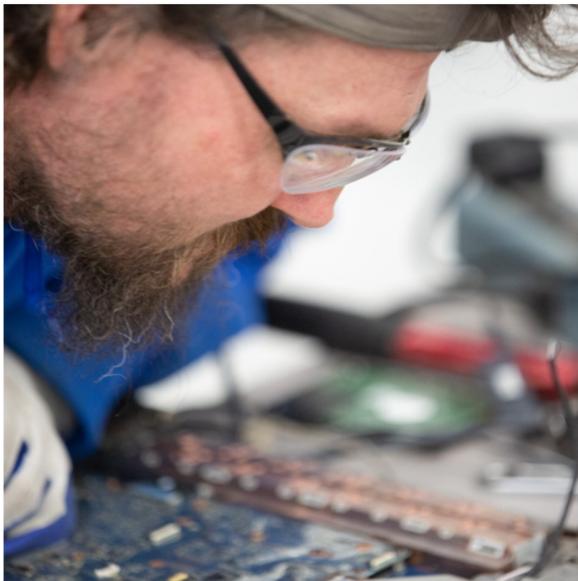


Arnold Center, Inc

Annual Report

19
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20



Exceptional People Delivering Quality Service

Our Mission, Vision, and Quality Statement

MISSION: We empower individuals with disabilities and other barriers to independence through enhanced vocational, social and life skill training and services that lead to greater self-sufficiency.

VISION: The Arnold Center is the leading organization paving the way to maximize opportunities and self development for individuals with disabilities and other barriers to independence.

QUALITY STATEMENT: Exceptional people delivering quality services.

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Dear Friends,

The year 2020 was abundant with challenges and opportunities for the Arnold Center, Inc. We will continue into this next year to navigate through a global pandemic, employment first initiatives, and changes in how we are providing services during this time of reduced in-person contact. As a result of this out of the ordinary year we have deepened our appreciation for each other, our community, and the partnerships that support us.

Each time we have been presented with a challenge we have looked for the opportunity to serve. Our organization was able to make and donate over 3,000 sewn masks, assemble 2,100 face shields, expand the Midland Fresh Program (21,000 pounds were distributed), grow and donate over 1,000 starter plants for the community gardens, serve as a donation transition center and provide transportation of donated goods during the flood, and we started a WeGive Program that captures our volunteer hours and activities within the communities we serve.

Most importantly we have continued to strive to meet our mission of empowering individuals with disabilities to reach and maintain greater independence. The individuals in our employment programs have been right here with us as essential workers in maintaining contracts with employers that are providing essential products or services for all of us.

We are exceedingly grateful for the opportunities and continual support from our community members and partners in Midland and Gladwin Counties.

With deep appreciation,

Jennifer Grace

Executive Director

OUR BOARD OF DIRECTORS



Kyle Fahrner
Chair



Kimberlee
Baczewski
Vice Chair



Tom Kreucher
Secretary



Matt Granzo
Treasurer

Board of Directors

Adam Bruski, Maureen Donker, John Searles, Mark Freed, Bob Balzer, Gregg Young, Dave Szczepanski, Chrysa Milholland, John Bunch, Lance Lewis, Jim Hummel, Alice Strack



The Arnold Center would like to offer our sincere appreciation to **Mark Craig** for his tenure as Chairman of the Board of Directors (2018-2020) Mark's leadership and guidance were instrumental in navigating through organization and environmental change over this fiscal year.



The Arnold Center would like to recognize and dedicate this report in honor of our long-term Board Member and friend **Ron Glomski**. Ron started serving on the Board of Directors after his retirement from the Dow Chemical Company. Ron served on the Board of Directors from 1997 until his passing in November 2019. Ron stated that his initial interest in the Arnold Center stemmed from the fact that he was the parent of an individual with Autism, however his interest was not solely based on his personal situation, but with the desire to serve others with disabilities. During Ron's service he spent time on the Executive Committee as the Board Secretary as a member of the Executive/Governance Committee and as a member of the Strategic Oversight Committee. Ron stated in his Board of Directors Biography that he wanted to be remembered as someone who cared about important issues and who stepped forward and tried to do something about resolving them. Ron will truly be missed and always remembered for stepping forward.

