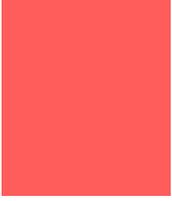




Serving Those Who Serve Us.



# MAFHC

## 2016 ANNUAL REPORT



Michigan Armed Forces Hospitality Center, Inc.



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## PRESIDENT'S MESSAGE

Everyone affiliated with the Freedom Center celebrated a significant milestone recently. On November 1, 2016, The Freedom Center completed five years of continuous operation at Detroit Metropolitan Airport (DTW). This is a noteworthy accomplishment for several reasons.

Like every new enterprise, the Freedom Center began as a concept. The vision was to provide a permanent facility dedicated to supporting military personnel traveling through the airport. This was a unique concept at DTW. The idea had been kicked around for many years. Now was the time for action. It was, at the same time, a simple idea and a daunting challenge. There was a mountain of inertia to overcome. Doors needed to be opened, resources collected and personnel recruited and trained.



# **PRESIDENT'S MESSAGE**     *Continued*

In many respects, we were starting a new "small business". It is interesting to note that according to the U.S. Bureau of Labor Statistics, only "...about 50% of all new businesses survive 5 years or more". We were blissfully unaware of that fact and moved forward with a sense of missionary zeal.

First, we established the Michigan Armed Forces Hospitality Center, Inc. to provide the organizational structure to support the Freedom Center. From the outset, we were blessed with the right people with the right ideas and the right resources all coming into play at the right time. Together we met and mastered each of the organizational and operational obstacles that lay in our path. Within a matter of months, the Freedom Center was in full operation.

Initially, it was estimated that we might serve 100 veterans each day. By the end of 2016 we were logging over 270 guests per day.

Since that first day of operation, we have served more than 317,000 military personnel and their families. Operating seven days a week, 365 days a year, our sponsors and volunteers have stepped forward to make this possible.

Like any small business, we have been successful in "growing" our operation. In addition to the original Freedom Center, located in the McNamara Terminal, we also have a similar facility in the North Terminal at DTW. This allows us to meet the needs of military and veterans traveling on all of the scheduled airlines operating at DTW. Also, we provide mini-Freedom Centers inside the Military Entrance Processing Stations located in Troy and Lansing, Michigan.

Serving upwards of 99,000 guests per year requires a dedicated corps of staff members and volunteers. Currently we have 144 volunteers plus one full-time and three part-time employees who collectively worked more than 20,000 hours in 2016 to serve our guests.

Our annual operating budget is \$240,000. That averages out to about \$4/guest. Since we do not receive any government funding from the federal, state or local level, we are dependent on the generosity of donors, large and small, to help us meet this fundraising goal.

During the past five years we have remained true to our basic mission of meeting the the needs of traveling service members and their families. It is with much gratitude for past accomplishments and in anticipation of continued success that I invite you and your organization to join us as we prepare for another five years of "Serving Those Who Serve Us".

**Kenneth S. Pratt, Board President**  
**Michigan Armed Forces Hospitality Center, Inc.**  
Colonel, USAF (Ret.)  
Captain, Delta Air Lines (Ret.)



# THANK YOU MILITARY & NONPROFIT ORGANIZATIONS DONORS

- 40 Et 8 Suburban Wayne County Locale 1002
- American Legion Algot Johnson Post 69
- American Legion Capitol City Post 12
- American Legion Department of Michigan
- American Legion George Washington Post 88
- American Legion, Lynn C Weeman Post 514
- American Legion Post 147
- American Legion Rosedale Park Post 390
- American Legion Ruth Reddy Post
- Capitol Area Military Officers Association of America
- Foundation for American Veteran
- Michigan Department Ladies Auxiliary to VFW
- National Sociey Daughters of the American Revolution, John Sackett Chapter
- Selfridge Military/Civilian Spouse Club
- Vietnam Veterans of America, Downriver Chapter #259
- Veterans of Foreign Wars Post 6695
- Wreaths Across America

# **THANK YOU MILITARY & NONPROFIT ORGANIZATIONS DONORS** *Continued*

- **Girl Scout Troops 40143, 40462, 40292, 40617  
Brownies & Juniors-Lawton Elementary School**
- **Knights of Columbus Assembly Richard Cardinal  
Cusing 0484**
- **Knights of Columbus John Hundiak Master 4th  
Degree**
- **Knights of Columbus Msgr. Kern #1963**
- **Meads Mill Middle School, Northville, MI**
- **Northville High School Baseball Team**
- **Northville Public Schools**
- **Northville Rotary Club**
- **Northville Township Professional Fire Fighters**
- **Park West Gallery Charitable Foundation**
- **Richard & Jane Manoogian Foundation**
- **Wayne County Airport Authority Firefighters  
Association**
- **Western Wayne County Conservation Association**
- **Westland Area Jaycees**

