



# Peckham Annual Report 2017-2018

# Letter to the Community

Peckham remains committed to celebrating our growth – of clients, of our social enterprises, of our ability to make a meaningful impact in the community. As we celebrate 42 years, we embrace our core values of compassion, diversity, opportunity and pride, and continue to challenge ourselves in our quest for being an ever-learning, ever-growing organization.

**Peckham is a great place to learn.** It is a place where individuals with limited skills and experience can leave armed with the necessary tools and resources to achieve their goals of self-sufficiency. A place where people can learn what is possible instead of impossible and spark a new belief, confidence and ability in themselves that maybe had once been overshadowed.

**Peckham is a great place to learn.** It is a place where community employers and organizations learn how to create inclusive and accommodating work cultures and systems that help hire and retain people with disabilities and other barriers to employment.

It is a place where Peckham staff continually challenge themselves to collaborate and innovate new strategies, training programs like the Skilled Trades and forge new partnerships and earn new contracts to help people with barriers thrive.

**Peckham is a great place to learn,** not only for individuals with disabilities, but also, individuals who may not have a disability. Through this year's creation of Peckham Diversified, we are now able to expand our services and provide paid job training opportunities for those who may not have a disability but encounter significant barriers to employment.

Continuous learning, innovation and principles of hard work, respect and the value of community has led us to our success this year. We are thankful to you, our partners, our customers, our donors and friends, who help make Peckham not only a great place to work, but a great place to learn.

*David Gift*

**David A. Gift**  
President  
Peckham, Inc., Board of Directors

*Mitchell Tomlinson*

**Mitchell Tomlinson**  
President & CEO  
Peckham, Inc.

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Internet2

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# Measuring Impact

## Financial Reporting

Peckham's fiscal year began October 1, 2017 and ended September 30, 2018. The numbers below reflect this period.

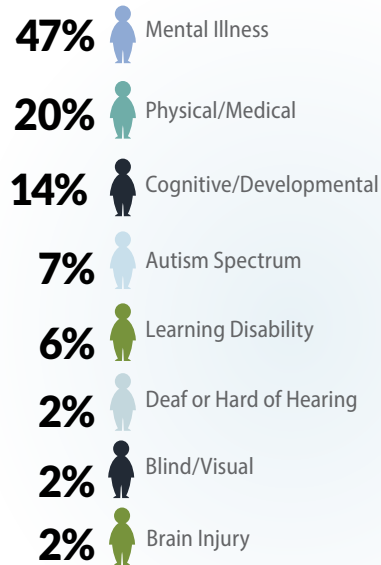
### Revenue (in millions)

Manufacturing	\$87.8
Business Services	\$72.4
Supply Chain Solutions	\$34.8
Human Services	\$ 8.4
Environmental Services	\$ 7.6
Other Revenue	\$ 5.7

### Investment Gain (Loss) \$ 2.8

Cost of Operations	
Wages & Fringes	52%
Material & Supplies	19%
Operations	25%
Management	1.4%

### Diversity in Disability



# \$61.6M

Provided in  
Client Wages



# 5,905

Clients Served through  
Peckham's 28 programs



# 1,640

Client satisfaction surveys earned an  
average rating of 4.51 on a scale of 1-5  
(1 being lowest and 5 being the highest  
level of satisfaction)



# 775

People earned  
community  
employment  
outside of Peckham

# 444

People achieved upward  
mobility within Peckham  
Business Lines





# Awards & Highlights

**GREAT PLACE TO WORK-CERTIFIED** This certification is based on employee feedback, revealing that Peckham employees trust their supervisors and have pride in their work. Certification helps with recruitment, brand recognition and employee retention.

**11TH YEAR WHEN WORK “WORKS”** Awarded When Work Works Award for our use of effective workplace strategies to increase business and employee success for the eleventh consecutive year.

**EMPLOYER OF THE YEAR, ARIZONA GOVERNOR’S COUNCIL** Peckham named employer of the year by the Arizona Governor’s Council for the Blind and Vision Impaired for the second year in a row.

**AWARDED PROJECT SUPPORT GRANT, GATEWAY TO INCLUSION** Peckham received a grant of \$22,500 from the Michigan Council for Arts and Cultural Affairs in support of the Gateway to Inclusion: a Community Sculpture Project, which will be installed on the Capital City Blvd. median by 2019.

The project is a collaboration with the Capital Region International Airport and will be a visual representation of the values of diversity, community, inclusion and connectedness.

**AWARDED NEW RIGHT TURN 3 RE-ENTRY PROJECT GRANT** through the Department of Labor, Peckham will receive \$630,000 over three years to create services for young adults who have been involved in the justice system.

