

2015 ANNUAL REPORT



**Empowering Individuals
Impacting Communities**



Easter Seals-Goodwill Northern Rocky Mountain Inc.
Serving Montana, Idaho, Utah and Wyoming

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.

OUR VALUES

Integrity
Excellence
Innovation



MESSAGE FROM THE PRESIDENT AND CEO



Michelle Belknap, President and CEO ◀

We are very proud to have played a part in the growth and success of so many Easter Seals–Goodwill program participants in 2015. It's my privilege to introduce you to just a few of these remarkable individuals in the pages that follow. Their stories are as diverse as our services, yet their journeys are marked by similar milestones: self-confidence, dignity, joy in living and a desire to give back. As a friend and supporter of Easter Seals–Goodwill, I thank you for the role you had in their success.

Looking back over 2015, there are several accomplishments that I'm pleased to share with you. We opened our third Goodwill store in Utah, this one in Layton, fulfilling our commitment to Goodwill Industries International when we obtained the Utah territory. We also moved the Great Falls store to a new, much larger location.

In Idaho, the Boise Northgate Employment Center began providing Careers in Retail job training. We expanded Caldwell's Behavioral Health program to include veterans through a new contract to provide substance abuse treatment for individuals referred by Veterans Specialty Court.

In Utah our Peer Connections® career exploration program for teens and young adults with high-functioning autism in Salt Lake City received

national recognition as Goodwill Industries International's 2015 Volunteer Program of the Year.

Looking forward to 2016, we expect a busy year. We will open at least one new Goodwill store by year's end. We are expanding Peer Connections® to Billings and other Montana communities. Changes are also underway in our Wyoming and Montana employment services to increase the training and community employment opportunities for participants with more significant disabilities.

I want to sincerely thank all of you who donated clothing to our stores, employed our participants, contributed financially or volunteered your time in 2015. Your continued involvement and support are making a huge impact on the daily lives of so many deserving people.



Rosie and her brother Daniel

REMEMBERING ROSIE

If you've been to any of our Montana Goodwill stores, passed through either of our Great Falls service locations, or even just flipped through the pages of an annual report during the last decade or so, you've seen Rosie and her dazzling smile. And if you were lucky enough to meet her in person, you know that her laughter was even more captivating than her smile.

It's safe to say that during her 15 plus years in our day program for adults with developmental disabilities, Rosie captured the hearts of every person she met. Last October, our hearts were broken when Rosie passed away after a short, but intense illness.

Rosie's family took great pride in supporting Rosie. It was very evident that this family, including her brother Daniel, cared about giving her the very best no matter what.

While working with Rosie, our staff and especially team leader Danni Altenburg, grew close with her family. We were privileged to have helped them support and encourage Rosie through several trials.

After the death of her parents just one year apart, Daniel became solely responsible for Rosie's

care. "Daniel called me and asked if he could come visit," said Danni. "We spent over an hour talking and crying together about his fears and how he was now the only one left to care for and support his sister." Danni reassured Daniel that he was not alone, she and everyone at Easter Seals-Goodwill were there for him and Rosie.

During Rosie's final weeks, Daniel chose to keep Rosie at home with the help of hospice. He did not want her to be without the comforts of her environment and the things most important to her. Danni said, "Her home was full of family pictures, literally from floor to ceiling."

Rosie's brother remained by her side the whole time. Grieving for Rosie as well, Danni made herself available for support to both of them. "Daniel and I leaned on each other and walked through this very difficult and painful time. It was a hard path."

While today, the pain of Rosie's absence is still keenly felt in the hallways, classrooms and offices of our Great Falls facilities, her smile and remembered laughter continue to bring comfort. As Danni puts it, "To know Rosie, was to love Rosie!"



While Rosie's absence is still keenly felt, her smile and remembered laughter continue to bring comfort.



GROWING GOODWILL®

Goodwill offers job training and other services to help people with disabilities and disadvantages achieve their maximum independence. Through Goodwill, job seekers, individuals with special needs, families, and other members of our community gain self-esteem and become independent, self-sufficient citizens.

For Keith who lives with Asperger's, a form of high-functioning autism, our Meridian, Idaho Goodwill store gave him the opportunity to earn a paycheck while learning skills he'd need to build a career. Today, Keith feels ready to take on greater challenges and is looking to move on from Goodwill to a career in financial services.

