

### GOODWILL GREATEST HITS OF 2013

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3. Services Available, Contact Info & Audit Firm

4. Community Partners and Funding Sources
5. CARF Accreditation & Donors

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### **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: Exploration, 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

Brain Injury Employment Program

Juvenile Justice Program: Employment and educational service 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 TA

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

### **CONTACT INFORMATION**

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Schowalter and Jabouri 11777 Gravois Road

St. Louis, MO 63127

INDEPENDENT AUDIT FIRM







# COMMUNITY PARTNERS AND MAJOR FUNDING SOURCES

United Way of Greater St. Louis - Orvin Kimbrough

Missouri Division of Vocational Rehabilitation - Jeanne Loyd

Illinois Department of Human Services - David Reed

Department of Veterans Affairs - Corliss Strathearn

St. Louis County Office of Productive Living Services - Joyce Prage, Kim Kopff

St. Louis Agency for Training and Employment - Michael Holmes

St. Louis Office for DD Resources - Michelle Darden

Federal Bureau of Prisons - Victor Vega

Missouri Department of Corrections - George Lombardi

Southeast Missouri Workforce Investment Board - June O'Dell

Jewish Federation of St. Louis - Andrew Rehfeld

Mid-America WIB - Debra Moore

Madison-Bond WIB - David Stoecklin

Developmental Disabilities Resource Board - Peg Capo

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 - Michael Brewer

Mildred Simon Foundation - Lewis Chartock

Northeast Missouri Workforce Investment Board - Brandi Glover

 $22 nd \ Judicial \ Circuit \ Court, \ Juvenile \ Division - \textit{Judge David Mason}$ 

St. Louis City Department of Public Safety - Charlene Deeken

 ${\it Missouri\ Department\ of\ Economic\ Development\ -}\ {\it Melissa\ Woltkamp}$ 

Washington University School of Medicine - Brian Phillips

Incarnate Word Foundation - Bridget Flood

Goodwill Industries International - Jim Gibbons

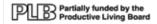
U.S. Department of Agriculture - Edward Schmiedeke

Missouri Department of Transportation - Stephanie Austin-Rashid

Bi-State Development Agency - Terry Lyles

St. Louis Public Schools - Dr. Kelvin Adams



















### **CARF ACCREDITATION**

### MERS Goodwill is CARF accredited in the following areas:

Child and Youth Services

Community Employment Services: Employment Supports Community Employment Services: Job Development Comprehensive Vocational Evaluation Services

