















Serving Those Who Serve Us

2019 **Annual Report**





(Near Gate D17)









Lansing Military Entrance Processing Station



Guests served from all over world since 2011

























































Contents

























Our Guests	4
Our Community	5
Our Recognitions	6
Chairman's Message	7
History of MAFHC	8
DTW Centers	9
MEPS Centers	10
Care Team	11
Challenge Coins	12
Our Financials	13
Operational Improvements	14
Our Reach	15
Our Volunteers	16
Golf Outing	17
Premier Sponsor	18
Our Donors	19
Our Staff	24
Our Board of Directors	25
In Memoria	26
Fundraising	27

























































Our Guests





Our mission is to serve those who serve us in the military. Our centers are open to active duty personnel and veterans from U.S. and Allied Military forces including Gold Star and Blue Star family members.

























Since 2011, we have served 694,891 guests!





Share Your Story











Share this review: 🖂 🄰 🕇

Flag review =



136,859 Guests Served

in 2019



































Our Community



































military families know about our services, it also helps to advise the organizations in our community of the needs we have to better serve our guests.



Together, we ensure that our guests know that the people of Michigan stand behind them and their service!







































































Our guest reviews on Yelp! Earned us the 2019 "People Love Us Award" from Yelp!

Charity watchdog Guidestar gave the Michigan Armed Forces Hospitality Center a Gold Seal of Transparency for our disclosures to non-profit donor community.





The Internal Revenue Service re-affirmed our taxexempt non-profit status under Section 501(c)(3) of the Federal Tax Code.







We earned "Rookie of the Year" recognition from Delta Air Lines and American Cancer Society for our enthusiastic support of their annual Relay for Life fundraising event.





















































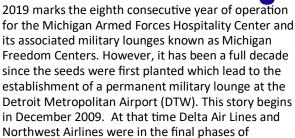












familiarizing former NWA employees with Delta procedures and policies.

was at the Delta Headquarters for training. During his visit to the Atlanta

Upon returning home he proposed opening a similar facility inside the DTW/ McNamara Terminal where Delta operated. His suggestion was posted on the Company "newswire" which was emailed to all Delta employees in DTW. A few days before Christmas, Paul and a handful of Delta employees showed up at 6 o'clock in

Early that month one of the DTW based Customer Service Managers, Paul Krystyniak,

International Airport he noticed that Delta Air Lines was operating a military lounge in Concourse B, located inside the secure passenger terminal area. He learned that it was a Delta tradition (for the past four decades) to provide a military lounge, during the month of December, for active and retired military travelers and their



























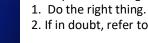




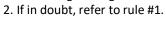








families.



the morning and launched the experiment.

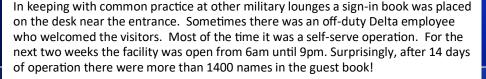
The operation was governed by two, simple guidelines:

That first day Paul brought a single sign which was placed in the passageway outside of the door. It pointed towards the open door and informed traveler's that they were passing the entrance to the "DTW Military Lounge". That was the only signage, referring to the Military Lounge, in the entire terminal. At that time there were no PA announcements inviting veterans to visit the military lounge. As they did in Atlanta, Delta donated beverages, inflight snacks, plastic cups, napkins and a tub of ice. Periodically. employees dropped of holiday treats and a selection of fresh fruit. That was the extent of the "supply chain".

This was a spontaneous and unscripted endeavor. Nothing like this had ever been

attempted in DTW. There were no procedures, no schedules, no rules.







A seed had been planted. But it wasn't until a year later that it began to bear fruit.























BEFORE

AFTER

BEFORE

AFTER













































HUMBLE BEGINNINGS

Our first Freedom Center started in a re-purposed **Delta conference room** next to gate A43. It took a team effort by Delta Air

Lines, the Wayne County Airport Authority, our donors, our volunteers, and our board members to give it life and provide our guests with a "Thank you for your service" on steroids.

The grand opening of the **DTW McNamara Terminal** Freedom Center was held on November 11, 2011.





























































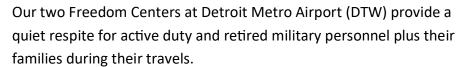
















The hours of operation for both DTW centers are 6am-10pm every day. Volunteers fill five shifts each day to keep our doors open.