Asperger's can make working in a busy place and interacting with a lot of people difficult, so Keith faced many challenges when he joined the Goodwill staff. At first Keith had an especially hard time understanding social cues, like not knowing when a joke was over or when to stop teasing someone.

During his ten years with Goodwill Keith's self-confidence, along with his social and communication skills, have improved greatly. When Keith started working at Goodwill, he lived at home and didn't even have a driver's license. He now lives on his own and has a car, giving him independence that he never thought possible.

Today, Keith usually knows when to end a conversation or change topics. He also is more confident in his job and has worked in multiple positions, recently learning to cashier. Keith is often the first one to suggest a way to do a task better or faster, and jumps in to help another team member whenever needed.

Last fall, Keith told store manager Joanne Moss that he felt Goodwill had taught him as much as it could and that it was time for him to move on. He is grateful for everything he's learned and experienced at Goodwill and is ready for new



MEET KEITH

Keith is able to move on to a more challenging career, thanks to the training and support he received in his job at our Meridian Goodwill store. ◀

challenges. He has been training with a financial services company for several months and is almost ready to begin his new career. Joanne says, "He's ready to leave the nest."

2015 IMPACT



2,428

people received job training and work experience



468

people were employed in our 15 stores



\$11.1

million in employee wages contributed to local economies



8.7

million pounds of goods were recycled and kept from landfills

"You have no idea what this job means to me," says Vern, who has been employed at the Boise Goodwill store for almost a year, working evenings accepting donations.

Vern has Asperger's and has struggled with jobs in the past. "I've been called stupid and idiotic. But I can do a good job." He credits store manager Clark Schuenman with giving him this chance, and his co-workers for being understanding and kind.

Clark says he's noticed that Vern has more self-confidence since starting work at the Goodwill store. He says, "Vern's confidence in himself, his ability to do his job, and his confidence in being around other people has soared."

Steady employment also means that Vern can afford his housing, which hasn't always been the case. He was homeless for a while and lived in a local shelter. "I'm caught up on my bills. I'm getting my life together. I'm proud of what I've done," said Vern.

MEET VERN



Vern credits the kindness and patience of Boise store staff with his ability to move beyond the challenges of Asperger's and succeed in his job.

LAYTON, UT RIBBON CUTTING



LAYTON, UT - JULY 2015



2015 GOODWILL® GRAND OPENINGS



GREAT FALLS, MT – OCT. 2014





Marnie works as a supervisor at our Butte Goodwill store. ◀

BEING THERE FOR MARNIE

Originally from Wisconsin, Marnie and her husband Chuck moved to North Dakota to be closer to their children and grandchildren. Several years later, the entire family moved to Butte, Montana.

By then, Chuck had been diagnosed with cancer and Marnie was his primary caregiver. When Chuck's condition took a turn for the worse his oncologist suggested that Marnie call Easter Seals–Goodwill's Highlands Hospice. "That was the best decision we made," recalls Marnie.

Caring for a loved one who is extremely ill is physically, mentally and emotionally exhausting and hospice can help with all of these. "On days that I thought, 'I can't do this anymore,' our hospice nurse, Chris was there to help me through it," explains Marnie.

Chuck also really liked Chris. "If he was anxious about something, just talking to Chris would usually calm him and he felt better afterwards," she said.

Marnie says that support from hospice was especially important because they had only recently moved to Montana and didn't have a network of friends nearby to help. Even though they lived with their daughter, son-in-law, and their family, Marnie's daughter worked and had young children so wasn't able to help with much of the care.

"Even with family, Highlands Hospice provided so much support for our entire family—that's where the contact with Highlands Hospice meant so much," said Marnie.

