



Original artwork by Roy W.

2024 ANNUAL REPORT



Dear Friends, Partners and Supporters,

At MRC Industries, we believe in possibility. We believe in the potential of every individual—regardless of disability or mental health challenge—to live with dignity, independence, and purpose. Looking back on the year, that belief has become more than a mission—it’s our momentum.

We’re in a powerful season of growth. In just three years, our staff has grown by over 60%, and our budget by nearly 70%. These numbers reflect more than expansion; they represent lives changed, opportunities created, and a community moving forward together. The journey hasn’t been easy. We’re navigating an evolving behavioral health system, facing uncertain funding, and adapting to national shifts toward inclusive employment. But we’re not retreating—we’re rising.

We’re leaning into innovation and staying focused on outcomes, independence, and inclusion. From new partnerships with Kalamazoo Parks & Recreation to expanded community employment through our artWorks store, and new career tracks in trades, food service, retail, arts, and green industries—we’re not just preparing people for jobs, we’re creating purpose.

Our programs—BridgeWays, LEAP, Community Living Supports, McKercher Skill Building, and others—do more than build skills. They help build lives. Through personalized services, natural supports, and real-world experiences, we empower people to achieve their goals in the most independent, supportive ways possible.

This year, our strategic plan has guided us to:

- Expand outreach to meet growing needs
- Improve quality and operational excellence
- Strengthen recruitment, retention, and DEI
- Diversify funding through social enterprise
- Advance advocacy for an inclusive future

We’re not just serving—we’re building, partnering, and leading. Our mission is urgent. Our impact is real. Now more than ever, we need you—our donors, staff, partners, and community. Your belief fuels this momentum. Your support changes lives.

Let’s keep building a world where everyone has a place. A voice. A purpose. A job. A future.

With gratitude and hope,



Dan Pontius
CEO

Program Outcomes 2023-2024

McKercher

Program Participants	147
Artists at MRC artWorks	99
Individuals Earning a Paycheck	66
Satisfaction	95%

Community Living Supports

Program Participants	75
Satisfaction	93%

BridgeWays

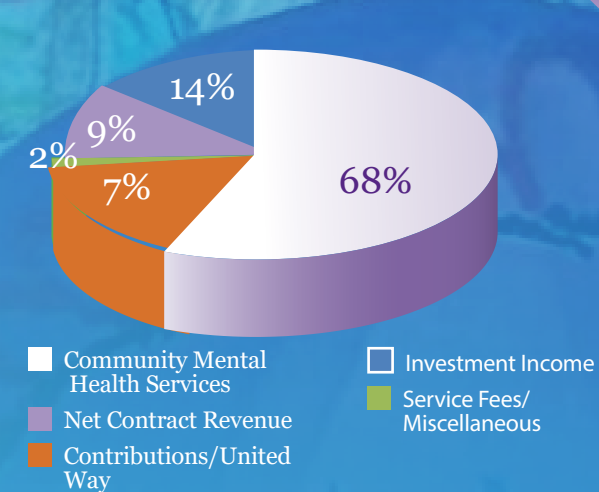
Program Participants	462
Individuals stepping down to a less intensive service	12
Independently employed	75
Satisfaction	90%

Community Employment

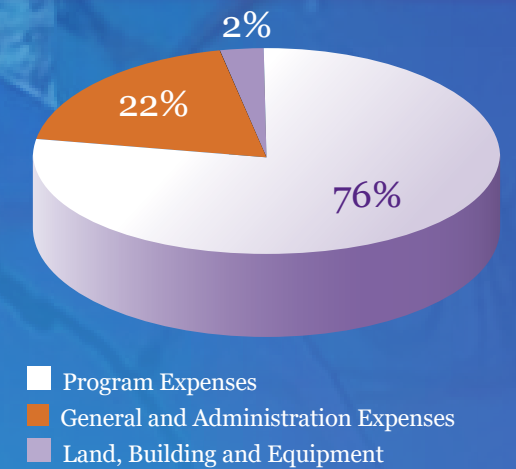
Program Participants	200
Individuals Employed in the Community	107
Satisfaction	85%