**Employment Skills Training Services** Organizational Employment Services

Supported Living

Supports for Persons with Autism Spectrum Disorder **Transition Services** 

### **DONORS**

Sidney and Bobette Guller Eugene E. Guttin

Cynthia L. Johnson

Mr. and Mrs. Jerome Kaskowitz

Dana Kasperowicz

Rick Kelley

J.W. and M.A. Kisling Charitable Foundation

Jerry and Linda Kraus

Lawrence E. Langsam

Dr. Robert L. Lewis

Lucy Lopata

Dory and Betty Malott

Susan E. Mann

JoAnne McArdle

Mary A. McArdle

Michael and Barbara Newmark

Nidec Motor Corporation

The Orr Family Foundation

Miriam Pessin

Roberta A. Rassieur

R. Terry Rassieur

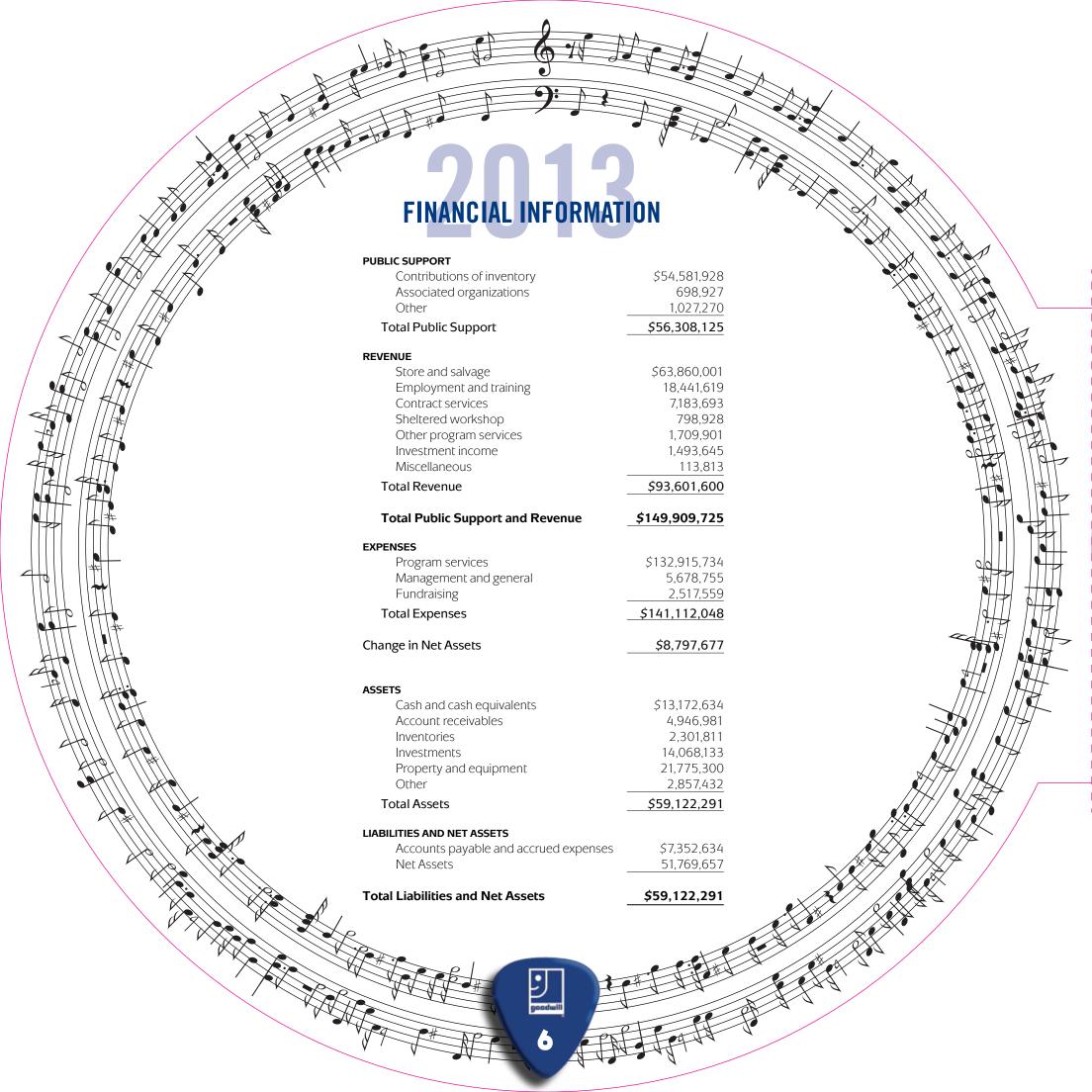




Ann Greenstein







### StL Youth Jobs Pilot Program Secures Meaningful Summer Employment for At-Risk Youth







# MERS Goodwill was thrilled to partner with the Incarnate Word Foundation,

Mayor Francis Slay and the City of
St. Louis on StL Youth Jobs, the new jobs
initiative that launched on June 3, 2013.
Together, the mission was to help break the
cycle of poverty and crime by coordinating
the development of a large scale regional job
placement program for at-risk youth.

"Today's youth are tomorrow's workforce," said Mayor Francis Slay, City of St. Louis. "A good summer job teaches the value of hard work, self-reliance and how to get along with co-workers and supervisors. And along the way, our youth are likely to learn a few things about themselves and begin to dream about their future."

The program aims to help at-risk youth ages 16-23 secure meaningful summer employment, exposing them to positive adult relationships and providing them with the opportunity to advance their workplace and social skills.

The first day of summer was a milestone for these youth because they received their first-ever paychecks!







### **Michael Penny**

It's not every day you find someone who has been called "every employer's dream" – and that's just the case if you happen to meet Michael Penny, a Vietnam War veteran and maintenance custodian for Carr Square Tenant Corporation in St. Louis.

After 28 years in the maintenance and warehousing industries, Michael retired. While at home, he found that retirement wasn't made for him. With bills piling up, Michael was unemployed, alone and depressed, and it grew worse over time.

One night, Michael saw a television ad for MERS Goodwill's senior employment program and jumped at the opportunity to apply. The Senior Community Service Employment Program (SCSEP) is a federally funded program administered by MERS Goodwill. The program provides subsidized, work-based training to low-income persons age 55 or older who need help finding a job.

"As a veteran, I want other seniors to know that there are career centers out there for you and people are hiring!" said Michael. "The opportunities are there, we just need to take advantage of them."

In October 2012, Michael was accepted in the SCSEP program, where he met Madge Witt, a Case

Manager for the program. At the age of 67, Michael was soon placed at Carr Square Tenant Corporation for 20 hours of work experience per week, where he excelled in maintaining the entire facility.

