

# Goodwill Gazette

Donate & Shop  
To Provide  
Opportunity

★ ★ ★ ★ SPECIAL 2012 ANNUAL REPORT EDITION ★ ★ ★ ★

## GOODWILL SURPASSES 40 RETAIL LOCATIONS

### Opens New Stores in Lake St. Louis & St. Peters



Photo at Left: St. Peters Mayor, Len Pagano, and MERS/Goodwill President & CEO, Lewis Chartock, cut the ribbon to officially open the St. Peters store. Joined by St. Peters Alderman, Terri Violet, representatives of Goodwill and Fredbird, Pagano signaled the opening of the new store. Almost immediately after the ribbon hit the ground, customers headed into the store to shop. The store is located at 620 Mid Rivers Mall Drive.



Photo at Right: (L-R): Michael Iskiwicz, MERS/Goodwill board member; Tori Basile, Lake Saint Louis Store Manager; Kraig Kreikemeier, Chairperson of the Board of Directors; Susanna Creely, board member; Lewis Chartock, President and CEO; Mark Kahrs, Executive Vice President of Retail; Alderman Sidebottom, President of Alderman City of Lake Saint Louis; Jeff Unterreiner of PROACTIVE Money Management; and Ann Walton of UMB Bank.

In the midst of a growth spurt, MERS/Goodwill, known for its thrifty retail shops, employment services and job placement programs in the community, opened its 41st and 42nd retail locations – Lake St. Louis opened Thursday, May 17 and St. Peters opened Thursday, October 25. Neither store opening went unnoticed by locals who sought out the prizes and goodies that were offered in celebration of the grand openings.

“At MERS/Goodwill, we’re always listening to and addressing the needs of the community,” said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. “We saw a need for stores in Lake St. Louis and St. Peters and wanted to provide shoppers with the great prices and experience they expect from our stores in other parts of the metropolitan area.”

The 11,800-square-foot Lake St. Louis store, located at 913 Robert Raymond Drive in the Shoppes at Hawk Ridge in front of Lowe’s, commemorated the organization’s 40th retail store location. The fun-filled weekend kicked off Thursday with an appearance by Fredbird. Shoppers enjoyed a free hotdog and had an opportunity to register to win a \$500 and a \$1,000 Visa gift card. Additionally, Y98’s Paul Cook hosted a live radio remote at the site.

Located at 620 Mid Rivers Mall Drive, the 12,000-square-foot St. Peters retail store and donation center celebrated its grand opening with an appearance by WIL 92.3 morning personality, Cornbread, as well as free pizza, compliments of Papa Johns.

Both stores are open Monday through Saturday, 9 a.m. to 8 p.m., and Sunday, 10 a.m. to 6 p.m.

## A Letter from Our Leaders

Dear Friends,

MERS/Goodwill continues to enjoy incredible community support! Our thanks go out to everyone who has made our success possible—our funding partners, our outstanding staff, our Board of Directors, and, most important, the people living in our region who continue to support our mission. MERS/Goodwill’s impact in improving the quality of life for so many has made it, in our opinion, the most successful social service agency in the Missouri/Illinois bi-state region.

Goodwill stores, stocked by the generosity of the public, help fund our programs, and each year we use these dollars to start up services which meet urgent needs in the community. We never stop looking for innovative ways of responding to unmet community needs. Our newest programs continue to grow, with the Autism Program, opened last year, currently working with 16 individuals (more already than the year’s planned financial break-even point), which has moved into remodeled space, customized for the clients’ needs, at our Lippman Center. ACCESS, the program providing employment services to victims of domestic violence, helped 139 people in 2012, and the Computer Deconstruction Program (newest of our enterprises) is providing an environment for transitional training of higher functioning sheltered workshop employees as they work toward community integration, while recycling the components. The Innovative Concept Academy’s Employment Program, developed in cooperation with Judge Jimmie Edwards, served 75 at-risk youth in 2012, demonstrating a recidivism rate of less than 5%. Overall, the Employment and Training Division of the organization served more than 48,000 consumers at over 70 locations, up 25% from the prior year.

Retail Division performance in 2012 was also record-breaking. Twenty-nine of the region’s 42 Goodwill stores grossed over \$1 million, with three stores topping \$2 million. We built two new stores in St. Peters and Lake St. Louis. On-line sales were up 80.4% over 2011 and salvage/recycling revenue was up 33.7%. The Contracts Division brought in \$6.7 million and provided employment for 204 individuals, most of whom have barriers to employment.

Yes, the news this year is exceptional, and we’re looking forward to an even better year in 2013!

Lewis C. Chartock, Ph.D.  
President/CEO

Jay Summerville  
Chairperson, Board of Directors

## MERS/Goodwill Ranked Second Nationally in Veteran Services

Agency Serves More Than 3,700 Veterans in Bi-State Area

MERS/Goodwill ranked second in the country of all Goodwill Industries International, Inc. community-based organizations, for number of veterans served in 2011. MERS/Goodwill provided more than 3,700 veterans in the Missouri and southwestern Illinois area with vocational and rehabilitation services. The agency has been actively assisting veterans in the area for more than 20 years. In October, the agency received a grant from the Department of Veterans Affairs to continue its Vet Success Program, providing critical services to veterans with disabilities.

“MERS/Goodwill is privileged to provide vocational rehabilitation and employment services to service men and women,” said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. “For more than 20 years, MERS/Goodwill has been aiding veterans, helping them find meaningful employment throughout the area. We are honored by the ranking and will continue to help these men and women who proudly served our country and its people.”

The agency assists veterans seeking aid with vocational and rehabilitation services. In addition, MERS/Goodwill’s Vet Success Program partners with The Rehabilitation Institute of Kansas City to provide services at each of their area vocational rehabilitation offices throughout the state. Services include vocational evaluation and counseling, educational and vocational career planning, case management, employment services, independent living assessments, life skills and job coaching, and job site analysis. Sub-contracted services are procured through a partnership with the Center for Specialized Services in St. Louis.

“We have a long history of assisting veterans and other individuals with disabilities,” said Beth Brown, Assistant Vice President/Director at MERS/Goodwill’s Lippmann Center. “MERS/Goodwill is committed to supporting veterans in both their return to civilian employment and independent living.”



## Exciting New Website, Same Great Mission

Redesign brings new features and easier navigation of mersgoodwill.org

MERS/Goodwill unveiled a redesigned website on April 14 to better serve those in need of employment by allowing users to apply for jobs online. In addition to being more user-friendly, the revamped website is mobile-friendly, making it more accessible to those that prefer to surf the web on the go.

“The new website allows us to continue our mission of helping those in the community find employment,” said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. “New features provide easier website access and more tools to succeed.”

MERS/Goodwill served more than 48,000 clients in 2012. The organization’s programs provide the tools needed to succeed in the working world while achieving personal goals and boosting self-esteem, through working with a dedicated staff of case managers and career counselors.

