



# 2025

## Annual Report

**A Year of Growth, Community, & Leading with Impact**

# Letter from the desk of Denise M. Berry

As I reflect on 2025, I am reminded of the strength that comes from a shared commitment to our mission. At SVRC Industries, every individual connected to our organization contributes to meaningful outcomes for the persons we serve. This year was defined by intentional growth, strategic alignment, and a continued focus on delivering services that create real impact in our community.

One of the most significant milestones in 2025 was the adoption of our new three-year strategic plan. This thoughtful process also led to an updated mission statement that better reflects who we are today and the impact we strive to make. The result is a clear direction that honors our community while advancing the rights, engagement, and opportunities for individuals with barriers to employment and community access.

A key validation of our work is our successful three-year re-accreditation from CARF. This achievement affirms that SVRC meets internationally recognized standards of quality and service excellence and reflects our commitment to continuous improvement and person-centered, outcome-driven care.

Our Empowered Voices program remains a cornerstone of our organization. In 2025, the program experienced 12.5% growth, expanding access to job skills training and increasing opportunities for community integration. Just as important, we achieved a 100% participant satisfaction rate, outcomes that reflect the quality of services and the dedication of our staff. We also continue to serve as an economic driver within the Saginaw community. SVRC employs more than 125 individuals and contributes nearly \$10 million annually to the local economy, reinforcing our role in both service delivery and workforce development.

Looking ahead, our strategic plan is built around three core pillars: Workforce Development, Financial Sustainability, and Programming and Infrastructure. We will continue strengthening our workforce, maintaining financial stability through responsible growth, and enhancing our programs and infrastructure to meet the needs of those we serve. None of this progress would be possible without the dedication of our staff, the trust of those we serve, and the support of our community partners.

Together, we are building on a strong foundation and moving forward with purpose. Thank you for your continued support of our mission.

## Denise M. Berry

President and CEO  
SVRC Industries, Inc.



# THE BIG MISSION IN SAGINAW



Empowered Voices

**Elevating experience.  
Building leadership.**



*marketplace*

**Nurturing entrepreneurs.  
Building community.**



INDUSTRIAL OPERATIONS

**Advancing opportunity.  
Strengthening workforce.**



JANITORIAL SERVICES

**Exceptional cleaning.  
Meaningful opportunities.**



**Supporting well-being.  
Transforming lives.**

**SVRC creates  
opportunities to empower  
persons at risk or with  
barriers to employment  
and community access.**



# Empowered Voices - Lead With Impact & Activity

## Strategic Focus

In 2025, the Empowered Voices program focused on strengthening service quality, expanding community integration, and enhancing participant outcomes through more intentional, data-driven program design. This work ensures participants are equipped with the skills and experiences necessary for independence and employment readiness.

## What We Did Differently

Empowered Voices elevated its impact by strengthening internal quality assurance systems and improving how participant data and feedback are collected and utilized. The program reintroduced paper-based survey options to increase accessibility, resulting in more consistent and representative feedback across all participants served. In addition, the program expanded its approach to community-based learning by prioritizing structured, goal-oriented experiences over general activity participation.

## Measurable Impact

- 12.5% program growth in 2025
- 100% participant satisfaction rate
- Increased measurable skill acquisition and individualized progress toward independence
- Expanded participant engagement in community-based and civic activities, including participation in the Walk a Mile in My Shoes Rally alongside more than 2,000 advocates
- Participants demonstrated increased confidence and self-advocacy, improved communication and social skills, and greater independence in daily living and decision-making



# Empowered Voices - Lead With Impact & Activity

## Key Actions and Partnerships

- Achieved 100% program compliance in the CARF International review, securing a renewed three-year accreditation
- Partnered with Saginaw County Community Mental Health Authority to launch a Healthy Eating Habits course, connecting wellness to employment readiness
- Collaborated with Saginaw Valley State University's Occupational Therapy Department, engaging 8 participants in a structured mentorship program with individualized goal planning
- Expanded volunteer and community partnerships, including Covenant HealthCare, Meals on Wheels, Michigan Heroes Museum, Mid-Michigan Children's Museum, Saginaw Rescue Mission, Theodore Roethke House, and Underground Railroad Resale Shop
- Launched intergenerational programming with Saginaw Township Community Schools, creating leadership opportunities through student engagement at Arrowwood Elementary

## Why This Matters

These outcomes reflect more than program participation, they demonstrate meaningful progress toward independence, employment readiness, and community inclusion. By strengthening both skill development and real-world engagement, Empowered Voices ensures participants are not only supported but actively prepared to contribute to their communities. This level of performance also reinforces SVRC's commitment to high-quality and outcome-driven services, ensuring continued funding eligibility and stakeholder confidence.