On October 7, 2013, Michael was hired full time by Carr Square Tenant Corporation as a maintenance custodian. Michael not only loves his job, he feels younger each morning he wakes up for work.

# SUCCESSION STORIES

### **Cherrie McKinnies**

Seeing Cherrie McKinnies bounce her five-month old grandson in her lap would bring a smile to anyone's face. A mother of nine and grandmother of five, Cherrie never thought she would have a second chance to experience the joys of motherhood, let alone have a key to her own door.

"If anyone wants to get their life together and get on the right track,

I'm a willing testimony that MERS Goodwill helps you until the end," said Cherrie.

Cherrie grew up in Wellston, one of the 10 poorest counties in Missouri, with a crime rate that is much higher than both the Missouri and national average crime rates. For 27 years, Cherrie was homeless. She tried breaking the cycle of crime, violence and drug use by seeking spiritual counseling and entering treatment for substance abuse and mental health services numerous times, but found that she just couldn't get away and would somehow always return to her usual habits.

"I wanted a job, I wanted to stay clean and I wanted to be productive in society," recalls Cherrie. "When I started the vocational training program at MERS Goodwill, I had not worked in over 20 years. I was scared to write a resume and didn't know how to use a computer."

Today, Cherrie is a food server at Carondelet Leadership Academy where she helps cook for 300 children. Even though it's a part-time position during

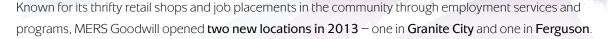
the school year, Cherrie already has some summer job opportunities lined up and has a position secured with Carondelet for the next school year.

"It's never too late to start over," smiles Cherrie, who recently got engaged. "I haven't had a wrong turn since going through the MERS Goodwill program."



# New Granite City & Ferguson Store Openings!

Grand opening festivities and giveaways helped celebrate the new locations



The grand opening celebration in Granite City, located at 3675 Nameoki Road, was on Thursday, November 21. The day included an official ribbon cutting ceremony at the 14,212-square-foot store, a free slice of Papa John's pizza for customers, and a visit from Judy Diamond of the Cornbread Morning Show. The celebration continued throughout the weekend with chances for shoppers to win \$500 Visa gift cards. Krispy Kreme doughnuts were given away on Saturday, along with a visit from radio personality Vic Porcelli.

The new Ferguson store, located at 10764 W. Florissant Road, held a grand opening ceremony on Thursday, February 14. The Valentine's Day celebration and official ribbon cutting ceremony included register to win Valentine's Day prizes, and shoppers also had the opportunity to register each day for a chance to win a \$500 to \$1,000 Visa gift card.





OPENING FEBRUARY

**FERGUSON** 





# HEROES

### **Yolanda Featherson**

Yolanda Featherson joined MERS Goodwill in October 2011 as a part-time Retention Specialist and was hired as an Employment Specialist with MERS Goodwill's Domestic Violence Program in January 2013 after seeing a job posting online.

The Domestic Violence Program through MERS Goodwill is the first of its kind in the St. Louis area and has served more than 100 women this year. Yolanda has worked with nearly half of those individuals, and this year she secured 26 job placements for victims of domestic violence.

Working with victims of domestic violence is intensive and requires a true balance of understanding the victims' strengths and employment skills and advocating for their safety to employers. For Yolanda, earning her clients' trust is one of the greatest challenges of her job; she stresses the importance of immediately treating her clients professionally to give them hope to excel in life outside of violence and abuse.

As an Employment Specialist, Yolanda helps her clients properly fill out applications, develops cover letters for potential employers, conducts interview training, and even facilitates outfits and transportation to interviews. Sometimes she's just needed for a few encouraging words to her clients, but she's always there for assistance after her clients have found work.

"Goodwill is truly a community-based organization that cares about improving the lives of its neighbors," said Yolanda.

"I am honored to be able to have an impact on someone's life by giving them hope outside a life of violence."

### **Brenda Meyer**

Brenda Meyer may not be an employee of MERS Goodwill, but her determination to help others succeed is the epitome of what the organization strives for every day. Brenda is the Customer Service Manager at the Schnucks South City location and has been referring clients of MERS Goodwill for employment for more than a decade.

In just the last nine months, Brenda has hired six clients from Innovative Concept Academy (ICA), the only school in the country overseen by a court system dedicated to the education and rehabilitation of delinquent teens.

When asked about her most memorable employee, Brenda lights up thinking about Richard, who, after 10 years with Schnucks, unexpectedly passed away in his sleep in February 2011.

