination, Greg ended up leaving Patriot Place to live permanently in Battle Creek, where he volunteers with Veterans Affairs. Presently, he is facilitating Vet 2 Vet groups and will be getting his State Peer Support Specialist certification in December, which will enable him to become a federal employee with Veterans Affairs.



***“I didn’t have hope before. I felt helpless but everyone at Goodwill has given me hope again.” — Elizabeth***

Elizabeth was living on the streets for over two years when our Street Outreach team met her. Her daily struggle of finding safe shelter and food made life on the streets horrible. She survived physical attacks and suffered from nightly trauma. Once housed at our Goodwill Inn, Elizabeth was able to focus on her sobriety and finding a home. By working hard, she secured an apartment at Goodwill’s Carson Square and is now living a productive, healthy life.



***“I thank God often for the Workers on Wheels program that awarded me a car, blessing our family and returning my independence.” — Gloria***

Gloria encountered Goodwill’s Workers on Wheels program when she was in crisis. Without a reliable vehicle, she lost her job. After borrowing a friend’s car to run an errand with her daughter, she was rear ended and hospitalized. Her case worker nominated her for a vehicle through our Workers on Wheels program and she was awarded a car. Gloria has since gained full time employment, attends medical visits and can now focus on her recovery.



Watch more impact stories online at [GOODWILLNMI.ORG](http://GOODWILLNMI.ORG).

# making an impact

To us, "GOOD" is not just a word. It's a mission. Goodwill strengthens communities by empowering people in need to reach their full potential. Every time you donate, shop at one of our stores, volunteer your time, you are helping to power the GOOD in our community. Every dollar, every dress, helps us provide housing support, workforce training and healthy meals to our neighbors in Northern Michigan.

## WORKERS ON WHEELS

**50**  
WORKERS ON WHEELS  
FAMILIES SERVED



**77**  
CARS DONATED TO  
WORKERS ON WHEELS



**60%** OF WORKERS ON  
WHEELS CAR RECIPIENTS  
REPORTED INCREASED EARNINGS

**100%** OF WORKERS  
ON WHEELS RECIPIENTS REPORTED  
THEIR CHILDREN HAD AN INCREASE IN  
EXTRA-CURRICULAR ACTIVITIES



## HOUSING

STREET OUTREACH - GOODWILL INN - PATRIOT PLACE - CARSON SQUARE - HOUSING SUPPORT SERVICES



**1,118**  
INDIVIDUALS CARED FOR  
INCLUDING 74 VETERANS,  
64 FAMILIES & 121 CHILDREN



**282** CLIENTS  
OBTAINED PERMANENT  
HOUSING

## FOOD

FOOD RESCUE - MEAL SERVICES



**186,290**  
MEALS SERVED

**1,265,524**  
POUNDS OF FOOD RESCUED



**133**



PANTRIES, SHELTERS AND  
MEAL PROGRAMS SERVED  
IN 5 NORTHWEST MICHIGAN COUNTIES

## COMMUNITY



**9** GOODWILL RETAIL  
AND DONATION CENTERS

**\$85,265**



IN GOODWILL STORE VOUCHERS  
PROVIDED TO NEIGHBORS IN NEED



**1,268** INDIVIDUALS  
SERVED THROUGH GOODWILL HOUSING  
SERVICES AND WORKERS ON WHEELS



**192**  
BUS PASSES ISSUED

**497** LIFE SKILLS  
CLASSES PROVIDED FOR CLIENTS  
INCLUDING PARENTING, CONFLICT  
RESOLUTION & MONEY MANAGEMENT



**403** GOODWILL  
EMPLOYEES ACROSS OUR  
19 COUNTY SERVICE AREA



## ENVIRONMENT



**3,976,063** POUNDS OF  
CLOTHING & TEXTILES DIVERTED FROM LANDFILLS

## SUPPORT

**551,474** RETAIL  
SALES TRANSACTIONS



**231,957** DONOR  
TRANSACTIONS



**1,276** DONORS  
WHO HELP SUPPORT OUR HOUSING, WOW  
& FOOD PROGRAMS TO NEIGHBORS IN NEED



**423** VOLUNTEERS  
SUPPORTED STAFF, GUESTS &  
CUSTOMERS



**133** FOOD PARTNERS  
(RESTAURANTS, GROCERS &  
OTHER AREA FOOD DONORS)



**9,278,280**  
POUNDS OF DONATIONS  
RECEIVED AT OUR 9 DONATION CENTERS

# helping our neighbors



Learn more at [GOODWILLNMI.ORG/WOW](https://GOODWILLNMI.ORG/WOW)