McNamara Terminal Freedom Center

Located near gate A43

Open since November 1, 2011





















North Terminal Freedom Center

Located near gate D17

Open since December 18, 2015











40,154 Guests Served in 2019





















MIFreedomCenter.org















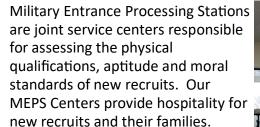




MEPS Centers













The hours of operation for both MEPS centers are 7am-2pm every day. Volunteers in each of these centers fill five shifts per week to keep our doors open.





Troy Freedom Center

1172 Kirts Blvd, Troy, MI 48084







21,684 Guests

Served in 2019





Lansing Freedom Center

120 E Jolly Rd, Lansing, MI 48910



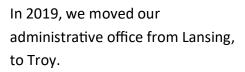


16,738 Guests Served in 2019





Administrative Office



755 W. Big Beaver Road, Suite 2020 Troy, MI 48084-4925































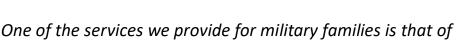


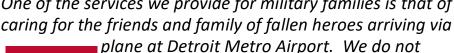


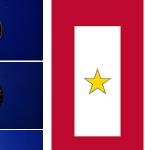




Care Team





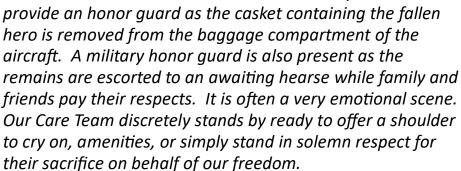


often promote these services out of respect for the families, but they are an important part of our mission to serve those who serve us. We have a dedicated team equipped with tissues, snacks, and drinks for family and friends of the fallen hero. Our Care Team, which includes a chaplain, often responds on less than 24 hour notice to an email from Delta Air Lines or Dover

AFB specifying the arrival of a Fallen Soldier at Detroit Metro Airport along with flight and gate information.



For those of you who have never witnessed a Coming Home Ceremony, Delta Air Lines ground support personnel

































































Challenge Coins

















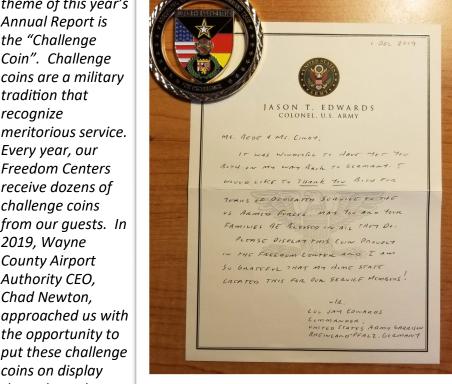












throughout the airport as artwork that honors the service of those who serve or have served us in the military. As a result of his efforts, DTW visitors can now see these works of art with a story at specially designed and built displays distributed throughout the McNamara and North Terminals.



























































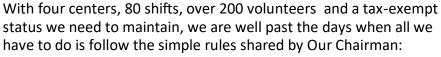




Operational Improvements



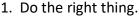




growing body of supporters. In this spirit, we have made quite a

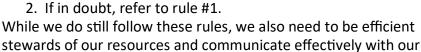
















Online Accounting Software

few operational improvements over the past year.



Perhaps the most significant change to our operations is that all our accounting is managed via QuickBooks. It allows us to automate many tasks that had been labor intensive including payroll and tax filings and improves transparency with Board.





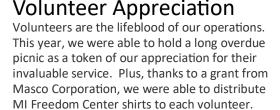
Technology Improvements



Microsoft has provided us with free licenses on the Office365 collaboration platform. This platform also enables development of codefree smart phone apps that help us better manage donations and other core functions.



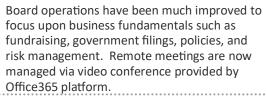


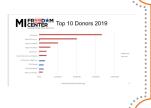






Board Operations









Plus much more....









































Dur Rea





We are currently the best kept secret in Michigan. Despite having cared for over 690,000 guests, we can only communicate with





3,002 supporters. These communications range from letting







military families know about our services,







event notifications. donation wish lists, or simply updates on the status of our operations.









Please help us expand our reach by letting







your personal and professional networks know about the work that we do. Encourage them to "Like" our Facebook Page, subscribe to our email list, follow us on Twitter, or subscribe to our YouTube channel.





Links to all of these options and more can be found on our website at MIFreedomCenter.org.