Brenda has a letter that Richard's parents wrote after his passing thanking Brenda and the store for being an extension of their family for so many years. The letter is a constant reminder of the impact both Brenda and MERS Goodwill have on individuals that need guidance. In fact, Richard's brother, Tim, stops by the store

every week to visit with Brenda.

"Many people don't realize what MERS Goodwill does for the St. Louis community," said Brenda. "I speak to customers all the time who have criminal backgrounds or other barriers to finding a job. When I tell them about the programs that Goodwill offers, they're blown away at how involved the organization is beyond its stores."



# MERS Goodwill & the St. Louis Cardinals Partner on Earth Day to Collect and Recycle Unwanted Electronics











ABOVE LEFT: Representatives from the St. Louis Cardinals, Central Parking, and MERS Goodwill gathered with the Mayor of the City of St. Louis, Francis Slay, during the electronics drive.

ABOVE: Former Cardinal player Mike Shannon dropped some old electronic equipment off and stayed to talk with David Kutchback of MERS Goodwill.

MERS Goodwill partnered once again with the St. Louis
Cardinals to host an electronics
recycling and general donations
drive Monday, April 22 at the corner of
8th and Cerre Street. The drive collected
computers and computer accessories,
phones (home and cell), clocks, VCRs, DVD
players, stereos, AV equipment, including
cable and satellite boxes, and any other electronic
devices, in addition to general donations.

With the event taking place on Earth Day, MERS Goodwill and the St. Louis Cardinals have helped solve the problem of used electronics disposal for the third year in a row. The rapid advancement of modern technology is causing many devices to become obsolete, and disposing of these unwanted electronics can be expensive and harmful to the environment.



### **Computer Works**

MERS Goodwill's Computer Works program provides job opportunities for individuals with Developmental Disabilities and Autism Spectrum Disorder. Through funding and grants received from the St. Louis Office for Developmental Disability Resources and with the donations of computers from individuals and businesses within the community, the Computer Works program provides great jobs right here in St. Louis. As computers were donated to MERS Goodwill in 2013, the organization recycled them through its new internal computer demanufacturing program and destroyed any data contained in the computer's hard drive. Computer Works has employed 15 individuals through this program and anticipates adding another dozen jobs this year. The program's goal is to exceed 30,000 demanufactured computers.





### Thank You to Our 2013 Donors!

MERS Goodwill donors are the backbone of all the good we do in the community. In 2013 we collected a remarkable 1,216,316 donations! MERS Goodwill makes donations available to our neighbors at affordable prices and uses those funds to invest right here in our community through services like skills training and employment programs.



# Computer Drive with Office Max and KEZK

MERS Goodwill did their part to help solve the problem of used electronics disposal by partnering with Office Max and KEZK and hosting a computer recycling drive. The event took place on Saturday, September 21 from 9 a.m. to 3 p.m. at the Office Max in South County. Computers and accessories were accepted, as well as other small electric appliances or devices. All items were accepted free of charge, and donors did not need to sort their items prior to dropping them off. The event also featured free doughnuts, compliments of Krispy Kreme, in the morning and donors received a free movie voucher from Wehrenberg Theatres. Computers donated to MERS Goodwill were recycled through the organization's internal computer demanufacturing program and any data contained in the computer's hard drive was destroyed.

### **Aaron Agne**

Aaron Agne is not like most teenagers. At just nineteen years old, Aaron proudly landed himself a full-time job – with benefits – at MERS Goodwill. He is a role model to his friends, family and coworkers for his relentless drive to persevere and overcome any obstacle; Aaron's diagnosis with Asperger Syndrome inspires everyone he meets.

"I knew Aaron had great potential from day one," said Marisa Hiatt, Director for MERS Goodwill. "His struggle with speed, however, was his biggest barrier in learning the skills required for a full-time position. He had the support from his family, and he just needed the right guidance."

Through MERS Goodwill's Supported Employment Assessment Program, Aaron began training at Goodwill's O'Fallon location in February 2012 as a processor, sorting and hanging clothes by gender and age groups. Aaron has been working at MERS Goodwill's Lake St. Louis store since it opened in May 2012, and he's always focused on taking the next step in life. One of the highlights of Aaron's job was receiving his first \$500 bonus recently, and he has put that money toward a savings account. His next goal is to learn how to work a cash register, something that he struggled with when he first started working at Goodwill.

"Sometimes, you can't see a person's disability, which is why Aaron's hard work is such an inspiration to others," said Marisa. "Whenever I'm in a bad mood, I think of Aaron

and how much he has grown. His positive attitude and motivation makes his surrounding community a better place."





