



ANNUAL REPORT

2016

A man with short dark hair, wearing a brown and white striped long-sleeved shirt and a white apron, is focused on cooking. He is wearing clear plastic gloves on both hands. He is using a white spatula to stir something in a large metal pot on a stove. In his left hand, he holds a long-handled spoon. A white plastic bag is hanging from his neck, and a colorful beaded necklace is visible. The background shows a kitchen setting with a wooden door and some kitchen equipment.

“

MISSION:

WE PUT PEOPLE

WITH EMPLOYMENT

CHALLENGES TO WORK.

”

WORDS FROM THE PRESIDENT



To the Supporters and Partners of Goodwill Industries of Greater Detroit

Dear Friends,

As the new President and CEO at Goodwill Industries of Greater Detroit, I am pleased to share with you Goodwill's 2016 annual report.

For over 96 years we have helped vulnerable members of metropolitan Detroit achieve financial security and independence through the dignity of meaningful employment. 2016 was a momentous year, as it saw the opening of our North End Career Center and the introduction of our Spotlight on STEM Youth Program. We also opened our sixth store—this one in Ann Arbor/Ypsilanti.

As significant as 2016 was for our growth, I've learned through my onboarding that it was a very typical—and successful—year for our organization. As we have for almost a century, Goodwill's work continued to improve the lives of people we love and, through them, the communities we call home.

While everyone on our team at Goodwill is deserving of recognition, I have to take this opportunity to acknowledge Lorna Utley, who immediately preceded me as the CEO. She was an extraordinary leader, as evidenced by the numerous awards she received, and was gracious and supportive through our transition. As you probably know, she has “retired” to run a family business with her husband. Please join me in wishing her the absolute best in that and all future endeavors.

As you read this, our wonderful board of directors and entire staff are updating our strategic plan. I look forward to being able to share that plan with you once it is complete. In the meantime, I hope that you will read through this report. It contains information on our programs and services, and will help you learn more about our mission, the lives we touch, and what makes our organization special.

Your contributions and time keep Goodwill's mission alive. When you shop Goodwill, give to Goodwill, and support Goodwill, you are doing good.

Sincerely,

Daniel S. Varner

OUR HISTORY

In the late 1890's, a Methodist in Boston named Edgar J. Helms started searching for ways to help immigrants.

Edgar Helms began by collecting unwanted household items. He hired immigrants to repair and refinish them. He then sold the items and used the money to pay the workers. This system turned out to work well and so the Goodwill method of self-help was born.

Goodwill Industries was officially founded in 1902. It began by offering skills training programs and job placement services.

In April 1921, Reverend John Martin founded Goodwill Industries of Greater Detroit.

Today, Goodwill's team supports more than 900 local businesses each year with a reliable workforce. Goodwill trainees receive classroom and vocational instruction. They also receive workplace behavior coaching, financial literacy, placement assistance and career support. The end result is skilled, mature and confident workers. We make sure that all are motivated to succeed for their employers.



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GOODWILL

IS THE PREMIER

EMPLOYMENT

AND TRAINING

SERVICES PROVIDER IN

METRO DETROIT

”

A person with dark skin and short hair is shown from the chest up, wearing a blue button-down shirt. On the left side of the collar, there is a small square logo with a stylized 'G' and the word 'Goodwill' underneath. The background is a blurred brick wall with some yellow and blue vertical elements. A large blue rectangular area covers the right side of the image, containing white text.

GOODWILL IS A DIFFERENT WAY TO MAKE A DIFFERENCE

PROGRAMS AND SERVICES

Beyond Jobs Women's Services

This Flip the Script service component is designed to assist low-income women 16 years of age and older to prepare for and access career pathways through holistic services including academic enhancement, employment readiness, employment search, placement and retention coaching, and leveraging sustaining resources that strengthen social-economic stability. Beyond Jobs services are integrated in Safer Communities Stronger Families court ordered diversionary services in partnership with the Michigan Department of Corrections.

Flip the Script

Flip the Script is an evidence based best practice service model that provides services to men and women residing in the City of Detroit - Wayne County. Services are gender specific and relevant to current social cultures that aim to decrease or eliminate barriers to employment and give self-sufficiency through an array of services including literacy and academic assistance, a full scope of GED preparation and testing, mathematics tutorial support in preparing for entry to the Skills and Construction industry, non-traditional careers or job matching. Life skills and social awareness and responsibility, along with drug, alcohol and domestic violence awareness are key elements to Flip the Script services.