“In addition to assisting programs, the new website will provide easy information about store locations and donation sites,” Chartock continued. “The revenue generated from donations directly funds the programs MERS/Goodwill provides.”

The website focuses on the MERS/Goodwill mission, features client success stories and daily retail sales. The car donation application is also available on the site. To interact with the new website, visit [www.mersgoodwill.org](http://www.mersgoodwill.org).

# OUTLET CENTER REACHES \$2 MILLION MARK

## First Outlet Center Helps Reduce Waste by the Tons

In only one year after its grand opening, MERS/Goodwill's first Outlet Center reached \$2 million in sales. The success of St. Louis' first Goodwill Outlet Center extends beyond the \$2 million mark. Goodwill has been able to recycle an astonishing 13.28 million pounds of merchandise that otherwise may have been wasted.

"Not only are we thrilled with the success that our Outlet Center has had thus far, but we are grateful for the support that has helped prevent millions of pounds from piling into

landfills," said Dr. Lewis Chartock, President and CEO of MERS/Goodwill.

Through the Outlet Center, MERS/Goodwill sold approximately 3.95 million pounds of merchandise in just twelve months' time. Of the 3.95 million pounds, 1.29 million is estimated from the 85,510 large items sold at the Outlet Center. Additionally, 18.43 million pounds of goods were collected from other local Goodwill stores and brought to the Outlet Center.

Had donors not contributed their items to MERS/Goodwill, many of these items would have been wasted and contributed to landfills. However, the Outlet Center has redistributed the items at exceptionally low prices; most merchandise sells by the pound for \$0.39 or \$0.79, and no item is priced over \$15. Customers have access to over 2,000 new items every 15 minutes, and the Outlet Center is open seven days a week.

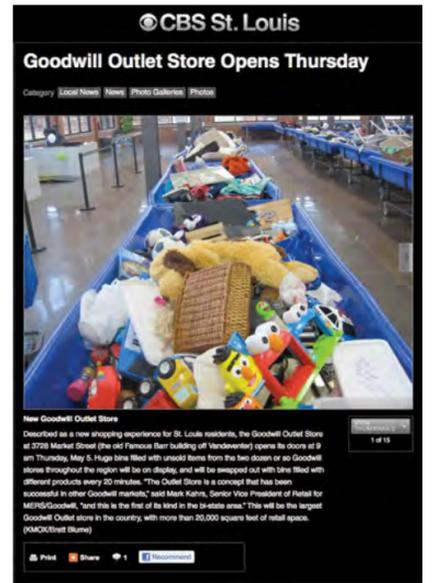
"At MERS/Goodwill, we're constantly looking for ways to better serve our customers. We are proud that the Outlet Center has satisfied both our customers' needs, and simultaneously encouraged recycling," Chartock said.



Introducing **A New Shopping Adventure** at 3728 Market.

**Buy the POUND!**

For more information visit [www.mersgoodwill.org](http://www.mersgoodwill.org) or call (314) 982-0000.



# EVENTS

## Youth Displayed Missouri's Role in the Civil War

State Parks Youth Corps Workers Hosted Booths and Tours at "Missouri Day" Celebration

The State Parks Youth Corps program (SPYC) is designed to give youth between the ages of 18-24 valuable work experience at state parks. MERS/Goodwill is in charge of staffing 11 state parks across five counties for the program, including First Missouri State Capitol State Historic Site.

On October 17, eight SPYC workers stationed at this park showed some of their skills and creativity during the city's "Missouri Day" celebration. The event theme for the year was "Civil War" and explored the social and military aspects of Missouri's role in the Civil War.



## MERS/Goodwill and ReDo Collaborate to Celebrate Yard Sale Season

### ReDo's 4th Annual Yard Sale to Benefit Goodwill

As summer winds down, so begins the beloved annual yard sale season. ReDo, a local company specializing in organizing and decorating, hosted a yard sale on Saturday, August 4. Like last year's sale, any unsold items were donated to MERS/Goodwill to aid them in their mission to provide vocational and employment rehabilitation services for those with barriers to employment.

"We're very appreciative for ReDo's continued support of our organization," said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. "ReDo's generosity has positively impacted the St. Louis community, as the money raised through the sale of donations given to MERS/Goodwill is directed to helping those in our community find and keep successful jobs."

The ReDo Yard Sale was held from 9 a.m. to 3 p.m. on Saturday, August 4 on the 5200 block of Westminster Place in the Central West End. All of the items available for purchase, including a MayTag "Thin Twin" stacking washer and dryer and several pieces of furniture, come from ReDo's patrons who have saved, stored, or no longer have need for the items.

Following the day's event, all unsold items, including furniture, clothing, electronics and home accessories were picked up by a MERS/Goodwill donation truck and delivered to designated donation sites. It is at those donation locations where MERS/Goodwill clients and customers can purchase these goods at a reasonable price and help fund the organization's programs.

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314-241-3464 (voice) 314-241-9348 (fax) 314-241-4645 (TTY)  
[www.mersgoodwill.org](http://www.mersgoodwill.org)

**INDEPENDENT AUDIT FIRM**  
Schowalter and Jabouri  
11878 Gravois Road  
St. Louis, MO 63127



*Mission Statement*  
To provide opportunities for persons with barriers to employment to work and live more independently in the community.

# LIFE and STYLE

## MERS/GOODWILL AND THE CARDINALS PARTNER TO COLLECT UNWANTED ELECTRONICS

### Drive provides St. Louisans opportunity to get rid of electronics and receive game ticket vouchers

Once again MERS/Goodwill partnered with the St. Louis Cardinals to host an electronics recycling and general donations drive Tuesday, April 24 in the Ballpark Village lot at the corner of Walnut Street and South Broadway. The drive collected all unwanted items with a battery, cord or plug, in addition to general donations.

On the heels of Earth Day, MERS/Goodwill and the St. Louis Cardinals are helping solve the problem of obsolete electronics. In this digital age of evolving technologies, the amount of gadgets can add up quickly, and disposing of unwanted electronics can be expensive and harmful to the environment.

"The positive impact electronics drives have on our community, both environmentally and economically, is tremendous," said Bill DeWitt, Jr., Chairman and CEO of the St. Louis Cardinals. "The Cardinals are proud to encourage safe disposal of electronics and prevent unnecessary waste."

"MERS/Goodwill is excited to once again partner with the Cardinals for such a worthwhile drive," said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. "We are devoted to helping St. Louis stay environmentally and socially responsible and will continue to raise awareness of recycling unwanted electronics."

Computers and computer accessories, phones (home and cell), clocks, TVs, VCRs, DVD players, stereos, AV equipment, including cable and satellite boxes, and any device with a cord, plug or battery were all accepted.

