

Flip the Script

A program of Goodwill of Greater Detroit

Testimony before
House Appropriations Corrections Subcommittee
February 29, 2024



Roadmap

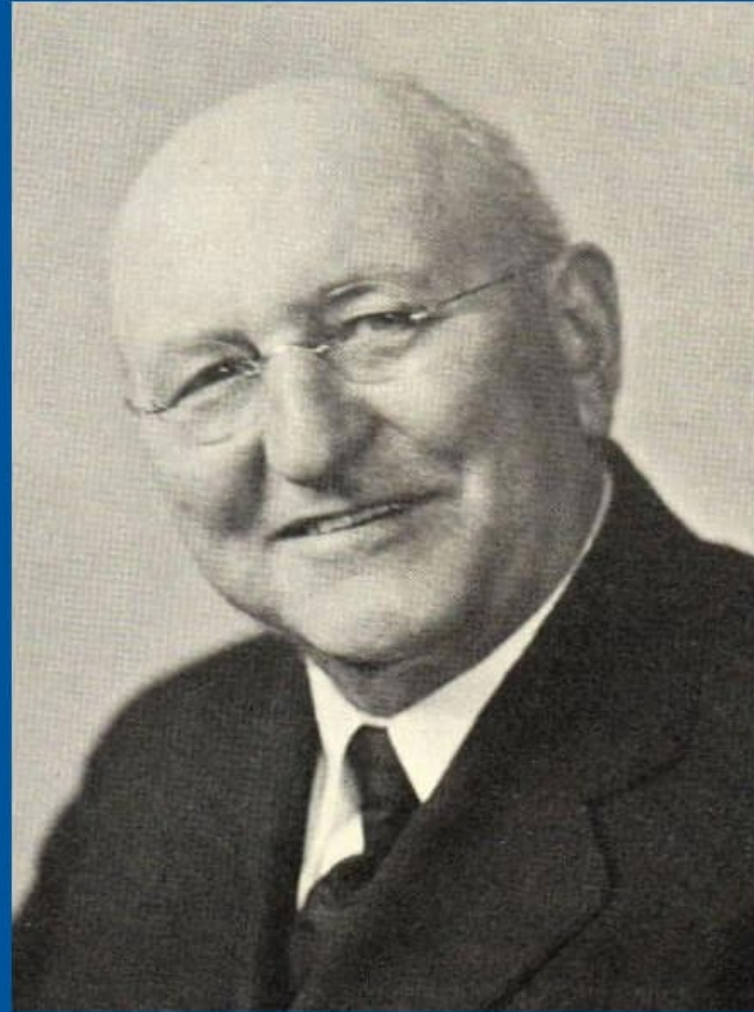
1. About Goodwill of Greater Detroit
2. About Flip the Script
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About Goodwill of Greater Detroit