Community Ventures Partnerships

In partnership with public and private partners, Community Ventures provides post-employment supportive services, coaching and counseling at primarily employer sites to assist former long-term unemployed individuals with job retention.

Safer Communities Stronger Families Initiative

A Flip the Script anchor initiative in partnership with the Michigan Department of Corrections and Wayne County Third Circuit Court as a prison/jail diversionary service model designed to help young men and women 16-39 years of age, who are low-to medium risk offenders overcome adversity, social challenges and barriers to employment through holistic preparation. Service components include academic assessment, life-social skills assessment and mentoring, basic computer training, cognitive thinking restructuring, conflict resolution/anger management, GED preparation and testing assistance and subsequent job placement and wrap-around services include financial literacy.





Our organization helps people and employers understand that disabilities and other challenges do not have to limit an individual's ability to be a valuable employee and productive member of the community. With the right support services and training, even men and women who face incredible challenges can reach their goals.

Goodwill's team delivers services, products and employment coaching support to more than 350 local employers of all sizes each year. Trainees receive classroom education, vocational instruction, workplace behavior coaching, financial literacy, employment placement assistance, and ongoing career support. For employers, this assures positions are filled by skilled, mature and confident workers motivated to succeed.

PROGRAMS AND SERVICES CONTINUED

Spotlight on STEM Youth Program

Our program teaches critical thinking skills and places an emphasis on careers supported by STEM based learning. The Spotlight on STEM program experience helps participants open their minds to the possibilities of careers in STEM professions in a fun and exciting way!

Welding Training

American Welding Society Level 1 Certification - Entry Level Welder training program designed to prepare men and women for employment in the welding and metal fabricating industry.

Operation: Good Jobs

Case management and services coordination for veterans seeking community resources to access job training, education, employment services, and supportive services.

One Stop Career Centers

Goodwill's North Oakland Career Centers, located in Novi and Highland, in partnership with Oakland County Michigan Works! Agency, provide job seekers customer focused employment and career planning, skill assessment, career counseling and career development assistance. Businesses are provided personnel recruitment/ outreach and retention services.

Center for Working Families

This service is designed to help low-income individuals and families maximize their earnings/ income to increase their wealth building capacity. The program is a three-pronged integrated model combining employment, income and work supports, and financial literacy services.

Skill Building

The Skill Building program provides an array of specialized skill development and support for adults with developmental

disabilities to increase vocational skills, economic self-sufficiency and to engage in meaningful activities.