Donors received a voucher for a half-price Cardinals ticket, in addition to coupons to Fritz's Frozen Custard and a chance to visit with Fredbird. Participants received tax receipts for their donation. MERS/Goodwill stores and donation centers accept all types of electronics free of charge year-round.



L to R: Sharon Summers, Coordinator of Donations for MERS/Goodwill; Francis Slay, Mayor of St. Louis; Roni Vetter, Manager of Marketing & Media Services for MERS/Goodwill; Dr. Lewis Chartock, President & CEO of MERS/Goodwill; Kevin Shaw, VP of Retail Operations for MERS/Goodwill; Joe Abernathy, VP of Operations for the St. Louis Cardinals



# PEOPLE in the NEWS

## LOCAL HEROES

### ROBIN PRUITT - ALWAYS ON

Most nine-to-five jobs allow employees to turn off phones, email and thinking caps after hours, enjoy the evening and leave work until the following morning. Although not required by MERS/Goodwill, Robin Pruitt does not adhere to these social norms.

After years of working with teens and young adults, Robin knows the best time for a youth to communicate is when he or she is ready, and that can be any time of the day or night.

"When we get a new client, I always tell them I wake up happy," said Robin.

When the client responds with a questioning look, Robin explains that her phone is on 24/7 and clients are always welcome to call. It is small gestures such as this that make Robin unique and contribute to the tremendous success of the MERS/Goodwill WIA Youth Program, in Illinois.

"In a field full of compassionate people, Robin stands out," said Hilary Wagner, MERS/Goodwill Vice President. "Particularly for some young people who may have limited support from family or friends, to have someone like Robin in their corner makes a world of difference."

Hired in July 2007 as MERS/Goodwill's Coordinator of WIA Youth Services in Illinois, Robin managed programs in Bond, St. Clair, Madison and Jackson



Counties. As the years have passed, different grants have allowed Robin and her team to work with various counties in the state. Today the program serves youth in Bond County through funding from Madison County Employment and Training Department, and in Clinton, Washington and St. Clair Counties with funding through St. Clair County Intergovernmental Grants Department.

"She's like a second mother," said Patria Hill, WIA Youth client - Cahokia. Patria became involved in the Cahokia program in August 2009, and Robin helped Patria pursue her dreams of playing basketball in college. Now at Lindenwood University in Belleville, Patria is shooting hoops while studying English education. "Even though I'm no longer in the program, Robin still helps me. I always call her when I need advice and use her as a reference for various applications, including school and jobs."

Robin has dreams of her own that she is striving to fulfill. The success of the current four counties and clients of the past fuel Robin's hopes of growth for the WIA Youth Program in Illinois. She recently completed applications for new grants, hoping to expand into additional counties. To display community support, Robin collected more than 30 letters from various businesses and organizations in Illinois.

### NORTH COUNTY RESIDENT SPREADS "GOODWILL"

It's a rare occasion to spot North County resident James Elliot without a smile on his face. Twelve years of experience with Goodwill Industries, a non-profit agency that provides for the vocational needs of individuals in the bi-state area, has taught James the ins and outs of the company. A majority of his career has been with MERS/Goodwill, but he has also spent time with the Las Vegas and Ohio Goodwill Industries. No matter the location, the mission is the same, and that's what James works so hard to support. As a MERS/Goodwill case manager and Employment Specialist, James helps clients who face barriers to employment find and maintain jobs, spreading his infectious smile to more than a few faces over the years. This year, for the fourth consecutive year, James Elliot was named MERS/Goodwill's top placement person in the 61 bi-state offices.

"James is the epitome of a model employee," said Dr. Lewis Chartock, MERS/Goodwill President and CEO. "He is constantly working to provide his clients with gainful employment, while creating meaningful and lasting connections with employers. We are proud of James' accomplishments and excited to see his continued support of our organization."

James, who often works seven-day weeks to accommodate all of his clients, has set an exemplary model for those around him. Since 2008, he has successfully helped more than 65 clients find employment each year, boasting a record year of 86 placements in 2010. James attributes his success to his clients and co-workers who continue to inspire and motivate him.

"James and I have been working together for 10 years," said Erin McCuan, MERS/Goodwill Director of Aftergut Center. "He is respected by his clients, co-workers and Missouri Vocational Rehabilitation. He is tenacious in seeking out employers who want to partner with MERS/Goodwill and offer employment opportunities to our clients. His numbers speak for themselves!"



Check our website - [www.mersgoodwill.org](http://www.mersgoodwill.org) - for your nearest



# DONATION LOCATION

### DOBSON HELPS THE DEAF

Julia Dobson, an Employment Specialist with MERS/Goodwill, helps deaf and hard-of-hearing people overcome the challenges they face in finding work. Julia is a part of Project Grow, working in conjunction with referring counselors from Missouri's Division of Vocational Rehabilitation and MERS/Goodwill Case Manager, Linda Burch, to provide comprehensive employment services specifically designed for the deaf and hard-of-hearing.

"We focus on what people can do, and refuse to focus on what they can't," said Julia. "I've always been a firm believer in the saying 'The deaf can do everything except hear' - and my clients prove that to the world every day."

Julia teaches a Job Readiness Training class in American Sign Language, works

with her clients to help them obtain competitive employment, and exceeds expectations by supporting other Employment Specialists in the agency to have clients hired at local companies. Julia is now working with another independent Goodwill organization in Kansas City, sharing employment opportunities. She also volunteers as an interpreter for many different events, and has been recognized by Pride St. Louis, Strowlerfest, St. Mary and Mark Catholic Parish, The Springfield, Illinois Diocese, and the Archdiocese of St. Louis.

"She is one of the most enthusiastic people I have had the pleasure of working with in my near 10 years with MERS/Goodwill," said Erin McBride, Director for Aftergut. "She is a true team player!"

### MEGHAN IS 'ACCESS'IBLE

Meghan Hanrahan often receives calls from past clients, telling her about their new-found success and thanking her for helping them to change their lives. As an Employment Specialist for MERS/Goodwill's ACCESS program, Meghan will do just about anything to help her clients succeed. She primarily helps survivors to become job-ready by preparing resumes, developing interview skills, and securing outfits through Goodwill stores. Once participants are job ready, Meghan identifies job leads, networks with employers, fills out job applications and transports those who don't have cars to interviews or to apply for jobs. One of the most important things she adds to participants' job search is camaraderie, helping them feel at ease in what can be a difficult and tense process.

The ACCESS (Assistance with Career Counseling and Employment Services for Survivors) program is funded by the Simon Foundation and was piloted by MERS/Goodwill in 2009, initially as a collaborative effort with the St. Louis County Domestic Violence Court. ACCESS provides employment services

to survivors of domestic violence by providing specialized services which address both their vocational needs and safety concerns. Participants are referred from area domestic violence service providers for assistance with their job search. The program aids survivors



whose employment history is negatively impacted by their abuser's behavior or those who are seeking employment to become financially independent and obtain alternative housing.

