

# ARNOLD CENTER, INC.

## ANNUAL REPORT

OCTOBER 1, 2009-SEPTEMBER 30, 2010

EXCEPTIONAL PEOPLE DELIVERING QUALITY SERVICE

### PRESIDENT'S COMMENTS



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 improve services 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 participants placed in jobs throughout the community. 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 proactive 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.

Again, thank you for your support.

Respectfully Submitted ~ Charlie Markey

### 2010-2011 BOARD OF DIRECTORS

The Arnold Center would like to thank the following community members for giving their time and talents to supporting the direction of the Arnold Center:

Chair: Jim Hummel  
Dow Chemical Company

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

Treasurer: Pavel Konecny  
Chemical Bank & Trust

Secretary: Tom Kreucher  
Dow Corning Corporation

Karen Calkins  
Mid Michigan Regional Medical Center

Kim Hohisel  
Retired: Dow Corning Corporation

Wendy Kanar  
Cline, Close, Dyer, PLC

Karen Langeland  
Central Michigan University

John Young  
Northwood University

Alice Strack  
Parent

Debbie Stradinger  
Citizen's Bank

Gregg Young  
Young Associates

Sid Allen  
President & CEO Chamber of Commerce

Kevin Gay  
Three Rivers Corporation

William Gaunt  
Retired: Dow Corning Corporation

Ron Glomski  
Retired: Dow Chemical Company & Parent

Rhonda Henning  
Dow Chemical Company

Mack Murrell  
Dow Chemical Company

Susan St. Charles  
Midland Center for the Arts

Jack Starling  
Garber

Patti Tuma  
Dow Diamond

Scott Walker  
Midland Tomorrow

Tim Dyste  
Dow Corning Corporation

Peggy Gerstacker  
Dow Corning Corporation

Honorable John Hart  
75th District Court

Shannon Greaves  
City of Gladwin

Randy Hall  
Mar-Quest Research, Inc.



## 2009-2010 HIGHLIGHTS



There is no happiness except in the realization that we have accomplished something.  
Henry Ford

It was another very good year at the Arnold Center. Considering our current economy, it has definitely become more challenging to achieve results. But as they say, "When the going gets tough, the tough get going". As described below, in 2009/2010 our hardworking team saw a number of goals come to fruition and several significant milestones achieved:

- One measure of the Arnold Center's success is the amount of wages it pays to program participants. This year participants of the agency set a new earnings record with \$512,562.00 in wages paid.
- The dream of a new building expansion at the Midland location became a reality this past spring when a groundbreaking ceremony took place on May 27, 2010. In January 2011, participants and staff will move to a new 14,000 sq. foot manufacturing and office facility.
- The Arnold Center's income last year exceeded \$10.6 million for the first time in the agency's history. This figure is nearly \$1 million more than any other year in the organization's 43 year history.
- The agency's award winning "M-SHARP" certified safety program continues to achieve exceptional results. Last year, of 457 employees, there were only 6 injuries that required advanced first aid.
- The Arnold Center has a proud tradition of being a Michigan Works contract agency. Of the organization's 142 employees, 54 provide services to Michigan Works participants.
- "Attitude" continues to be the single most significant barrier to full community inclusion for people with disabilities. To help alleviate this barrier, the Arnold Center in Gladwin and Gladwin High School worked together to develop a mentoring program whereby students and program participants worked together to perform jobs and participate in other activities.
- A fundamental goal of the Arnold Center is to provide program participant's integrated community based activities of their choosing. This year 18 percent of all activities provided through Access Midland and Gladwin County Connection program were provided in inclusive community based work, social-recreational and volunteer sites. This percentage represents a 5 percent increase over that of the previous year.
- The collaboration between Dow Chemical and the Arnold Center called WeCycle continues to thrive. New members are joining the initiative on a regular basis. The WeCycle program not only provides the benefit of jobs for people with disabilities, but also has an environmental impact that keeps hundreds of tons of paper and other recyclables out of the county's landfill each year.
- The Arnold Center's Gladwin site recently completed a building renovation that will ensure a healthy, safe and professional work environment for years to come. The renovations included the widening of doors, leveling and resurfacing of floors and the addition of accessible doors.
- The Arnold Center has changed, adapted and evolved over time to better serve its customers needs. This natural course of change has lead to new products and services, yet the original corporate identity has remained in place. This year the agency has implemented a rebranding initiative in hopes of improving its recognition in the community and consequently services to customers. Through rebranding the organization expects to better convey the company's core values and brand message.
- The most valuable resource of the Arnold Center is its employees, as they play the lead role in the accomplishment of the organization's goals and objectives. To help manage the efficiency and effectiveness of this valuable resource the Arnold Center has hired a Human Resource Manager.