Financial Statement 2023-2024

Net Revenue \$6,068,634



Net Expenditures \$4,915,685



2024
MRC
BOARD OF
DIRECTORS

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Chair

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Building a Legacy of Giving: JD Kalleward's Commitment to MRC

Since 1996, JD Kalleward has been a steadfast supporter of MRC Industries—both personally and through his business, Kalleward Group. But his connection to MRC runs deeper than financial contributions; it's a story of dedication, resilience, and the power of community.

JD's journey with MRC began in 1995 when he joined the board to offer expertise in facilities. A key turning point was meeting previous CEO Rosalie Novara, a dedicated leader who inspired him to stay involved. "It wasn't just about what MRC did for the community; it was about being part of something bigger," he shares.

His leadership became critical during crises. When flooding in 2008 devastated MRC's Bank Street facility, JD stepped in to help find a new location—despite not being on the board

at the time. Later, during the pandemic, Kalleward Group funded the replacement of deteriorating walkways at MRC's 26th Street site to keep staff engaged and facilities safe.

JD has also been a longtime advocate of the Kalamazoo Klassic, one of MRC's major fundraisers. "It's a tradition that brings the community together for a cause that matters," he says.

As a fourth-generation builder, JD believes deeply in giving back. "Some people focus only on their own work," he says. "But you have to look outside of that. You have to contribute."

For JD, MRC's people are what matter most. "You don't just sit on a board—you contribute in real, tangible ways. That's always been important to me." He fondly recalls demonstrating unsafe electrical conditions at a board meeting using transistor batteries—a humorous but effective moment that led to unanimous support for upgrades.

"MRC supports local people—not just clients, but staff, board members, and volunteers," he says. "It gives people peace of mind and belonging. That's why it's worth supporting."

JD Kalleward's story is one of enduring impact and heartfelt service. His legacy is a reminder of how one person's commitment can strengthen an entire community.

"Whether it's your time, your expertise, or your support—just give something," JD advises. "When you do, you become part of something truly meaningful."

A Champion of Hospitality and Community Pride

Mario Mesa, a dedicated artist in MRC Industries' woodWorks program, has made impressive strides this year in community-based employment. Most recently, Mario wrapped up a successful season working as a parking attendant for the 2024–2025 Kalamazoo Wings hockey season at Wings Event Center. His supervisors and staff couldn't speak more highly of him, praising his positive attitude, warm personality, and natural ability to make every guest feel welcomed and appreciated the moment they arrived.

Mario's contributions didn't stop there. During the four-day Michigan Youth Wrestling State Championships, he stepped up as a security team member—assisting with logistics, supporting event staff, and ensuring everything ran smoothly. His willingness to take on new challenges with enthusiasm has made him a valuable part of the Wings Event Center team.

And his journey continues: Mario has been hired as a parking attendant for the 2025 Kalamazoo Growlers baseball season. He's excited to keep sharing his energy and hospitality with fans all summer long. Congratulations, Mario, on an incredible year of growth, hard work, and community impact.