OUR TEAM



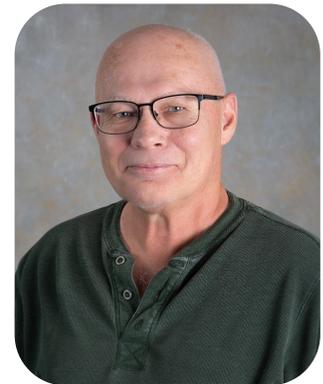
Jennifer Grace
Executive Director



Heather Betts
Chief Financial Officer



Tony Mediate
Marketing and
Development Director



Greg Knopp
Operations Manager



Karen Elledge
Administrative
Office Manager



Jennifer Bell
Service Coordinator
Manager



Dianna Elledge
Service Coordinator
Manager



Trisha Fenby
Community Living and
Wellness Program
Manager

Joe Allen, Social Enterprise Assistant • Kaitlinn Atkinson, Site & Staff Coordinator • Carney Brink, Truck Driver/Direct Support Professional • Stacy Coin, Service Coordinator • Darlene Decker, Direct Support Professional • Michelle Ducham, Administrative Assistant • Randy Harvey, Production • Charletta Helmke, Direct Support Professional • Lorelee Jellicoe, Direct Support Professional • Kim Johnson, Service Coordinator • Laurie Kierzkowski, Production Supervisor • David Kurzatkowski, Production
Monica Lavigne, Accounting Assistant • Dakota Manning, Direct Support Professional • Alexandria Maxson, Direct Support Professional • Amy Minor, Direct Support Professional • Lisa Rodenberry, Direct Support Professional • Walter Ross, Truck Driver/Direct Support Professional • Brian Russell, Service Coordinator • Zena Schaudt, Direct Support Professional • Rebecca Schneidmiller, Direct Support Professional • Tiffanie Shouse, Direct Support Professional • Karon Solberg, Direct Support Professional
Peggy Spencer, Direct Support Professional • Kelli Swett, Service Coordinator • Diana Thomas, Site & Staff Coordinator • Craig Tripp, Truck Driver/Direct Support Professional • Kim Yoder, Direct Support Professional

HIGHLIGHTS

In a time period with an unprecedented world-wide “pandemic” and a regional flood disaster the Arnold Center rose above and beyond :

Community Involvement

- ✘ Arnold Center staff made and donated over 1,500 sewn masks to the United Way of Midland County, Saginaw Veterans Administration Nurses, and to Food Service Workers at local school districts.
- ✘ Partnered with Three Rivers Corporation in the assembly of face shields for front line workers.
- ✘ Germinated and grew over 2,000 various vegetable plants for donation to local community gardens
- ✘ Provided labor and warehousing in both Midland and Gladwin Counties for the waves of donated goods (water, food, and clothing) that come into our area after the 500 Year Flood.
- ✘ Donated transportation (trucks and drivers) for the distribution of donated goods during the flood recovery process.
- ✘ Donated over 300 pounds of Arnold Farms Produce to local food banks for those affected by global pandemic and flood.
- ✘ Sought and received a \$10,000 pass through grant for lost wages to participants that had lost training wages due to the pandemic restrictions.
- ✘ Midland Fresh- assumed ownership of the Midland Fresh Program and expanded the number of distribution sites along with increased amount of produce and other goods to be given way at the distribution sites.

Vocational

- ✘ Expanded Arnold Farms customer base and presented at the Incompass State Association’s Virtual Fall Conference.
- ✘ Developed and implemented new packaging contract with Xaerus Fluids
- ✘ Developed and started new Service Contract with Courthouse Square
- ✘ Good Kitchen under construction