## 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 organizations for their support:

AAA Insurance	Gladwin Business Professional Association	Midland County Parole Department
Alden and Veda Dow Family Foundation	Gladwin Chamber of Commerce	Midland County Sportsman's Club
American Red Cross	Gladwin Community Schools	Midland Evangelical Free Church
Antler Arms	Gladwin County Animal Shelter	Midland Fire Department
Apothecary Products	Gladwin County Record	Midland Firefighters Youth Foundation
Apothecary Shoppe	Gladwin Dial A Ride	Midland Fund Raising
A.S. Arbury Insurance	Gladwin Emanuel Baptist Church	Midland Kiwanis
Audio Aid	Gladwin Eye Care	Midland Lions Club
Ayre Rhinehart Realtor	Gladwin Fire Department	Midland Public Schools
Barnes and Noble	Gladwin Free Methodist Church	Midland Valve
Bay City Public Schools	Gladwin High School Volunteers	Midland Volunteers for Recycling
Bay County Parole Department	Gladwin Housing Commission	Mike Drey
Bay Valley Corvette Club	Gladwin Living Center	MitchArt
Beaverton Community Center	Gladwin Metal Processing	Mt. Haley Church of God
Blessed Sacrament Church	Gladwin United Way	National Heritage Foundation
Brown Machine	Good Samaritan Rescue Mission	Nexteer
Budget Inn Bay City	Grace A. Dow Memorial Library	Northern Espresso
Bullock Creek Public Schools	Great Lakes Loons	Northwood University
Burger King Gladwin	Great Lakes Bay Michigan Works	Petsmart
Commission on Accreditation of Rehabilitation Facilities (CARF)	Health and Human Services Council	Quad Press
Case Systems	Hemlock Semiconductor	R&G Low Mart
Charles J. Strosacker Foundation	Herbert & Junia Doan Foundation	Randi's Green Thumb
Chemical Bank & Trust	Hospice of Gladwin	Ray's Bike Shop
Christian Celebration Center	Howe Racing	Reliable Plumbing and Heating
Cintas	Ieuter Insurance	ReMax
Citizens Bank	IBM Corporation	Resonate Hearing
City of Beaverton	Kindercare	Regional Interagency Coordinating Committees (RICC)
City of Midland	Kings Daughters	Rollin M. Gerstacker Foundation
Cline, Close, Dyer PLC	Klein Construction	Rotary Clubs
Colonial Villa	Knights of Columbus Councils	Saginaw Bay Plastics
Comerica Bank	Kroger	Saginaw Bay Underwriters
Community Mental Health of Central Michigan	Little Forks Conservancy	Saginaw Control & Engineering
County Connection	Lowes	Saginaw County
Courtney Verellen	Maple Manor	Saginaw Housing Commission
CPI Engineering	Michigan Assoc. Rehab. Org. (MARO)	Saginaw County Parole Department
Delta College	McKay Press	Saint Gobain
Dendritech	Meadow Lanes Gladwin	Sanford Lake Association
Department of Human Services	Meridian Public Schools	Savant, Inc.
Dial A Ride	Metro Fibers	Shelterhouse
Disability Network	Michigan Commission for the Blind	Simply Charmed
Dow AgroSciences	Michigan Department of Corrections	Snowbird Lanes
Dow Chemical Corporation	Michigan Molecular Institute	Stanford LP Gas
Dow Chemical Employees Credit Union	Michigan Rehab Services	State Farm
Dow Corning Corporation	Mid Michigan Community Action Agency	Supreme Carpet Saginaw
Educational Service Agency	Mid Michigan Regional Medical Center	Target
Education and Training Center (ETC)	Midland Area Community Foundation	The ARC
Edward Jones	Midland Baseball Foundation	The Rock
Elvira's of Sanford	Midland Center for the Arts	Three Rivers Corporation
Excalibur Registrations, Inc.	Midland Area Chamber of Commerce	Trinity Lutheran Church
Farmers Insurance	Midland Cogeneration Venture	United Way of Midland County
Flynn Lumber	Midland Community Center	Village Flowers
	Midland County Council on Aging	West Midland Family Center
	Midland County Educational Agency	
	Midland County Fair	

