



2017 Annual Report



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



Carter, a 2017 participant in our Utah Peer Connections® program, learned on-the-job social and communication skills while volunteering at the Thanksgiving Point Museum of Ancient Life.

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

Promoting independence is the common thread that runs through all of the varied services Easter Seals-Goodwill provides. You'll see in the pages that follow, three very different and meaningful examples of how independence is being realized in the lives of people we serve.

Our organization was privileged to support more than 7,300 individuals in their pursuit of greater independence in 2017. Though recovering from the impact of reduced funding for our Wyoming services, and the 2016 loss of a major statewide contract in Idaho, the organization continued to make progress in program development and mission fulfillment.

Workforce Development and Clinical Services are two program areas in which growth potential was identified in our five-year strategic plan, and we made strides toward growing both areas this past year. Workforce development staff began providing job skills development and employment services to public assistance recipients as a subcontractor with the Human Resource Development Council (HRDC) in Billings, Montana.

In Idaho, workforce development and Goodwill® retail staff collaborated during the final year of the Careers in Retail (CiR) grant through Goodwill Industries International (GII) and Walmart Foundation. We exceeded our goals on this grant and were cited multiple times as an example for retail and program collaboration by GII.

We applied to expand our Butte, Montana, hospice program to serve patients in Great Falls and were notified in December 2017 that the application was approved. Clinical Services staff plan to start accepting patients in late spring of 2018.

Our retail operations continued to grow in 2017, contributing needed income to support Easter Seals-



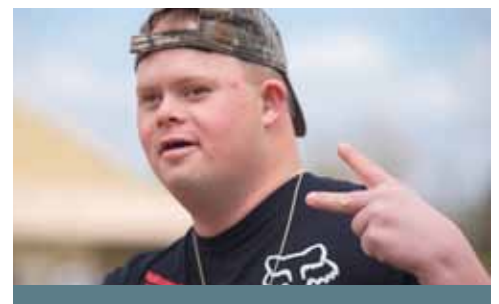
Goodwill programs. We opened our 17th retail store in Billings Heights, Montana, in August 2017.

In 2017 we were fortunate to receive several generous financial gifts, including two significant bequests. The generosity of loyal Goodwill shoppers, who rounded up their purchases during 2017, also made an impact, enabling the organization to overcome funding gaps in several program areas. To these and all of our donors, community supporters, friends and staff, thank you, for your commitment to Easter Seals-Goodwill and the people we serve!

Warm regards,

A handwritten signature in black ink that reads "Michelle Belknap". The signature is fluid and cursive.

Michelle Belknap



Meet Porter

Porter came to our Provo, Utah, Early Intervention program when he was seven months old. Born at just 23 weeks gestation, he had spent the prior six months in the neo-natal intensive care unit. Because of his early arrival, Porter faced significant developmental delays and serious health challenges. Porter had a tracheostomy tube in place, was fed through a tube to his stomach and was also dependent on a ventilator to help him breathe.

Porter's medical needs and equipment made moving, playing and getting others to interact with him a challenge. Our early intervention staff spent many hours with Porter and his family, brainstorming ways to help promote his developmental skills. As he grew, staff focused on supporting Porter's parents, helping them find ways to help Porter learn to interact with others, explore his environment, begin moving and communicating independently, and also eat and drink.

Porter experienced many medical setbacks during his time in early intervention: hospitalizations, medical procedures and many illnesses. Each time he became sick or needed another procedure, Porter would need time to heal and regain his strength before getting back to intervention.

Porter's parents were very in tune with his limitations and needs and were able to work with the early intervention team to continue to provide support to Porter, even when he wasn't strong enough to participate fully in his therapy.

In spite of these challenges and setbacks, Porter has shown wonderful progress. When he "graduated" from our services at 34 months, Porter was walking and climbing by himself, pointing and using some signs and words. He loves food and enjoys eating with his family.

Porter is now a very curious boy who loves to explore. He loves to tease his parents by getting their attention and then doing something he normally isn't supposed to do (like unplugging electronics). He is affectionate and social and his cognitive skills are no longer delayed. He is beginning to use his voice more and is learning new words. For the most part, Porter looks and acts like a typical toddler.



Porter works with Kristen, an Easter Seals-Goodwill Speech and Language Pathologist, during a recent home visit.