## Peckham Named 2018 Silver Level Veteran Friendly Employer

Peckham has been recognized as one of the top employers for veterans by the Michigan Veterans Affairs Agency (MVAA). Only 20 out of 200 active employers in the MVAA have reached Silver Level status.

“This is a major accomplishment for Peckham,” says Carlos Castillo, Veteran Services Specialist at Peckham (pictured left). “With this, Veterans who are transitioning or looking for a Veteran Friendly Employer will see us ranked as one of the top employers for Vets.”

The Peckham Veteran Services program facilitates successful transitions into the civilian workforce through mentoring, advocacy and support. “We are doing great work here and we are taking care of our Vets.” says Castillo.



# Peckham Self Advocates

**“When the whole world is silent, even one voice becomes powerful.” - Malala Yousafzai**

Peckham Self-Advocacy President at the Riverside location, Alex Gobbo and his mother Mary Gobbo, traveled with Stacey Locke, advisor to Self-Advocacy, (all pictured right with Congressman Moolenaar) to Washington D.C. to advocate on Capitol Hill in support of having AbilityOne employment options for people with disabilities.

Alex received support and training on how to tell his story of being a person with an invisible disability and its impact on gaining and maintaining employment throughout his career search.

The group met with both United States Senators, Gary C. Peters and Debbie Stabenow staffers. They also met face-to-face with Representative Tim Walberg and Congressman John Moolenaar, both AbilityOne champions and avid supporters of employment for people with disabilities.

## Self Advocacy Extends to Phoenix

The newly-formed Self-Advocacy Team in Phoenix is already making an impact at Peckham. Projects include helping to raise money for the Phoenix Rescue Mission CODE RED that provides water to those that are homeless.

They also organize teams to walk in the Autism Speaks event with a local community partner, Southwest Autism Research and Resource Center (SARRC).



“I believe in helping others. My job at Peckham is to help people with their computers. That job is about supporting others. Advocacy is a way to support people. It is about supporting something you believe in, it is also about supporting yourself too. I am an advocate because I believe in helping others.

My story is about a hidden disability. This “different ability” makes it hard for me to speak with others in a way that is not distant. It is hard to connect with people and have them like me. This makes many things hard for me. My story is also about all of you too. I am one of you. I have seen you, and I have seen the great work that we all do.

Many of us work on AbilityOne contracts. We can succeed where others have done well. We can even succeed where others have failed.

“When the whole world is silent, even one voice becomes powerful.” That line is one of my favorite quotes about advocacy. It is about having courage and stepping forward. I encourage others to stand forward with me. An advocate is a voice, and many voices are strong.”

A Shared Excerpt, - Alex Gobbo, Peckham Self-Advocacy Team President

# Innovation & Partnership

## Career Planning and Consultation Builds Client Opportunities

### CPC Provides Successful Accommodations

Peckham's Career Planning and Consultation (CPC) team worked with a referring agency to provide accommodations for a job try out for Peckham client, Nicholas Benton in one of the Peckham Warehouses.

Nicholas has some paralysis and limited ability to grip with his left hand. Modifications to the steering wheel resulted in a successful job try out and he is now employed full-time in the warehouse, driving a fork lift.



### Partnering with Michigan House of Representatives to Provide Administrative Jobs

This year, CPC collaborated with the Michigan House of Representatives to help the organization identify a variety of clerical opportunities within their Information Systems department. Some of these clerical tasks included purging old files and working on excel documents.

After identifying clerical tasks, they are now excited, open and flexible to work towards providing opportunities to our clients. CPC would like to thank Cathy Hunter from the Michigan House of Representatives for her willingness to collaborate with Peckham.

Finding employers who are willing to create more opportunities for clients to gain entry-level experiences is important, it helps to build a well-trained, inclusive workforce and assists clients with their employment goals.

Nearly 400 community businesses and organizations have provided jobs for people with disabilities and other barriers. For a complete community employer list, visit [www.peckham.org](http://www.peckham.org)

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# Human Services

## HIGHLIGHTS

- Peckham Youth Services launched the Youth Career Academy of Genesee, in Flint, MI. The program is designed to help youth offenders develop employability skills and reintegrate into the community
- Developed virtual Vocational Services support to accommodate clients working remotely and third shift
- Eaton County Workforce Innovation and Opportunity Act Youth program received 5 for 5 Award for meeting all performance measures for Jobs for Michigan's Graduates as top performing site in the state of Michigan
- Peckham Self-Advocacy Team supported MI Congressman Moolenaar in becoming an AbilityOne Champion, demonstrating a commitment to the AbilityOne program and to employment opportunities for people with significant disabilities

### Peckham Youth Services Launches Skilled Trades Academy

Peckham proudly opened the Youth Skilled Trades Program and affiliate program of the Greater Michigan Construction Academy. This program will offer the National Center for Construction Education & Research Core Curriculum, which provides students with a nationally recognized credential in the trades.