## ARNOLD CENTER BUILDING EXPANSION PROJECT



May 27, 2010 Ground-breaking Ceremony.



Pat's Gradall Service began the demolition on the houses June 2010.



Footings for the addition were laid down July 2010.



Foundation was laid July 2010.



Inside Walls were erected August 2010.



Roof was put on September 2010.



Inside office walls were placed October 2010.



Newly expanded shop floor November 2010.



Customers working on the new shop floor December 2010.

Arnold Center, Inc. is expecting construction to be finished in January of 2011. Thank you to all who supported us for this expansion project!



## SERVICE OPTIONS



Arnold Center, Inc. is a private, non-profit organization that has been serving the Great Lakes Bay region and surrounding communities since 1967. The organization's comprehensive rehabilitation and workforce development services help people experiencing significant barriers to economic opportunity and community inclusion, realize their personal goals and become contributing members of our community.

The Arnold Center was established as a small adult day activity program. Within just a few years, the organization grew into a reputable rehabilitation and business venture well known for delivering quality services. Today, the organization provides services in many of the surrounding counties and is recognized throughout the state of Michigan as a leader in the employment service arena.

The organization's professional staff is composed of highly motivated and dedicated people who have developed a broad range of creative, customer-focused services that utilize state-of-the-art technology. These services are designed around the needs and desires of persons receiving services, are responsive to their expectations, and are relevant to their maximum participation in environments of their choosing.

Services provided by the Arnold Center include:

- Vocational Evaluation
- On-the-Job Evaluation
- Career Scope Assessment
- Organizational Employment
- Job Placement
- Job Coaching
- Supported Employment
- Personal & Social Adjustment Services
- Volunteer Services
- Recreational Services





## WHO IS SERVED?

The Arnold Center offers a broad range of opportunities to qualified persons residing in our communities. These individuals typically possess barriers to their pursuit of equal access to and full participation in community activities. The following descriptions are not all inclusive, but are representative of the persons served through the Arnold Center programs:

- *Persons with disabilities (physical, mental, cognitive, emotional, etc.)*
- *Persons desiring community inclusion including opportunities to develop friendships*
- *Persons that desire to increase their self-advocacy and assertiveness skills*
- *Persons that desire participation in recreational and leisure time activities*
- *Persons desiring opportunities to learn about community services and resources*



## THE MISSION



Each year, when we write this annual report, we have the opportunity to reflect back on our past, analyze the present and look forward to the future. In doing this, we have come to realize that our organization has been fortunate to have highly motivated and enthusiastic professionals, program participants, employees, business associates and others who share our vision of building a community that includes and supports everyone who is working to become self-sufficient through community inclusion. We sincerely appreciate their support as we carry out this important mission.

The following pictures represent a small portion of the activity that occurs in our community as a result of the services offered by the Arnold Center and supported by our community partners.

For this we say Thank You!