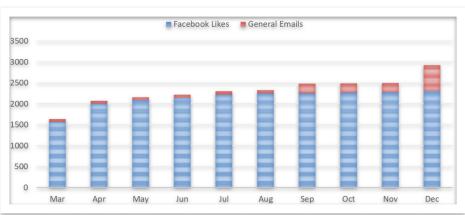


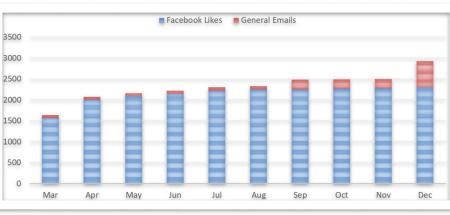
































MIFreedomCenter.org















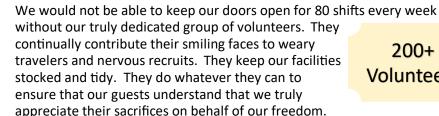




Our Volunteers







200+ Volunteers









"Serving those who serve us"







80 Shifts

1 Mission





























































16

































Golf Outing







Our 2019 "Tee It Up For Freedom" golf outing was held on August 2 at Lake Forest Golf Club in Ann Arbor.

INCOME: \$21,208 **EXPENSES:** \$10,594 **NET INCOME: \$10,613**



























5THE SUBURBAN COLLECTION



















www.MIFreedomCenter.org

































MIFreedomCenter.org







































































































FREED*M CENTER

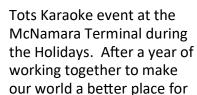




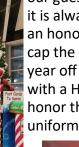
Since opening our doors in 2011, Delta Air Lines has donated \$269,535 in monetary and in-kind donations in support of our mission to serve those who serve us. Their support goes well beyond financial support, though. In fact, many of our volunteers are Delta Air Lines employees—flight attendants, baggage handlers, gate agents and more. Delta Air Lines is our partner in



our Care Team services for fallen heroes. We can often be seen teaming up on community events such as the American Cancer Society Relay for Life and Toys for



our guests, it is always cap the



an honor to

with a Holiday Military Salute where, together, we honor the service of our men and women in uniform.







▲ DELTA





































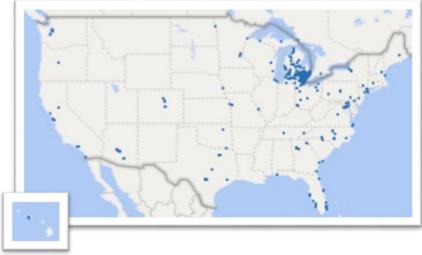








Our donors help to make our mission to serve those who serve us possible with their monetary and in-kind donations of all sizes. Since 2019, a total of 797 donors from 38 different states have supported our mission. 213 were active contributors in 2019.



The average donation in 2019 was \$729 while the median contribution was \$103. Starting in 2020, we will honor the **Top 10* Donors** in the past year as well as since our beginning by proudly displaying the following plaques in each of our centers.



* Due to ties, more than 10 may be listed for each category









































Delta Air Lines, Inc.



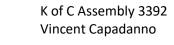


VFW Post 2645 Dunham









Craig & Denise Dunn

Porcupine Hollow Farm



Masco Foundation

The Suburban Collection Mark Sutton



Rogers Foundation A.L. Post 374 A.L. Post 231New Boston

Mayall Foundation Melvin Harbaugh



Einstein Bros. Bagels VFW 334 North Oakland Troy

Steve Everitt Mortgage

Free Star Financial Credit

Detroit Tigers & Ilitch

Holdings

Union



Catholic Youth Livonia Jeep Chrysler Organization



DTW Wendys

DTW Plum Market

Masco Corporation

Meritor, Inc.

NAC Controls

Susan Rehse

Christopher Werner



NDIA

Cindy Kane-Huacuja

Constance Zeiter Kenneth Wade



McNaughton-Gunn Facebook

A.L. Post 332 Wm B Lutz

Sam Misuraca

Lambert Pfeiffer



Nestle

Howard Rundell Dawn Donut Grand

Blanc

Travis Realty, Inc.