Below: Porter playing with a car, and posing next to a photo of himself as a newborn in the NICU.





Porter is a strong, happy boy who has wonderfully dedicated and loving parents. Even though he had a rough start, Porter has grown and learned so much, it's hard to believe that he was ever behind with his development.

***Provo Early Intervention
program provides
individualized developmental,
therapeutic and educational
services that support every
child's potential, and empower
children, families and
caregivers.***

Right: Porter with his mom





Adults with disabilities in our community integration services in Great Falls, Montana, tested the waters of the Missouri river on a float trip last summer.

2017 by the Numbers

3,098 people

received job training and employment services

in our Idaho and Montana workforce development programs, our Senior Community Service Employment Program (SCSEP) in Utah, and in our Goowill stores.

1,997 people

received therapy and other health-related services

in our home care, hospice and personal care services in Montana; our behavioral health program in Idaho; and in our early intervention services in Utah.

183 people

with disabilities were able to live more independently

in our community integration, supported living, and residential services for adults with intellectual disabilities in Great Falls, Montana and Sheridan, Wyoming.

682 people

received counseling and substance abuse treatment

in our behavioral health services located in Boise, Caldwell and Mountain Home, Idaho.

14,903 lives

touched by Easter Seals-Goodwill in our four states

through participation in our services, educational or informational outreach, and volunteer opportunities.

1,002 people

employed by Easter Seals-Goodwill in our four states

in 41 different programs and 42 locations across our four-state region.

Meet Jan

In 2016 Jan found herself unemployed and dealing with significant health issues. She needed to position herself for employment in a job that could meet her financial needs.

Jan came to our Careers in Retail program in Boise, Idaho, where she received training and mentoring to help advance her existing job skills. Through completing classes such as business communication, teamwork, professionalism and problem solving, Jan gained new insights and confidence in her abilities, along with improved leadership and interpersonal skills.

The Careers in Retail program was created to give unemployed and underemployed individuals a competitive edge in the retail arena. By learning leadership and communication skills highly desired by employers, our program graduates can differentiate themselves from other job seekers and potentially qualify for higher-paying, mid-level positions.

After graduating from Careers in Retail, Jan landed a job with a fabrics and crafts store in Boise, where she continued to receive support and encouragement from our staff. Jan applied the skills she'd learned, worked hard and was promoted to a supervisor position as a framing manager at the store.

When asked what she learned in Careers in Retail that has helped her most at work, Jan said it's the importance of appreciating her coworkers and teammates and embracing everyone's personality and work styles to get the job done.

"I learned how to respond better to co-workers and appreciate how each of us is different," she said. This seemingly small thing has helped Jan be more productive and enjoy her work environment more than she ever has before. "I draw on what I learned in class many times during the work week," said Jan.

Jan also learned how to better balance work and personal life. After her years-long struggle with a chronic health issue, our Careers in Retail program helped Jan be aware of how she's feeling each day. She learned how to better manage her health needs without compromising her job.

The Careers in Retail program was funded through a grant that ended in 2016. We continue to offer this series of Leadership Training classes to private businesses and other employment providers in the Boise and Twin Falls area as part of our Idaho Workforce Development services.



Meet Cindy

It's tough to say which has had the greater impact: our services on Cindy's life, or Cindy's life on our organization. The joy and challenge of supporting Cindy's quest for independence and personal fulfillment for nearly two decades have impacted how we support every person who enters our services.

Cindy was one of the first people in Easter Seals Wyoming's day services, and the first to enter our residential program. She and two roommates moved into a cozy cottage they named Sunbonnet house in 2001.

A brittle, insulin-dependent diabetic, Cindy also has a dual diagnosis of Down syndrome and profound intellectual disabilities. While she initially tried living in a group home, her medical challenges demanded a personalized style of attention other programs could not meet. Thankfully, Cindy has an incredibly supportive family. Cindy's mom Willa helped daily in directing Cindy's transition to Sunbonnet home and has continued to be a strong support and resource.

The changes in Cindy after entering our Sunbonnet house were dramatic. When she arrived, she was non-verbal and non-social. Within a short time though she began speaking, and as her vocabulary increased, her sassy sense of humor emerged. Cindy has a wonderful sarcastic wit and a beautiful belly laugh.