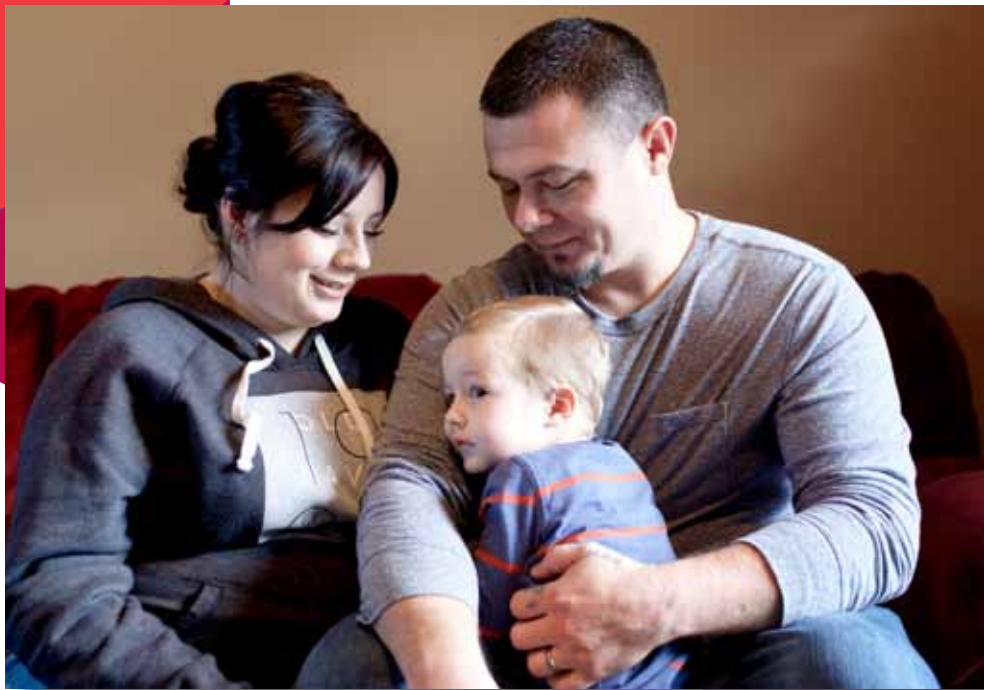
Marnie had left the workforce to care full-time for Chuck. After his death in late 2013, she needed to go back to work. "I saw that the Butte Goodwill store was hiring and I knew right away it was the right place for me. I wanted to give back to the organization that helped us so much."

Marnie started in Goodwill's production department in February 2014 sorting donated items. Today, she is a valued team member and store supervisor.



Our hospice services were there for Marnie and her husband. Two years later she's employed at the Butte Goodwill store.





Damian with his wife Belinda and son Donovan who he is proud to help raise. ◀

EMBRACING A SECOND CHANCE

Damian's struggles with substance abuse began at a very early age and not by choice. His family gave him alcohol as early as age four in order to quiet him and also to "make him a man."

Damian began using other drugs at 13 to help quiet the emotional pain of his childhood. He experienced several traumatic events early in life, including his father's gang activity, physical abuse and witnessing the tragic death of his sister, for which he was wrongly blamed by his mother.

In 2014 Damian entered drug court in Caldwell, Idaho, which included 18 months of substance abuse treatment provided by Easter Seals-Goodwill Behavioral Health Services. He entered treatment 100% committed to "do something differently," yet he was uncertain exactly how to live a drug-, alcohol- and crime-free life.

A key turning point for Damian came early in treatment when his car battery gave out. He had no income to replace it and at first his mind went to some questionable ways of solving his financial

dilemma. He recognized the danger in his thinking and his counselor helped Damian learn to solve the problem in a healthy way, while teaching him skills and resources to help in future situations.

Not long ago, Damian was instrumental in saving a fellow participant's life when the individual relapsed. Damian alerted staff and the courts for them to intervene. Taking such a huge risk and going against the "don't tell" code engrained in many addicts showed both growth and courage on Damian's part.

Over a year into his recovery, Damian is clean and sober. He works full time as an independent owner of a carpet cleaning and restoration company. He recently married and is proud to be helping raise his wife's child while awaiting the birth of a new baby in May 2016.



Over a year into recovery, Damian remains clean and sober, runs his own business, is married and expecting a child.



2015 FINANCIALS

OUR COMMUNITIES GAVE TO EASTER SEALS- GOODWILL

Goodwill® Sales	\$26,462,379
Program Service Fees	1,174,079
Government Contracts and Service Fees	15,106,557
Public Support	14,078,027
Other Income	(62,269)
(including investment losses and asset disposal)	
Total Income	\$56,758,772

EASTER SEALS-GOODWILL GAVE BACK TO OUR COMMUNITIES

Dollars Spent on Direct Program Services	\$50,265,893
Education and Support Programs	1,275,223
Service Purchases	234,248
General and Management Expenses	4,081,559
Fundraising Expenses	325,897
Program Development	575,952
Total Expenses	\$56,758,772

STRONG. STABLE. COMMITTED.