A.L. Post 390





Paradies Lagardere

Western Wayne **Conservation Association**

Sarah Wold





General Dynamics Land **Systems**

Fenton Association

K of C Assembly 7418

Applied Fitness Solutions





Park West Gallery

Network for Good

St. Andrews Society of

Detroit





Dearborn Sausage

Marine Corps League NW Detachment #162 Joseph Molina





Detroit Popcorn Company

Absopure

K of C Assembly 13475 Grosse Ile

Kathleen Galuszka



Firefighters Local 741

TPC Dearborn

K of C Assembly 475 Van Antwerp





Costco Madison Heights

VVA Ch 259 Southgate Peracchio & Company,

MIke Morse



Traci Lennox

Danny Kamal

Carol Richardson

LLC

Walter Johnson



































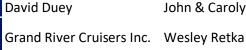
WCAA Employees Association

Jenna Bush

Greg & Patricia Brynaert







John & Carolyn Decker

Edwin Rennell

Kyle Cook



Kroger

Little Bill's Trophies

Brenda Lucken

Capers Steakhouse





Diversified Members Credit Union

Yankee Air Museum

Gregory Movsesian





Col. John M. Collins

Joanne Palmer

A.L. Post 396

Theodore Szenda

Doug Baile

Earl Fischer



Military Order of Purple

Jerry Stackpole

Patrick Colbeck

Ronald Dritlein

Ann Richardson





Heart Ch 127 Downriver

Buffalo Wild Wings

Lisa Farrens





Convenience Auto

A.L. Post 257 Cassell

DTW National Coney

Shadd Whitehead

WCAA

Island

Dianne Biddle

Jean Schroeder





Brenton Adams New York Bagel

James & Suzanne Dimilia

Military Police Gift Shop

Barbara Mooradian

Gael and John James





Larry Twitchell

Nancy Dellies

Chip Campbell

Richard Williamson

Allan Trick





Melonie Colaianne

W. Byron Dillon

VFW Auxiliary

Express Tire-Saline





Lois Shulman

Bob Cushman

Navy League of the United States,

Metropolitan Detroit Council





St. Mary Childcare Center

Valentina & James Neidert

Hartman Insurance Agency





Patrick Sholtis

Daron Underwood

PT in Motion

Nite Vision





Joseph Diaz

Leo Schoenbaechler

Larry Lezuch

Nolan McNulty

John Landis

Roman Village

Team Rehabilitation





































Yes Insurance K of C Assembly 482 Michael Gallagher



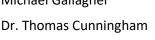
Steven Bielak

Therese Lasswell

Timothy Hogan







Kenneth & Jolyn Zielesch Sarah Vannatta

Cindy Orlandi





Greg Stachura Jeffrey Gorman

Gerald Hermann

Fidelity Charitable Paul & Pamela Mooradian

Gordon Food Service

Garfield Crawn VFW Post 1136 Wyandotte





Ronny Parman Steve Coston

Karly Otto

Diane Kay

Amazon Smile

Foundation

John Woelfel





Adam Jacobs

Jody Stolicker

Charles Green





A.L. Aux Post 147

Jan McCarthy Michael & Pamela Carter Clifford Scott

DAV Berkley Dakota Averill





A.L. Post 426

Airlines Parking

Kinona

Sarah Hoyos Suarez

Elizabeth McDaniel



A.L. Post 32 Livonia **Timothy Parros**

YourCause

Maple Wood Lanes

Kenneth Pardonett





United Way of Washtenaw County

Uncle Ray's Potato Chips William Seiter

Ronald Brisson





Sandra Leichtman

DTW IIIy

Mission BBQ

Anthony Justi





LLC John Nowak

Consolidated Roadhouse Golf Association of Michigan

Anthony & Meg Smola

Gina Johnsen

Jeremiah Johnson





Delgene Phillips

Harper Dron

Lee Fishpaw

Sal Tocco

Leo Brown

Nelson Lowe





C Douglass Couto

Robert Paull

Randall Tromblay

VFW Department of MI Auxiliary

Ken Pratt







Ivan Botov

































Donald Haslett

Lowell King

Evan Kearney

Mary Lou Duncan



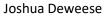
Julie Bartoy **Everett Bunting**



Scott Swinehart







Rudy Reparip

Joshua Huddleston

S.L. & D.L. Newton



Shaina Jones



Carl Carr

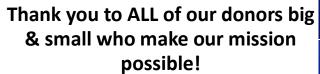
Robert Wallis

DELTA













































5THE SUBURBAN COLLECTION















































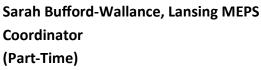




Dave Duey, Director of Operations (Full-time)

Dave is responsible for managing our supplies, facility and security matters for our DTW and Troy centers. In addition, he is responsible for coordinating the volunteer schedules for the Troy center.





