



Collaborative piece of MRC artists



2025 ANNUAL REPORT

Dear Friends, Partners, and Supporters,

At MRC Industries, we believe that every individual deserves the opportunity to belong, contribute, and thrive. Over the past year, that belief guided an important milestone for our organization as we refreshed our mission and vision to better reflect the future we are working to build; an inclusive community where individuals with disabilities and mental illness are empowered to reach their full potential.

This year, we continued expanding programs that open doors to independence and meaningful opportunity. Across Workforce Development, Community Employment, Community Living Supports, and BridgeWays Case Management, individuals are building skills, gaining confidence, and pursuing goals that once felt out of reach. Through our employment initiatives alone, 176 individuals secured part-time employment in the community, earning an average wage of \$14 per hour while gaining valuable work experience and independence.

Behind these numbers are powerful stories of growth and determination. Individuals supported by MRC are exploring creative talents, pursuing education, strengthening life skills, and discovering new pathways toward meaningful work and community connection.

This progress is made possible through the dedication of our staff, the leadership of our board, and the generosity of our donors, partners, and community supporters. Together, we are strengthening a network of opportunity that helps individuals move beyond barriers and toward brighter futures.

As we look ahead, our commitment remains clear. We will continue to build for belonging in our community; to innovate, advocate, and expand opportunities so that every individual we serve has the support, dignity, and chance to succeed.

Thank you for believing in this mission and for being part of the work that makes it possible.



Dan Pontius, CEO

WHO WE ARE

MRC Industries champions the potential of individuals with disabilities and mental illness by promoting equity, inspiring independence, and creating inclusive pathways to thrive within the community.

Our Vision

An inclusive community where individuals with disabilities and mental illness are empowered to thrive.

Our Values

compassionate collaboration, empowerment, community, advocacy

WHO WE SERVE



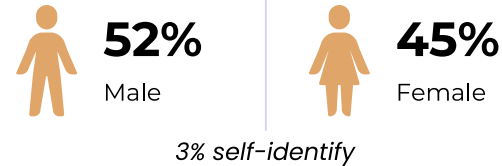
DISABILITY



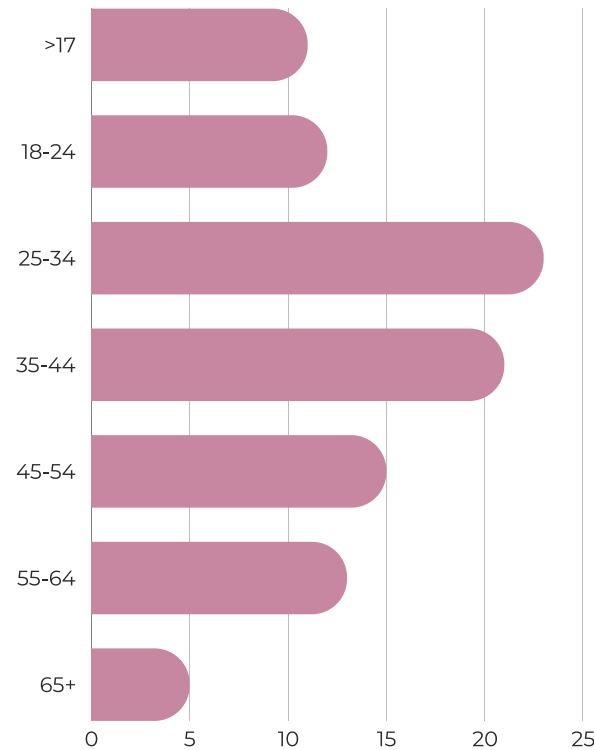
- 22% Schizophrenia
- 30% Mood Affective Disorders
- 14% Intellectual Disabilities
- 13% Developmental Disorders
- 13% Anxiety + Dissociative
- 8% Other