# THANK YOU INDIVIDUAL DONORS

- **Gene & Doris Anderson**
- **Cheryl Bowker**
- **Kathy Brown**
- **Paul & Alison Bucek**
- **Joseph & Wen-Ling Chang**
- **Melonie & Mike Colaianne**
- **Michael Colburn**
- **Beverly Cornell-McGlynn**
- **Susan Crane**
- **Stephanie Davis**
- **Regina Debski**
- **John & Carol Decker**
- **Gary & Judy Demars**
- **Ellen Dennehy**
- **Megan Dennis**
- **Christine Des Jarlais**
- **Barbara Deuparo**
- **Victoria & Klayton Dillon**
- **Gerald & Diane Drouillard**
- **Christina Duceatt**
- **Patricia Dunn**
- **Robert Enderle**

# THANK YOU INDIVIDUAL DONORS

## *Continued*

- Debra Fontana
- Edward Gallagher
- Timothy & Mary Gallagher
- Robert Garrett
- Jim Gleckler
- Nanette Hocking
- Wendy Illian
- Jerome & Lynn Kaminski
- Connie Katikos
- Raymond & Cynthia Jankowski
- David Jensen
- Michele Lindsay
- Jinlu Liu
- Shannon MacIsaac
- Steven Markowski
- Mechel McClain
- Jane McKeever
- Jeffrey Menz
- Ian Montgomery
- Kelly Moran
- Valentina & James Neidart
- John Nowak

# THANK YOU INDIVIDUAL DONORS

## *Continued*

- Colleen Pace
- Trace Papke
- Jack Penkivech
- Amber Pflugradt
- Katie Rocco
- Gary Rotter
- Bede Ryan
- Vince Rusinak
- John Saenz
- Nancy Sarpolis
- Russell Scott
- Kristen & Brandon Shortridge
- Frank Sinagra
- Carrie Slomanski
- Chuck Sroka
- Dawn Sumeracki
- Kalefonda Swain
- Donald Taylor
- Christopher Ventimiglia
- Cheri Warner
- Wayne County Airport Authority Employees (via payroll deduction contribution)
- Kristine Welch

# THANK YOU CORPORATE & BUSINESS DONORS

- **ABC Warehouse**
- **American Axle & Manufacturing**
- **Car Lister**
- **ChronoTrack Systems Corp.**
- **Costco, Brighton**
- **Costco, Madison Heights, MI**
- **Dart Corporation**
- **Dawn Donuts**
- **DC3S | Defense Corridor Center for Collaboration & Strategy**
- **Detroit Popcorn Company**
- **Earl of Sandwich**
- **Einstein Bagels**
- **Family Insurance Agency LLC**
- **Feldman Chevrolet of Novi**
- **GE Aviation - Veterans Network**
- **General Dynamics Land Systems - Local 412 Veterans Committee**
- **Hude Legal Services, PLLC**

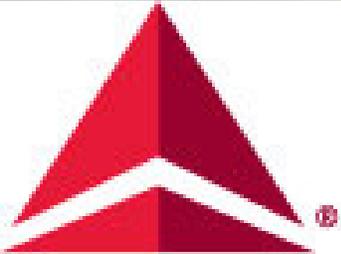
# THANK YOU CORPORATE & BUSINESS DONORS

## *Continued*

- **Illy's**
- **JetBlue**
- **Kroger**
- **Lou LaRiche Chevrolet**
- **LSG Sky Chefs**
- **Masco Corporation**
- **Meritor, Inc.**
- **National Coney Island**
- **Neighborhood Insurance Agency LLC**
- **Sam's Club, Lansing**
- **Suburban Acura**
- **Team Rehabilitation Services**
- **Tom Holzer Ford**
- **Varsity Lincoln, Inc.**
- **Wayne County Airport Authority**
- **Wendy's**



# THANK YOU TO OUR PREMIER SPONSOR



# DELTA



In 2016, our 2 Freedom Centers at Detroit Metro Airport (DTW) provided a quiet respite for traveling active military and their families, retirees, veterans, and military members of foreign armed forces.



## **DTW MCNAMARA TERMINAL FREEDOM CENTER**

OPEN SINCE NOVEMBER 11, 2011

**In 2016, 54,093  
Military Guests Served**

## **DTW NORTH TERMINAL FREEDOM CENTER**

OPEN SINCE DECEMBER 18, 2015

**In 2016, 17,950  
Military Guests Served**



# **261,726**

## **Served at both DTW Freedom Centers**

since opening our first center in 2011!