Easter Seals-Goodwill is one of the largest nonprofit organizations in the state of Montana, where our headquarters is located. We use our resources efficiently to touch the lives of nearly 29,000 participants in 38 different programs across Idaho, Montana, Utah and Wyoming. With 56 service sites and over 950 employees, our organization contributes significantly to local economies throughout the four-state region.

2015-2016 BOARD OF DIRECTORS

Cara Piccono - Board Chair
Terry Hayden - 1st Vice Chair/Treasurer
Scott Knutson - 2nd Vice Chair
Michelle Belknap - President & CEO

David Koga
Russ Plath
Pat Rice
Tausha Stoll

Robert Butcher
Angie Delaney
Pam Guschausky

Dawn Mellinger - Secretary

PASSION WITHOUT LIMITS



Emily (middle) surrounded by her sister (left), mom (right) and little niece. ◀

Emily was born legally blind into a loving and supportive family who encouraged her to pursue her passion for music. At 19, Emily suffered a stroke during surgery to remove a brain tumor.

After surgery she spent a year in a nursing home and then continued her rehabilitation at home with her parents where she suffered severe seizures that required constant one-on-one care.

When Emily came to Easter Seals Wyoming in May 2002, she couldn't walk on her own and required assistance to take care of her daily personal needs. After a short time, with the support of family and staff members, Emily started walking on her own and began doing more and more things without assistance. As her independence increased she became actively engaged in the community through a long list of volunteer opportunities.

Emily's passion for music never waned. She is a gifted and natural performer who steals your heart with her voice and piano playing. She recently sang the national anthem at the opening ceremonies for Special Olympics. Audiences look forward every year to her solo performances at the

WYO Theater as part of the Easter Seals Players annual play.

Four years ago, after years of declining vision, Emily lost one of her eyes and now has an artificial one in its place, with very limited vision in the other eye. She took her surgery in stride and has adapted to this latest challenge with grace and dignity.

These days, you can find Emily playing piano at the Sheridan Senior Center entertaining guests while they eat. She delivers Meals on Wheels, volunteers to clean at the Mountain View Fellowship Baptist Church and does recycling for the Senior Center.

She is a very strong and determined person who advocates for herself and continues to work hard with staff and peers in our Transition Program.

Emily's mom credits the warm, loving environment that surrounds Emily at Easter Seals Wyoming, saying "It takes a team of individuals working together with Emily's best interest at heart, and that's exactly what's happening at Easter Seals."

SPORTS STARS



The highlight of our Utah Children's Services' summer program was the creation of a sports camp for children with autism ages 6-10. Each child had an opportunity to shine, gain motor development skills and make friends, which is often difficult for individuals living with autism.

OUR DONORS






Following is a list of contributors who made a financial or in-kind gift of \$250 or more in support of Easter Seals–Goodwill between January 1 and December 31, 2015.

Ace Electric, Inc.	Andrew and Wendy Davidson	Dave Hoffman	Chuck Nilles and Therese Borgerding	Father James Michael Sikora
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Billing Indirect Buy Center	Norman Fredekind	Liberty County Combined Fund Drive	Bruce Prachar	Rod and Marilyn Thorne
Bruce Bingham	Chelle and Kirk Fried	Peggie Liggett	Neil and Jane Quesenberry	Laura and Dave Tompkins
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William and Gloria Collins	Herberger's		Janet and Lewis Shepherd	
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	Philip Hiller			