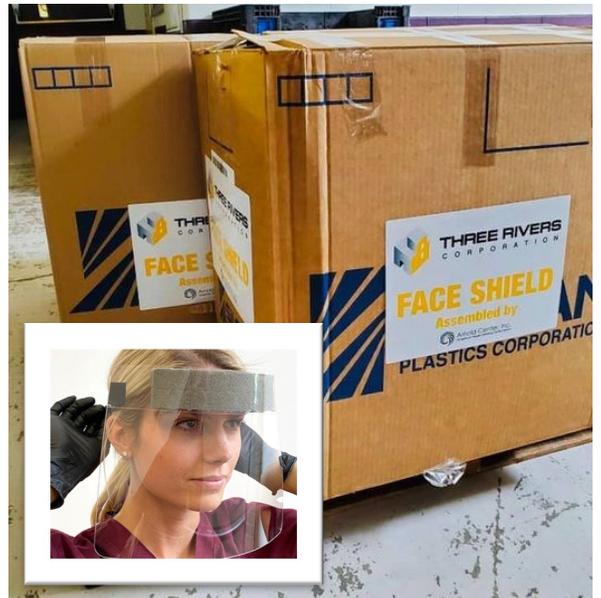
Organizational

- ✘ Upgraded our technology through the implementation of a new IPVoice phone system
- ✘ Upgraded servers, computer operating systems, and ability for virtual meetings and services
- ✘ Developed and implemented “Return to Work Re-Opening Plan. Our comprehensive plan focused on safety has afforded us with zero traceable transmission of COVID-19 in the workplace and allowed us to maintain production or services on essential contracts.
- ✘ Jennifer Grace, Program Director, was selected for the position of Executive Director and assumed her new role in April 2020.
- ✘ Tony Mediate was selected for the new position of Business Development and Marketing Director
- ✘ Trisha Fenby was selected for the new position of Community Living and Wellness Program Manager
- ✘ Our roof was replaced over the back shop through the generosity of a Community Impact Grant made possible by the Midland Area Community Foundation



Arnold Center Employees Sew Masks for our Employees and Community Members During Covid-19 Crisis

Arnold Center Announces Midland, MI Area Flood Relief in Collaboration with United Way



Sharing Donuts During Midland Neighboring Week

Three Rivers Corporation Partners with the Arnold Center to Produce Medically Necessary Face Shields

Kaleidoscope Creative Arts

STUDENT ART EXHIBIT

Featuring the works of Arnold Center individuals

SEPTEMBER 12-OCTOBER 12
 MONDAY - FRIDAY 9:00 AM - 4:30 PM
 CREATIVE 360 ART GALLERY

DUE TO SOCIAL DISTANCING,
 PLEASE CALL AHEAD BEFORE VISITING:
 (989)837-1885

For more information contact: Linda Cassar 989-631-9370 x 234

VOCATIONAL SERVICES



Access Midland provided **115,909** hours of paid vocational training.

307 individuals in our training programs earned accumulatively

\$562,877.57

Gladwin Co. provided **38,505** hours of paid vocational training.

71 individuals in our training programs earned accumulatively

\$97,214.16

Breakdown of Program Participation

(by individual)

| | <u>Midland</u> | <u>Gladwin</u> |
|--|----------------|----------------|
| Vocational Skill Building (Manufacturing Services) | 194 | 45 |
| Community Employment (Crews & Individual) | 113 | 26 |



WECYCLE

892,500 pounds of paper (Midland)

9,640.3 hours of paid training

\$91,944.55 paid in wages

93,600 pounds of cardboard (Gladwin)

126 hours of paid training

\$1,208.57 paid in wages

(deeply affected by restrictions)





Arnold Farms



Arnold Farms is a fully organic, non-GMO, indoor hydroponics farm. Hydroponic farming is a soil-less water-based farming process. Temperature, nutrients, and PH levels are all computer monitored to ensure the ideal growing conditions for our crops 365 days a year, ensuring our ability to deliver the finest quality product in a sustainable, climate friendly environment.

Arnold Farms' 3,000 square foot indoor facility has the capacity to grow 12,000 plants. Our mission is to provide a training environment where our employees learn diverse and valuable skills for careers in the agricultural industry as well as the greater community all while earning an income.

Many of the greens grown at Arnold Farms can be found in local restaurants, retailers, and at the Midland Farmers' Market. Visit us at www.arnoldfarms.org



MIDLAND FRESH

Produce for Everyone

390 VOLUNTEER HOURS

10 Locations throughout Midland County

- 🍆 Coleman Community Garden
- 🍆 West Midland Family Center
- 🍆 Lee Township Park
- 🍆 Whispering Pines (Sanford)
- 🍆 Greater Midland North Family
- 🍆 Oakland Place Apartments
- 🍆 Chapel Lane Presbyterian
- 🍆 Joseph Run Apartments
- 🍆 Longview Elementary
- 🍆 Cleveland Manor Apartments
- 🍆 Grove Park/Caregiving Network
- 🍆 Sanford Strong



Support Gardens and Suppliers

- 🍆 Memorial Presbyterian
- 🍆 Phoenix Garden
- 🍆 Chapel Lane Presbyterian
- 🍆 Hidden Harvest
- 🍆 Food Bank Eastern MI
- 🍆 Arnold Farms

21,000 POUNDS PRODUCE DELIVERED



Arnold Center Participants build pre-employment skills and spend time engaging in meaningful community service projects volunteering up to four days a week throughout the summer supporting the Midland Fresh Program. Participants can select from assisting in a community garden, collecting produce and other items from the community partners or assisting on the delivery truck.