79% of clients are their own guardian

GENDER



AGE



CLIENTS BY PROGRAM



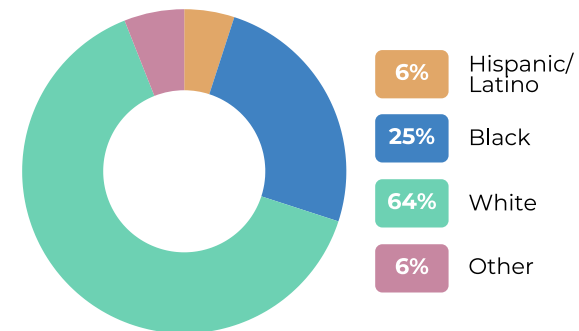
76% of clients take Kalamazoo Metro to services

SATISFACTION



Average 95% satisfaction rate across all programs.

RACE/ETHNICITY



SUMMARY

Our clients represent a diverse group with a wide range of backgrounds, identities, abilities, and life experiences. While they may share participation in our programs, each client brings unique goals and support needs. This diversity underscores the importance of a person-centered approach that recognizes and responds to individual experiences rather than a one-size-fits-all model.



LAVAR'S STORY

Lavar's path to becoming a chef has been shaped by curiosity, travel, and a deep appreciation for the way food connects people across cultures. Since joining Workforce Development in November 2024, he has discovered new opportunities to turn his passion for cooking into a future career. Along the way, he has also explored other creative outlets, including art through MRC's artWorks program, building confidence and skills that continue to move him forward.

One of the biggest milestones on his journey has been education. Lavar is currently earning his GED through Goodwill Industries of Southwestern Michigan. Another achievement he describes with pride was recently being accepted into culinary school at Kalamazoo Valley Community College. For him, getting into college represents more than just a new step

in school, it's proof that his dream of becoming a professional chef is truly within reach.

His love for cooking comes from a genuine excitement about trying new foods and understanding the cooking process. In the kitchen, he enjoys experimenting with ingredients, techniques, and flavors from around the world. While he appreciates many types of dishes, one of his favorite meals to make is steak. He likes it cooked well done and enjoys the simplicity of preparing it just right.

Travel has played a huge role in shaping his culinary interests. Over the years, he has been fortunate enough to travel on cruises that took him to places like Puerto Rico and the Cayman Islands. Visiting these places opened his eyes to the rich cultural traditions behind different

cuisines. Out of all the destinations he has experienced, the Cayman Islands remain his favorite. He describes the island with awe, saying, "It's beautiful. It takes your breath away."

The food there left just as strong an impression. One dish he especially remembers is Ceviche, a fresh dish made from raw fish marinated in citrus juices and mixed with ingredients like onions, peppers, and herbs. It quickly became one of his favorite things to eat while visiting the island. He even learned the entire process for making ceviche himself, from preparing the fish to balancing the bright, tangy flavors that make the dish so refreshing.

His dream doesn't stop at culinary school. He hopes to one day become a chef and open his own restaurant. The vision he has for that restaurant goes beyond serving great food, it is also about creating opportunity. He plans to hire people with disabilities, building a kitchen where everyone has a chance to learn, grow, and contribute. On the menu, he imagines serving foods inspired by cultures from all over the world, reflecting the

experiences that sparked his love for cooking in the first place.

Most importantly, he knows he isn't pursuing his dream alone. As he puts it, "I have so much support behind me, including MRC and my friends." That network of support continues to motivate him as he prepares for the next chapter: culinary school, new experiences, and eventually the restaurant he hopes to open one day.

"I have so much support behind me, including MRC and my friends."

Lavar is already thinking about future collaborations as well. He hopes to partner with another MRC client who enjoys baking so they can combine their talents in the restaurant. Together, they have even started brainstorming possible names for the business.

Part of what inspired him to pursue this dream came from watching cooking shows featuring Gordon Ramsay. Seeing professional chefs push themselves and create

incredible dishes motivated him to imagine himself in a professional kitchen someday. That inspiration, combined with the encouragement he found in MRC's program, helped him take the next step towards culinary school.

