

2016 ANNUAL REPORT

the powerful people of goodwill





OUR PERSONAL AND POWERFUL STORIES OF GOODWILL

where there's goodwill, there's a way.

In 1959, Goodwill Industries of Central Florida began providing tools that help people overcome barriers to employment and find meaningful work. Today – more than 50 years after our first store opened in downtown Orlando's Church Street Station – we're making an even greater impact through new Retail Stores, Donation Xpress Centers, Job Connection Centers and online shopping.

Each year, thousands of Central Floridians turn to Goodwill for life-changing services and free resources that enable them to get back on their feet. All of this, of course, is possible thanks to your generous donations. When you shop or donate at Goodwill, you're funding services that help people find jobs and achieve economic self-sufficiency ... right here in our community.



ON THE COVER | MANDY, PARTICIPANT IN THE WORK ADJUSTMENT PROGRAM

new growth opportunities

The future is rarely a simple extension of the past. Sustainability requires the flexibility to adapt and the courage to try new things.

At Goodwill Industries of Central Florida, we're developing innovative solutions that provide our community and our business model with exciting new growth opportunities. Our guiding principle is, "Where there's Goodwill, there's a way."

In this report, you'll read about new initiatives to strengthen our community, unlock potential and salute our soldiers. You'll meet amazing people sharing stories of hope, resilience and redemption. You'll see that *human* capital is our true measure of success.

Goodwill has been blessed with tremendous expansion in recent years – all while self-funding the vast majority of our operations. But today's climate requires a more diversified approach. Thanks to collaborative partnerships with generous donors, we're increasing community awareness and cultivating new sources of revenue. In turn, that's allowing us to advance a wide array of life-changing programs and services.

Whether mentoring at-risk youth or helping people with disabilities, Goodwill is truly "building lives that work." In 2016, we served 49,670 area residents – and through our extensive vocational-training network, 8,516 people were placed into jobs.

Over the past year, our Project COMPASS program for nonviolent teen offenders was extended beyond the classroom to offer real-world, transferrable skills learned on the job. New stores in Goldenrod, Eustis and North Melbourne expanded our physical footprint. Ten Orange County Neighborhood Centers for Families, including Eatonville and Englewood, now feature Goodwill services. And, as always, hundreds of wonderful volunteers continued to make a tangible impact across the entire operation.

Looking ahead, we anticipate even more success for two recently launched programs that aid people experiencing homelessness. The veteran-focused Operation GoodJobs, for example, has formed valuable partnerships with multiple service agencies and eclipsed its goal of serving 120 clients. GoodSource, our temporary staffing agency, exceeded expectations in 2016 by helping more than 600 job seekers find work in fields that include accounting, customer service, administrative and light industrial. In addition, a budding partnership with the City of Orlando means even brighter days are on the horizon for potential entrants into the labor force.

Here in Central Florida, we're fortunate to live in a healthy, growing community – and we believe that our best days lie ahead of us. Working together, let's continue exploring ways in which Goodwill can strengthen its outreach and help people realize their full potential.

WILLIAM G. OAKLEY | PRESIDENT & CEO

DIDIER MENARD | BOARD CHAIR





nathaniel

ARMY VETERAN | OPERATION GOODJOBS SUCCESS STORY



As a sergeant and truck driver on the front lines in Iraq, Nathaniel had one of the most dangerous jobs in the Army. Returning home, he faced a new set of perils.

"A lot of problems came back with me," he says. "I was scared ... just trying to survive. I didn't know how to act as a civilian. My own mama said she didn't recognize me."

Operation GoodJobs helped Nathaniel build confidence, polish his résumé and connect to a world of career opportunities he never knew existed. Today, he has a home, is enrolled in the nursing program at Valencia College and is gainfully employed as a truck driver for a local paving company.

"Goodwill gave me hope," he says, "and I had a true desire to live again. That's when the healing started. This program not only *changed* my life, it *saved* my life."

a good life through goodjobs

Goodwill has a proud history of serving veterans as they reintegrate into civilian life – and a new initiative is carrying on that legacy.

Launched in August 2015 with a grant from the U.S. Department of Labor, Operation GoodJobs for Homeless Veterans was established to provide employment and supportive services in Orange, Osceola and Seminole counties.

Upon referral, a Goodwill case manager assesses veterans' interests, aptitudes and skill levels, and assists in developing vocational goals. Funds for training, clothing, housing, tools, identification and transportation assistance are provided, as are routine follow-ups.