### **Mike Nester**

Most twenty-two-year-old die-hard St. Louis Cardinals fans can't say they've thrown the first pitch out for their favorite team, but Mike Nester has – twice – and at both the old and new Busch Stadium. Mike has accomplished and overcome more obstacles than most people do in their lifetime, and he faces the world with a disability. Mike has Down syndrome.

MERS Goodwill's Job Development Services proved a natural fit in Mike's transition from volunteering to finding and keeping a job. Mike was paired with a Job Counselor from MERS Goodwill to identify the responsibilities he excelled at while volunteering and performing dietary and custodial tasks.

Through Mike's career counseling with Mark Morgan, Job Developer for MERS Goodwill's Job Development Services, he landed his first job in the laundry department with The Quarters of Des Peres.

Mike loves his job and heads to work every day with a smile, coming home feeling great about the day's activities and his productivity.

When he's not throwing the first pitch out at baseball games, Mike spends his free time being involved in the Special Olympics and speaking at various Down syndrome conferences and workshops. Most recently, Mike spoke at Ability Awareness Days at his former elementary and middle schools in the Lindbergh School District, where his talk was titled, "Growing Up With Down Syndrome." Mike's dedication both at work and in his personal time continues to inspire those around him.

in celebration of the New Autism Employment Center

PART OF THE 2013 WORLD TOUR

# MERS Goodwill Opens New Autism Employment Center

Through generous donations, a 6,000-square-foot space was remodeled

Located at the MERS Goodwill-Lippman Center, 2545 S. Hanley Road, the new Autism Center was specially designed to include features that meet the needs of individuals with Autism Spectrum Disorder (ASD). The new 6,000-square-foot space provides a place where people with ASD can go to begin or continue their transition to self-sufficiency.

MERS Goodwill received a \$100,000 grant from the St. Louis County Productive Living Board and a \$121,504 grant from the Simon Foundation to help fund the new Autism Center. The organization also received a grant from Autism Speaks to provide new iPads for clients to use in one of the group rooms.



### THRIFT SHOP DIVAS **MERS Goodwill and Coolfire Media** Launched "Thrift Shop Divas"

Tuesday, September 17, at Wehrenberg Theatres for the online TV series "Thrift Shop Divas," which officially launched Wednesday, September 18, 2013 at www.thriftshopdivas.tv.

upcycled materials from Goodwill stores into beautiful wardrobes and one-of-a-kind home interiors for people in need. The episodes featured the women as they took on projects ranging from designing a pageant gown for a girl with disabilities to decorating an apartment for a woman and her kids who are struggling to make ends meet.

The show followed a team of financially savvy fashion experts as they





MERS Goodwill and Coolfire Media hosted a premiere on The "Thrift Shop Divas" original cast included:

- Naomi, an 87-year-old seamstress and fashion designer, who has gained a local reputation for her ability to transform thrift shop finds into highly-crafted wardrobes.
- · Susannah, a frugal fashion stylist and blogger of Her Goodwill Hunting.
- Jenny B, a do-it-yourself home designer and owner of Perennial, an organization teaching people how to upcycle old pieces.
- Beth, a costume designer and wardrobe constructor for Meramec College Theatre.

The show was a success and has continued into a second season in 2014!



### MERS Goodwill Awarded \$186,500 to Deliver **Supported Employment Services in Illinois**

The Illinois Department of Human Services awarded MERS Goodwill a contract for \$186,500, which provides Supported Employment services for individuals with the most significant disabilities in St. Clair and Madison Counties as well as more rural areas including Monroe, Randolph, Clinton and Jersey Counties. Effective July 1, 2013, the contract expected to place up to 50 new clients into employment in 2014 through MERS Goodwill's recently available services such as Supported Employment (SE) assessment, SE job development, SE job coaching and retention support.

MERS Goodwill had an existing agreement with the Illinois Department of Human Services to provide vocational rehabilitation and development services to individuals faced with barriers to finding and retaining employment. The State of Illinois recognized MERS Goodwill for surpassing the required number of successful client placements through the Vocational Development agreement. This is the second consecutive year they have exceeded contract requirements and were granted an amendment this year for additional funding to reach more individuals in Illinois.



City Museum director Rick Erwin poses with Lewis Chartock, CEO of MERS Goodwill. Goodwill removed more than 300 bales and 75-80 gaylords of clothing from the City Museum. The pounds and pounds of clothing were rescued from a dilapidated building and were stored in the sixth floor of the museum as part of what was a vintage clothing store inside of the museum. When the store closed and City Museum finally became in full possession of bales, they decided to donate them to Goodwill.