The program itself has played a major role in his journey. He describes it as incredibly supportive and credits it with helping him reach important milestones, including getting into college. The encouragement he has received from staff and mentors has helped him stay focused on his goals.

For him, cooking is more than just preparing food. It is a way to bring together the places he has been, the people who support him, and the future he is working hard to create.

As he looks ahead, Lavar is excited about the learning experiences that await him in culinary school. He hopes to build new skills in the kitchen, explore different international cooking techniques, and continue expanding his knowledge of flavors and ingredients from around the world. Each new

lesson brings him one step closer to turning his dream into reality.

Above all, Lavar hopes his journey can inspire others. He wants to show that passion, determination, and the right support can open doors. For Lavar, the kitchen represents possibility, and he is just getting started.



WORKFORCE DEVELOPMENT

Workforce Development is central to MRC Industries' mission to empower individuals with disabilities to reach their full potential. Our programs provide personalized support through assessment, goal-setting, and hands-on training tailored to each individual's needs and goals. Participants build vocational, communication, daily living, and social skills in a supportive, inclusive environment. Guided by experienced staff using evidence-based practices, individuals gain confidence, independence, and the tools needed to succeed at work and in everyday life.



Community Volunteering

Volunteering connects participants with local organizations to build skills, explore interests, and foster community inclusion.



Paid Work Opportunity

Provides paid, hands-on work experiences that build skills, confidence, independence, and community engagement.



Classroom

Classroom instruction builds essential workplace and communication skills through lessons tailored to each learner.



artWorks

At artWorks, artists grow their creativity and confidence in a supportive space where their work is showcased and sold for commission.



123 clients are earning a paycheck through paid opportunities

100% satisfaction found with artWorks clients



255 clients in Workforce Development

COMMUNITY EMPLOYMENT

MRC's Community Employment program connects individuals with barriers to employment—including developmental disabilities, serious mental illness, and traumatic brain injury—to meaningful, competitive, paid work in the community. Services are person-centered, with individuals guiding their own employment goals while staff provide individualized job development, training, and ongoing supports. Using a consultative approach with both job seekers and employers, the program creates strong employment matches and long-term success. MRC maintains fair fidelity to the IPS evidence-based employment model and also offers skill-building opportunities through its AbilityOne contract, which provides federal prevailing wages and hands-on work experience.

\$14 *average client hourly wage*



"I like my job and I am happy."



94 clients started a new job



28 clients reached 90 days of employment

COMMUNITY LIVING SUPPORTS

The Community Living Supports (CLS) program at MRC Industries empowers individuals with disabilities to live as independently and fully as possible within their communities. Through a person-centered approach, the program provides individualized support that promotes skill development, self-sufficiency, and meaningful community participation. Adult services focus on building daily living skills such as meal preparation, budgeting, household management, medication oversight, social engagement, safety awareness, and transportation access. Youth services support children and families by fostering independence, communication, social skills, personal care, and coordination with educational and therapeutic goals. By emphasizing dignity, choice, and inclusion, Community Living Supports helps participants strengthen essential life skills, achieve personal goals, and enhance their overall quality of life.



31 clients discharged due to increased independence

Received 29 new client referrals



57 clients in Community Living Supports

BRIDWAYS CASE MANAGEMENT

BridgeWays Case Management is dedicated to providing comprehensive and personalized support to individuals with disabilities, guiding them on their journey towards independence and fulfillment. Our team of experienced case managers works closely with each individual to assess their needs, identify goals, and develop customized care plans tailored to their unique circumstances. Whether it's navigating healthcare systems, accessing community resources, coordinating services, or advocating for rights and benefits, we are committed to providing compassionate and knowledgeable assistance every step of the way. Through collaborative partnerships and a client-centered approach, BridgeWays empowers individuals to overcome barriers, maximize their potential, and achieve greater self-sufficiency. BridgeWays Case Management is dedicated to ensuring that individuals with disabilities receive the support they need to live meaningful and fulfilling lives.