Through Goodwill's GoodSource Staffing Services program, participants are placed in a position at Goodwill or with a local employer.

During its first year, Operation GoodJobs served 123 clients, placed 76 people into jobs and expanded into Lake County.

Looking forward to 2017, Operation GoodJobs will continue to salute our soldiers by playing a vital role in the region's network of veterans-assistance providers. Partners include the Veterans Administration, Homeless Services Network, Central Florida Commission on Homelessness, and Heart of Florida United Way's Mission United program, among others.



OPERATION GOODJOBS PLAYS A VITAL ROLE IN SUPPORTING VETERANS



DURING ITS FIRST YEAR, OPERATION GOODJOBS SERVED 123 CLIENTS, PLACED 76 PEOPLE INTO JOBS AND EXPANDED INTO LAKE COUNTY.



hannah

COLLEGE STUDENT | GOODGUIDES SUCCESS STORY



Throughout her life, Hannah had to bear a heavy load of responsibilities because of her family's challenging circumstances. She worked long hours to pay family bills, and academic achievement was an afterthought. Without a consistent role model, she lacked the motivation and support to strive for a brighter future.

"I never had that adult figure in my life," Hannah says. "I needed that extra push."

She found it in Orbi, a mentor in the GoodGuides program. Thanks to Orbi and Goodwill, Hannah overcame steep obstacles to graduate from high school. Today, she's working at BB&T and paying it forward by serving as a GoodGuides mentor.

"Every school should have someone like Orbi, because it would help so many kids," Hannah says. "That's what GoodGuides is all about. They genuinely want to see you succeed in life."

goodguides and project compass

When helping people take steps toward independence and self-sufficiency, the earlier the impact, the greater the result. That's why Goodwill's youth mentoring programs are so important to creating healthy behaviors and sustainable outcomes – in life and in the workplace.

GoodGuides is part of a national program that helps teens finish school and transition into productive careers. Through the guidance of trusted adults and peers, participants receive job-readiness training, build social competencies, and gain team- and character-building skills. In 2016, GoodGuides paired 164 teens with 46 caring, qualified mentors in Orange and Osceola counties.

Project COMPASS teaches at-risk youth ages 14 to 18 how to develop productive study habits and real-world, transferrable skills. This was a banner year for the program, as highlighted by eight graduates and a curriculum that now includes on-site training in fields such as e-commerce and other aspects of Goodwill's operation.

Proactive measures like these allow Central Florida's young people to access the tools, resources and knowledge required to unlock their potential. By reaching out to the next generation today, Goodwill is working toward an even better tomorrow.



Growing up without a trusted adult to guide him, Orbi turned to gangs. Now, he's on a mission to keep others from making similar mistakes.

As a GoodGuides program specialist, Orbi connects with high school students across Central Florida. He's been described as an angel on their shoulder, a light in times of darkness.

"To mentor and help kids is what I was called to do," Orbi says. "Seeing them walk across that stage and get their diploma – that's what it's all about."

GOODWILL PROVIDES TOOLS, RESOURCES AND KNOWLEDGE TO HELP UNLOCK YOUNG PEOPLE'S POTENTIAL



THROUGH THE GUIDANCE OF TRUSTED ADULTS AND PEERS, PARTICIPANTS RECEIVE JOB-READINESS TRAINING, BUILD SOCIAL COMPETENCIES, AND GAIN TEAM- AND CHARACTER-BUILDING SKILLS.



kelly

BUSINESSWOMAN | VOCATIONAL SERVICES

Blind since the age of 8, Kelly benefited from a strong network of friends, teachers and community allies who helped her learn adaptive technology and graduate from UCF.

Today, Kelly is honing her career skills in the Work Adjustment Program at Goodwill's West Orlando Job Connection Center, where she receives the tools, support and hands-on training to unlock new opportunities. With a screen-reader program called JAWS, Kelly uses Microsoft Word and Excel to handle administrative duties and perform computerized tasks just like a sighted person.

"My experience at Goodwill has renewed my focus to network and re-enter the workforce," she says. "I have a passion for volunteering, so I'd like to work for a nonprofit organization or find a job helping the homeless."

