

# Flip the Script

A program of Goodwill Industries of Greater Detroit

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Testimony before  
House Appropriations Corrections Subcommittee

March 2, 2023

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# Roadmap

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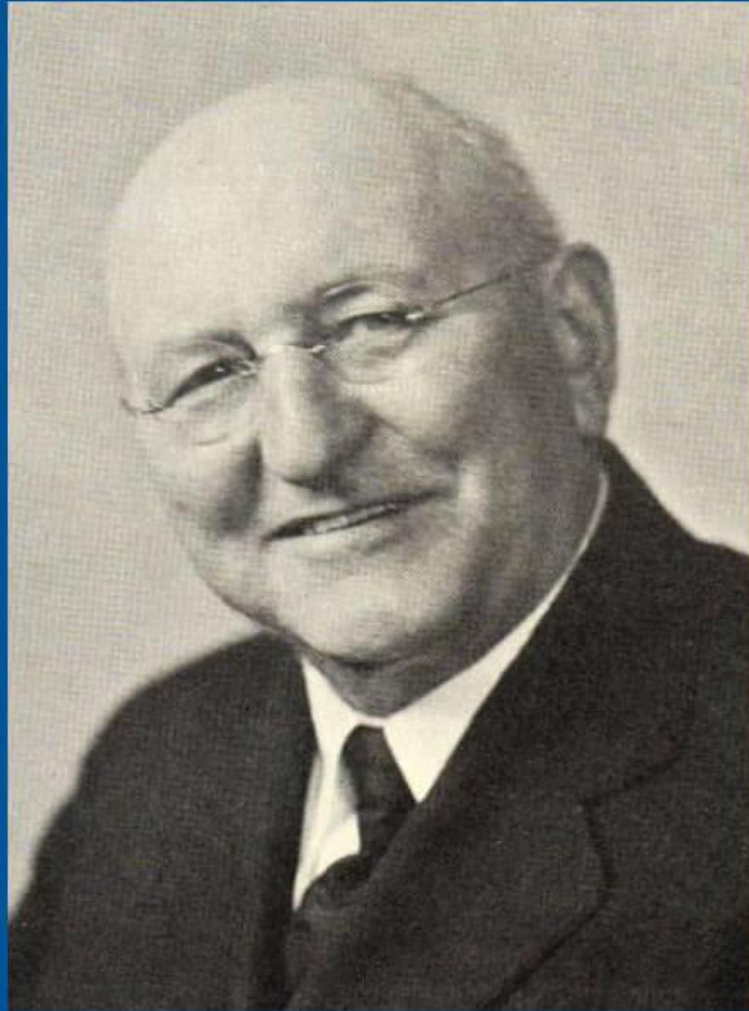
1. About Goodwill of Greater Detroit
2. About Flip the Script
3. Benefits to the State of Michigan

# About Goodwill of Greater Detroit

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**“Friends of Goodwill,  
be dissatisfied with  
your work until every ...  
unfortunate person in  
your community has an  
opportunity to develop  
to his fullest usefulness  
and enjoy a maximum  
of abundant living.”**

- DR. EDGAR J. HELMS (1863 - 1941)  
FOUNDER OF GOODWILL INDUSTRIES  
INTERNATIONAL, 1902



## Goodwill Network

- ~\$7B billion aggregate annual budget
- Active in 1:200 job placements in US (2016)
- Approx. 150 Goodwill affiliates in US



# About Goodwill of Greater Detroit

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- Nonprofit 501(c)(3) charitable organization
- Serve 5 counties: Wayne, Oakland, Macomb, Livingston, Washtenaw
- Annually serve 11,000 – 15,000
- Approximately 500 employees

# Goodwill Detroit Core Ideology

Our Vision	A region where everyone has the opportunity to achieve their maximum potential.
Our Mission	We build pathways to independence through personal development and the power of work.
Our Core Values	Our core values in action
Integrity	We are truthful and honest in our interactions.
Dignity and Respect	We treat all people with dignity and respect.
Continuous Improvement	We engage in practices to improve our trainee and customer outcomes, our people and our productivity.
Diversity and Inclusion	We create environments that value and celebrate the participation of all.
Health, Safety and Well-Being	We maintain safe environments and focus on the holistic well-being of our employees and trainees.