The Trades Academy aligns with Peckham's mission and allows us to widen the range of opportunities to maximize human potential. The Academy will equip students with the skills they need to pursue careers in the trades.

Lead donors include The Community Foundation, Dart Foundation and Pioneer Construction. With these partnerships, support and belief in the transformative power of education, Peckham can help build the next wave of talent that will be trained and skilled in the trades.





## HIGHLIGHTS

- Peckham Manufacturing benchmarked as Best in Class in SourceAmerica Audit
- Awarded Skilled Trades training Funding Grant
- Launched Department of Labor Sewing Machine Operator Apprenticeship Program, celebrated first class of graduates in February
- Charlotte, Michigan, manufacturing operations secured its first DLA sustainment contract
- Upward mobility certification program developed and implemented

# Manufacturing

## Peckham Celebrates Master Craftsman Graduates

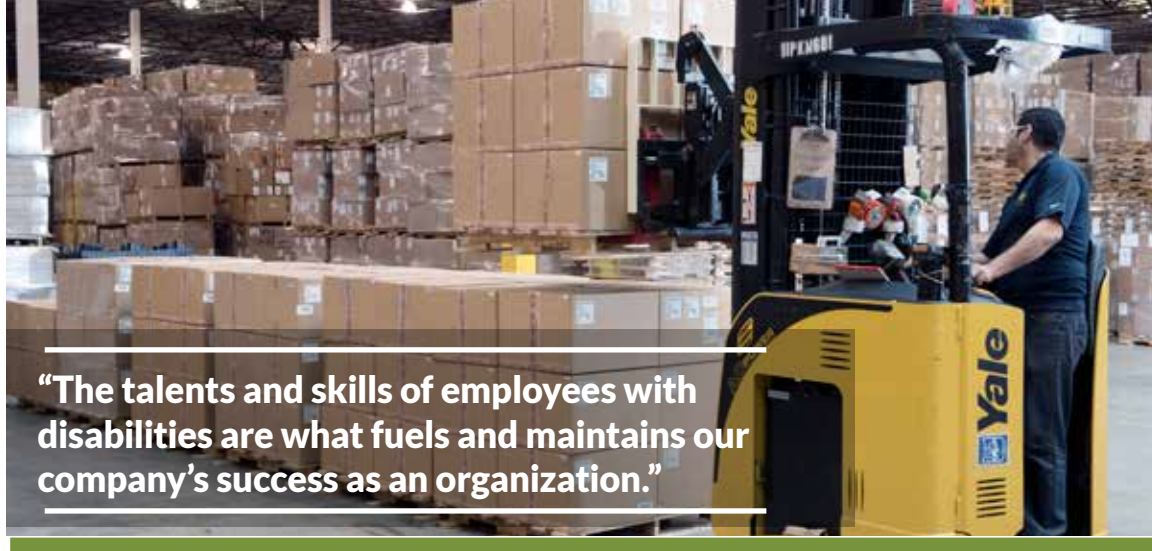
Peckham, Inc. is proud to announce the first graduates of the Master Craftsman Sewer Apprenticeship program registered with the U.S. Department of Labor (DOL). This program is for sewing machine operations, and the first apprenticeship program at Peckham.

“We are extremely proud of our first eight graduates of the Master Craftsman Sewer Apprenticeship program,” says Jo Sinha, Chief Operating Officer. “This program was designed as a combination of on-the-job and classroom instruction. Complex garment construction is a skilled job; having a DOL registered apprenticeship program recognizes garment construction as a skilled trade.”

The curriculum is designed to empower individuals to thrive in Peckham’s unique social, cultural and agile manufacturing environment. The core training supports the Peckham values of diversity, teamwork, peer-to-peer learning and communication. Courses in the program include apparel construction and equipment problem solving, measurements, reading technical specifications, stitch types, lean manufacturing layout concepts and an overview of the Peckham production system.

The creation of the Master Craftsman Apprenticeship was the result of team collaboration across Peckham’s Manufacturing team. Subject matter experts in Lean Layout, Machine Maintenance Trouble Shoot, Problem Solving Methods and Peckham Production Systems also collaborated with the team to create the thorough training program.





“The talents and skills of employees with disabilities are what fuels and maintains our company’s success as an organization.”