Kelly says other career aspirations include working as a referral specialist at a hospital, transcribing for a doctor, or teaching braille and computer skills to people with visual impairment.

goodsources and job connection centers

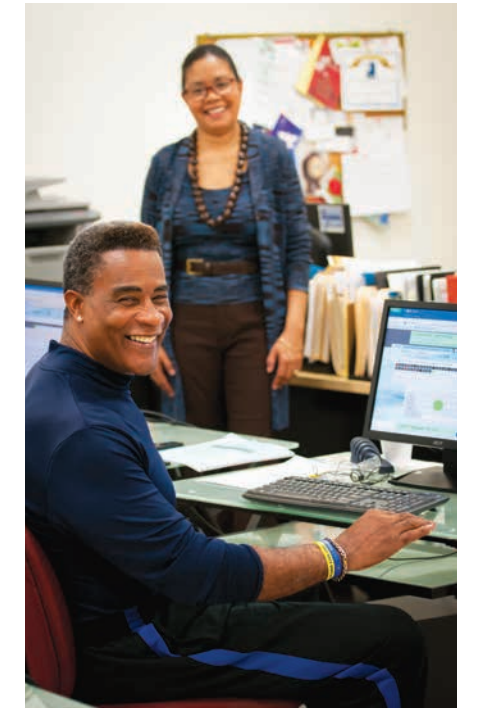
Strengthening our community means building lives that work. Through a wide array of career services and vocational programs, Goodwill provides tools that help people overcome barriers to employment and find a permanent path out of poverty.

One such example is GoodSource, an innovative, full-service staffing agency benefiting employers, job seekers and the community at large. Individuals who are homeless, unemployed or housing insecure receive personalized training to excel in highly practical fields such as accounting, customer service, administration, light industrial, clerical, data entry and janitorial.

Since its launch in 2014, GoodSource has placed more than 500 people into jobs – and the program's expanding list of partner employers now includes the City of Orlando. In 2016 alone, GoodSource served 638 people and placed 313 into jobs.

Another way Goodwill makes Central Florida strong is through its nine Job Connection Centers, which offer guidance with résumé writing, interview skills, computer training and career counseling. Each center also features a resource library, computer lab and phones to contact employers.

Whether they're seeking temporary, part-time or full-time work, candidates know Goodwill is there to support them each step of the way. One person, one job at a time – that's how Goodwill strengthens our community.



GOODWILL DELIVERS RESOURCES THAT HELP PEOPLE OVERCOME BARRIERS TO EMPLOYMENT



GOODWILL'S JOB CONNECTION CENTERS OFFER GUIDANCE WITH RÉSUMÉ WRITING, INTERVIEW SKILLS, COMPUTER TRAINING AND CAREER COUNSELING.



staff member spotlights

Big-hearted people are at the heart of Goodwill. Because of their commitment to serving our community, lives are being changed every day.

As lead teacher for Project COMPASS, Listine gets great joy from working with at-risk youth. "I love my job because I'm helping them flourish," she says. "These are students other people have given up on." Under Listine's guidance the past 18 years, Project COMPASS has grown from 12 students to 42. More important, the program's young people are growing as individuals. "Goodwill has impacted so many lives," she says. "It impresses me how much this organization can help people. When I leave the classroom every day, my mind is at peace, knowing I did something worthwhile."

listine

LEAD TEACHER | PROJECT COMPASS

vergina & manuel

Vergina, a 10-year employee at Goodwill, began helping Manuel in fall 2016 when he was referred from the Florida Division of Blind Services program. Thanks in large part to Vergina's assistance with vocational training, Manuel was recently able to secure employment in the Longwood store.



denitra & sharon

After moving from Philadelphia a few years ago, Denitra had a tough time finding work in Central Florida. At Goodwill, Sharon picked up on Denitra's entrepreneurial spirit and helped her start a successful cleaning business.



ozzie & ashley

Ozzie, who administers Project COMPASS, is tasked with guiding students to brighter academic futures. Ashley, for example, was close to dropping out of high school when she started the program. It brings a big smile to Ozzie's face knowing that Ashley, who will graduate in May 2017, plans to enroll at Valencia to study elementary education.



kenneth & brian

Brian – a job placement counselor with Operation GoodJobs – is new to Goodwill, but he's already making a big impact on clients' lives. When Kenneth, a veteran experiencing homelessness, turned to Goodwill for employment services, Brian helped him land a job as a service technician with a local plumbing company.





elizabeth & maria

Referred by the Division of Blind Services, Maria received job coaching through Goodwill's Work Adjustment Training Program, where vocational training specialist Elizabeth provided dedicated support. Working in the Apopka store's processing area allowed Maria to learn new job tasks and enhance her employability skills. Her work ethic impressed the manager so much that after completing her training, she obtained permanent employment at the retail store as a part-time processor.