FINANCIAL REPORTING

The following financial breakouts are unaudited as 1.12.2021. Weinlander Fitzhugh Certified Public Accountants are performing an audit of Arnold Center 2019-2020 financial statements in accordance with Government Auditing Standards and determined our fiscal practices to be compliant with generally accepted accounting principles:

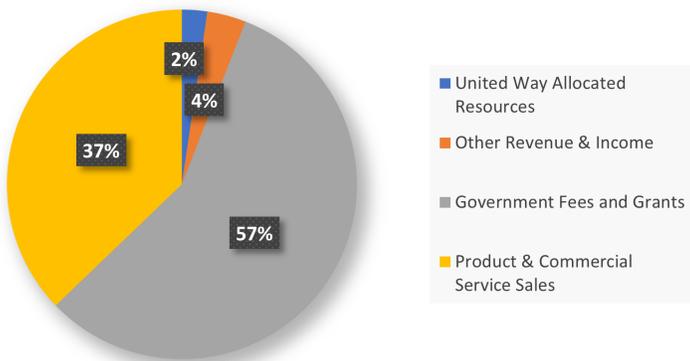
Resources Earned

| | | |
|------------------------------------|----------------------------|--------------------|
| United Way Allocation | 94,729.00 | 2% |
| Other Revenue & Income | 145,150.00 | 4% |
| Government Fees & Grants | 2,297,300.00 | 57% |
| Product & Commercial Service Sales | <u>1,502,192.00</u> | <u>37%</u> |
| Total | <u>4,039,371.00</u> | <u>1.00</u> |

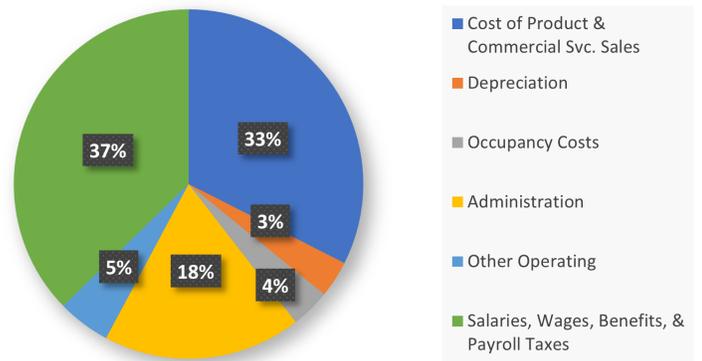
Resources Expended

| | | |
|--|----------------------------|--------------------|
| Cost of Product & Commercial Service Sales | 1,352,171.00 | 33% |
| Depreciation | 141,435.00 | 3% |
| Occupancy Costs | 151,255.00 | 4% |
| Administration | 763,114.00 | 18% |
| Other Operating | 204,058.00 | 5% |
| Salaries, Wages, Benefits, & Payroll Taxes | <u>1,552,406.00</u> | <u>37%</u> |
| Total | <u>4,164,439.00</u> | <u>1.00</u> |

Resources Earned



Resources Expended



DONATIONS

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 individuals and organizations for their support:

Platinum Level

Rollin M Gerstacker Foundation
Jim Hummel
Knights of Columbus #5280

Alice Strack
Gregg Young

Gold Level

Mark Craig
First United Methodist Church
Jack's Fruit and Meat Market

Lance Lewis
Neil & AnnMarie Hawkins

Silver Level

C.A.R.E. Team
David and Kathy Carr

Midland Eye Care PLC

Bronze Level

Cindy's Tax Consulting
Dale Davis
Evergreen Garden Club
Richard Dolinski
Franklin Charitable Giving Program
Harry Greater
Roger Guenther
Karl Kamena
Michelle Kirchman

Mike and Nena Meath
Michigan Garden Clubs
Paul & Chrysa Milholland
Sharon Miller
Poznak Dyer Kanar Schefsky Thompson PLC
Richard Ratell
Deborah Rey
Servinski Sod Service
Missi Sturdivant
L.R. Szymanski

Honorable Mention

Janice Acker
Mary Anschutz
Nancy & Bill Barker
Rich Brown Family
David Check
Peter Conarty
Jerry Kirsch
Donna Konieczny
Patricia D. Koza
Linda Louderback
Medical Procedure Center
Michigan Insurance Assoc.

