



## 2016 Annual **Report**

SERVING MONTANA, IDAHO, UTAH AND WYOMING



**EASTER SEALS-GOODWILL  
NORTHERN ROCKY MOUNTAIN INC.**



*Easter Seals Wyoming participants  
enjoy a summer day of hiking.*

## Our Mission

Together we create  
**opportunities**  
that **change lives.**

## Our Vision

We envision a world where  
**everyone** has access to  
the **care, skills** and **support**  
they need, regardless of  
their **resources.**

## Message from the **President & CEO**

**Challenging is perhaps the best way to describe the year 2016 for our organization. Challenging and yet rewarding, too.**

Overall in 2016, Easter Seals-Goodwill touched the lives of more than 24,000 people in our four-state region, creating life-changing opportunities for learning, employment and greater independence. The accomplishments of the people we serve are by far our greatest reward. I'm pleased to share just a few of their stories on the pages that follow.

We met some big changes head on during 2016, especially the loss in August of a statewide contract in Idaho that ended our Working Solutions program. The loss of 40 talented and committed staff members was very painful. I'm proud to say that throughout this turbulent time, our Working Solutions staff kept its focus on the mission and were able to assist 9,500 individuals to better their financial future and move from public assistance toward the workforce.

Our Goodwill® stores, along with retailers nationwide, experienced a year of sluggish sales which significantly impacted the bottom line. We opened a new store in Belgrade, Montana in May 2016 and relocated our Helena, Montana store to new, larger quarters in September. We also expanded our e-commerce operations to include these two new Montana locations. Our retail stores continue to provide many mission-rich opportunities for job training and work experience, helping more than 2,300 people improve their work skills in 2016.

We celebrated an outstanding CARF survey of our Adult and Community Services in Wyoming and our four-state administrative



services. The survey report identified no recommendations or consultations on over 800 standards, an achievement met in less than 3% of CARF surveys. The accreditation letter we received stated that this high level of achievement was due to our dedication and commitment to improving the quality of the lives of the people we serve.

Looking ahead to 2017, we're excited to begin a new partnership with the Human Resource Development Council in Montana to provide employment services for public assistance recipients in Yellowstone County. We are on track to open two new Goodwill locations in 2017 and to start an online loyalty program called Goodwill Rewards to improve the shopping and donation experience for our Goodwill customers.

A generous financial gift received in 2016 is allowing us to continue expanding opportunities for individuals in our Peer Connections® program in Billings, Montana in fiscal year 2017. A contract with the Utah Department of Services for People with Disabilities is making it possible to do the same in that state.

On behalf of our participants and the nearly 1,000 employees of Easter Seals-Goodwill Northern Rocky Mountain Inc., thank you for helping us create opportunities that changed lives in 2016 for children and adults with disabilities, special health needs, employment disadvantages and the people who love them.

**Michelle Belknap**  
President and CEO



## Rita's Story

Rita's dream is to have a meaningful job that allows her to live on her own, pay her bills and have a little spending money left over. Since joining one of our Great Falls, Montana janitorial crews back in 2012, Rita has worked extremely hard to overcome the challenges that stood between her and her dream.

At first, physical limitations meant Rita could only vacuum one or two carpets before becoming too tired. She felt frustrated that she wouldn't be able to do the work. However, with lots of encouragement and by building up her endurance, Rita now works a whole shift. She takes great pride in her job tasks and can tell you

exactly how many sinks she cleans each night!

Rita's confidence continues to grow along with her physical endurance and she has succeeded in taking her independence to new heights. She has a job she loves, is paying her bills, and enjoys having a little extra to spend on herself.





## Ben's Story

Without Easter Seals-Goodwill, Ben's life would be isolated and lonely—something that happens to too many adults with disabilities. Instead, he works part-time in our Great Falls Goodwill store, then spends two afternoons a week at our Adult Day program in Great Falls.

Adult Day provides recreational and social activities in a safe environment for seniors with health issues and adults with disabilities like Ben. Coming to Adult

Day gives Ben a chance to socialize and be part of a community. Otherwise, as Ben says, "I'd just be sitting at home doing nothing."

Ben is able to attend Adult Day thanks to the generosity of Easter Seals-Goodwill employees who give to our Caring & Sharing program. Employees have chosen to give a portion of each paycheck to help people like Ben. It's just one way our dedicated staff is helping change the lives of the people we serve.



