



# 2023 ANNUAL REPORT



**OUR VALUES**  
LEADERSHIP  
OPPORTUNITY  
TEAMWORK  
UNIQUE  
SUCCESS



# FROM

## EXECUTIVE DIRECTOR'S VIEW

Can you believe it has only been three years since I became the Executive Director!?! Although it doesn't seem possible it has been that long. My first annual report in 2020 highlighted the beginning of our three-year strategic plan, where we focused on Marketing, Business Operations, and Human Resource/Leadership. This report will demonstrate how we focused on each category and will highlight the next three years.

Having no idea that a pandemic was just around the corner, we developed an aggressive 2020 strategic plan. Not only did we have an aggressive plan, we had many obstacles from the pandemic, but that did not stop us. I am happy to report we have accomplished our three-year goals all while navigating through a pandemic. This report will demonstrate how we have never lost focus on our goals and aspirations. We stayed fierce, steadfast, and prepared for the next challenge. I anticipate these next three years will be no exception. Thank you to all our donors, partners, and community members for all your generosity; we could not have accomplished so much without your support.

**Business Operations-** we began by identifying the structure of the company, who we are, what we do, and how we do it. We determined the company required an uplift and clarification to the community of who we are: A company that provides services to people with disabilities and other barriers; not a production or recycling company. We embraced who we are by changing our name to better communicate what we do. We completely re branded the company and identified our core values. By doing this, it allows us to better communicate how we do what we do, and finally, we enhance what we do by expanding our services to create a well-rounded approach. By expanding, this also allowed us to diversify our revenue stream and more importantly the services we provide.

**Marketing-** we began by marketing and communicating our total re branding of the company. We participated in many community events, we sponsored various community organizations, and partnered with more agencies than before. We identified the beautiful yet prevailing lotus flower to represent The Center for Growth and Independence. The lotus blossoms from mud and dirty water to create a bright, beautiful flower. To us, it is the courage and the ability of the flower to weather the darkness and muck and still become something so stunning and pure, that resonates with us. We included a representation of a person blooming from the center of the lotus to represent the individuals we serve and the independence they bloom at The Center.

**Human Resource/Leadership-** we began by completely modernizing and restructuring the department. We significantly enhanced efficiencies by creating an on-line database for all our employees and included a better time-attendance system. At The Center, we believe our workforce is our most important asset. Therefore, we implemented annual events throughout the year to better engage with our workforce and our clients. We participate in National Direct Service Professional (DSP) week by celebrating our DSPs throughout the week. We implemented friendly competitions between departments to better engage our staff members. We implemented Employee of the Year, which I am happy to tell you that Mary Barr was our Employee of the Year this year. Congratulations Mary! We hired a Director of Operations, Office Manager, and Human Resource Assistant to better serve our workforce and the goals we will achieve in the next three-year strategic plan.

# FROM

## EXECUTIVEDIRECTOR'SVIEW (Continued...)

To be clear on how focused we are at The Center, the goals I highlighted above do not even begin to scratch the surface of all the wonderful things we have accomplished over the last three years. Just to mention a few, we installed a new roof on the building, completely remodeled and updated the building and included a respite area to enhance our services. We facilitated a successful three-year CARF accreditation, increased our charitable contributions by more than 50%, and purchased a lift van to better serve our population, again, just to name a few. We did this all while maintaining the success and satisfaction in all our departments. We also did this while trying to navigate a pandemic. Just imagine the possibilities that awaits The Center over the next three years.

Before I communicate our next three-year strategic plan, I would like to take a moment to highlight a special person that has gone WAY over and above to assist with achieving our three-year goals. A person that has been an integral part of The Center's success; Teresa Hance. I am honored to be working alongside her. She is the very definition of hard work and dedication. I am incredibly grateful to her for all the support and determination she has displayed to me and The Center over the last three years. Thank you from the bottom of my heart, Teresa!

To Our workforce- to say thank you does not even begin to explain the gratitude that I have for each of you. The last three years have been hard, extremely hard. We have endured many changes, growing pains, long hours, and uncertainties of the world all while navigating through a pandemic, but despite all that, here you are. Still here, steadfast, ready to serve your next client or to complete your next assignment. Kudos to you all; you all are the true heroes. Thank you, thank you for being the rock of this company and the heart of our services. Congratulations on a job well done.

To our next three years- We began our strategic planning season by creating a swot analysis with my team. Once that was complete, the board of directors reviewed the swot analysis and determined additional strengths, weaknesses, opportunities, and threats. The board also determined the areas of focus for the next three years, Workforce Development to continue to enhance our services, Marketing-Fundraising initiatives to continue to enhance support for programming, and Business Logistics to continue to enhance the business efficiencies.

Here at The Center, we are fierce, steadfast, and ready for the next three years. We are focused on our goals, and we work diligently together to make remarkable things happen! I am both blessed and honored to be working alongside great people that are all here for the same reason- FOCUSING ON PEOPLE'S ABILITIES TO ENHANCE THEIR QUALITY OF LIFE.

*Thank you- Tami Gould*

# FROM BOARD OF DIRECTOR'S VIEW

In 2021 Gateway Services re branded and refreshed the organization to meet the COVID challenges. Changes in Federal Regulations, Service Presentation and client needs within changing workplaces and opportunities changed the format of the company.

## Vision Statement:

Promoting Inclusion and Independence  
And the

## Mission Statement:

Focusing on people's abilities to enhance their quality of life.

Remain at the heart of the organization.