**“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.”**

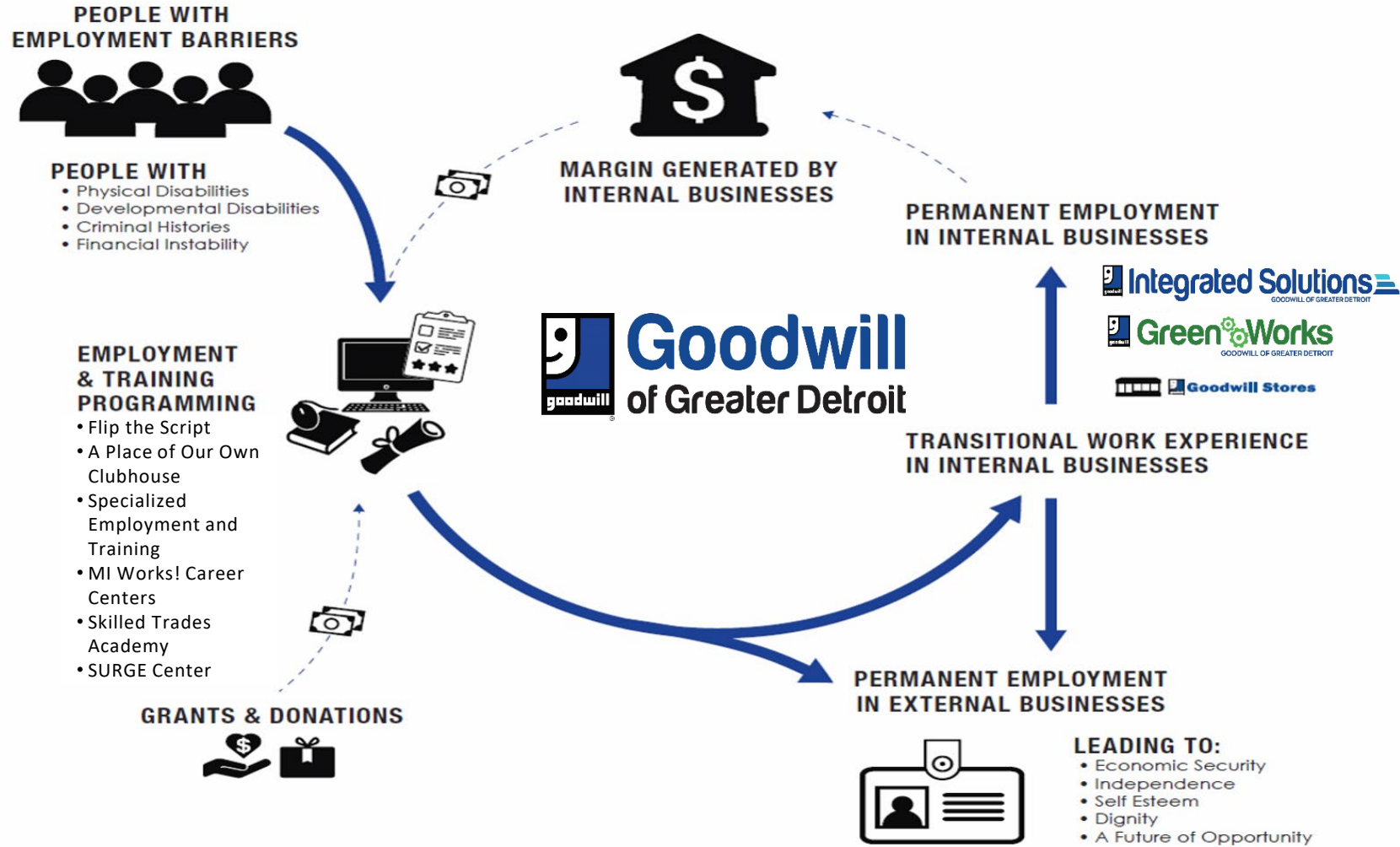
- DR. EDGAR J. HELMS (1863 - 1941)
FOUNDER OF GOODWILL INDUSTRIES
INTERNATIONAL, 1902



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.

How Goodwill Works



Goodwill of Greater Detroit

- Nonprofit 501(c)(3) charitable organization
- ~\$50M annual budget
- 2 subsidiaries: industrial recycling & kitting/assembly
- 500 employees
- Serve approx. 15,000/year across 5 counties

Goodwill Network

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



More Than 100 Years of Doing Good

For more than 100 years, Goodwill of Greater Detroit has been a leader in making a difference in people's lives. We are committed to providing second chances, growing and restoring independence, and improving the quality of life for our community members.

Goodwill of Greater Detroit operates several life-changing programs that help individuals with employment barriers acquire the skills needed to live prosperous and fulfilled lives.

- **Flip the Script** – Specialized program for those who are justice involved
- **Detroit Career Center** - Specialized employment and training for those living with intellectual, developmental and physical disabilities
- **A Place of Our Own Clubhouse** - Membership organization for those living with mental illness
- **SURGE Center** - Support services companies and their employees
- **Mi Works Career Centers** in Pontiac, Oakland County and Detroit - Career development and support for community members
- **Skilled Trades Academy** – Skilled trades training to prepare people for specialized jobs in career like welding or carpentry.

Our Nonprofit Businesses

To support our mission programs, Goodwill of Greater Detroit operates three nonprofit businesses –

- **Donated Goods Retail** - includes our donation collection operation and our iconic thrift shops located throughout Metro Detroit
- **Goodwill Integrated Solutions** - a Tier One automotive assembly and kitting business
- **Goodwill's Green Works** - an industrial asset recovery and recycling business.

These nonprofit businesses help to fund our mission work and they also provide transitional and permanent employment opportunities for our program participants.

Goodwill of Greater Detroit's work is cemented in our founding belief that we will help people, and their families, move from poverty and dependence to prosperity and independence.

For more information, visit goodwilldetroit.org.