Elizabeth Minbirole
Jan Moulton
Craig B. Murchison
Patricia Natzic
Rebecca Powell
Steve & Barb Pulver
Doug Putt
Gary & Brenda Schupska
LeRoy Smith & Helen J. Smith Trust
Eugene J. Susalla
Ware Smith Woolever & Co.
Rob Wright
Yoshi Ziamo

GRANTS

2019

Rollin M. Gerstacker Foundation

"WeGrow" Program

United Way-Midland

Community Impact

2020

United Way-Gladwin

Community Impact

Midland Area Community Foundation

Community Impact--- New Roof

Strosacker Foundation

"WeGrow" Program

Midland Area Community Foundation

&

United Way

COVID-19 "Lost Wages for Participants" pass-thru



SUCCESS STORY

Joe A.



I was first introduced to the Arnold Center in 2016. At that time, I was experiencing on going mental health issues which had left me unemployed and deeply concerned for my future. Little did I know how far my strong work ethic and positive attitude would take me at the Arnold Center.

I started in the Organizational Employment Program with basic tasks - folding towels. Through the first year I was gradually given more complex tasks as I progressed with my

treatment plan and gained confidence in my abilities. I moved into Supported Employment through the Arnold Center Auction House. I demonstrated through my responsibilities with the auction house my computer skills along with the ability to organize and analyze complex systems.

I was asked to be one of the first participants in the development of the WeGrow/Arnold Farms Project. In the beginning I learned all the basics of hydroponics, how to plant, harvest and maintain the system. As time went by I was able to demonstrate my talents for account management, sales, financial analysis, developing production schedules, and marketing. I began doing the day to day accounting tasks associated with the farm. As I progressed with my mental health treatment, I also progressed at the Arnold Center.

I have successfully completed my time as a participant at the Arnold Center. I am now the Business Development Assistant for Social Enterprises; I have taken a larger role in Arnold Farms. Some of my tasks include accounting, sales, purchasing supplies, and making sure the farm is running at its highest capacity. I am the liaison for the farm and the special projects we are working on with DOW. My new position has also opened new areas other than the farm; I am assisting with the development of other social enterprises.

I credit the Arnold Center and their work development programs for putting me back on my feet and in a position that fits my work experience and education. The services I received here along with the assistance from Community Mental Health has really turned my life around for the better.



VOCATIONAL AND NON-VOCATIONAL SKILL BUILDING

Our Skill Building Programs include activities and services that assist to increase economic self sufficiency and/or engage in meaningful activities such as work and volunteering.

We offer:

- Skill building training within our manufacturing operations
- Skill building training classes and activities
- Volunteering opportunities within the community