Cindy adores her jewelry collection. She adorns herself daily with multiple bracelets on each wrist, and rings on every finger.



Staff would ask, "Cindy, are you ready for the nurse to see you?" and she'd reply, "Kiss my grits!" followed by a lengthy laugh.

Cindy's sense of style is quite regal. Her accumulation of jewelry is legendary among our staff. Every morning she would carefully select rings, broaches, bracelets, barrettes, and even tiaras from her collection to adorn herself for the day. When a staff member once told her, "Cindy, Elizabeth Taylor couldn't even carry your lunchbox," Cindy smiled coyly, cuddled her chin against her shoulder and replied, "I know."

During her years with Easter Seals Wyoming, Cindy has endeared herself not only to our staff, but the larger community as well. She stole the show year after year in our annual community play, with her natural gift for acting and a wicked sense of comedic timing. She also sang and played chimes and a tambourine in many Christmas concerts.

At this point in Cindy's life (she is nearing 60), her medical complications have created severe risks to her health. A lifetime of diabetes has taken a toll. Crippling arthritis and serious respiratory issues add to her difficulties. Staff is grateful for the privilege and opportunity to continue to support and encourage her.

Presently, Cindy spends much more time away from Sunbonnet and Easter Seals' daytime Community Integration services. She is mostly staying at home with her mother, Willa, and her dad, Bob. In her own quiet way, she is bravely showing us all how to gracefully and enjoyably live above adversity.

Cindy and mom, Willa, spending some time together in Cindy's bedroom at the Sunbonnet house.





In her quiet and endearing way, Cindy has blazed a wide trail through what others might call insurmountable limitations to enjoy a full and meaningful life.

Easter Seals Wyoming provides individualized services that support adults living with intellectual and developmental disabilities, so they can live their most, meaningful, productive, and independent lives.

Cindy with some treasured possessions



2017-2018 Board of Directors

Terry Hayden - Board Chair
Scott Knutson- 1st Vice Chair
David Koga- 2nd Vice Chair/Treasurer

Robert Butcher
Angie Delaney
Greg Goins
Laura Goldhahn
Pam Guschausky
Russ Plath
Pat Rice
Scott Wilson

Michelle Belknap - President & CEO
Dawn Mellinger - Secretary

Aldina works on a puzzle while spending the day in our Adult Day Services in Great Falls, Montana.



2017 Financials

Our Communities Gave to Easter Seals-Goodwill

Goodwill® Sales	\$28,917,608
Program Service Fees	1,059,911
Government Contracts and Service Fees	10,800,528
Public Support	16,074,814
Other Income	847,590
(including investment losses and asset disposal)	
Total Income	\$57,700,451

Easter Seals-Goodwill Gave Back to Our Communities

Dollars Spent on Direct Program Services	\$50,625,036
Education and Support Programs	1,222,385
Service Purchases	210,783
General and Management Expenses	3,911,166
Fundraising Expenses	378,819
Program Development	1,352,262
Total Expenses	\$57,700,451

Goodwill® Retail

Our Goodwill stores continued to provide high-quality and affordable shopping options for customers in Montana, southern Idaho and Utah this year, while generating over 50% of the organization's revenue. More than 1.83 million shoppers visited our retail stores in 2017. And, 44% of those shoppers who made a purchase rounded up to the next dollar, providing an additional \$233,533 to help fund Easter Seals-Goodwill's services.

We opened a new Montana location in Billings Heights and a new store in Twin Falls, Idaho, in 2017. A 10,000 square-foot Goodwill Outlet store in Salt Lake City is slated to open in 2018. Our retail operations are on track to reach our goal of 25 total stores by the end of fiscal year 2020.



Top: The Billings Heights Goodwill store opened in September 2017. Bottom: Two student volunteers helping sort donations at our Helena, Montana Goodwill store during Youth Days.

Goodwill's Impact



2,191

people received job training and work experience



564

people were employed in our retail operations



8.3

million pounds of goods were recycled and kept from landfills

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, 2017.