At a recent board meeting TCGI's Executive Director, Tami Gould, was reporting on the Strategic Plan, finances, and additional opportunities that have been offered by outside agencies which would expand our existing programs and extend our service presence into your communities.

Reflecting on what has been accomplished in the last three years, I am reminded of the 1989 film 'Field Of Dreams' and the phrase, "If you can dream it he (they) will come." Tami has the same fierceness for TCGI and what the organization can/ will accomplish.

This year has been no different: Our service numbers, programs (old and new) and those being developed have increased. We have seen a positive increase in revenue. The TCGI staff work well together sharing ideas, tasks, and commitment to the agency.

When we look back on this year and where Tami has led her staff, I am reminded of a statement by John C Maywell (1993 Developing the Leader Within You), "A leader is one who knows the way, goes the way, and shows the way."

On behalf of The Board of Directors at The Center for Growth and Independence

Thank you, Tami, for being that leader for our organization.

*Marjorie M. Tardiff*  
Board Chairman

## BOARD OF DIRECTORS

### **Marjorie Tardiff**

Board Chair, *Retired*

### **Julie Knight**

Vice Chair, *Retired*

### **Dean Driscoll**

Treasurer, *CPM Construction*

### **Shari Lidgard-Pullins**

Secretary, *Retired*

### **Jerry Reimann**

*Retired*

### **Dr. Hossein Hamadanchi**

*Hamadanchi Chiropractic Clinic*

### **Kirk Goodwin**

*Whirlpool Corporation*

### **Lewis Olsen**

*B & L Leadership Group*

# 2023 HIGHLIGHTS

36th Annual  
Softball  
Fundraiser

Began  
Supported  
Employment  
Classes

1st Annual  
Valentines  
Party

Purchased  
New  
Furnace

Purchased  
New Lift  
Van

4th Annual  
Fall Festival

Supported Two  
Additional  
Semi-Independent  
Living Sites

Funds Raised  
\$32K

Hired  
Director  
of  
Operations

Implemented a  
Traveling Bribe  
Winner Trophy  
"TCGI  
Bribe Champion  
of the Year"

# OUR SUCCESS RATES

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**CLIENT SATISFACTION SURVEYS**

**81%**

**COMMUNITY LIVING SUPPORTS**

**81%**



**SUPPORTED EMPLOYMENT COACHING**

**82%**



**SUPPORTED EMPLOYMENT DEVELOPMENT**

**68%**



**RESPIRE SERVICES**

**100%**



**SEMI-INDEPENDENT LIVING SERVICES**

**79%**



## OUR SERVICES

Community Livings Support Services	58
Supported Employment Services	23
Respite Services	8
Semi-Independent Living Services	9

# OUR PARTNERS

Riverwood Center

Michigan Rehabilitation Services

Michigan Department of Health and Human Services

Woodlands Behavioral Healthcare Network

Integrated Services of Kalamazoo

Berrien RESA

United Way of Southwest Michigan

New Heights

Summit Pointe

Michiana Christian Embassy Church



# 2023 FINANCES

UNAUDITED FINANCIALS



## Assets

### Current Fund:

Checking/Savings/Cash	\$326,147
Accounts Receivable	\$336,105
Berrien Community Foundation	\$29,557
Prepaid Expenses	\$33,078
<b>Total Current Assets</b>	<b>\$724,887</b>

### Physical Properties Fund:

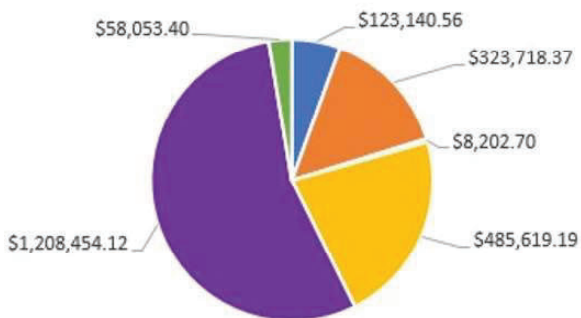
Building	\$943,260
Equipment	\$76,660
Vehicles	\$81,979
Less Accumulated Depreciation	\$(405,645)
<b>Total Fixed Assets</b>	<b>\$696,254</b>
<b>Total Assets</b>	<b><u>\$1,421,141</u></b>

## Liabilities and Fund Balance

### Current Fund:

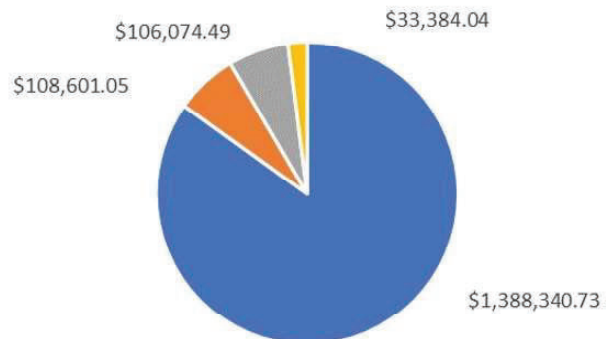
Total Accounts Payable	\$11,479
Accrued Payroll Expenses	\$44,956
Notes Payables	\$409,042
<b>Equity</b>	<b>\$955,664</b>
<b>Total Liabilities and Equity</b>	<b><u>\$1,421,141</u></b>

## REVENUE



Public Support   Kalamazoo   MI Rehab Services  
Riverwood   Woodlands   MI Dept of HHS

## EXPENSES



Salaries & Wages   Employee Benefits   Payroll Taxes   Professional Fees