# Supply Chain Solutions

Featured in DC Velocity, Leading Industry Publication

*Ability Awareness, Interview with Tom Minich, Vice President of Supply Chain Solutions, an excerpt*

**Q: Did you need to adapt your processes to accommodate their (workers) disabilities?**

A: No. We believe in fitting the job to the employee and individualizing the work experience for every employee whether that person has a disability or not.

There are a few jobs that were carved out, but the cost from the carved-out position was neutral when compared with the savings elsewhere. An example would be wrapping pallets. Peckham has automated stretch wrappers, but a person is still needed to attach the stretch film to the pallet and start the machine. Our forklift drivers were doing this and were having to get off and on their vehicles multiple times an hour, which reduced their productivity.

We hired a visually impaired worker who now operates several stretch wrap machines simultaneously, which added a cost. But once we added that worker, the productivity of the forklift operators almost doubled, making this a cost-neutral or cost-saving initiative overall. Most accommodations can be done in this way, where there is little to no cost but the return on investment is high for all parties.

**Q: What must employers do to create an inclusive culture?**

A: As employers, we are at an advantage if we shift our thinking from looking at people with disabilities as a burden to thinking about them as a strength for the work force. Disability is just another part of diversity. Every employer should want a more diverse and inclusive environment. We believe that inclusion drives innovation.”

**To read the entire interview: visit [www.dcvelocity.com](http://www.dcvelocity.com)**



## HIGHLIGHTS

- Supply Chain Solutions was awarded a new five year DLA OCIE North 3PL contract to continue storing and shipping Organizational Clothing and Individual Equipment
- Supply Chain Solutions shipped over 17,000,000 individual items to soldiers and other customers around the world
- Supply Chain Solutions laundered over 500,000 pounds of dirty Army Organization Clothing and Individual Equipment (OCIE) allowing the Army to save millions of dollars



# Business Services

## Peckham Launches Work-From-Home Agents and Virtual Supports

Our Grand Rapids location is the first Peckham contract to pilot a work from home option for agents working on the United States Department of Agriculture contract within Business Services. The first selected agents began working from home in November 2017.

Prior to working from home the agents completed a technical training program. Currently we have just under 50 agents working from home. Their work week consists of one day in the office and the remaining days from their home office.

Vocational Services Specialists (VSS) have developed a new virtual support process. This includes the use of tools such as Skype Instant Messenger, Outlook Emails, Conference Calls, and virtual Skype meetings. VSS have successfully conducted face-to-face virtual supports using Skype.

Beyond the virtual supports, agents and VSS are working together to maximize their one day in the office. The time in the office is used to focus on goal development, soft skills supports and a touch base between agents and VSS. They focus on building skill, communication, maintenance of routine or encourage socialization and relationship building with others from the team.

The opportunity to work from home is a great option for many agents with barriers. It is a supportive accommodation for those with transportation barriers and others who may be overwhelmed by daily social interactions at work.

Working from home also allows for many to work schedules or shifts that would not typically be available. Exploring this new vocational opportunity and expanding work options has been an exciting growth and learning opportunity that will continue into the future.

## HIGHLIGHTS

- Expanded a home-based agent program for the USDA IT Service Desk Contract; extends contract service capabilities and provides vocational services to more individuals living with disabilities
- Completed \$1.43M project to convert Government Furnished computer and phone systems to Contractor Furnished for the Battle Creek Customer Interaction Center
- Achieved USDA designation of Full Operating Capability and accolades from USDA contracting office for exceptional performance
- Re-launched the Centers for Medicare and Medicaid Services Contact Center in London, KY
- Hired over 300 individuals to support the National Passport Information Center contract surge season, able to hire nearly all seasonal workers as permanent, a record setting accomplishment

300

Individuals Hired to support NPIC surge



# Peckham Farms

## HIGHLIGHTS

- Sold Peckham Farms branded products in more than 40 Meijer stores throughout Michigan
- Successfully re-certified USDA GAP (Good Agricultural Practices) and Michigan Department of Agriculture Food Establishment Licenses, as well as re-verified Michigan Agriculture Environmental Assurance Program
- Created eight new, year-round, full-time client positions, all previously seasonal positions
- Provided over 70 area families with weekly Veggie Share subscriptions
- Donated more than 3,000 pounds of produce to the Greater Lansing Food Bank



# Environmental Services

## HIGHLIGHTS

- Awarded Ingham ISD contract for additional three years
- Awarded new and first contract to Peckham Diversified, CCRESA (Clinton County Regional Services Agency) facilities in St. Johns, MI began September 2018
- New awarded contracts include; Piper & Gold and contract updates with TA Forsberg, LSB Print Shop and Everbridge

## Mission

The Peckham Community Partnership Foundation helps fund services and programs where little other funding exists, filling critical gaps that can make a difference in the lives of those striving for independence.