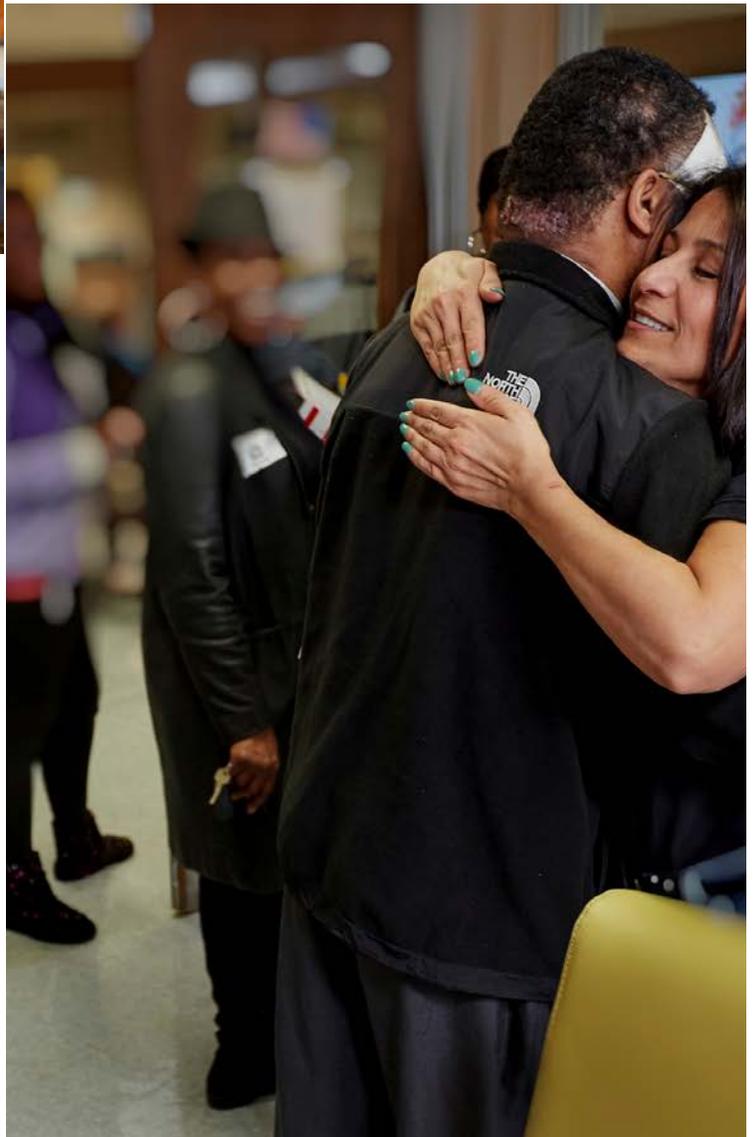


# TROY FREEDOM CENTER

OPEN SINCE 2014

Located inside the  
Military Entrance  
Processing Station in  
Troy, Michigan

In 2016, provided  
hospitality,  
comfort and  
support to 16,074  
military enlistees  
and their families





# LANSING FREEDOM CENTER

OPEN SINCE 2015

Located inside the Military Entrance Processing Station in Lansing, Michigan

In 2016, provided hospitality, comfort, and support to 11,724 military enlistees and their families

**Donna Jones passed away on October 12, 2016. Donna was involved with the Lansing Freedom Center since its opening in early 2015. She started as Lead Volunteer and was later promoted to Operations Coordinator.**

**Donna was the driving force behind the success of the Lansing Freedom Center - she oversaw all aspects of volunteer recruitment/training/scheduling, supply management, and guest services.**

**In addition, Donna was an accomplished seamstress who lent her talents by donating hand-made, military-themed quilts to the MAFHC 2015 Gala Silent Auction and a local camp serving children of fallen soldiers.**

**Donna will be greatly missed by MAFHC - the staff and her 27 Lansing Freedom Center volunteers - and the Lansing MEPS military staff.**