Ada from Arnold Center in Gladwin collects money for a coffee delivery made to the court house. We have a crew that delivers coffee Wednesday's and Friday's for Northern Expresso in Gladwin



Linda working at Forward's in Gladwin stocking shelves. Her manager Brian states that Linda is a great employee.



Judy S. and Sarah S. making delicious coffee drinks at Cup and Chaucer, located in the Grace A. Dow Library.



Bobby B. working on a mailer for a local business.



Christina G. washing toys in the nursery at Trinity Lutheran Church.



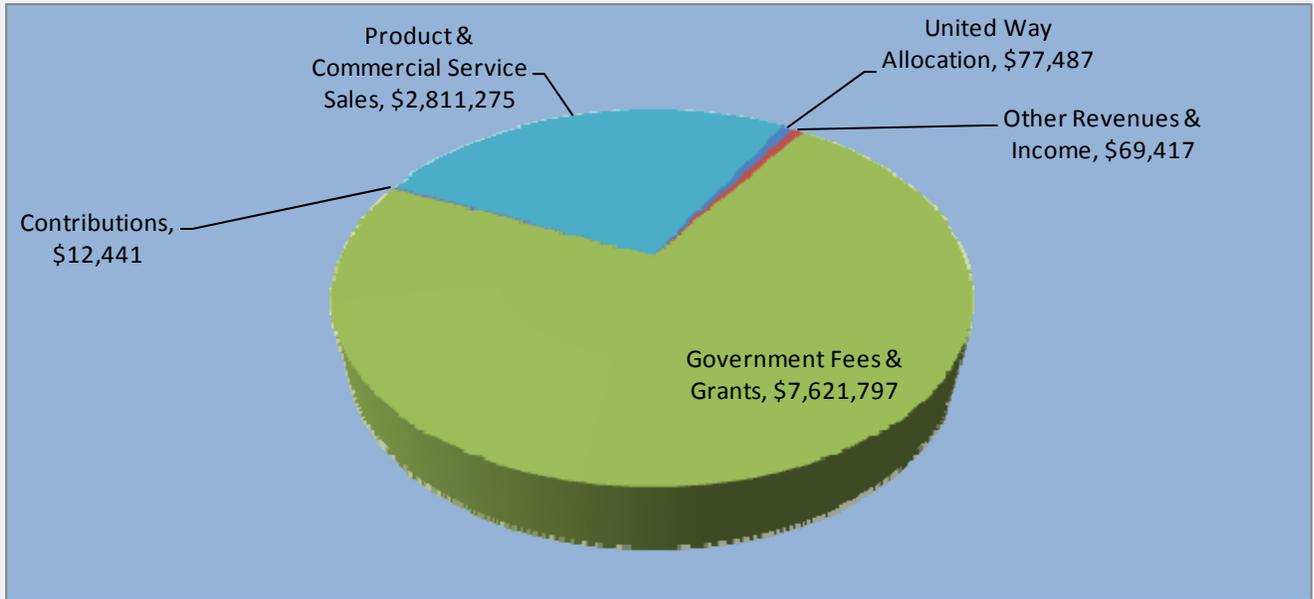
Betty Lou J. working on removing labels off of pill cases for Apothecary Shoppe.