Peer Connections® gives teens and young adults career exploration opportunities, while building work-related social and communication skills.



## Morgan's Story

Young adults living with autism often find transitioning to the workplace difficult.

Our Peer Connections® program in Utah and in Billings, Montana, partners teens and young adults with social and communication issues with student mentors. By volunteering together at local nonprofits, participants learn work-related social and communication skills.

As Morgan faced the transition from school to a work environment, he felt his future was very bleak. Then,

Morgan joined Easter Seals-Goodwill's Peer Connections program where he really blossomed.

Today, Morgan works at a local grocery store, attends school, and has learned to use Utah Transit independently. His next goal, which he's already working on, is getting his driver's license.

Morgan took his involvement with Peer Connections a step further. He came back to volunteer as a mentor to help another young adult.

Together, they volunteered at a Salt Lake City aquarium. Morgan did an amazing job supporting his fellow student. As a result he was recognized with Easter Seals-Goodwill's 2016 Peer Mentor Award for helping another student overcome barriers.



## Braedan's Story

Like Morgan, Braedan is a young adult living with autism and making the transition from school to the workplace. When he came to Peer Connections® the summer before his senior year, Braedan seemed withdrawn and shut down.

Little by little though, Braedan came out of his shell. Over the summer he grew much more confident in his ability to interact with others.

During his senior year Braedan enrolled at Davis Applied Technology College to get his pharmacy tech

certification. He completed the certification program with honors, while also finishing high school. He even presented about autism to his class at Davis, something he'd never done before due to his lack of confidence.

His college instructor spoke at his graduation about how her experience with Braedan has changed her life.

Today, Braedan is attending Salt Lake Community College and continuing his education in their pharmacy program.





## Angie's Story

Angie is a determined woman who refuses to let cerebral palsy get in the way of anything she wants to accomplish. Over 20 years ago she was one of the first employees hired at our Goodwill store in Boise, Idaho and helped process clothes in preparation for the store opening.

Today, Angie works the sales floor, greeting and helping

customers, stocking the racks and keeping everything looking neat and tidy. A favorite with our Boise customers, she is passionate about learning and helping others and loves to roll out racks of new product. Everyone agrees, Boise's Goodwill just would not be the same without Angie's ever present smile.






Through our Goodwill® stores,  
job seekers, individuals with special needs and other  
members of our community gain self-esteem and become  
independent, self-sufficient citizens.



## 2016 Goodwill® Impact

- 2,354** people received job training and work experience
- 538** people were employed in our 16 stores
- \$12** million in employee wages contributed to local economies
- 8.1** million pounds of goods were recycled and kept from landfills





*Life Skills Services in  
Great Falls, MT*

**Our communities  
gave to  
Easter Seals-Goodwill**

**Easter Seals-Goodwill  
Gave Back To  
Our Communities**

## 2016 Financials

Goodwill® Sales.....	\$27,112,867
Program Service Fees.....	1,163,069
Government Contracts and Service Fees.....	14,856,440
Public Support.....	15,365,907
Other Income.....	423,874

Total Income.....	<b>\$58,922,157</b>
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Dollars Spent on Direct Program Services.....	\$52,669,205
Education and Support Programs.....	1,157,586
Service Purchases.....	256,473
General and Management Expenses.....	4,034,223
Fundraising Expenses.....	305,535
Program Development.....	499,135

Total Expenses.....	<b>\$58,922,157</b>
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## Strong. Stable. Committed.

Easter Seals-Goodwill is a strong, stable human services organization with a 70-year history of helping people live independent, productive and satisfying lives. We use our resources efficiently to touch the lives of nearly 24,000 people annually in 38 different programs across Idaho, Montana, Utah and Wyoming. With 40 service sites and over 950 employees, our organization contributes significantly to local economies throughout the four-state region.

*Early  
Intervention  
Services in  
Provo, Utah*



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Wayne Terrell  
Edy Thogersen  
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Valley  
United Way of Utah  
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Betty Whalen  
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Joseph Wurtz  
Zeller Family Foundation  
Tammy Zubick-Munguia





Adult Day Services  
in Great Falls, MT.

## Legacy Society Members

shown below support the future of Easter Seals-Goodwill through their estate plans. Please contact Dennis Peterson at 800-771-2153 for more information or to be included on this list.