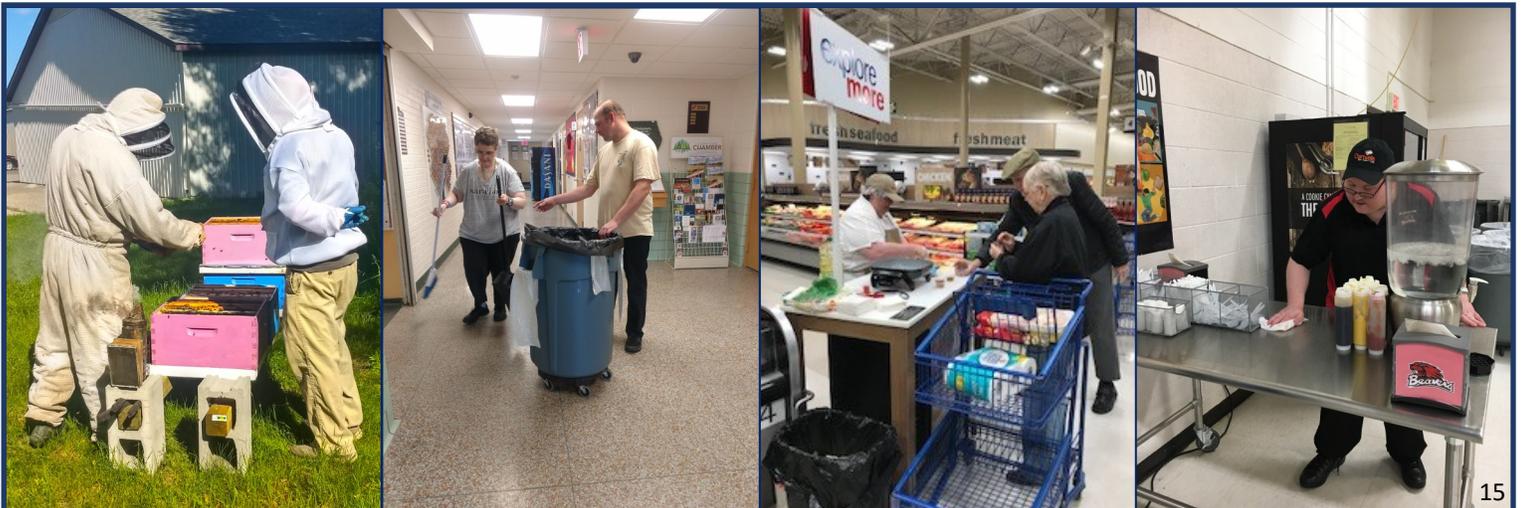


COMMUNITY EMPLOYMENT PROGRAMMING

Our Community Employment Programming offers vocational training and paid training opportunities to work in the community. Services include application and interview assistance, resume building, transportation, and assistance with linking to other employment support services.

We offer:

- Customized Competitive Community Employment Job Development
- Supported Employment
- Job Coaching
- Micro-Enterprise development and support
- Social Enterprises
- Transportation services and school districts and state vocational rehabilitation service to transition students from school into community employment
- Benefits Guidance with a Work Incentive Practitioner.



COMMUNITY INCLUSION PROGRAMMING

Our Community Living Support Services provide services and activities that support individuals to live independently and in supported living situations.

We provide:

- Medication Management and Monitoring
- Health maintenance and personal care
- Safety monitoring and Training
- Social recreation and relationship building activities
- Activities of daily living support
- Transportation
- Creative Arts Classes
- Money management and budgeting
- Attendance at medical appointments

Within this program we also offer:

- **Family Future Planning:** A Future Plan is a guide for individuals with disabilities to lead a good life as independently as possible. A future plan is important to have when a parent or caregiver is no longer able to support the individual with a disability.
- **Independent Facilitation for Person Centered Planning by certified facilitator**
- **SIB Shops :** Small group workshops for siblings of individuals with disabilities



OTHER SERVICES

We also provide the following services:

- ◇ **Respite Services:** Respite care provides short term relief for primary caregivers. It can be arranged for just an afternoon or for several days or weeks.
- ◇ **Home Chore Services:** Services include light housework, shopping, transportation, meal preparation, laundry. Service is funded through Department of Health and Human Services.
- ◇ **Community Education and Presentations**



Leadership Midland Presentation



Voter Education Sessions

SPECIAL THANK YOU

The Arnold Center thanks the Schmolitz family for the donation of a memorial bench. It has been a beautiful addition to our seating area and a wonderful reminder of a friend. Thank You!