"I think the amazing thing is that we got them the starting job and they went back to school. Now, they have a certificate in something or they are almost done with their associates degree," said Meghan. "So, now they are asking for help with the next step and that makes us really happy. I love those calls."

"She masters that art of being direct, yet compassionate. She will fight tooth and nail for what someone deserves and allow them to cry and vent to her, but she doesn't allow them to stay in that place," said Christina Holmes, ACCESS Program Director.

Help us celebrate our new store/donation center in

## ST. PETERS

Tomorrow - Saturday!

620 Mid Rivers Mall Drive  
St. Peters, MO 63376  
Store Hours: 9am - 8pm Mon-Sat; 10am - 6pm Sun




### GRAND OPENING

Thurs. Oct. 25 - Sat. Oct. 27  
Register each day for a chance to win a \$500 or \$1000 Visa Gift Card!

Meet WIL morning personality, Cornbread on Thursday from 11 - 1 and enjoy Papa John's Pizza!

For more information visit [mersgoodwill.org](http://mersgoodwill.org)

## Donate to Goodwill and receive a voucher for 50% off Cardinals tickets!

Goodwill gladly accepts your clothing, furniture, home decor, housewares, electronics, & even cars!

Donations are tax deductible.




314-241-3464 • [mersgoodwill.org](http://mersgoodwill.org)

# PEOPLE in the NEWS

## CLIENT SUCCESS STORIES

### POSITIVELY WARREN

If anyone has the secret for maintaining a positive attitude, Warren Cobb's got the formula. Warren faces the world with a developmental disability, but his smile never fades. His ability to take on each challenge with a positive outlook, his willingness to learn and grow, and the care he shows for those around him is inspiring. MERS/Goodwill helped him utilize these attributes to land a job that he truly loves.

"If you could bottle positivity, it would be called Warren Cobb," said Leslie Quarles, Director for MERS/Goodwill's South County Career Center. "He is very passionate about everything he is interested in."

During high school, Warren attended the Career Training Program at Garden Villas South, where he completed various food service tasks including setting tables, preparation services, and busing tables. He also completed a variety of work experiences at St. Louis Community College at Meramec, Fuddrucker's, Bethesda, Delmar Gardens, and at a nursery. Never turning down a chance to learn, in 2008, Warren worked at the South County Goodwill with MERS/Goodwill's Summer Work Experience Program (SWEP), putting clothing away. He joined SWEP again in 2010, working in the Dietary



Department at Green Park Nursing Home. With such a variety of experience, Warren wanted a more permanent job working around people. After graduating from high school in 2011, Warren began working with MERS/Goodwill in the Supported Employment Program, where he had the opportunity to try a variety of jobs during the Supported Employment Assessment.

"MERS/Goodwill always kept me going to help me find a better job," said Warren. "Even if I was tired, my case manager would make me laugh and push me to keep going."

Warren's case manager began helping him look for jobs in dietary, restaurant and laundry positions, but the perfect job came along at Woodlands Nursing Facility in the Housekeeping and Dietary Department. He currently works with a team which is responsible for cleaning the lobby, clearing out the trash from resident rooms, and busing the dining hall. Warren says he loves his job, but enjoys working with the residents the most.

"The residents are very nice and I can see the compassion the employees have for them at this job," said Warren. "An 'Angel Walk' is held when a resident passes away. We hold hands and say a final prayer for them. It is very hard, but I know they lived a good life."

### CONFIDENCE BOOST

Glenda Leicht, a proud grandmother and hard-working mother of five adult children, heads to work every day with a smile on her face. It may seem as if she has the world in the palm of her hand, but for years, the weight of the world rested on her shoulders. At the age of 60, Glenda was unemployed and busy helping to raise her special needs grandson, while also assisting two of her children and struggling financially following a divorce. Glenda had plenty of experience in accounting and administrative skills, but felt her age was a barrier. Glenda was intimidated and reluctant to seek out job opportunities. Her lack of modern computer skills and confidence in her own abilities led her to seek the help of the Senior Community Service Employment Program (SCSEP) with MERS/Goodwill.

SCSEP is a federally funded program administered by MERS/Goodwill, providing subsidized, work-based training to low-income persons age 55 or older who need help finding a job. Volunteers are placed at non-profit and government agencies, called Host Agencies, to assist in the organization's operations working an average of 20 hours per week. SCSEP is meant to act as a bridge to unsubsidized employment opportunities, learning on-the-job skills needed to find permanent employment.



"Glenda faced barriers in the workplace because of her age and she didn't have the computer skills needed for many work environments, but her biggest barrier was her lack of confidence," said Constance McCord, case manager for SCSEP.

As soon as Glenda qualified for SCSEP, she was placed at Nazareth Living Center for 20 hours of work experience per week.

She began working with Constance and quickly completed skills training provided by SCSEP, perfecting her computer skills and boosting her confidence. She eventually became the part-time receptionist for five different departments within Nazareth.

Well liked and efficient in her duties in the business offices, Glenda became a valued employee at Nazareth Living Center and successfully exited from SCSEP in November of 2011, after receiving her first unsubsidized paycheck. Today, Glenda works an average of 38 hours per week as the assistant to the admissions coordinator at Nazareth. She assists in numerous departments at the Center, helping to arrange dinners, the golf tournament and other fundraisers, as well as completing general administrative tasks and brightening the faces of the nurses, residents and visitors she works with.

"I wouldn't be where I am today were it not for MERS/Goodwill and Constance's encouragement," said Glenda. "She really pushed me to break out of my shell."

### VETERAN FINDS SUCCESS

MERS/Goodwill was recently recognized for serving more than 3,700 veterans in 2011. This number is incredible and MERS/Goodwill, in partnership with the Department of Veterans Affairs, has changed many lives. Michael Buttery is just one of the 3,700 served by MERS/Goodwill, and the Vet Success Program has changed his life forever.

Volunteering to serve his country, Michael was stationed in Quang Tri, Vietnam from 1969 to 1972. Upon his return to the states, Michael faced the hardships felt by soldiers of the Vietnam-era. As a tank mechanic in the Army, Michael's profession demanded continuous physical labor, forcing him to put constant strain on his body. Following the war, Michael maintained a steady career in construction, building inspection and delivery, but the physical requirements, hours and pay prompted Michael to seek other options.

As a consequence of being a professional mechanic, Michael has lost most of the cartilage in his thumbs. "I was fearful when I realized I could no longer hold a hammer," said Michael, but fewer hours and the increasing physical strain prompted him to explore new career options. Determined, but unsure, Michael was referred to MERS/Goodwill by the Department of Veterans Affairs.