**In Memory of Donna Jones,  
Lansing Operations Coordinator**



# MAFHC BOARD OF DIRECTORS

**Kenneth S. Pratt, President**  
**Colonel, USAF (Ret)**

**John G. McCandless, Vice President**  
**Captain, USN (Ret)**

**Stephen Ihrig, Secretary/Treasurer**  
**Captain, USN (Ret)**  
**Attorney**

**Timothy P. Burns**  
**Meritor, Inc.**

**Melonie Colaianne**  
**Masco Foundation**

**Patrick Colbeck**  
**Michigan State Senator, 7th District**

**Carol Ann Fausone**  
**Brigadier General, USAF (Ret)**

**Michael B. Greiger**  
**Colonel, USAF**

**Howard F. Rundell Jr.**  
**Captain, USN (Ret)**

# MAFHC STAFF

**Kate Hude, Executive Director**

**Stephanie Appel, DTW Operations Manager**

**Dave Duey, Troy & DTW Operations Coordinator**

**Sal Haji, Troy Operations Coordinator**

**Donna Jones, Lansing Operations Coordinator**

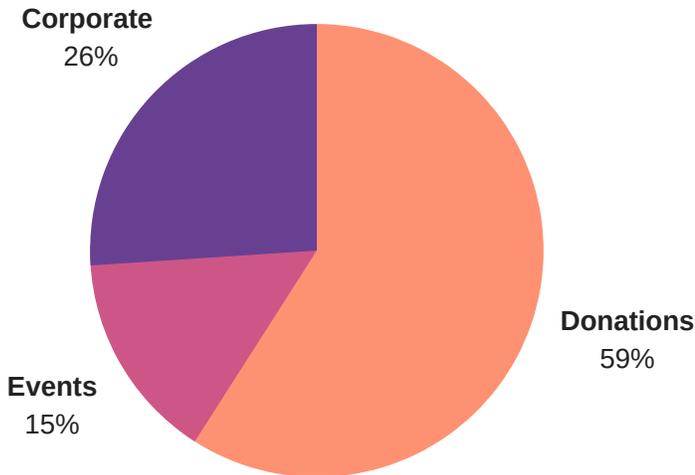
**John Potter, Lansing Operations Coordinator**

# MAFHC VOLUNTEERS

**144**

**dedicated veteran &  
civilian volunteers  
who serve our guests  
365 days a year  
at all 4  
Freedom Centers**

# SUPPORT



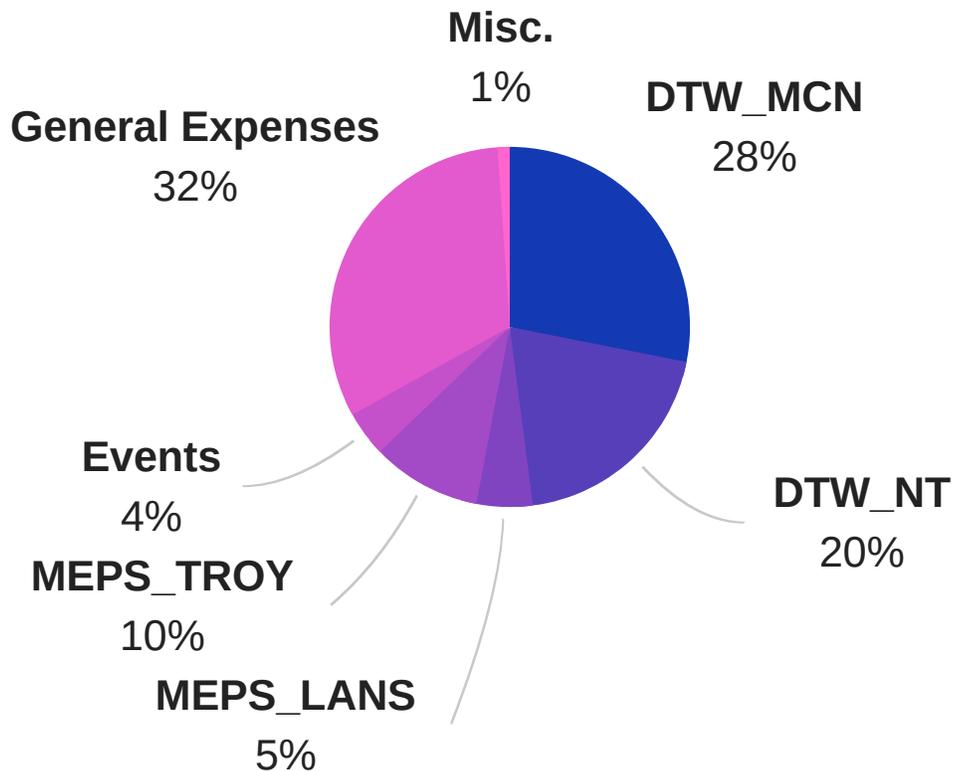
Donations (Individual & In-Kind) - \$166,125  
 Events - \$41,938  
 Corporate - \$73,285

**TOTAL: \$281,348**

# EXPENSES

DTW\_MCN - \$84,928  
 DTW\_NT - \$59,894  
 MEPS\_TROY - \$29,684  
 MEPS\_LANS - \$15,192  
 General - \$96,689  
 Events - \$12,335  
 Misc. - \$3,321

**TOTAL: \$302,043**



*In FY16, MAFHC changed its fiscal year from Oct-Sept to Jan-Dec, so financial information on this page represents the period from 10.01.15 - 12.31.16*

A photograph of a sign for the Freedom Center. The sign is dark with white and red text. The word "FREEDOM" is at the top, with the "E"s in red. Below it is "CENTER" in white. Underneath is the tagline "Serving Those Who Serve Us." in white. A blue star is positioned between the "D" and "M" in "FREEDOM".

**FREEDOM**  
**CENTER**  
Serving Those Who Serve Us.

# ***SERVING THOSE WHO SERVE US.***