Ada/Elmore Employee Community Fund	Geneva Equities	Robert Lynam	Donna Ryan
Danni Altenburg	Michael Gillespie	Catherine Maier	Jean Schaff
Anonymous	Margaret Gilliam	Cary and Janice Martin	David Scharf
Nancy Apple	James Gilman	John Martin and Vandy Damany	Theodore Schmidt, Jr.
Jason and Shandi Asher	Greg Goins	Robert May	Mark and Judy Schulte
George Bandel	Laura Goldhahn	Mrs. Richard McComish	Laura and Jason Schultz
Patricia Bauer	Susan Goodwin	Celeste McDonald	Kim and Greg Schweikert
Michelle and Jim Belknap	Robert Gosman	Mr. and Mrs. Don W. McKamey	Lois Scott
Richard Benavidez	Wilbert Graf	Patricia McLaughlin	Marilyn and John Sheffels
Kitty and Scott Bergan	Wallace Graham	Gary McNaughton	Mark and Karrie Sherman
Bruce Bingham	Pam Guschauskay	Sharon and Garald McWhorter	Father James Michael Sikora
Tim and Jennifer Bleymaier	Guy Tabacco Construction	Larry Meadows	Sherry Silberhorn
Arnette Borden	Lori Hagen	Michael Meuleman	Roy and Nancy Souder
Charlie and Christie Briggs	Robert Haight	Merlin Mitchell	Shalene and Michael Sparling
Bristol Bay Native Corporation	Maria Harris	Montana Resources	Thomas Sprigler
H. U. Buhler	Debra Hasbrouck	Shirley Morgan	Jean Stewart
John and Kathryn Burnham	Terry and Teresa Hayden	Janet and Larry Moritz	ElBea Stonier
Rhonda and Dan Burrell	Kristine Hegmann	Rodney Nash	Robert Sturgill
Bob and Barb Butcher	Herberger's	Bill Nettle	M. Sullivan
Marty and Brenda Byrnes	Marlene Hoffmann	Doris Nielson	Colleen and James Sutherlin
C E Mitchell & Sons	Larry Hossner	Margaret Nordin	Bill Tacke and Barbara Teberg
Donald Canham	William Howard	Raymond Noy	James Teer
Stuart and Betty Carpenter	Dr. and Mrs. James Hueftle	Charles Nugent	Wayne Terrell
Mrs. Pete T. Cenarrusa	Alberta Hunt	Arlene O'Day	Rod and Marilyn Thorne
Century 21 BHJ Realty, Inc.	Infinity Signs Northwest	Bob and Gladys Oakland	Laura and Dave Tompkins
Janet Chase	Dr. and Mrs. Charles and Gerry Jennings	Shelley and Bob Oksness	Transystems LLC
Kimberly Claassen	Jesse A. Cole M.D. Charitable Foundation	Bette Onsager	U.S. Bank Foundation
Bill and Christeen Collins	Connie Johnson	Brent Ouellette	United Way of Treasure Valley
William and Gloria Collins	Mr. and Mrs. Don Johnson	Dick Pachek	United Way of Utah County
Comcast Foundation	Holden Johnson	Lana and Robert Papp	US Bank
CompuSource, Inc.	Tina and Scott Johnson	Gretchen Paulson	Utah Women's Networking Group
Wilma Corder	Jan Kirk	Peak Alarm Company	Barbara and Robert Van Camp
Andrew and Wendy Davidson	Roxanne Klose and Bruce Pollington	Dennis and Brenda Peterson	Jon and Katy Vanderhoef
Davidson Family Foundation	Knights of Columbus, Bishop Eldon B. Schuster Council	Cara and Phil Piccono	Visual Impressions
Angie and Mike Delaney	Scott Knutson	Russ and Susan Plath	Janet Wade
Susan and Rick Dorr	David and Laurie Koga	Bruce Prachar	Barbara Walsh
Eldon Dschaak	Thomas and Kathleen Kohler	Ramsey School	Lynn Waters
Greg and Jan Dundas	Thomas Kopp	Francis Reding	Rosemary and Ray Waters
Richard and Terri Ellis	Mary and Ron Kunkel	Dr. and Mrs. Richard Evans Reiser	Mr. and Mrs. Jay Wells
Patti and John Engebretsen	Bill Lebow	Renaissance Charitable Foundation, Inc	Wells Fargo
ESA Foundation	Liberty County Combined Fund Drive	Republic Storage of Idaho - Employee Charities	Luella Welsh
Destry and Adrian Eskew	Peggie Ligget	Dan and Jackie Rice	Dennis Wheeler
Margaret Evans	Scott and Theresa Lind	Gwen Rice	Michael Whitney
Thomas Evans	Petra Lingjerde	Patrick Rice	Scott and Valerie Wilson
Eva Ferrepikal	Rose Lodge	Peter and Stella Rice	Victoria Wolfe
Jack Frantal	Mitch and Jenna Lucking	Leo Riley	Tom and Linda Wolgamot
Chelle Fried		Lisa Rippetoe	Ken Woods
Jim and Tracy Ganatos		Merrill Rutherford	Joseph Wurtz
Edward Garnett			Zeller Family Foundation
Trina Garza			Zimm Corporation