Anonymous  
Susan Ball  
Ruth A. Battin\*  
Bob and Jane Becker  
Michelle and Jim Belknap  
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Robert Bills\*  
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Rick Cavuto  
Chuck and Sally Cerny  
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Mr. and Mrs. Don  
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Jennifer Miller  
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Mary Murphy  
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Gary and Eulalie Ophus  
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Kendra Owen  
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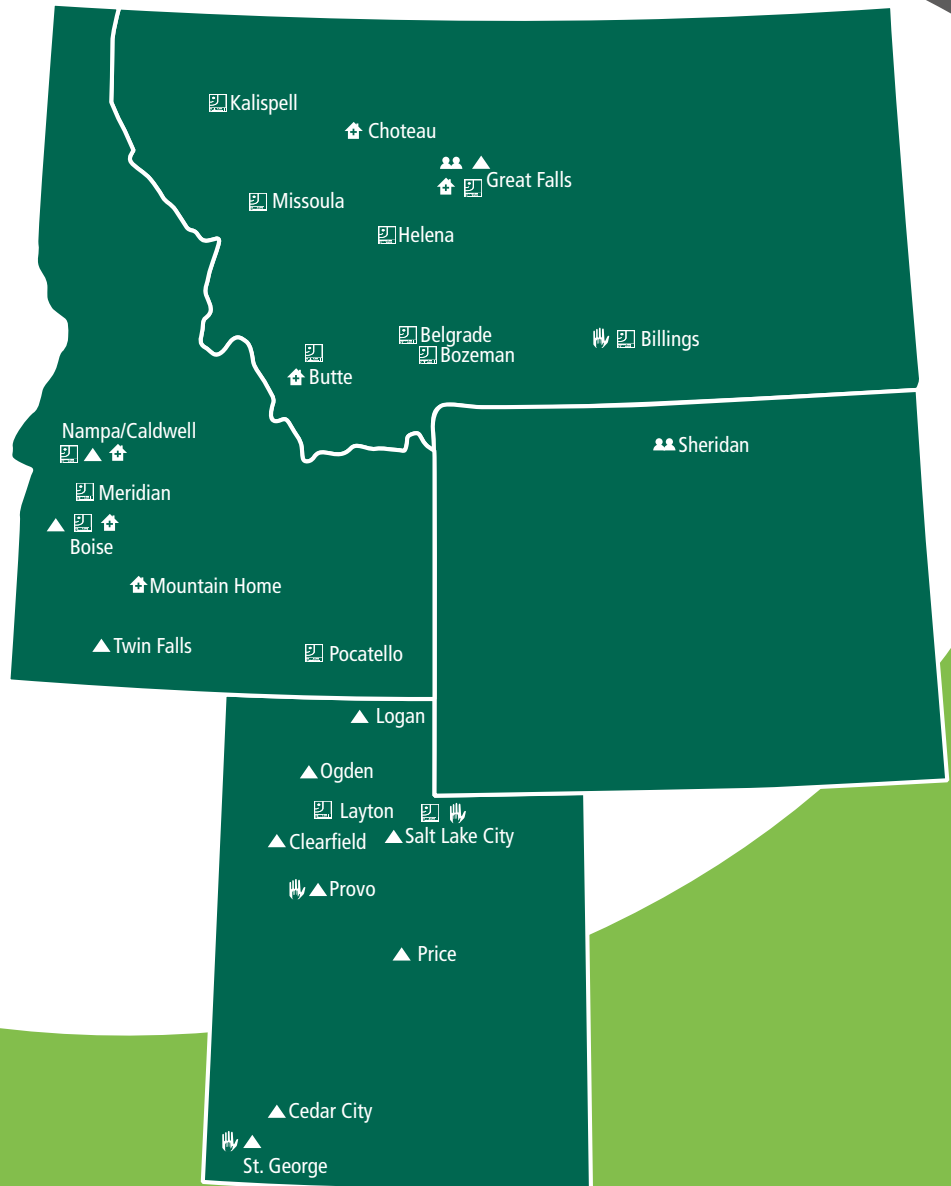
Jeanne Parker  
Patricia Raymond\*  
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Ashley Rice  
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William Wicks  
Tom and Linda Wolgamot  
Winnie Wyatt\*  
Cari Yturri

\*In memoriam

## Map **Key**

-  Adult Services
-  Clinical Services
-  Children & Youth Services
-  Employment Services
-  Retail Stores



**EASTER SEALS-GOODWILL  
NORTHERN ROCKY MOUNTAIN INC.**

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