MERS/Goodwill's Vet Success Program provides vocational rehabilitation and employment services to veterans with service-connected disabilities. Services include vocational evaluation and counseling, educational and vocational career planning, case management, employment services, independent living assessments, life skills and job coaching, and job site analysis.

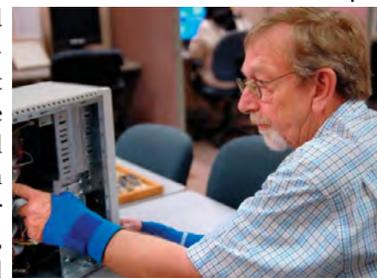
"We see many veterans like Michael," said Don Vaisvil, MERS/Goodwill

Coordinator of Skills Training. "They've been trained in physical labor their entire lives, but now need to be re-trained in sedentary work." Michael, like many Vietnam-era veterans, had virtually no computer knowledge prior to his arrival at MERS/Goodwill. Now participating in MERS/Goodwill's A+ Skills Training, Michael has mastered computer basics and is learning to build PCs.

Michael's electronic and mechanical background made him an ideal candidate for the A+ Skills Training. The 20-week training prepares students to take the A+ certification test. Successful certification will help students obtain an entry-level position in the IT field, such as computer technician or help desk specialist. Michael is in his fourth week of training.

Five days a week, Michael arrives at MERS/Goodwill's Lippman Center prepared for morning training, never missing a class. Michael's class schedule allows him to maintain employment as a delivery driver from 3 p.m. to 10 p.m. until his certification and job search are fulfilled. Michael actively participates in class, asking questions and gaining invaluable knowledge. While Michael is preoccupied with learning, his commitment and drive is inspiring those around him.

"Michael faces constant pain from his physical disability, and yet he continues to show a great work ethic, working hard to achieve his goals," said Don. "All the while, he keeps a confident, positive attitude and does not let his limitations prevent him from ultimately achieving success. I have a great respect for all of our clients who have served in the armed forces, and it is my honor to help Michael branch out in a new direction of his life."



Your donation helped me get

work

Revenue generated from your donations provides local job training and placement services for those with barriers to employment, right here in metro St. Louis.

#### Donating is easy.

We accept housewares, furniture, clothing, electronics and even cars.



Mersgoodwill.org

# BUSINESS

## 2012 FINANCIAL INFORMATION

<b>PUBLIC SUPPORT</b>	
Contributions of inventory	\$50,368,731
Associated organizations	700,506
Other	1,217,840
<b>Total Public Support</b>	<b>\$52,287,077</b>
<b>REVENUE</b>	
Store and salvage	\$58,825,277
Employment and training	19,070,840
Contract services	6,680,317
Sheltered workshop	682,081
Other program services	1,877,839
Investment income	702,598
Miscellaneous	76,918
<b>Total Revenue</b>	<b>\$87,915,870</b>
<b>Total Public Support and Revenue</b>	<b>\$140,202,947</b>
<b>EXPENSES</b>	
Program services	\$126,365,688
Management and general	5,076,726
Fundraising	2,264,114
<b>Total Expenses</b>	<b>\$133,706,528</b>
<b>Change in Net Assets</b>	<b>\$6,496,419</b>
<b>ASSETS</b>	
Cash and cash equivalents	\$12,108,223
Accounts receivable	4,212,949
Inventories	2,345,444
Investments	12,340,815
Property and equipment	19,066,204
Other	2,477,420
<b>Total Assets</b>	<b>\$52,551,055</b>
<b>LIABILITIES AND NET ASSETS</b>	
Accounts payable and accrued expenses	\$8,038,081
Long-Term Debt	1,540,994
Net Assets	42,971,980
<b>Total Liabilities and Net Assets</b>	<b>\$52,551,055</b>

## DONORS

- Anonymous - 1
- Mary Kay Beiermann
- Frederick Berger
- Mark and Barbara Bernstein
- Robert and Nancy Bohm
- Gregg and Maureen Bredenkoetter
- Arnold G. Brody
- Osmond Conrad
- Kathy M. Doering
- Velma Drury
- William J. Elliot
- Emerson Climate Technologies
- Enterprise Holdings Foundation
- Mr. and Mrs. David C. Farrell
- Fischer-Bauer-Knirps Foundation
- Harry and Arden Fisher
- Gall Family Philanthropic Fund
- GAP Foundation
- Margaret George
- Philip G. George
- Michael P. Gerard
- Milton and Helaine Goldenberg
- Guy C. Hare
- Richelle Heggemeier
- Frances Hughes Jones
- Steven Hughes
- Charles and Claire Kehoe
- J.W. & M.A. Kisling Charitable Foundation
- David and Elayne Lieberman
- Dory C. Malott
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- Miriam Pessin
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- Neela Ramaswamy
- David Roberts and Sue Fischlowitz
- Richard and Sherry Rohlif
- Robert E. Rolling
- Charles A. Scolatti
- Frank L. Seeger
- Mildred Simon Foundation
- Carolyn J. Smith
- Jerry and Greta Stoliar
- John A. Stuckey
- The Tillis Fund
- Mirl W. Whitaker
- Stephen B. Wyde

## EXECUTIVE STAFF

- Lewis C. Chartock - *Ph.D., President/CEO*
- David Kutchback - *Assistant CEO/Chief of Staff*
- C. Dawayne Barnett - *Chief Financial Officer*
- Mark Arens - *Executive Vice President, Program Services*
- Mark Kahrs - *Executive Vice President, Retail*
- Kristy Tourville - *Senior Vice President, Retail*
- Phileasa White - *Vice President, Human Resources*
- Marvin Washington - *Vice President, Contracts*
- Jeff Cartnal - *Vice President, Program Development*
- Hilary Wagner - *Vice President, Employment & Training*
- Benava Brooks - *Vice President, Missouri Work Assistance*
- DeAnn Briggs - *Vice President, Southeast MO Services*
- Shirley Johnson - *Executive Consultant, Retail*
- Kevin Shaw - *Vice President, Retail*
- Colin Kricensky - *Vice President, Contract Sales*
- Barbara Levy-Gaines - *Vice President, Retail*
- Becky Polwort - *Vice President, Retail*
- Pamela Porteus - *Vice President, Retail*
- Beth Brown - *Assistant Vice President, Employment & Training*
- Elizabeth Henson - *Assistant Vice President, Employment & Training*
- Esther Williams - *Assistant Vice President, Innovative Concept Academy*

## OFFICERS

- Jay Summerville - *Chairperson*
- Christopher Tabourne - *1st Vice Chairperson*
- Kraig Kreikemeier - *2nd Vice Chairperson*
- Louis Loebner - *Treasurer*
- Barry Ginsburg - *Assistant Treasurer*
- Pamela Meanes - *Secretary*
- Tani Wolff - *Assistant Secretary*