Thank You



CUSTOMER SATISFACTION

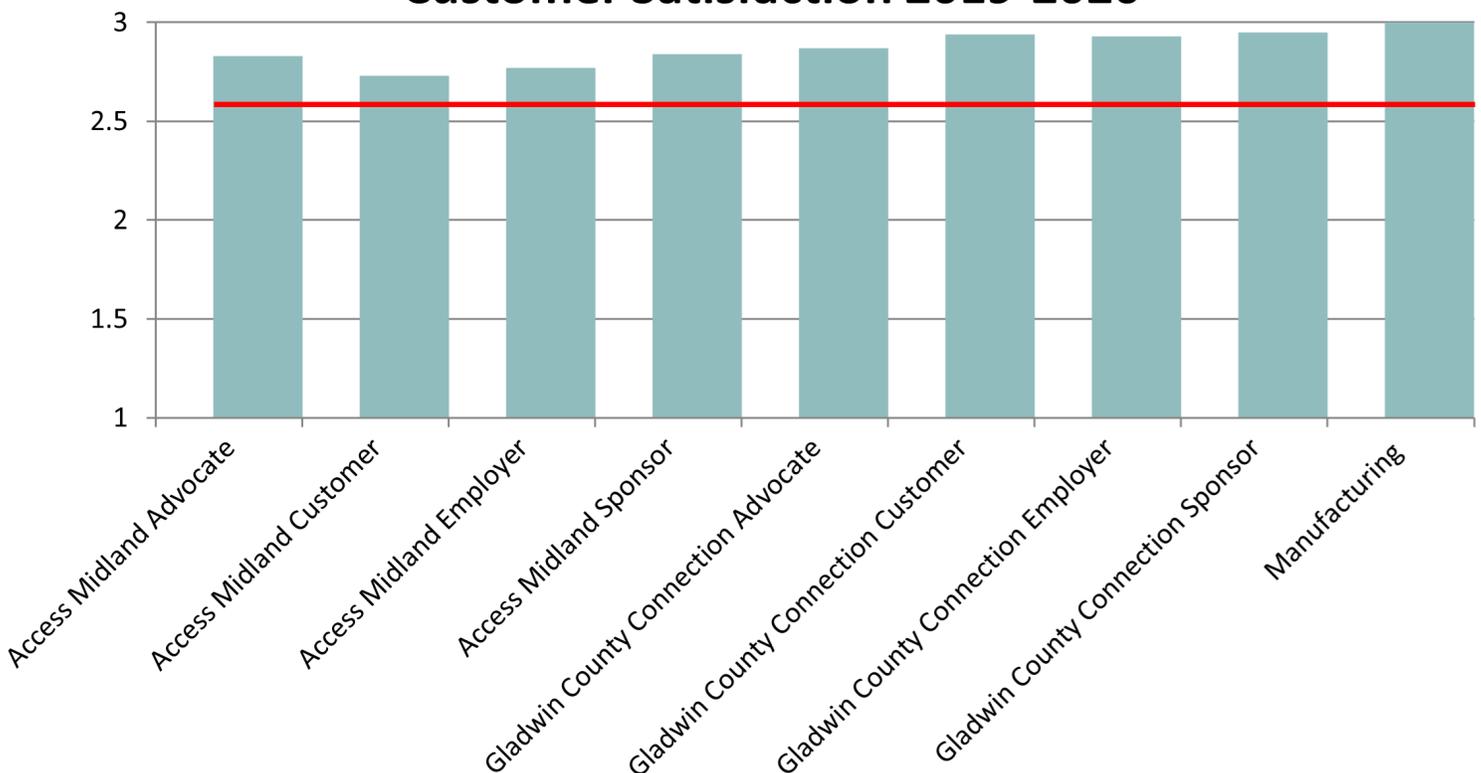
Commitment to Provide Quality Service

The Arnold Center is an organization that focuses on quality service in every aspect of its operation. Quality, to Arnold Center employees, is much more than a catchy phrase. It is a commitment to a standard that guides them when carrying out their professional responsibilities. The Arnold Center believes the customer must define quality and that quality should be quantifiable; measured against established benchmarks. Utilizing various strategies, including focus groups, customer satisfaction surveys, and personal interviews, the Arnold Center seeks to identify its customers' quality expectations and then incorporates those expectations into a formal system of continuous quality improvement that includes the development and implementation of a comprehensive Performance Measurement and Management program, CARF Accreditation and ISO Registration. These practices are an integral part of the organization's quality improvement process providing valuable regulation that is in turn used to modify and/or create services that not only meet, but exceed, our customer's expectations. It is through customer participation in our quality improvement process that the Arnold Center has gained recognition in the community and the State of Michigan as a provider of exemplary services. Customer feedback is essential to the Arnold Center's quality improvement process.

Customer feedback The Organization regularly surveys its customers to determine their degree of satisfaction with the services provided and to help define their expectations. The following chart summarizes our customer's feedback last year and is based on the following 3 point scale:

3= Excellent, very satisfied 2= Good, satisfied 1= Needs Improvement, not satisfied

Customer Satisfaction 2019-2020



SAFETY

“Safety is job one!”

We are *committed to safety* and thanks to concerted and consistent safety education, training and best practices, the number of Injuries and/or illnesses has decreased over the past three fiscal years as evident in the chart below.

Historical Analysis of Injuries/Illnesses

| Classification | Number of Injuries/Illnesses | | |
|--------------------|------------------------------|----------|----------|
| | FY'17-18 | FY'19-20 | FY'19-20 |
| First Aid Only | 73 | 73 | 20 |
| Advanced First Aid | 11 | 4 | 5 |
| MIOSHA Recordable | 8 | 9 | 6 |
| Totals: | 88 | 86 | 31 |





Arnold Center, Inc.

400 Wexford Ave
Midland, MI 48640

Gladwin Center
409 Industrial Drive
Gladwin, MI 48624