## WORKERS ON WHEELS

Aiming to increase the independence and mobility of hardworking, low income families, Goodwill's Workers on Wheels program positively impacted the lives of nearly 200 neighbors in need over the last year with a hand up in safe and reliable transportation. Due to our generous donors, an opportunity to award additional vehicles this past year—selected through community-submitted nominations—resulted in connecting hardworking families with dependable transportation in 13 of our 19 counties served.

The success of our Workers on Wheels program comes from the collaborative resources of many throughout our Northern Michigan community, including human services agencies, our generous vehicle donors, mechanical partners—including Bill Marsh Automotive—as well as our retail store donors and customers.

GOOD  
HAPPENS  
HERE

Thank you, Northern Michigan.

## 2018 GOODWILL EVENTS

June 23 - Run for Shelter 5K Run/Walk  
(Our 10th Year!)

October 1 - Gather for GOOD

November 4 - Empty Bowls

GOOD is happening!

Get involved in our events and help us  
strengthen our community.

[GOODWILLNMI.ORG/EVENTS](http://GOODWILLNMI.ORG/EVENTS)

## BOARD OF DIRECTORS

Goodwill Industries of Northern Michigan and the Goodwill Inn is governed by a Board of Directors who graciously and generously volunteer their time and expertise to the commitment of the Goodwill mission.

CHAIRPERSON - Greg Payne

VICE CHAIRPERSON - Lindsay Raymond

TREASURER - Warren Call

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DIRECTORS -  
Coco Champagne  
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Raquel Paulus  
George Powell  
Dawn Shields

GOODWILL NORTHERN MICHIGAN  
CEO/EXECUTIVE DIRECTOR - Dan Buron

## GOOD REPORTS

Goodwill Industries of Northern Michigan, Inc. and  
Goodwill Inn - Year Ending September 30, 2017

### The Community Investment in Goodwill

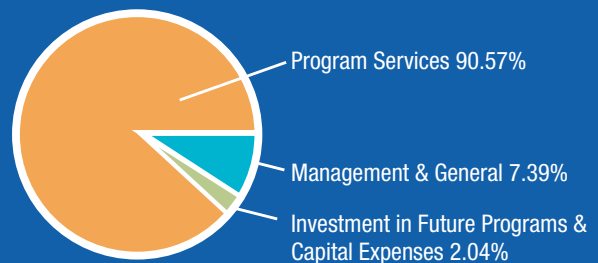
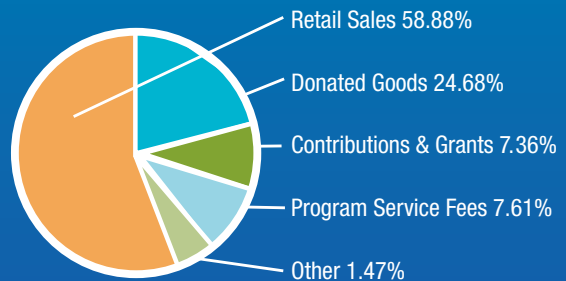
Retail Sales	\$8,896,617
Donated Goods	3,728,789
Contributions and Grants	1,112,240
Program Service Fees	1,149,729
Other	222,594

**Total Revenue and Support \$15,109,969**

### Resources to Provide Services

Program Services	\$13,684,673
Management and General	1,117,130
Investment in Future Programs and Capital Expenses	308,166

**Total Expenses \$15,109,969**



# GOOD Giving

## THANK YOU TO OUR 2017 FISCAL YEAR DONORS.

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**GOOD  
HAPPENS  
HERE**

*Together, we are changing lives.*

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