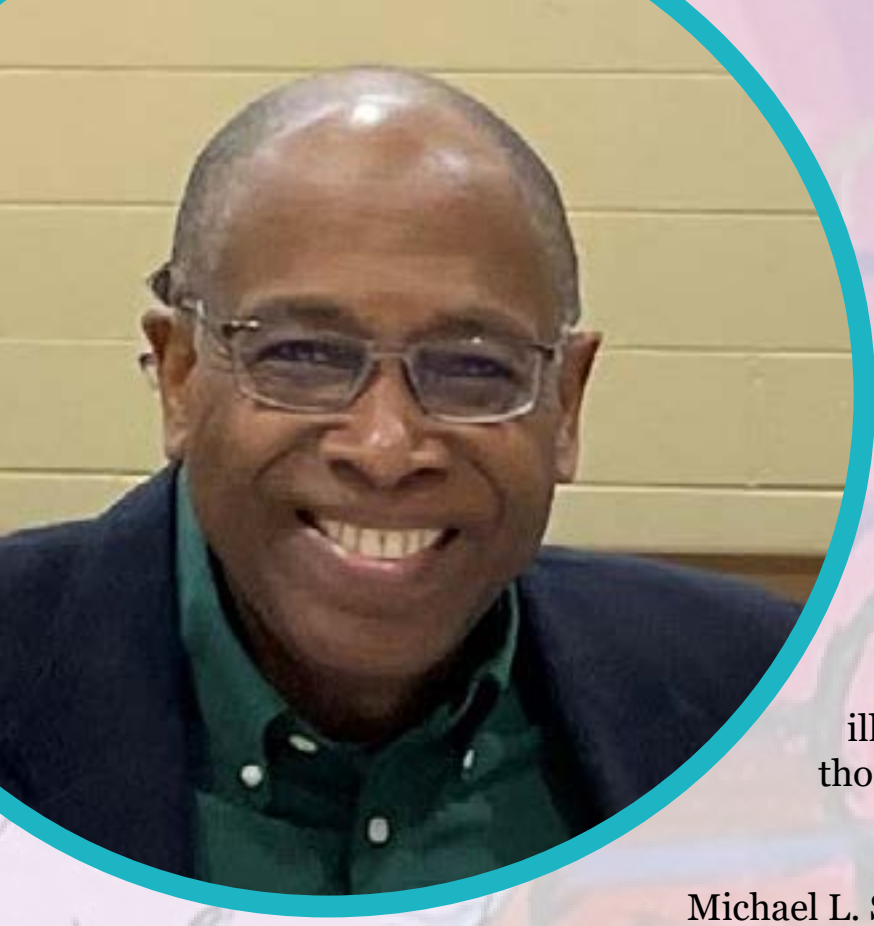
Returning with Purpose and Pride

There has been lots to celebrate lately for MRC client Shane Gashaw. Not only did he pass both his Manual Pallet Jack Safety and Motorized Pallet Truck Safety tests, but he also experienced a powerful moment of growth and pride: returning to his alma mater, Comstock High School, for the first time in 12 years.

Shane accompanied Workforce Development Coach John Tidd to help distribute Pre-ETS training certificates to current students. On the drive, Shane reflected on his high school days, admitting he hadn't always been on the right path. But walking into those familiar halls with a new purpose—handing out certificates and sharing his achievements—was a moment of transformation.

"Shane was beaming," said John. "He proudly showed off his own certificates, and his smile said it all—a face full of pride and accomplishment." On the way back, John asked, "How does it feel going back as a motivator instead of a troublemaker?" Shane replied simply: "Pretty happy!" Today, Shane is focused, helpful, and mentoring others at MRC—a true example of growth and redemption.





BOARD SPOTLIGHT

I am the communications manager and spokesperson for the City of Kalamazoo. For years I have been involved in organizations that are committed to community service. I joined the MRC Board of Directors because of its longstanding commitment to serving individuals with special needs in the community. The work that everyone does – from Board Members to the MRC staff – illustrates to me the importance of helping those who might need a helping hand to live their lives with hope and dignity.

Michael L. Smith, MS - Communications Manager,
City of Kalamazoo

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Kalamazoo, MI 49048



Community • Independence • Empowerment

For questions and comments,
please contact the the Director
of Development and
Marketing at 269-343-0747
mrcindustries.o



MRC's Mission

To encourage and support individuals living with a disability to achieve their fullest potential through employment, skill-building and active community involvement.

MRC's Vision

To be the provider of choice for individuals and employers through continuous improvement, innovation and leadership.

MRC's Values

At MRC Industries, Inc. we exemplify these values:

- Compassionate Collaboration
- Epowerment
- Community
- Advocacy