In 2026 Empowered Voices will expand into a newly renovated space designed to support specialized, skill-based learning environments and enhance programming in life skills, technology, wellness, and the arts. This expansion will allow the program to meet growing demand while deepening its impact on participant independence and employment readiness.



# Industrial Operations - Lead With Impact & Action

## Strategic Focus

In 2025, Industrial Operations focused on maintaining continuity of operations, strengthening workforce stability, and reinforcing operational performance. These efforts supported SVRC's commitment to workforce development while ensuring consistent, high-quality service delivery.

## What We Did Differently

Industrial Operations implemented targeted strategies to improve operational efficiency, align pricing with service delivery, and strengthen team collaboration. Leadership focused on building a more resilient workforce structure while enhancing internal processes to support consistency and quality.

## Measurable Impact

- Improved operational consistency and production flow to reduce costs
- Increased alignment between service delivery and revenue structure
- Strengthened team collaboration and workplace culture
- Successful completion of the ISO 9001:2015 Surveillance Audit



# Industrial Operations - Lead With Impact & Action

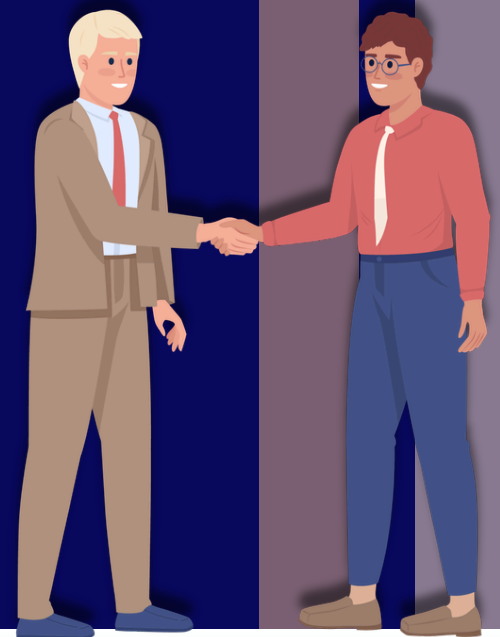
## Key Actions and Partnerships

- Strengthened staffing structure to support consistent production and service delivery
- Implemented warehouse utilization strategies to better align revenue with operational demands.
- Sustained and expanded partnerships, including ongoing collaboration with Carter Kits.
- Supported cross-program initiatives, including workforce engagement opportunities for Empowered Voices participants.

## Why This Matters

These actions reflect a disciplined and forward-focused approach to operations, ensuring the program remains efficient, reliable, and sustainable. Continued ISO certification reinforces quality standards, strengthens client confidence, and positions Industrial Operations as a trusted and competitive service provider.

In 2026, Industrial Operations will look to expand service capabilities, including potential partnerships to provide external certification and training opportunities. The program will remain focused on operational excellence, workforce development, and scalable growth while maintaining ISO standards.



# Janitorial Services - Lead With Impact & Action

## Strategic Focus

In 2025, Janitorial Services focused on delivering consistent, high-quality service while expanding workforce opportunities for individuals with barriers to employment. These efforts supported SVRC's commitment to workforce development and reliable service delivery.

## What We Did Differently

Janitorial Services strengthened its staffing model and service delivery approach to ensure consistency across all contracted sites. In response to increased program demand, the program added a Janitorial Program Assistant Manager to enhance oversight, support frontline staff, and strengthen quality control. The program continued to emphasize accountability, team coordination, and service excellence to maintain strong client relationships and sustainable.

## Measurable Impact

- 30 total employees supporting janitorial operations
- 10 active service locations maintained with consistent service delivery
- Increased employment opportunities for individuals with barriers to employment
- High levels of service consistency and client satisfaction



# Janitorial Services - Lead With Impact & Action

## Key Actions and Partnerships

- Added 6 new team members to support service delivery needs
- Established an Janitorial Program Assistant Manager role to support program oversight and growth.
- Secured 3 new contracted service locations.
- Maintained and strengthened relationships across 10 active service sites.
- Continued to provide workforce opportunities aligned with SVRC's mission

## Why This Matters

Janitorial Services plays a critical role in creating accessible employment opportunities while delivering reliable, high-quality services to the community. The program supports both economic participation and independence for employees, while reinforcing SVRC's reputation as a trusted workforce partner.



In 2026, Janitorial Services will continue to strengthen service quality, workforce stability, and operational consistency while identifying opportunities to responsibly expand service capacity.