(Left to right: Helena, Montana, Lego Camp participants; Provo, Utah, Early Intervention family enjoying Little Explorers' activities; and a Supported Living participant in Great Falls, Montana, making Christmas decorations)



*Every month our
Early Intervention
staff in Provo
plan a fun
activity or outing
for participant
families so the
kids can play
and parents can
network.*

Legacy Society

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.

Elvin M. and June B. Anderson
Charitable Fund
Anonymous
Susan Ball
Ruth A. Battin Estate
Bob and Jane Becker
Michelle and Jim Belknap
Saline Berge Estate
Robert Bills Estate
Jack and Bernice Burns
Rick Cavuto
Chuck and Sally Cerny
Beatrice Conry Estate
Curtis Templin Charitable Trust
Jeanne S. Davidson Estate
Delbert and Francis Larter
Charitable Trust
Esther Flegel Estate

Dr. and Mrs. George and Diane
Gelernter
George Conklin Trust
Theodore Giesler Estate
Mary "Bette" Gilmartin Estate
Randy and Nora Gray
Gregg and Donna Grummer
Curtis & Lillian Hanson Estate
Christine Hart
Terry and Teresa Hayden
David and Debbie Howard
Betty Johns
Gloria Johnston Estate
Mark Juras
Margaret Hollingsworth Kelley
Estate
Janet Kentfield Estate
Reina Kerr Estate
Tim Lightbourne

John Martin and Vandy Damany
Mr. and Mrs. Don W. McKamey
Jennifer Miller
Thomas Mitchell Estate
Ray and Laurie Mohny
Mary Murphy
Mary Jane Newcomb
Bob Niebuhr
Shelley and Bob Oksness
Gary and Eulalie Ophus
Juanita Osborn Estate
Kendra Owen
Dick Pachek
Jeanne Parker
Patricia Raymond Estate
Richard Regruto
Dan and Jackie Rice
Kathy Rice
Patrick Rice
Patti Rice

Peter and Stella Rice
Dr. and Mrs. Bruce W.
Richardson
Brian and Ann Marie Ruttenbur
Ronald and Susan Scariano
David and Shirley Shane
Dorothy Shaw Estate
Dorothy M. Sheets Estate
Everett Shuey Estate
Mr. and Mrs. Bill Sirak
Bill Tacke and Barbara Teberg
Emma Toman Estate
Jim and Susie Twedt
Rosemary and Ray Waters
Ralph H. Watson Estate
William Wicks
Tom and Linda Wolgamot
Winnie Wyatt Estate
Cari Yturri

Adults with disabilities at Easter Seals Wyoming hit the road for adventure last summer, touring Mt. Rushmore in South Dakota.



Our Services

Easter Seals-Goodwill provides life-changing, independence-promoting services throughout the states of Montana, Idaho, Utah and Wyoming:

For Children and Youth

Provo Early Intervention Program
Enhancement Programs (Wiggly Worm,
Lego Club/Camps, Handwriting Camp)
PLAY® Project
Peer Connections®

For Adults with Disabilities

Community Integration & Support
Supported Living
Residential Services
Supported & Community Employment
Organizational Employment
Home and Community Based Services
Information & Referral

For Job Seekers

Goodwill Stores
Senior Community Service Employment Program (SCSEP)
Pathways
Idaho Workforce Development Services
Individualized Employment Services