## RESOURCES EARNED AND EXPENDED

**Resources Earned**



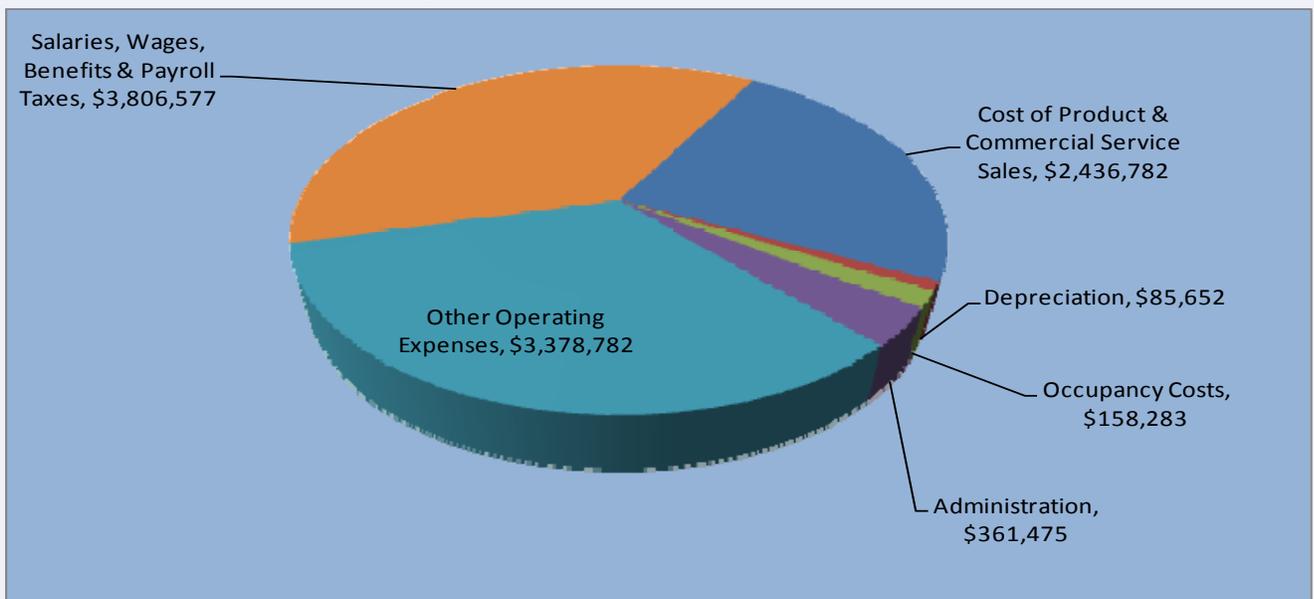
United Way Allocation	\$77,487	0.73%
Other Revenues & Income	\$69,417	0.66%
Government Fees & Grants	\$7,621,797	71.96%
Contributions	\$12,441	0.12%
Product & Commercial Service Sales	\$2,811,275	26.54%
<b>Total Support &amp; Revenue</b>	<b>\$10,592,417</b>	<b>100.00%</b>



**Resources Expended**



Cost of Product & Commercial Service Sales	\$2,436,782	23.83%
Depreciation	\$85,652	0.84%
Occupancy Costs	\$158,283	1.55%
Administration	\$361,475	3.53%
Other Operating Expenses	\$3,378,782	33.04%
Salaries, Wages, Benefits & Payroll Taxes	\$3,806,577	37.22%
<b>Total Costs &amp; Expenses</b>	<b>\$10,227,551</b>	<b>100.00%</b>



## COMMITMENT TO PROVIDE QUALITY SERVICES

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.

To demonstrate its commitment to provide quality services and products, the organization actively pursues compliance and registration to relevant International Standards Organization (ISO) and the Commission on Accreditation of Rehabilitation Facilities (CARF). To this end, the Arnold Center has achieved the following notable milestones:

### Certification to ISO 9001:2008

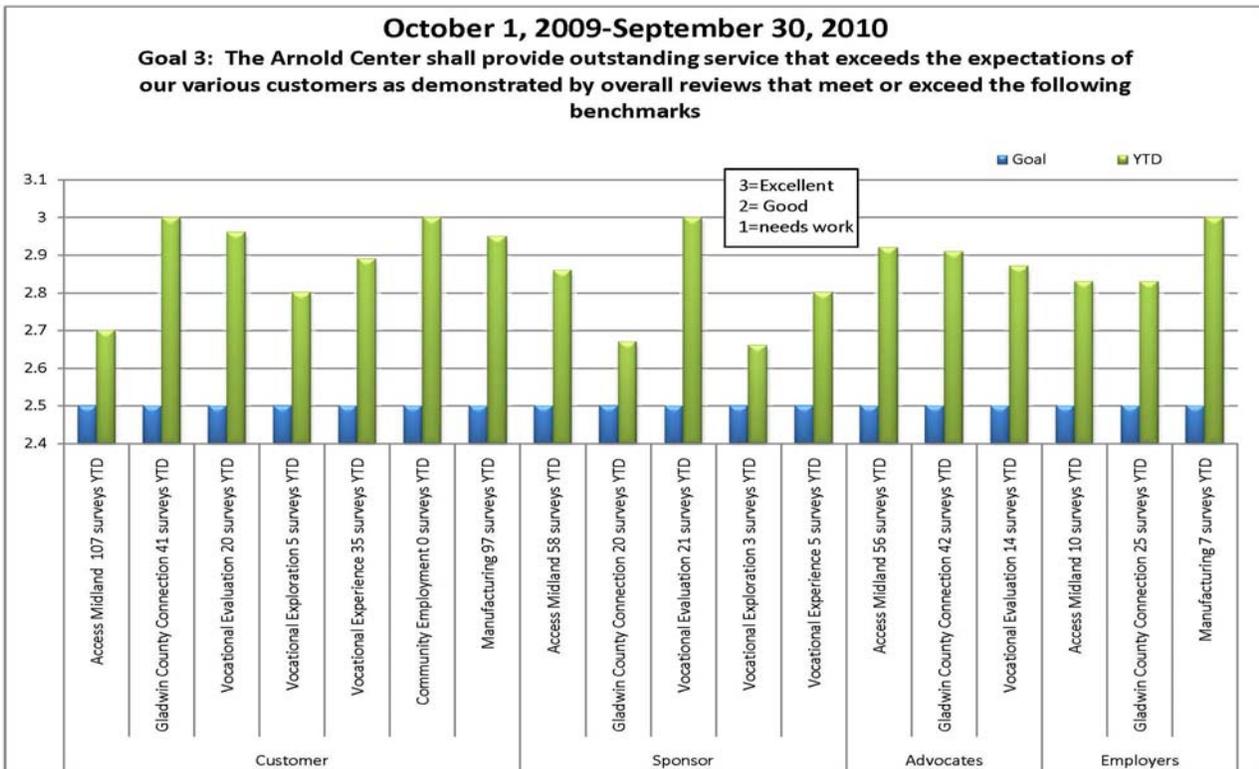
Achieving ISO 9001 quality management system certification demonstrates the ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance customer satisfaction.

### 8th Consecutive CARF Accreditation

CARF-accredited programs and services have demonstrated that they substantially meet nationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on consumer satisfaction.

### Customer Feedback

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 following chart summarizes our customer’s feedback last year.



## BUSINESS AND COMMUNITY SERVICES



With over 40 years of experience in employment and training services, the Arnold Center has continually found ways to adapt and change with business and community needs. Arnold Center personnel are confident that they can provide quality services tailored to meet the specific needs of local businesses, including:

- *Prescreened employment candidates.*
- *Individual Placement*
- *Job development Services*
- *Vocational counseling*
- *On-site job coaching and training*
- *Application and Interview Preparation*
- *Temporary full and part time employees.*
- *Work crews to supplement employers' own workforce.*
- *Production services that specialize in inspection, packaging, assembly, sorting, mailing and recycling operations.*



Ben G. worked with our Community Employment Services program to be independently placed and hired at Tim Horton's.



The janitorial and cleaning crew at Dow Corning's DC-3 site.



Our production crew that works at Hemlock SemiConductor is a large part of this year's success in the community.



### MISSION STATEMENT

*The mission of 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.*

*The Arnold Center's Martha E. Arnold Endowment fund accepts contributions that are used to support our mission. If you are interested in donating direct and/or planned gifts, in-kind gifts or investments, please consider the Arnold Center.*