PERSONAL & POWERFUL STORIES MADE POSSIBLE BY YOU

thank
you!

"Every year, thousands of people donate to Goodwill Industries of Central Florida. Some do it through material means. Others volunteer their time or contribute financially, like the individuals who attended our first inspiration breakfast event in 2016. Regardless of how you help, I am so grateful for your continued support. Because of you, Goodwill can carry out its mission of 'building lives that work.'"

– Bill Oakley, President & CEO

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William G. Mawhinney Trust
Williams Company
Zeno Office Solutions

2016 financials

BALANCE SHEET

ASSETS

Current Assets:

Cash – SunTrust	\$ 6,295,219
Money Market Accounts	\$ 75,244
Investments	\$ 1,1821,806
Receivables	\$ 815,608
Pledges Receivable	\$ 61,725
Inventories	\$ 2,236,940
Prepaid Expenses	\$ 1,305,687
Land, Buildings, Equipment (Net)	\$ 49,301,903

TOTAL ASSETS **\$71,914,132**

LIABILITIES & NET WORTH

Current Liabilities:

Accounts Payable	\$ 603,510
Accrued Expenses	\$ 3,728,660
Unearned Revenue	\$ (24,789)
Total Current Liabilities	\$ 4,307,381

Non-current Liabilities:

Long-term Indebtedness	\$ 16,173,955
Total Liabilities	\$20,481,336

Net Worth:

Unrestricted	\$ 51,432,795
Contingency Reserve	
Capital Asset Reserve	
Total Net Worth	\$51,432,795

TOTAL LIABILITIES & NET WORTH **\$71,914,131**

INCOME STATEMENT

REVENUE

Direct Public Support	\$ 175,182
Service Fees and Grants	\$ 68,340
Other Income	\$ 45,304
Contracts	\$ 224,842
Retail Program	\$ 49,353,960
Salvage Sales	\$ 2,196,583
Vocational & Community Services	\$ 1,847,710

TOTAL REVENUE **\$53,911,921**

EXPENSES

Payroll & Benefits	\$ 32,176,457
Professional Fees	\$ 1,579,010
Supplies	\$ 1,215,577
Telephones & Communications	\$ 403,581
Postage & Shipping	\$ 792,910
Building Rent	\$ 5,694,810
Occupancy	\$ 3,529,984
Rental & Maintenance of Equipment	\$ 409,457
Printing & Advertising	\$ 955,858
Agency Vehicles	\$ 662,548
Travel and Training	\$ 293,994
Meetings Hosted	\$ 72,587
Specific Assistance	\$ 8,201
Memberships & Dues	\$ 271,232
Awards	\$ 122,272
Misc. Expenses	\$ 834,165

Total Operating Expenses **\$49,022,643**

Depreciation **\$ 3,827,620**

TOTAL EXPENSES **\$52,850,263**

NET INCOME **\$ 1,061,658**

goodwill leadership

Thank you to the Goodwill Industries of Central Florida Board of Directors for their ambassadorship, and to the Leadership team for their dedication to our mission.

2016 board leadership

Didier Menard | Chairman
Michael Hsu | Vice Chair
Jana Ricci | Secretary
Michael Clary | Treasurer

2017 board leadership

Michael Hsu | Board Chair
Jana Ricci | Board Vice Chair
Michael Clary | Secretary
Tim Hamilton | Treasurer

leadership

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Karla Radka | Chief Operating Officer
Curtis Ramsey | Chief Financial Officer
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Judith Pariseau | VP of Development
Yvette Hernandez | VP of Staffing for GoodSource Staffing Services, Inc.
Jennifer Colombo | VP of Human Resources
Michael Griffin | Director of Facilities and Construction
James O'Brien | Director of Workforce Development
Jim Larisa | Director of Community Employment Services
Michelle Weaver | Sr. Director of Retail
Jackie Martinez | Retail Director
Anthony Edwards | Director of Donor Services
Kate Pile | Director of Safety

WHERE THERE'S GOODWILL, THERE'S A WAY.

SAVE THE DATE | 2017 INSPIRATION BREAKFAST: COMING IN OCTOBER



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