For People with Health-Related Needs

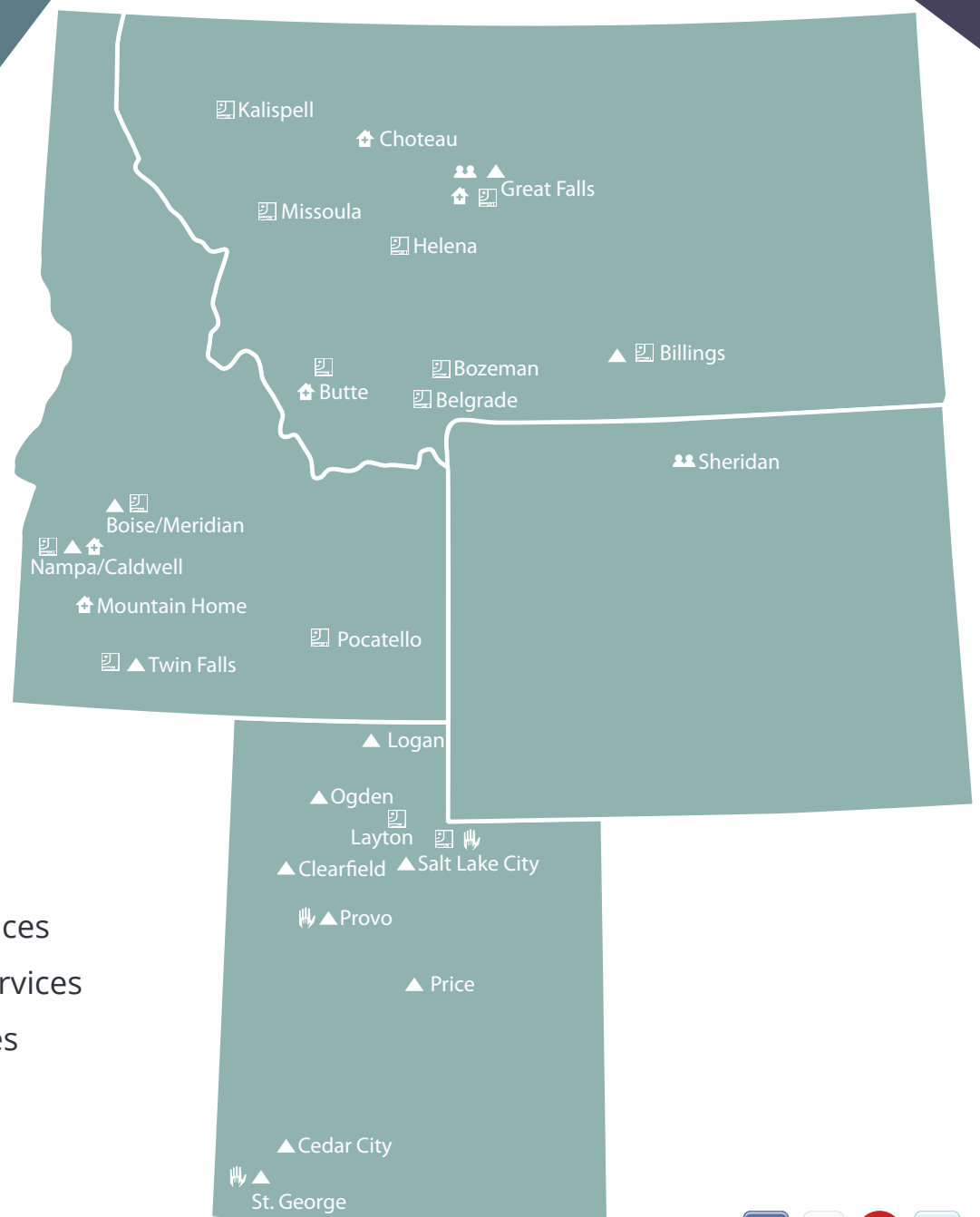
Adult Day Services
Behavioral Health Services
Highlands Hospice
Medallion Home Care
Personal Care Services
Private Duty Nursing
Equipment Loan





Easter Seals-Goodwill Northern Rocky Mountain Inc.

425 1st Ave. N., P.O. Box 2509,
Great Falls, MT 59403-2509
Telephone: 406-761-3680
Toll Free: 800-771-2153
www.esgw.org



Map Key

-  Adult Services
-  Health-Related Services
-  Children & Youth Services
-  Employment Services
-  Retail Stores