## DIRECTORS

- Edda Berti
- Errin Braddock
- Scott Brooks
- Laura Ellenhorn
- Judith Gall
- Elizabeth Green
- Julie Heller Rosenfeld
- Michael Iskiwitch
- Darryl Jones
- Diana Kander
- Gerald Kretmar
- Robert Lefton
- Lucy Lopata
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- Jack Minner
- Harry Moppins, Jr.
- James Mosqueda
- Milton Movitz
- David Naunheim
- George Newman
- Joan M. Newman
- George Philips
- David Roberts

## COMMUNITY PARTNERS & MAJOR FUNDING SOURCES

- United Way of Greater St. Louis - *Gary Dollar*
- Missouri Division of Vocational Rehabilitation - *Jeanne Loyd*
- Illinois Department of Human Services - *Van Leeds*
- Department of Veterans Affairs - *Corliss Strathearn; Frank Corbin*
- St. Louis County Office of Productive Living Services - *Joyce Prage*
- St. Louis Agency for Training and Employment - *Michael Holmes*
- St. Louis Office for DD Resources - *Michelle Darden*
- Federal Bureau of Prisons - *Terry Mills*
- Missouri Department of Corrections - *John Graf; Tina Waldron*
- Southeast Missouri Workforce Investment Board - *June O'Dell*
- Jewish Federation of St. Louis - *Andrew Rehfeld*
- St. Charles County Department of Workforce Development - *Don Holt*
- St. Francois County Board for the Developmentally Disabled - *Leanna Burgess*
- Mid-America WIB - *Melinda Nicholson*
- Madison-Bond WIB - *David Stoecklin*
- Developmental Disabilities Resource Board - *Peg Capo*
- Green County Board for the Developmentally Disabled - *Jan Jones*
- Office of Job Training Programs: Jefferson-Franklin Counties - *Shirley Wilson*
- U.S. Department of Labor - *Stan Blazek*
- U.S. Department of Justice - *Eric Stansbury*
- St. Louis Mental Health Board - *Jama Dodson*
- Missouri Family Support Division - *Alyson Campbell*
- Missouri Department of Health and Senior Services - *Cindy Hugstедler*
- Mildred Simon Foundation - *Lewis Chartock*
- Northeast Missouri Workforce Investment Board - *Mark Fuqua*

## SERVICES AVAILABLE

- Vocational Evaluation
- Community Employment Services/ Job Placement
- Skills Training Programs:
  - Office Computer and Administrative Skills Training (Office CAST)
  - Building Maintenance
  - Culinary Arts
  - PC Technician Skills Training (A+ and N+)
- Supported Employment: Assessment, Job Development, Job Coaching, long-term Retention
- Supported Living
- Sheltered Employment
- Project Grow: Comprehensive vocational services for deaf or hard of hearing individuals
- Careers in Transition (CIT): Services for displaced professional individuals
- Transition from School to Work
- Child Day Care Center and Pre-School
- Next Generation Career Centers (NGCC):
  - WIA Adult and Dislocated Worker Program
  - WIA Youth Program
- Head Injury Employment Program
- Juvenile Justice Program: Employment and educational services for juvenile offenders in the City of St. Louis, housed at Innovative Concept Academy
- Community Corrections: Residential services and vocational supports for women
- Missouri Work Assistance (MWA): Employment services for individuals who are receiving TANF
- Senior Community Service Employment Program (SCSEP)
- GED Instruction
- ACCESS: Services to victims of domestic violence
- Employment Services for those with diagnoses on the Autism spectrum

## CARF ACCREDITATION

MERS/Goodwill is CARF accredited in the following areas:

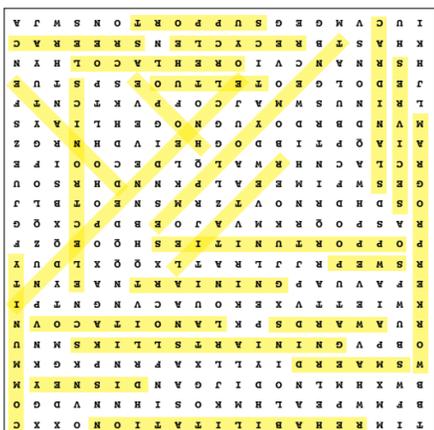
### Community Services:

- Child and Youth Services
- Supported Living

### Employment Services:

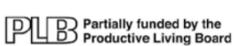
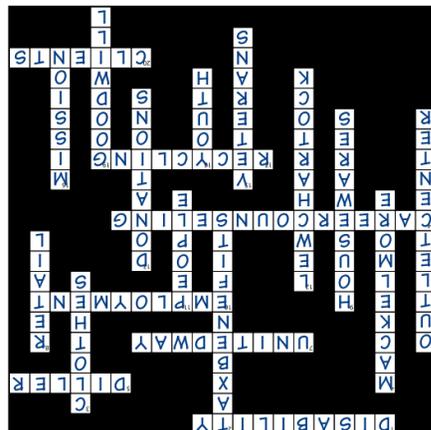
- Community Employment Services: Job Development
- Community Employment Services: Job Supports
- Community Employment Services: Job Site Training
- Comprehensive Vocational Evaluation Services
- Employment Skills Training Services
- Employment Transition Services
- Organizational Employment Services

## ANSWERS TO AMUSEMENTS FOUND ON PAGE 8



### SILLY SCRAMBLE

"Thanks go out to everyone who has made our success possible." - Lewis Chartock



# LIFE and STYLE

## MERS/Goodwill Vehicle Donors Receive Free Year of Movies at Wehrenberg Theatres

For those who were planning to get rid of that old car or boat by the end of the year, Wehrenberg Theatres just made the deal sweeter. In addition to receiving a tax deduction for donating an old vehicle or vessel, MERS/Goodwill teamed up with Wehrenberg Theatres to provide movie tickets for one year good for 2012. The promotion was valid in December and included almost every type of licensed mode of transportation, including cars, trucks, boats, and RVs (running or not).

"It is the season of giving," said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. "So, while you'll receive the gift of movies for a year, by simply donating you are giving someone in your community a chance at a better life. Wehrenberg Theatres is a great community partner, and we are excited to be able to offer area residents this unique and exciting opportunity."

MERS/Goodwill's promotion with Wehrenberg Theatres was good throughout the St. Louis metropolitan area, Springfield, MO, Columbia, MO, and Jefferson City, MO. MERS/Goodwill has been operating its vehicle donation program for nearly six years, so they are efficient in making the process quick and easy. In addition, Goodwill provides free towing for all vehicles.

"We were very excited to offer this one-of-a-kind promotion," said Roni Vetter, who heads up the Vehicle Donation program for MERS/Goodwill. "It's the perfect time of year for it and it's truly a win-win situation for the donor and the people whom MERS/Goodwill helps."