**PEOPLE WITH EMPLOYMENT BARRIERS**



- PEOPLE WITH**
- Physical Disabilities
  - Developmental Disabilities
  - Criminal Histories
  - Financial Instability

**EMPLOYMENT & TRAINING PROGRAMMING**

- Flip the Script
- Operation: Good Jobs
- Skill Building
- A Place of Their Own Clubhouse
- Career Centers



**GRANTS & DONATIONS**



**MARGIN GENERATED BY INTERNAL BUSINESSES**



**PERMANENT EMPLOYMENT IN INTERNAL BUSINESSES**



**TRANSITIONAL WORK EXPERIENCE IN INTERNAL BUSINESSES**

**PERMANENT EMPLOYMENT IN EXTERNAL BUSINESSES**



**LEADING TO:**

- Economic Security
- Independence
- Self Esteem
- Dignity
- A Future of Opportunity

# How Goodwill of Greater Detroit Works



# Goodwill Integrated Solutions

- Tier 1 automotive supplier
- Assembly, kitting, inspection, sorting, etc.
- IATF and ISO certified
- Approximately 100 employees
- Dearborn location



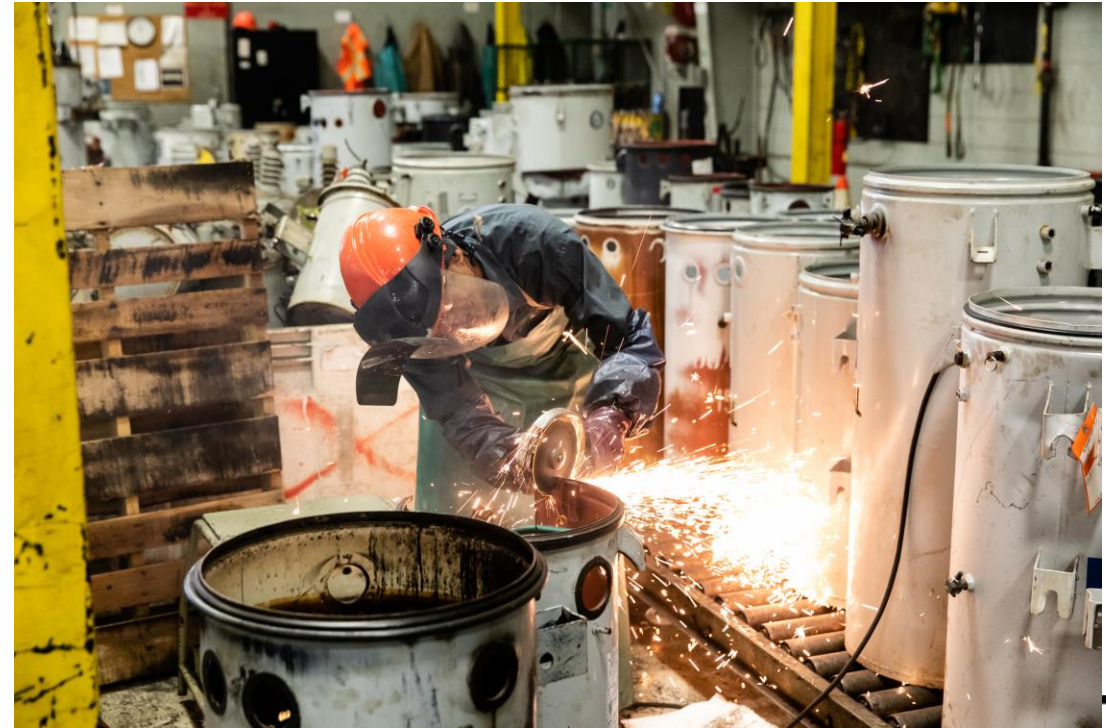


# Goodwill's Green Works

- Asset recovery and industrial recycling business
- Approximately 90 employees
- Detroit location