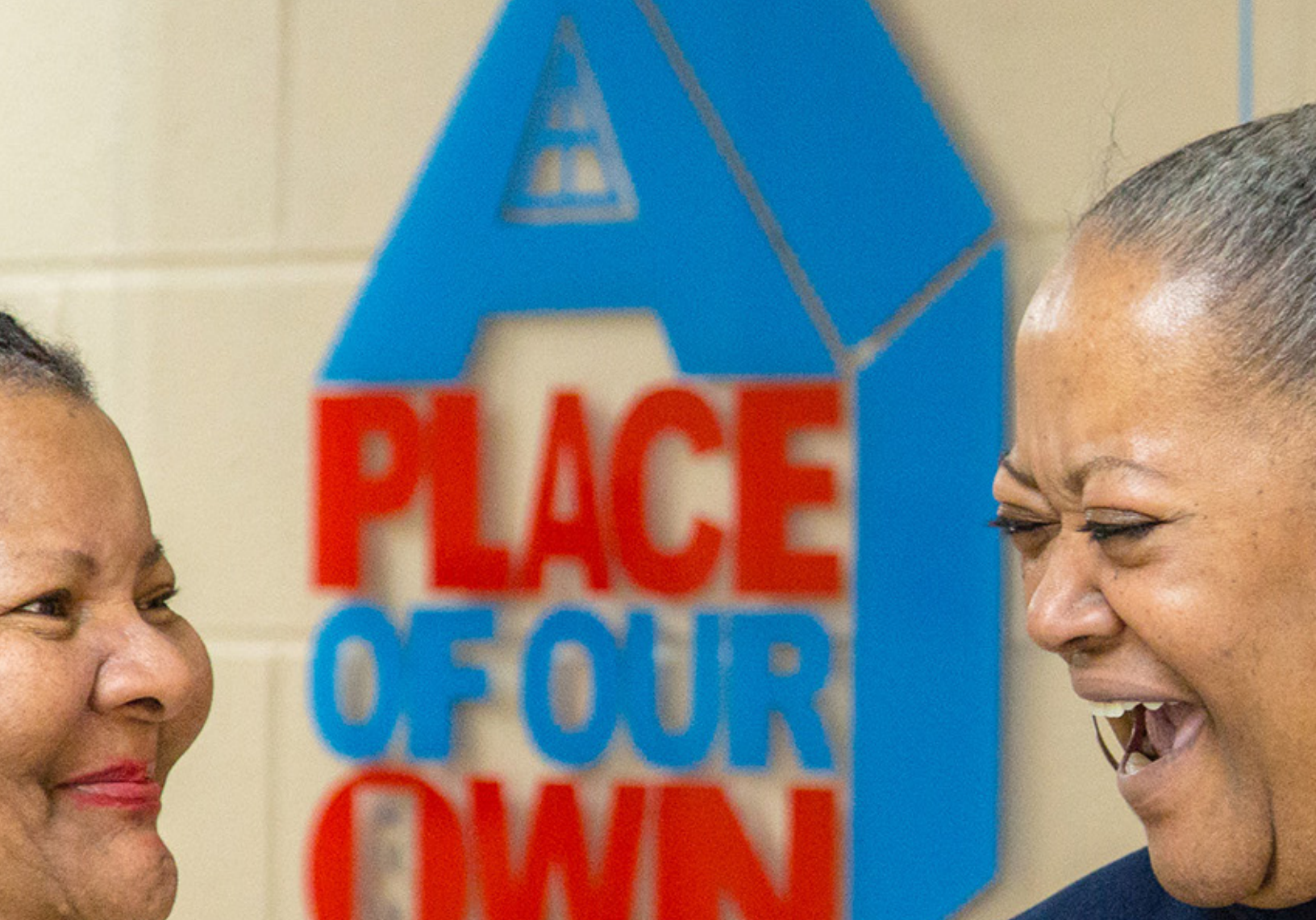
A Place of Our Own Clubhouse

A Place of Our Own Clubhouse is a psychosocial rehabilitation program where individuals with mental illness have an opportunity to improve the skills necessary to function in their living, working and social environments.

Work Readiness Training

This program is designed to serve persons with employment challenges who have not gained access to or success in traditional workforce services. This service model offers soft skills training, time-limited paid transitional work experience and wraparound support to assist individuals to determine their vocational options, increase their earning potential, and development of financial literacy skills.





9,269
PEOPLE SERVED

City of Detroit: 1,910, Wayne: 79
Macomb: 97, Oakland: 7,183



99%
APPROVAL RATING

Goodwill receives the highest marks of quality from those receiving employment services.



1,279
JOB PLACEMENTS

Goodwill places individuals in positions that match their interest and abilities.



89%
JOB RETENTION

The skills gained through Goodwill services help individuals maintain employment past 90 days.



\$10.97
AVG. HOURLY WAGE

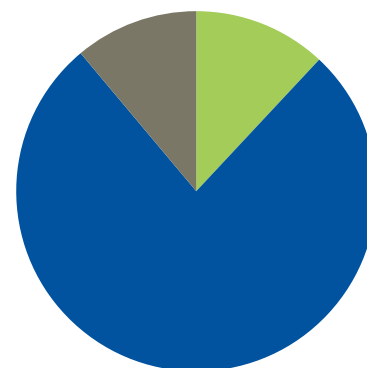
Individuals that participate in Goodwill programs often earn above minimum wage.

FINANCIAL STATEMENT AND ROI

For the year ended Decemeber 31, 2016

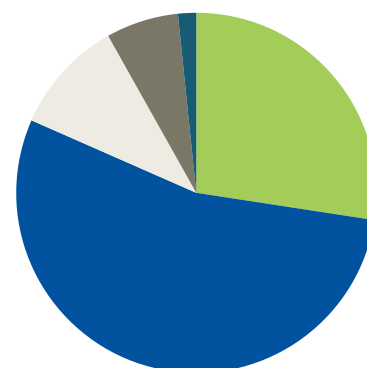
Support and Revenue

Government Fees and Grants	\$6,656,099	12.00%
Earned Revenue	\$42,818,842	77.00%
Contributions	\$6,180,416	11.00%
Total Support and Revenue	\$55,655,357	100.00%



Costs and Expenses

Salaries, Wages, Benefits and Payroll Taxes	\$14,389,345	27.00%
Material Cost Supplies Expense	\$28,428,157	54.00%
Other Operating Expenses	\$5,387,152	10.00%
Occupancy Costs	\$3,414,639	7.00%
Depreciation	\$857,824	2.00%
Reserve for Capital Expenditures	N/A	N/A
Total Support and Revenue	\$52,477,117	100.00%



LEADERSHIP

Board Officers

Jane E. Bowman

Chairperson
JPMorgan Chase (Ret.)