TUXES, TULLE AND SPARKLES RAISE FUNDS AND AWARENESS

## First Annual Bowling in Ballgowns Donates Dresses, Aids Harrisburg, Illinois, Tornado Relief Effort

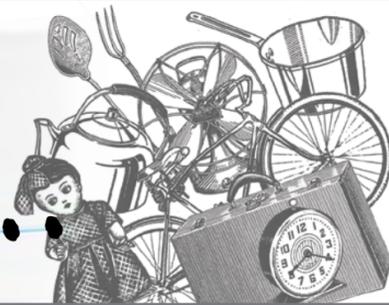
Carbondale locals broke out their bridesmaid dresses for one final, charitable use on Saturday, March 9, 2012. MERS/Goodwill and Southern Illinois University Carbondale held the first annual Bowling in Ballgowns, which benefitted victims of the Feb. 29, 2012 tornado through The Good Samaritan House and relief efforts around Harrisburg.

MERS/Goodwill partners with Chick-fil-A for June

## Chick-fil-A Offers FREE Chicken Sandwich Coupon for Donations

Did someone say free chicken sandwich? Every Tuesday and Wednesday during the month of June, St. Louisans brought donations to St. Louis Metro Goodwill locations to receive a coupon for a free Chick-fil-A chicken sandwich redeemable at any of the eight area Chick-fil-A locations.

# Dear Lew...



Dear Lew:

After our home was recently featured on the hit television show "Hoarders," we have decided to continue purging unneeded items from our life. While the folks from the TV network helped us clean out the items inside many of the rooms in our home, we still have mountains, and I mean mountains, of items to get rid of in our storage units, double wide camper, backyard shed and even in our neighbor's garage. (They were nice enough to allow our "overflow" to be stored in their garage in an effort to keep it out of the front yard.)

Now that we have a team of family and friends who have vowed to help us purge the rest of our stash, we just need to find an organization that will accept much of this stuff as a donation. Can you recommend an organization to which we could donate our collection of gingerbread houses, Waterford crystal, and left shoes? We really want to make sure that our items are supporting a good cause.

Sincerely,

Recovering Hoarder

Dear Recovering Hoarder,

It sounds like you've certainly made some progress, but still have a ways to go in terms of truly living a clutter-free life. While you have many options to choose from when donating your unneeded items, the people at your neighborhood Goodwill will always accept your belongings. They have locations everywhere and you can be proud that money made from selling your donations at a Goodwill retail store will benefit those seeking employment training and employment opportunities.

Sincerely,

Lew

# AWARDS and RECOGNITION

## Woman with a Heart of Gold Wins Outstanding Older Worker Contest

MERS/Goodwill announces the winner of Missouri's 2012 Outstanding Older Worker of the Year Contest, Betty Greenlee. As the Director of Housekeeping for Lutheran Senior Services at Breeze Park in St. Charles, Greenlee, 71, oversees 12 employees and ensures that 264 apartments, patio homes and resident rooms are kept clean and presentable.

Recently, nine regional winners of the 22nd annual Missouri Outstanding Older Worker of the Year contest attended a two-day award ceremony at the state's capitol in Jefferson City, MO. The award was presented to Greenlee at a luncheon attended by the other finalists and their employers in Jefferson City's Capitol Plaza Hotel.

"I know everyone I work with is proud of me and I am proud of myself too," said Greenlee.

Greenlee demonstrates a strong work ethic, high standards, knowledge of her profession, innovation in problem solving and cooperation. She has also formed strong relationships with her staff as a mentor and with the residents. In addition, Greenlee is known as the ice cream lady because she drives a golf cart around the complex to deliver ice cream to the residents.

"I know everything about my residents," said Greenlee. "I have developed personal relationships with all of them and I need them as much as they need me."

The contest seeks to honor Missouri residents who are at least 65 years of age and gainfully employed at a Missouri job site for an average of 20 or more hours per week. MERS/Goodwill sponsors the contest along with the AARP Foundation; Experience Works, Inc.; Catholic Charities of Kansas City-St. Joseph; the Depart-

ment of Economic Development/Division of Workforce Development; and the Department of Health and Senior Services/Division of Senior and Disability Services.

"Older workers should be celebrated all year," said Dr. Lewis Chartock, President and CEO of MERS/Goodwill. "This contest serves as a thank you to those who dedicate their time and energy to better our community through their vocations. MERS/Goodwill is proud to be a part of the Outstanding Older Worker contest as a tribute to workers whose wisdom, punctuality and commitment to quality set high standards in the workforce."

## LONG-TERM EMPLOYEES

- 41 YEARS -

Francine Washington  
Retail Associate (Forest Park Store)

- 35 YEARS -

David Kutchback  
Assistant CEO/Chief of Staff  
(Headquarters)

Bertha Vinson  
Office Skills Instructor  
(Aftergut Center)

- 32 YEARS -

Charlotte Tidwell  
Administrative Assistant  
(Lippman Center)

Barbara Levy  
Vice President  
(Store Cleaning Management)

- 30 YEARS -

Barbara Wolfe  
Manager (Watson Road Store)

Shirley Johnson  
Executive Consultant (Retail)

- 29 YEARS -

Chery Sides  
Executive Administrative Assistant  
(Headquarters)

- 28 YEARS -

Dorothy Springer  
Accounting Clerk (Headquarters)  
Rickey Cornell  
Retail Associate (Forest Park Store)

- 27 YEARS -

Regina Klein  
Secretary (Headquarters)

- 25 YEARS -

Jolie Boeger  
Executive Administrative Assistant  
(Headquarters)

Johni Siegel  
Director/Careers in Transition  
(Lippman Center)

Lillie Beard  
Supervisor/Headquarters Housekeeping  
(Aftergut Center)

Your donation gave me a

# Chance

Revenue generated from your donations provide local job training and placement services for those with barriers to employment – right here in metro St. Louis.



Donating is easy.

We accept housewares, furniture, clothing, electronics and even cars.