The Peckham Community Partnership Foundation supports a variety of program initiatives, while also expanding its efforts to provide community enrichment, volunteerism and self-empowerment opportunities.

## Foundation Financials

The Peckham Community Partnership Foundations' latest fiscal year began January 1, 2017 and ended December 31, 2017.

The numbers you see here reflect this time frame (in millions).

Donations Received	\$ 2.3
Assets	\$ 38.4
Grants Awarded	\$ 1.6
Investment Gain	\$ 5.1

# Peckham Community Partnership Foundation

The Peckham Community Partnership Foundation continues to enable us to further our reach by supporting life enhancement services and programs such as Adult Education, Art from the Heart, Veterans Services, advanced training and more.

The Foundation has grown to nearly \$40 million in assets and remains the single largest source of funding for Peckham programs.

This year, the Foundation funded more than 20 mini-grants to support clients work experiences. The Foundation continues to fund major grants such as the bi-annual Speaker Series that brings nationally

renowned speakers and presenters on topics of disability, workplace culture and more to nearly 1,000 community representatives each year.

We sincerely thank each of our donors for their ongoing support of the mission. Your contribution helps sustain the Foundation, enabling clients to reach greater independence and self-sufficiency.

*Rudy Hirt*

Rudy Hirt, *President*

Peckham Community Partnership Foundation  
Board of Directors

## Foundation Board of Directors

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### Board of Directors

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*Community Representative*

# Foundation Support

## Spring Speaker Series Focuses on Emotional Intelligence

Emotional Intelligence is a trending topic in today's workplace. Many experts suggest the value of the EQ (emotional quotient) is even more important than an individual's IQ. This year's Spring Speaker Series topic explored the value and outcomes of creating emotionally intelligent workplaces.

Michelle Kinder, national expert in social and emotional health and emotionally intelligent leadership, presented the topic of "Emotional Intelligence in the Workplace," to more than 500 attendees.

"Emotional tone is contagious and an emotionally intelligent workplace allows for each person on the team to bring their best self to every situation," says Kinder.



## Mini-Grants offer increased resources to clients

Mini-grants are an amazing opportunity to try new ideas to enhance Peckham's existing programs and services, or create brand new programs. Peckham staff can receive up to \$5,000 to implement a new program that supports the mission and benefits clients. "Mini-plus" grants of up to \$10,000 are available for previously-funded mini-grant programs to build upon past achievements and/or expand successful programs.

## Mini-Grant Opportunities

- Provided items essential for youth to succeed in gaining employment, including business attire, every day work clothes and other items to increase their chances of success
- Provided opportunity for Peckham's four self-advocacy teams to travel to Grand Rapids for a guided tour of the Gerald R. Ford Presidential Museum. Team members learned about President Ford's work on behalf of individuals with disabilities
- The Peckham Free Library was funded in 2018 to provide clients (and their families) with easy access to books by creating a repository of reading material



22  
Mini-Grants  
Awarded

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**"These (Zen Art Stress Management) classes are a huge benefit to me especially for my job because it calms me down so I can focus on my job"**

- Phoenix Customer Service Representative, participating in Zen Art Stress Management Mini-Grant Classes

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# PECKHAM DONORS (OCT. 1, 2017 -SEPT. 30, 2018)

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Wagamon, Robert & Lauren  
Walker, Bradley  
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Williams, Byron  
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David Pletzke  
 Erica Willard  
 Carl Pletzke  
 Darren McAdams  
 Emma Nelson  
 Curt Dombecky  
 Will and Susie Barkyoumb,  
 Agrabante Family, B.  
 George and Nadine Wilson  
 Charlotte Koger

Robert S. Holm  
 Carol Holm

Paul Gorch  
 Gretchen & David K. Jewison

JoAnne Gager  
 Ray Gager

## In Honor Of

Patty & Michael Miller  
 Candi and Bob Gannon

Dr. and Mrs. Raymond Gager  
 Frank & Pat Bonta

Joe Howlett  
 Thomas & Christine O'Haver

Matt Gager  
 Drew, Jack & Mary Gager

Scott Derthick  
 Mary Bates



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Peckham, Inc., a nonprofit community rehabilitation organization, is a unique business and human services agency that values quality, diversity and performance. Our mission is to provide a wide range of opportunities to maximize human potential for persons striving for independence and self-sufficiency. We embrace collaboration, effective resource management and innovative approaches to achieve world-class excellence.

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