13% of clients are *unhoused*



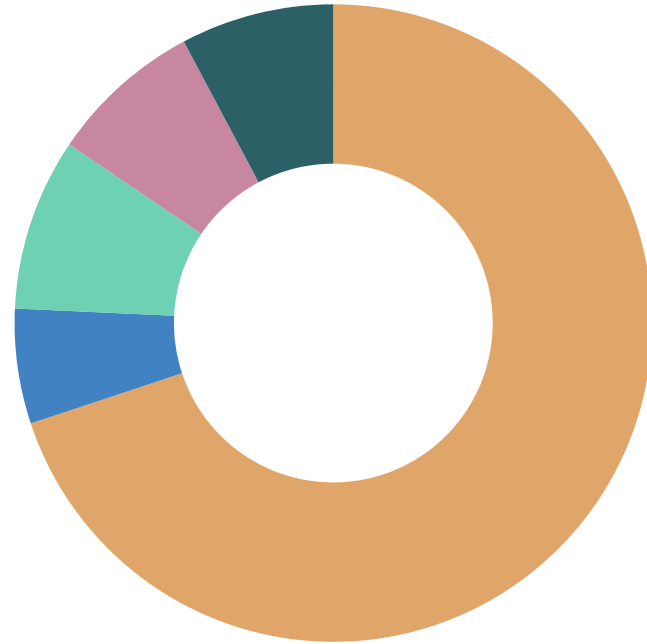
526,118 minutes spent with clients

140 clients received peer support services



87% of clients adhered to medications

Net Revenue \$6,666,828



72% Community Mental Health Services

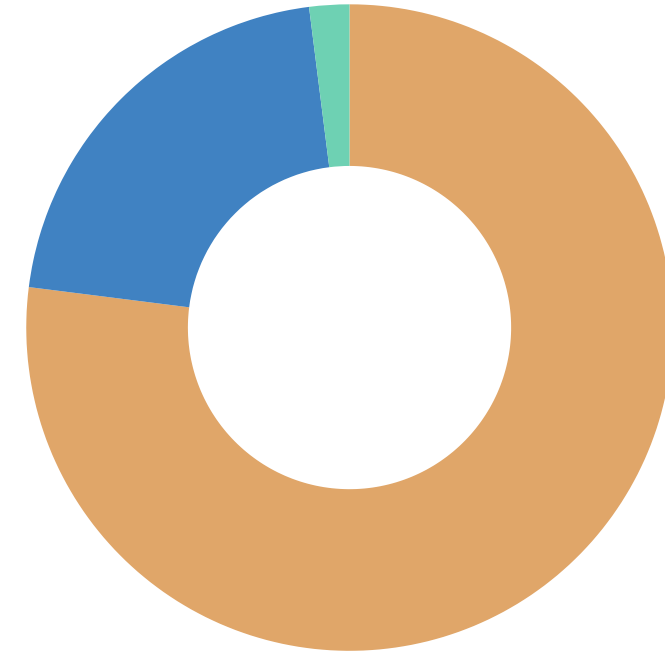
8% Investment Income

6% Net Contract Revenue

5% Service Fees/Miscellaneous

9% Contributions/United Way

Net Expenditures \$5,516,677



77% Program Expenses

2% Land, Building and Equipment

21% General and Administration Expenses

BOARD OF DIRECTORS

Andrew Wenzel, *Chair*
Kimberly Carr, *Vice-Chair*
Melissa Tallon, *Treasurer*
Tyler Stewart, *Secretary*
Lisa Luebke, *Chair Emeritus*

Laura Dinehart
Shantoria Donson
Yvonne Fleener
Kenneth Nacci
Molly Ostrander
Megan Pena
Joan Ruiz
Michael Smith
Tom Stanek
Stanley Steppes
Christopher Terkos
Bethany Vinatieri

FOLLOW US ON SOCIALS!

MRC Industries



artWorks MRC



ThriftAbility



Kalamazoo Klassic



Tacos & Tequila Crawl