Mersgoodwill.org



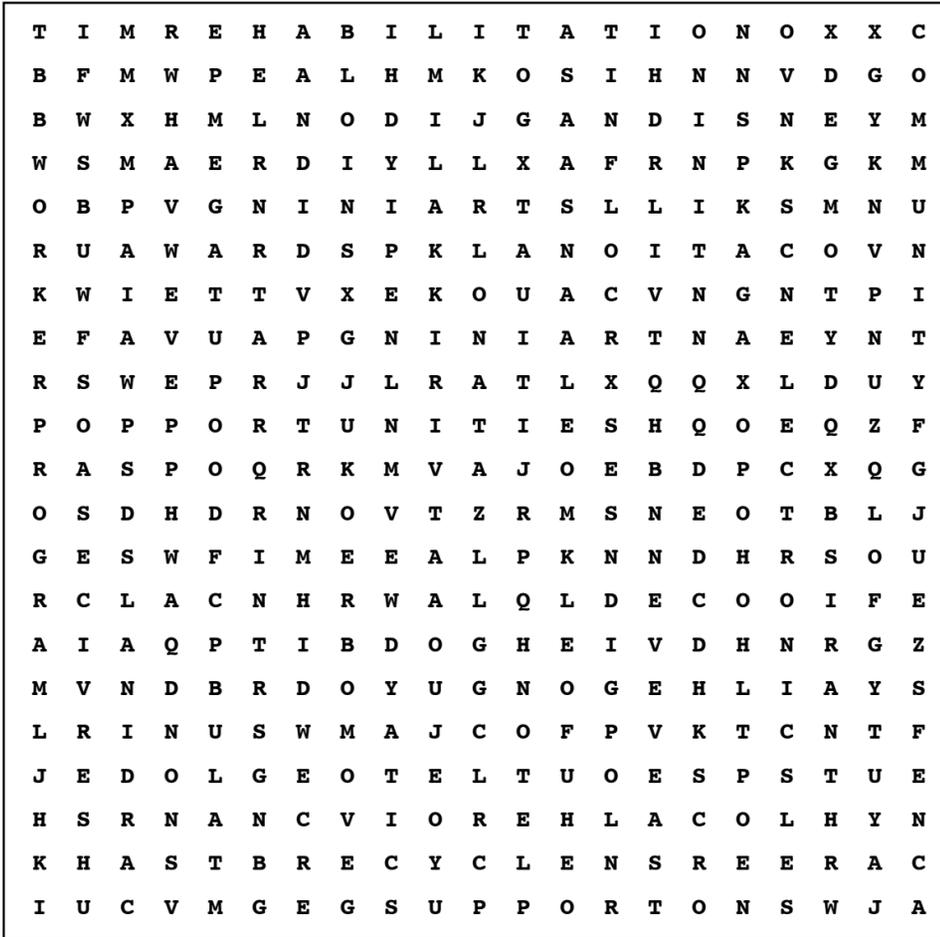
# AMUSEMENTS

Answers found on page 6

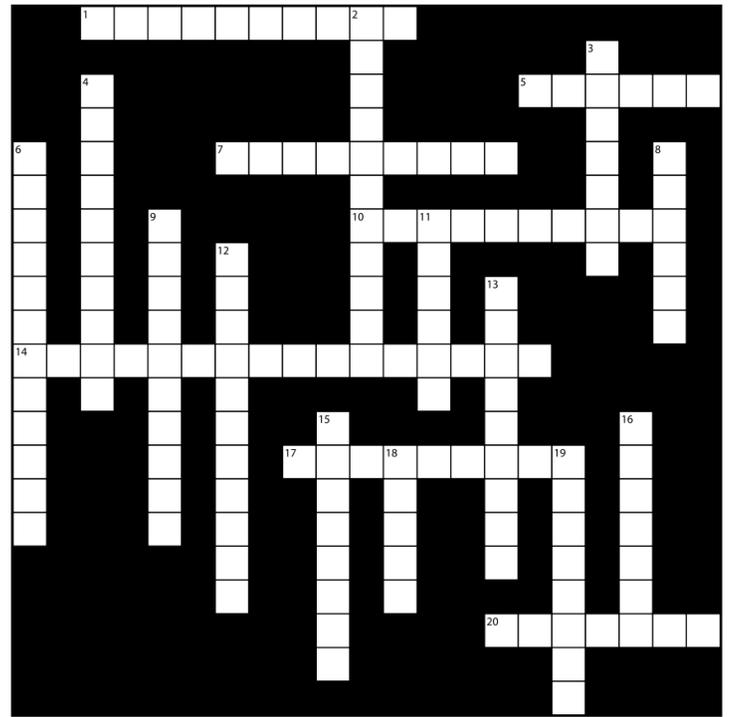
## WACKY WORD SEARCH

All of the words below pertain to MERS/Goodwill in some way. Up and down, left and right, backwards, forwards and diagonally - they are hidden in the puzzle grid. Circle them as you find them; can you uncover them all? Some answers may have letters in common, so words may intersect.

- |           |              |                |                 |
|-----------|--------------|----------------|-----------------|
| Awards    | Dreams       | Opportunities  | Skills Training |
| Cardinals | Electronics  | Outlet         | Support         |
| Careers   | Employment   | Recycle        | SWEP            |
| Community | Hope         | Rehabilitation | Training        |
| Disney    | Independence | Retail         | Vocational      |
| Donate    | Local Hero   | Services       | Worker Program  |



## CROSSWORD



### ACROSS

- Barrier to employment
- The late Phyllis \_\_\_\_\_ was a notable supporter of the organization
- Goodwill is supported by this coalition of charitable organizations
- The condition of having paid work: a person's trade or profession
- Guidance on employment opportunities
- Electronics \_\_\_\_\_ drives
- Goodwill serves more than 48,000 of these annually

- Reached \$2 million in sales in 2012
- More than 40 \_\_\_\_\_ locations
- Glassware, flatware, cooking utensils, kitchen appliances, etc.
- Judge Jimmie Edwards received accolades from this magazine
- President and CEO
- Unneeded items received at Goodwill retail locations
- Programs are provided for these US heroes
- To provide opportunities for persons with barriers to employment to work and live more independently in the community

### DOWN

- Donations are good for these
- Purchased for 79¢ per pound at the Goodwill Outlet
- Pop artist touting Goodwill in the hit song "Thrift Shop"

## KOOKY "KRYPTOKWIP"

The following is a quote made by one of the MERS/Goodwill executives expressing some thoughts on how it is able to accomplish all that it does. Can you figure out what was said and who said it? We'll start you off by letting you know that **R = S**, and that **K = O**.

" MUHSCR QK KYM MK XEXZPKSX DUK UHR THBX KYZ  
 " \_ \_ \_ \_ S \_ O O \_ \_ O \_ \_ \_ \_ O \_ \_ \_ S \_ \_ \_ \_ O \_  
 RYVVXRR GKRRANFX."  
 S \_ \_ \_ SS \_ O SS \_ \_ \_ \_ ."  
 - FXDAR VUHZMKVC  
 - \_ \_ \_ S \_ \_ \_ \_ O \_ \_ \_

## SILLY SCRAMBLE

Below is a list of groups of people who help MERS/Goodwill accomplish its mission. Can you figure out who they are? Who knows, you might be included!

- RADBO FO RETORCIDS -----
- ORNSOD -----
- DIFNGUN TSARNERP -----
- FAFTS -----
- MELPESEYO -----
- CLIPBU -----



®

A warm and sincere "thank you" to our board members, our employees, our clients, and the thousands of individuals who donate. Each and every one of you makes the mission of MERS/Goodwill achievable.