Talvis P. Iove

1st Vice Chairperson
Cardinal Health

Thomas R. Margosian

Vice Chairperson
Ford Motor Company

Laura A. Byars

Secretary
Blue Cross Blue Shield of Michigan

Dennis M. Curtis

Treasurer
PricewaterhouseCoopers

Directors

Lena A. Barkley

CVS Health

Sharlene F. Gage

Ford Motor Company (Ret.)

Amanda (Amy) L. Good

Alternatives for Girls

Deirdre L. Groves

Challenge Detroit

Ryan M. Hoyle

Gleaners Community Food Bank

Randal P. Leslie

Johnson Controls

Lisa A. Muschong

DTE Energy

Clarence L. Pozza Jr.

Past Chairperson, JAMS

Scott C. Seling

Leadership Consultant

James M. VanSlambrouck

Ford Motor Company

Scott T. Ward

Bank of America

Chih-Ping (CP) Yeh

Wayne State University

Daniel S. Varner

President & CEO,
Goodwill Industries of Greater Detroit

Executive Staff

Raymond W. Byers

Vice President of Finance

Karen D. Gates

Vice President of Human Resources

Felicia R. Hunter

Chief Administrative Officer, Executive Vice
President, Employment & Training

Kathleen G. Laird

Vice President of Automotive Operations

Mark C. Maher

Vice President of Information
Technology (IT)

Jessica L. McCall

Vice President of Marketing and
External Affairs

Jeff Ukrainec

Vice President of Donated Goods

Jay C. Wilber

President, Goodwill's Green Works, Inc.





LOCATIONS

Corporate Headquarters

3111 Grand River Avenue
Detroit, MI 48208
(313) 964-3900
www.goodwilldetroit.org

Detroit Career Center

Edward Steinberger, Program Director
3111 Grand River Avenue
Detroit, MI 48208
(313) 964-3900

Goodwill Automotive

Kathleen Laird, Vice President
3111 Grand River Avenue
Detroit, MI 48208
(313) 964-3900

Program Sites

A Place of Our Own Clubhouse

Arthur Kelley, Program Manager
1401 Ash Street
Detroit, MI 48208
(313) 931-0901

Detroit Skill Building Services

Deneisha King, Program Manager
3111 Grand River Avenue
Detroit, MI 48208
(313) 557-8635

Flip the Script

Keith Bennett, Program Director
2777 East Grand Boulevard
Detroit, MI 48211
(313) 557-4848

Supports Coordination Services

Rotesa Baker, Program Manager
3111 Grand River Avenue
Detroit, MI 48208
(313) 557-8610

North Oakland Career Center - Highland

Shannell Shelby, Program Manager
2218 South Milford Road
Highland, MI 48357
(248) 889-0410

North Oakland Career Center - Novi

Kristina Kurtz, Program Manager
31186 Beck Road
Novi, MI 48377
(248) 926-1820

Wayne County Employment and Training

Susan Robinson, Program Director
28526 Van Born Road
Westland, MI 48186
(734) 467-6600

Other Locations

Goodwill's Green Works, Inc.

Jay Wilber, President
6421 Lynch Road
Detroit, MI 48234
(313) 499-3100

Resale Stores

Canton

41937 Ford Road
Canton, MI 48187
(734) 981-1692

Commerce Township

3281 Crumb Road
Commerce Township, MI 48390
(248) 859-5927

Dearborn

22451 Michigan Avenue
Dearborn, MI 48124
(313) 228-5927

Livonia

12651 Middlebelt Road
Livonia, MI 48150
(734) 245-0115

Woodhaven

20080 West Road
Woodhaven, MI 48183
(734) 301-3902

Ann Arbor/Ypsilanti

3782 Carpenter Road
Ypsilanti, MI 48197
(734) 272-0667