**Green Works**  
GOODWILL OF GREATER DETROIT



# Goodwill of Greater Detroit Stores

- Resale/thrift stores
- 6 stores
  - Canton
  - Dearborn
  - Commerce
  - Woodhaven
  - Livonia
  - Ypsilanti
- Approx. 160 employees



# Programs and Services

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## **Community & Basic Services**

- Sample programs
  - MI Works!  
Career Centers  
(1-Stops)
  - Surge Center
- Accounts for 90%  
of people served

## **Intensive Workforce Development**

- Sample programs
  - Flip the Script
  - Welding School
- Best-known  
programs
- Focused on reentry  
services

## **Intensive Personal Development**

- Sample programs
  - A Place of Our  
Own Clubhouse
  - Skill-Building
  - Specialized  
Employment &  
Training
- Focused on people  
living with mental  
illness/IDD

# 2022 Mission Outcomes

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- 91% job placement rate
- 94% 90-day retention rate (remains over 90% at 180 days)
- \$17.91 average starting wage
- 11,751 people served

# About Flip the Script

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# Why Flip the Script Exists

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- Approximately 90,000 people are under MDOC supervision\*
  - 32,000 in prison\*\*
  - Another 12,000 in county jails
  - 95% will return home
- Tremendous barriers to success upon returning home
- MI recidivism rate = 26.6%\*\*\*

\* Michigan Safety & Justice Roundtable 2019 Report: Co-creating a Vision for Effective & Equitable Solutions for Justice-Involved Adults

\*\*MDOC Press Release, <https://www.michigan.gov/corrections/press-releases/2022/09/07/mdoc-announces-consolidation-plan-amid-declining-prisoner-population>

\*\*\* MDOC Press Release, [https://www.michigan.gov/corrections/0,4551,7-119-1441\\_26969-552134--,00.html](https://www.michigan.gov/corrections/0,4551,7-119-1441_26969-552134--,00.html)

# Who Flip the Script Serves

Justice involved men/women with:

- Medium – High VFO (violent recidivism scores)
- High cognitive behavioral needs
- Vocational/Educational needs
- Ages 16 years old and up
- Chronic unemployment barriers
- Serve barriers to self-sufficiency