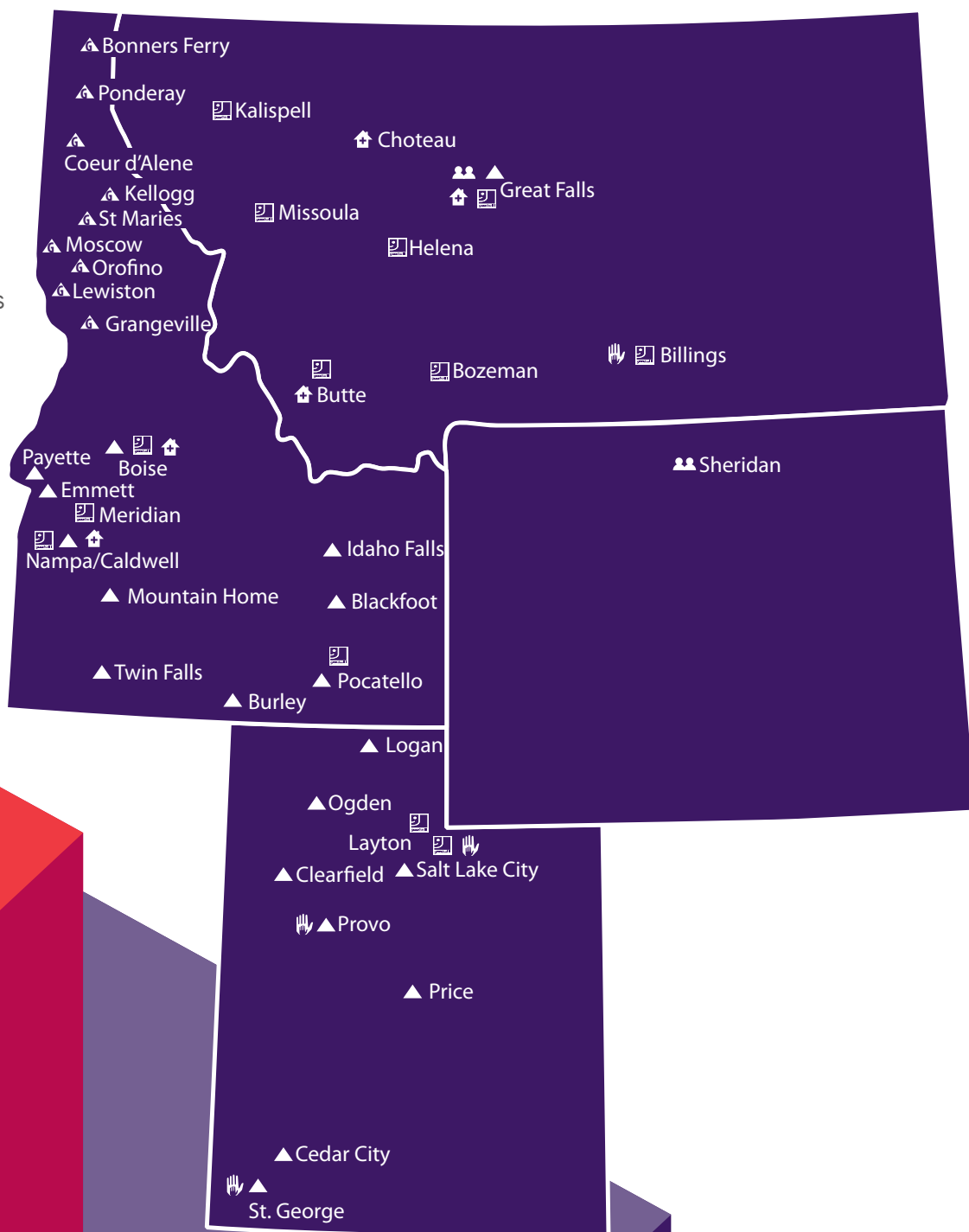
Legacy Society members shown below support the future of Easter Seals–Goodwill through their estate plans. Please contact Dennis Peterson at 800-771-2153 for more information or to be included on this list.

Anonymous	Esther Flegel Estate	Kelley	Kendra Owen	Dorothy M. Sheets Estate
Susan Ball	Dr. and Mrs. George and Diane Gelernter	Janet Kentfield Estate	The Pachek Family	Everett Shuey Estate
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Curtis Templin Charitable Trust	Mark Juras	Shelley and Bob Oksness	Ronald and Susan Scariano	Cari Yturri
Jeanne S. Davidson Estate	Margaret Hollingsworth	Gary and Eulalie Ophus	David and Shirley Shane	
Delbert and Francis Larter Charitable Trust		Juanita Osborn Estate	Dorothy Shaw Estate	

MAP KEY

-  Adult Services
-  Clinical Services
-  Children & Youth Services
-  Employment Services
-  GIIN Subcontractor*
-  Retail Stores

**Employment services subcontracted with Goodwill Industries of the Inland Northwest.*



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SERVING MONTANA, IDAHO, UTAH AND WYOMING