# Marketplace - Lead With Impact & Growth

## Strategic Focus

In 2025, SVRC Marketplace focused on strengthening small business incubation, increasing community engagement, and enhancing its role as a driver of local economic activity. These efforts supported SVRC's commitment to workforce development and community-based programming.

## What We Did Differently

SVRC Marketplace enhanced its approach to business support by increasing visibility, expanding event-based engagement, and strengthening partnerships that support small business growth. The Marketplace also focused on activating available space more intentionally and creating consistent opportunities for vendors and the broader community.

## Measurable Impact

- Increased number of active businesses operating within the Marketplace
- Hosted 9 major events and 7 large-scale community events
- Increased foot traffic and community engagement throughout the year, including record participation for Rides on the Riverfront and strong vendor turnout at Saginaw Comic Con
- Raised over \$5,000 through Riverfront Brew Fest to support ongoing initiatives



# Marketplace - Lead With Impact & Growth

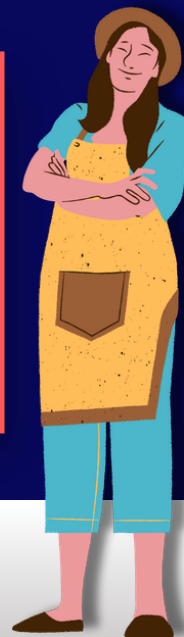
## Key Actions and Partnerships

- Signed leases with 7 new small businesses in 2025
- Hosted and expanded large-scale community events, including Riverfront Brew Fest, Rides on the Riverfront, and Saginaw Comic Con
- Offered the majority of events free to the public to increase accessibility and community participation
- Continued support of the Downtown Saginaw Farmers Market, providing a platform for local vendors and small businesses to bring fresh produce, retail, vendors, live entertainment, and family-friendly activities to the pavilion
- Expanded the Shop Sensational Saginaw initiative to increase local business exposure
- Strengthened partnerships with CMU Research Corporation and Saginaw Economic Development Corporation

## Why This Matters

SVRC Marketplace serves as a hub for entrepreneurship while also creating accessible community experiences. By offering the majority of events at no cost, the Marketplace removes barriers to participation, strengthens community connection, and ensures broader access to local resources, businesses, and programming.

In 2026, SVRC Marketplace will focus on increasing occupancy, expanding marketing efforts, enhancing facility utilization, and continuing to grow its role as a center for small business incubation and community engagement.



# Westlund Guidance Clinic - Lead With Impact & Support

## Strategic Focus

In 2025, Westlund Guidance Clinic focused on expanding access to behavioral health services, strengthening clinical quality, and enhancing workforce development. These efforts supported SVRC's commitment to providing integrated, person-centered care while addressing growing community mental health needs.

## What We Did Differently

Westlund strengthened its service delivery model by expanding school-based therapy services and enhancing internal clinical support structures. The clinic also prioritized workforce development by investing in clinician supervision, licensure advancement, and internship opportunities to build a sustainable pipeline of qualified professionals.

## Measurable Impact

- 90% client satisfaction rate for outpatient therapy services
- 84% of clients reported improvement because of services received
- Increased access to behavioral health services across the community
- Strengthened clinical workforce through licensure advancement and training
- Enhanced service delivery for youth through school-based programming



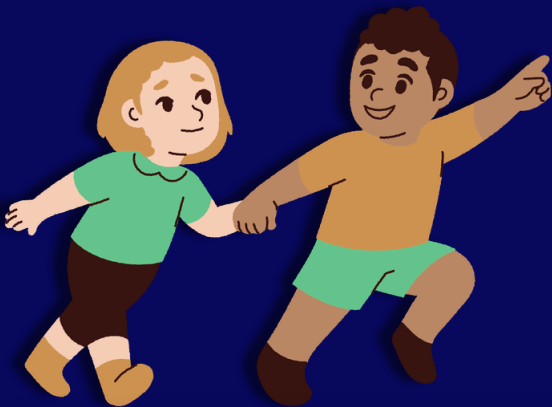
# Westlund Guidance Clinic - Lead With Impact & Support

## Key Actions and Partnerships

- Served 566 therapy clients and 164 case management clients
- Achieved 100% program compliance on the CARF survey
- Expanded school-based therapy services to increase access for youth
- Supported 2 clinicians in achieving full licensure
- Provided training and supervision for 4 clinical interns
- Strengthened case management services to better support coordination of care

