



ARNOLD CENTER HOSTS ANNUAL MEETING



Jeff Kirby shows off the award he received from Mike and the Arnold Center.

Just a month ago, the Arnold Center hosted its 39th Annual Meeting. Though there were a lot of clouds and a little rain the weather did not dampen the spirits of those in attendance. A banner crowd attended the meeting, enjoyed the picnic lunch, participated in the awards ceremony and played bingo. A super time was had by all.



Above Lauri Huskins & Larry Rajewski from CPI Engineering share a moment with Mike Shea after receiving their plaque and below Greg Knopp presents Bill Frueck from Delphi a plaque. Both plaques were for their continued support of the Arnold Center & GCI.



Ron Nowak showing with pride his certificate of achievement.

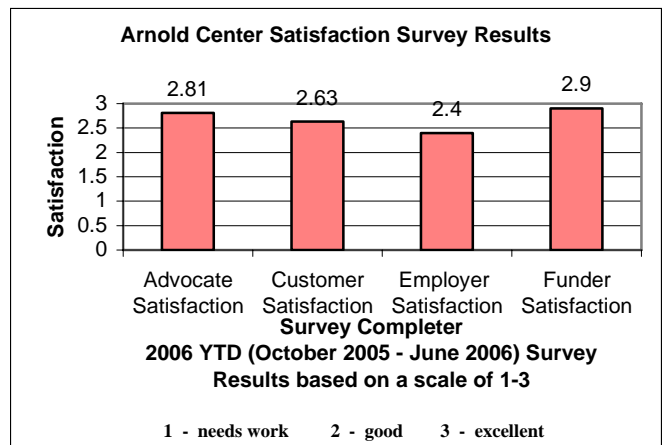


Diane Spidler and Jerry Theiss of Saint Gobain Performance Plastics of Beaverton receive recognition from Mike Shea for their continued support.



SATISFACTION RESULTS

The Arnold Center has developed a comprehensive quality outcome management system that tracks customer satisfaction relative to various customer categories. The chart to the right summarizes the average level of customer satisfaction with regard to the quality of service we provide. The outcomes were obtained from the cumulative results of satisfaction surveys completed by our various customers over the last six months. We would like to thank each of our many customers who participated in the program by completing and returning a quality survey.



UPCOMING EVENTS

- 10/09:** Columbus Day
- 10/23:** Finance Committee Mtg. (noon)
- 10/29:** Daylight Saving Ends (set clocks back 1 hour)

- 11/07:** Election Day
- 11/9:** Outcome Management Mtg. (7 am)
- 11/11:** Veteran's Day
- 11/23 & 24:** Thanksgiving Day; Arnold Center, Gladwin County Industries, Michigan Works! Closed.
- 11/27:** Finance Committee Mtg. (noon)
- 11/29:** Board of Director's Mtg. (7 am)

- 12/18:** Finance Committee Mtg. (noon)
- 12/22:** Winter begins
- 12/25:** Christmas; Arnold Center, Gladwin County Industries, Michigan Works! Closed.
- 12/31:** New Year's Eve



DEPARTMENT OF LABOR GRANT WRAP UP



The Arnold Center received a two-year grant from the Department of Labor in June of 2004 as a direct result of efforts put forth by Congressman Dave Camp. The grant money was put to good use and Mike Shea, President of the Arnold Center, was able to personally thank Congressman Camp during a meeting of the Midland Chamber of Commerce/ Midland Tomorrow Annual Fall Legislative Luncheon on August 30th. Dr. Judith Burton was hired to spearhead the project, branding it “Working Together”. The focus of this program was to make all services and information accessible to all jobseekers in the Saginaw, Midland and Bay areas regardless of disability. The Arnold Center received several “Best Practices” from the Department of Labor during its final review of the program. Several of them are listed below along with a few solutions to some of the needs addressed.

1. Tri-county Resource Library located in Midland to be used by all tri-county staff, which includes training materials to work with individuals with disabilities.
2. Community Resource Manual that gives staff easy access to updated resources available in each county.
3. A Services List for each one-stop office showing services and agencies available, which is also available in large print and audio format.
4. A large print sign at each reception desk that lists all assistive technology, services and equipment offered. This sign is also in audio format on a “take-one” basis located beside the printed sign.
5. Talking computers, document magnifiers, scanners with document conversion software for text to audio needs, TTY and IP Relay services for the deaf and hard of hearing as well as voice amplifiers, all located in the public areas of the buildings.

Though the grant funding ended on June 30th of this year, the Midland County “Goal” Team, one of the teams developed as part of the grant, will continue the effort through monthly meetings, to address needs as they arise.



QUALITY WORK EQUALS SUCCESSFUL PARTNERSHIP



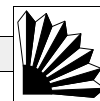
Gladwin County Industries has provided quality janitorial services to Mid-Michigan Community Action Agency in Gladwin since August of 2005. The Gladwin County Industries janitorial crew providing the services, includes Nancy Marble, Patricia Feilert, and Evelyn Flinn. Patricia stated that she enjoys this job and that “we (the crew) work well as a team.” The crew provides janitorial services for this agency one day per week. Mid-Michigan Community Action Agency is an agency that provides many services to the community, including but not limited to, emergency services, preschool, day-care, food distribution and help for low income families. Thank you Mid-Michigan Community Action Agency for supporting employment for persons with disabilities in our community!

ARNOLD CENTER RECEIVES ANOTHER THREE YEAR ACCREDITATION FROM THE COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES

In July of this year, the Arnold Center participated in its 11th inspection from CARF, an international accreditation organization. Inspectors from CARF spent three days scrutinizing all aspects of the organization’s business and services functions to assess the agency’s compliance with a comprehensive collection of quality standards.

CARF has since notified the Arnold Center that the inspection resulted in the agency’s 10th consecutive “three-year accreditation”. A three-year accreditation is the highest rating an agency can receive. It signifies a substantial compliance with the standards, but more importantly it recognizes the Arnold Center as a provider of exemplary services that result in quality outcomes for its customers.

Our thanks go out to our customers, community partners, staff, and board for their part in helping us achieve this distinguished award. Together, we will continue to provide quality community services that will result in a better quality of life for the persons we serve. Thank You.



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 their vocational, social, and life skills.

FACES AND PLACES

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.



Above Mark applies for his library card at the Gladwin County Library.



Above, Doug & Ric enjoy swimming at the Midland Community Center.



Above Mary counts and stocks magnets at Rudy's Barber Shop.



Above, Jill, Mark and Amy clean the flower beds in front of the Gladwin County Record and to the right Brian and Duane play a little pool Midland Community Center.



Above Harold wipes down a countertop at a State Farm Insurance Agency office.



Above, Ken enjoys the maintenance position he holds at Washington Woods.



Jamie, pictured above, always has a smile when she's working at KinderKare.



CAREER DEVELOPMENT FACILITATOR NEWS

On August 10th, a graduation ceremony was held for the newest graduates of the Career Development Facilitator course. The Arnold Center was pleased to have Jennifer Nichols, Jennifer Hartley, Yvonne Gorton, Mickie Sohacki, Tosha Hemp-hill, and Rebecca Torrez complete this course. The Career Development Facilitator training is an internationally recognized training program specifically designed for individuals who provide workforce development services. During this training students are taught the skills needed to provide their customers with employment and training opportunities. This course is very intense with 120 hours of classroom time and mountains of homework. The Arnold Center would like to recognize the excellent achievement of these six employees. Congratulations!!



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