# How Flip the Script Works

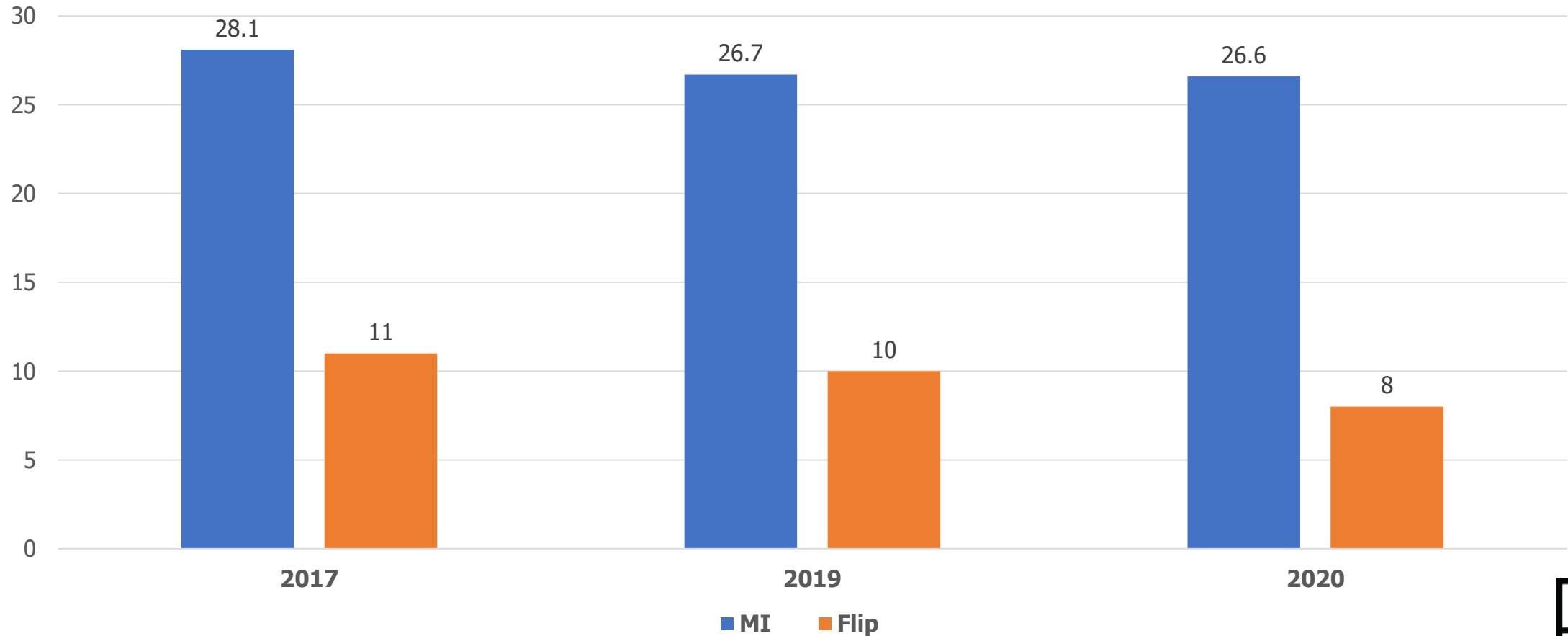
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- Multiple Evidence-Based Program Elements
  - Rites of passage (cognitive behavioral therapy)
  - Educational recovery (90% w/grade level increases - FY22)
  - Financial literacy and coaching
  - Supportive services for barrier removal
  - Employment preparation and placement
  - Post-placement retention support
  - Successful completion of court ordered sentence (96% - FY22)



# Flip the Script Works!

Recidivism Rates



# The Impact of Flip the Script

Hitting the reset button on life is hard. Starting over from scratch is even tougher.

Clinton had just been released from prison after 12 years. He came home with essentially nothing and no one. He was looking for someone to believe in him. "My parole officer had me go to a job fair," says Clinton. "Goodwill stood out to me. They talked to me."

After his interview with Goodwill, Clinton enrolled in Goodwill's Flip the Script and, shortly after, he started in the welding training program, where his journey to independence began.

"Goodwill's support went beyond the classes," says Clinton. "They offered gas cards to make sure I could get back and forth to the program and helped me out with services for my vehicle. The support helps a lot because I started with nothing, and that's what kept me grounded on the good path."

Clinton adds, "Goodwill helped with the relationships that I've built. They helped me get on a career path after the program was complete. I wasn't on my own anymore."



He has since joined the Ironworkers Union. "I found pride in what I could do and what I could build. It's something I could teach my kids, and they could learn to do it."

Whatever the future may hold, you can bet that Clinton will have a hand in building it.

# Benefits to the State of Michigan

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# Cost Savings (in millions)

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
MI	2,808	5,616	8,424	8,424	8,424	8,424	8,424
Flip the Script	1,620	3,240	4,860	4,860	4,860	4,860	4,860
Savings	1,188	2,376	3,564	3,564	3,564	3,564	3,564
Running Savings	1,188	3,564	7,128	10,692	14,256	17,820	21,384

**Save \$17.8M every 5 years!**

Assumes 300 people served/year; 26% (MI) and 15% (Flip) recidivism rate; 3-year imprisonment terms; and \$36,000/year cost of incarceration per person. Does not include cost of appropriation.



# Other Benefits

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1. Less crime—safer communities
2. Contributions to family--stronger families
3. Increase in labor market participation
4. Increased tax collection
5. Increased independence and dignity

# Contact Information

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Please direct all questions to:

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# Questions?

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# Thank You!

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