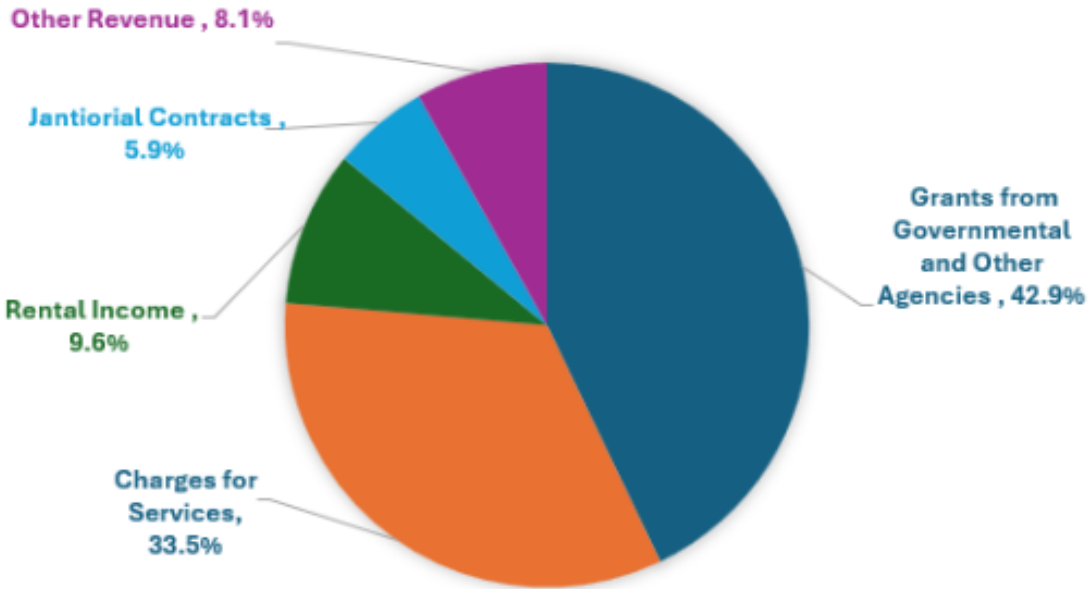
## Why This Matters

Westlund Guidance Clinic plays a critical role in addressing community mental health needs by providing accessible, high-quality care. Achieving 100% CARF program compliance and strong client outcomes reinforces the clinic's commitment to clinical excellence, accountability, and continuous improvement. Strengthening both services and workforce capacity ensures individuals and families receive timely support while building long-term resilience within the behavioral health system.

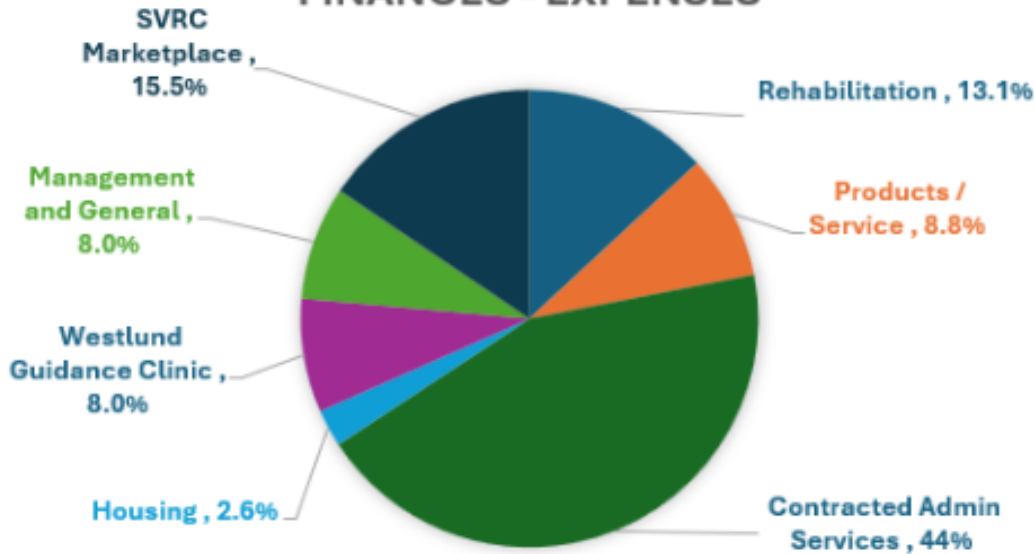


In 2026, Westlund will continue to expand its clinical workforce, strengthen school-based partnerships, and grow internship and supervision programs to support long-term service capacity and community impact.

## FINANCES - REVENUE



## FINANCES - EXPENSES



# Thank You

Thank you for your continued support and commitment to the mission of SVRC Industries. Together, we are expanding opportunity, strengthening independence, and driving lasting impact across our community.



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