Goodwill Integrated Solutions

- Tier 1 automotive supplier
- Assembly, kitting, inspection, sorting, etc.
- IATF and ISO certified
- Approximately 100 employees – 70 percent with I or D disabilities (IDD)
- Dearborn location



Goodwill's Green Works

- Asset recovery and industrial recycling business
- Approximately 90 employees—50% are or have been justice-involved
- Detroit location



Goodwill of Greater Detroit Stores

- Resale/thrift stores
- Approx. 160 employees
- Six stores
 - Canton
 - Dearborn
 - Commerce
 - Woodhaven
 - Livonia
 - Ypsilanti
 - Two new locations in 2024



Types of Services

- Case management
- Pre-employment support
 - Career interest and skills assessment; career counseling
 - Soft skills and workplace etiquette training
 - Training resources referral
 - Interview preparation, resume and application assistance
 - Digital literacy
 - GED preparation
 - Job referrals
- Transitional work experience
- Job retention and wraparound services
- Financial literacy and personal budget management
- Community resources connections

2023 Mission Outcomes

Job Placement
Rate
82%

Average Starting
Hourly Salaries
\$18.19

Job Retention
94%

Goodwill Wages
Paid
\$899,730

What's New at Goodwill of Greater Detroit

Workforce Innovation & Talent Center



Goodwill EVSE Technician Training



Flip the Script Oakland County Location



440 N. Telegraph Rd. – Pontiac, MI 48341

Services Include:

- Case Management
- Resource Navigation
 - Career Exposure
- Employment Preparation
 - Job Placement
 - Job Coaching
- Financial Literacy & Coaching
 - HSD/HSE Preparation
 - Anger Management
- Trauma Informed Support Groups

About Flip the Script

Flip the Script – Probationer Programming

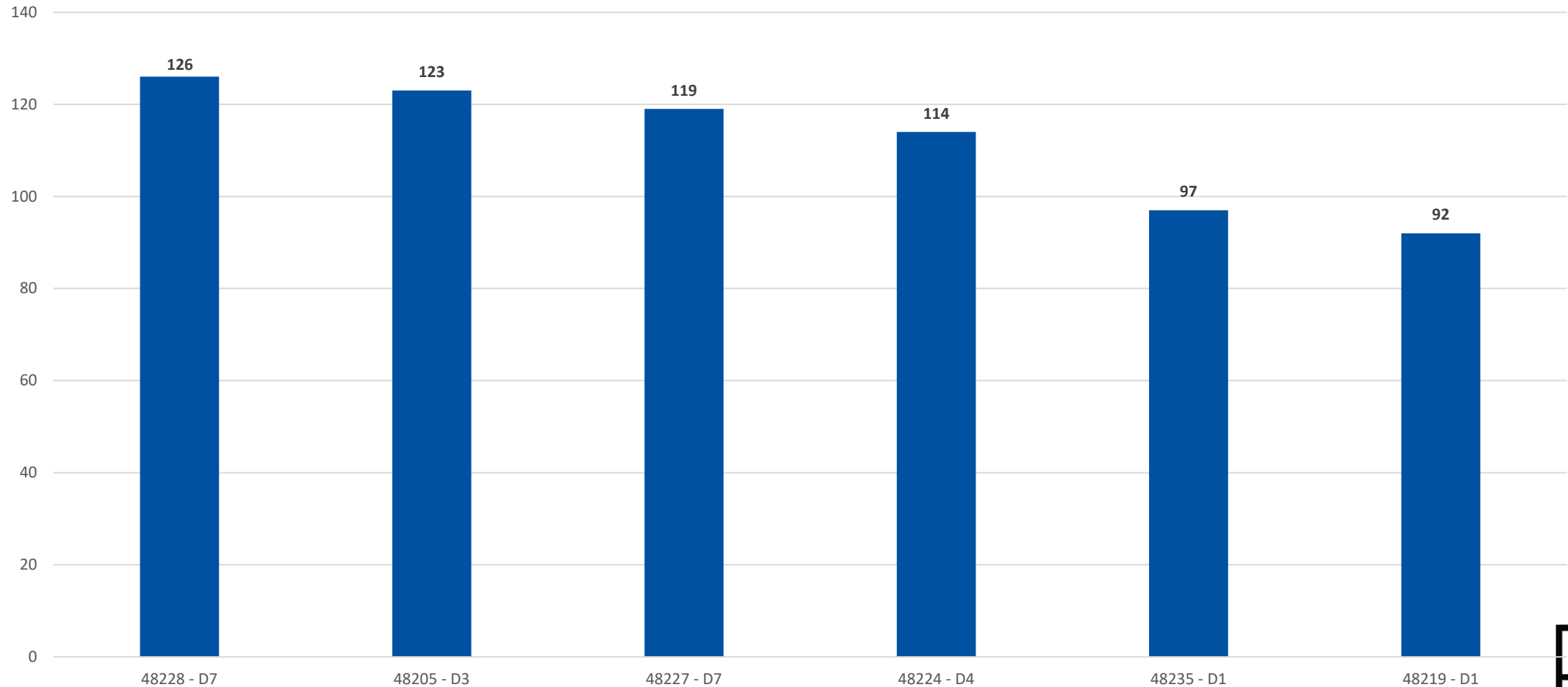
Justice involved men/women with:

- Medium – High VFO (violent recidivism scores)
- High cognitive behavioral needs
- Vocational/Educational needs
- Ages 16 – 39 year olds (male & female)
- Chronic unemployment barriers
- Serve barriers to self-sufficiency



Connecting FTS City-Wide Service Footprint to Crime Reduction Efforts

FTS Persons Served per City of Detroit Hot Zone (Shootings - Fatal, Homicide Other, Non-Fatal)



How Flip the Script Works

- Multiple Evidence-Based Program Elements:
 - Cognitive behavioral programming
 - GED preparation
 - Career exposure
 - Job training
 - Financial literacy and coaching
 - Supportive services for barrier removal
 - Employment preparation and placement
 - Post-placement retention support

Career Exposure – Asbestos Abatement



Flip the Script participants learning about the Asbestos Abatement trade before experiencing four hours of hands-on exposure.



Flip the Script participants working in small groups to build a asbestos containment.

Career Exposure – Heavy Equipment



Flip the Script participants learning about safety and operations of heavy equipment before experiencing four hours of hands-on exposure.



Flip the Script participants practicing turns and navigating techniques for heavy equipment.

Career Exposure - Roofing

Flip the Script participants learning about OSB board and shingle installation before experiencing four hours of hands-on roofing exposure.



Flip the Script participants competing for speed of roof shingle and OSB board removal.

Career Exposure – Carpentry



Flip the Script participants learning the basics of measuring for carpentry before experiencing four hours of hands-on exposure.



Flip the Script participants practicing measuring skills learned during the opening session.

FY 2023 Program Outcomes

- 97% of enrolled participants diverted from prison/jail
- 84% of enrolled participants placed on jobs
- 90% of enrolled participants completed programming. Of the participants that completed programming:
 - 48% are still on active probation without violation that resulted in prison /jail
 - 39% who were eligible for discharged completed probation successfully
 - 51% increased their literacy level

College and University Tours



Flip the Script participants with Wayne State University Education Transition Coordination Program representatives.



Flip the Script participants with Wayne State University Professor Dr. Chike for a mock lecture

Celebration of Transformation



Flip the Script participants Jalen Honeycutt (left) receiving the 2023 Resilience Award for his accomplishments.



Michigan Department of Corrections Probation Agents receiving 2023 Agent of the Year Award for their contributions in helping transform probationers' lives.

Success in the Making – Jamal Clemons



<https://youtu.be/wTHMNY2otno?si=CaGyvTWSOM60totN>

Jamal Clemons, 26, was born and raised in Detroit, Michigan. As an infant, he was placed in the foster care system, eventually becoming a ward of the state at the age of 16.

While in the foster care system, Jamal experienced violence, incarceration, homelessness and detrimental family dynamics. Although Jamal didn't graduate from high school, and despite his roller-coaster of trauma, neglect, hopelessness and broken promises, he remained steadfast in his determination to finish his education and to be successful in work and in life.

In September of 2023, after meeting counselor and instructor Dustin Campbell, Jamal enrolled in the Flip the Script empowerment program. He began attending cognitive behavior programming and GED classes and, along the way, had the opportunity to tour Wayne State University in Detroit, which made an impression on him.

Just one month into the program, Jamal completed the required testing, earned his GED, and was subsequently accepted at Wayne State University.

Jamal begins classes in the Fall of 2024 and plans to study social work. To financially support his college journey, Jamal is enrolling in the Goodwill of Greater Detroit Occupational Training program, where he will earn a certification in welding in 2024.

Jamal credits the support from Flip the Script staff members as an essential component to his current success and new life path. His dream is to assist local children in the foster care system.

Benefits to the State of Michigan

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 to the State of Michigan

1. Alternative sentencing option – less crowded jails/prisons
2. Consistent regional service model for probationers
3. Less crime—safer communities
4. Contributions to Michigan families--stronger families
5. Increase in labor market participation
6. Increased tax collection

Contact Information

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Questions?

Thank You!