Sarah is responsible for managing our supplies and facility matters at the Lansing MEPS. In addition, she is responsible for coordinating the volunteer schedules for the Lansing center.



Matt Garris, DTW Coordinator (Part-Time)

Matt is responsible for managing our largest group of volunteers who staff the DTW centers at the McNamara and North Terminals.



Len Rose, DTW Operations Support (Volunteer)

Len is our MAFHC "NCO" (non-compensated officer) who, now that he is retired, volunteers 100% his time and energy in support of our mission. Len has been with the MAFHC since the beginning.











































Board of Directors



















Melonie Colaiane
Secretary

Ken Pratt Chairman

Chip Campbell
Treasurer





















David Kallman

Director

Jim Breaugh

Director

Janina Parrott-Jacobs

Director









Mike "Tiger" Grieger

Director

Dedra Clark

Director

Patrick Colbeck
CEO & Director

387"





































In Memoria

Howie walked in our door and within 2 minutes we knew we had to give him

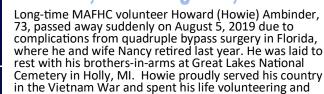
veterans to be used for a future fundraising event.....ALL of these pieces were donated. Howie truly had a zest for life and is loved by so many for his kindness, sense of humor, generosity, and love of others. He leaves us with a favorite saying: "Loved ones and good friends are like the stars – you don't always see them but you





Howard Ambinder

March 30, 1946 - August 5, 2019





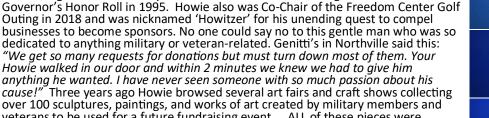


















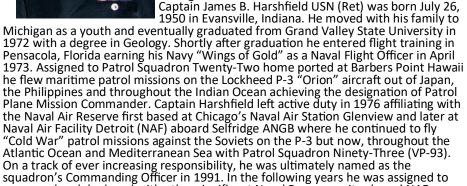






know they are always there.....

Captain James B. Harshfield succumbed to a very aggressive cancer on November 9 th following a brave five month fight leaving behind his devoted son Charles "Charlie Oscar" Harshfield, many friends, associates and navy shipmates. His dedication to service extended to his regular shifts as a Freedom Center volunteer. Captain James B. Harshfield USN (Ret) was born July 26,











Detroit until he retired in 2002.



command and deployed with other significant Naval Reserve units aboard NAF

























































Support Our Mission Simply By Doing What You Do Do you shop at Kroger?



We all shop for groceries. Did you know that you could fill up your grocery cart and support our mission of serving those who serve us at the same time...all without spending an extra dime? Sign up for **Kroger Community Rewards** at <u>Kroger.com</u> to get started.

Do you shop on Amazon?



Did you know that you can shop online and support our mission without spending an extra dime?

Visit Smile.Amazon.com to get started.
Once the Michigan Armed Forces
Hospitality Center has been designated as
your charity, start shopping at
Smile.Amazon.com.

Do you own a cell phone?



5% of the cost of your monthly cell phone plan can be designated to support the Michigan Armed Forces Hospitality Center. Visit CharityMobile.com to get started.

Do you post on Facebook?





Launch a Facebook "Donate" campaign for your birthday or to honor holidays such as Veterans Day or Independence Day.

























































































Donate supplies and other materials

Since we operate in secure facilities, material donations are not as easy as dropping them off at our centers. Please call us at

(313) 744-7507 or email us at info@mifreedomcenter.org to coordinate a pickup of supplies.

Make a monetary donation



























Endowment Fund

4925

The Board began preparations to launch an Endowment Fund campaign in 2019. The goal is to raise \$6M. A \$6M corpus invested with a yield of 5% means that our roughly \$25,000 per month in operational expenses could be paid from interest without touching the principle balance. The Endowment Fund would significantly improve our financial stability and allow us to direct even more resources towards improving our guest experience. If you are interested in supporting this campaign, please contact us at (313)744-7507 or info@mifreedomcenter.org.

















