Celebrating the Power of Work

100 YEARS
1918-2018

Celebrating the Power of Work
Dear Friends,

Goodwill’s founder, Dr. Edgar J. Helms, designed an approach to help address the problem of poverty. His plan included teaching people employable skills by hiring them to work with donated goods and to provide education and training programs so as to provide pathways out of poverty. His work was deemed to be a “hand up, not a handout.”

We have worked hard to carry out our mission, through our service programs, our contracts employment division, and through our thrift stores, which not only generate funds to support other projects, but also serve as community integrated work sites for our clients who have barriers to competitive employment. Our new Excel Centers will be another way to enhance success in the job market for the people we serve.

In being responsive to the needs of people in the communities which we serve, this past year we began creating a major new service—the Excel Centers—with the help of the Missouri state legislature. By law, the state has permitted young people to attend public high schools only through the age of 21. However, there are over 500,000 adults in Missouri who do not have a high school diploma. So we decided to work with our friends in state government to find a way to address this situation. In 2017, the legislature passed a bill, signed by the governor, authorizing a plan to establish four adult high schools around the state (St. Louis, Columbia, Poplar Bluff, and Springfield). MERS Goodwill was awarded the contract to implement this project. Plans are under way to open three schools in October of 2018, Poplar Bluff, Springfield, and St. Louis. Not only will a high school diploma impact the earning power of individuals, but a more educated, skilled workforce will give a boost to Missouri’s economy. What an exciting challenge!

We are proud to have picked up Dr. Helm’s torch and carried on his legacy for the past 100 years, adapting to changing community needs and meeting economic challenges on the way. We look forward to continuing this journey into the next century and beyond!

Thank you to all our donors, shoppers, communities, staff and Board members for making a difference in the lives of people.

Cordially,

David Kutchback  
President/CEO

Darryl Jones  
Board Chair
As we take a walk through the history of MERS/Missouri Goodwill Industries Inc., how it came about and some key dates in time that stand out, you will see that our mission still applies today:

Changing Lives through the

POWER

OF WORK.
Edgar Helms, at age 32 and his wife, Jean Helms were assigned by the Methodist church to Morgan Memorial Chapel in the South end of Boston, which was dominated by brothels, saloons, gambling dens and cheap boarding houses. The area was overcrowded and had a high incidence of public health problems.

Helms was to serve as minister of a rundown chapel in a disintegrating neighborhood. He began meeting the needs of the people in the community by setting up a:

- Daycare
- Saturday night entertainment spot and social setting
- Shower and bath house
- Laundry
- Industrial school on Saturdays
- Bible school
- Job placement services
- Nursery and kindergarten
- Night school to teach printing, shoe repair, carpentry, sign painting, and dressmaking
- Music school

By the late 1890s Helms began to go into the wealthy sections of Boston to ask for monies to buy goods, clothing and pay rent for those that were destitute.

Helms eventually started to take a burlap bag to those neighborhoods, going door to door for cast-off shoes, clothing and anything he could carry. He then started using a wheel barrow for collecting.

The items were sold for a low price. Many times these items needed repair and people from the neighborhood would restore and refurbish those items in return for a small amount of income.

1895

A new building was built to house several programs and thus was created the first Goodwill Industries in the world.

Thousands of empty burlap coffee bags were donated then distributed to homes. When bags were filled, the homeowner would call for pick up.
As World War I was coming to an end, Goodwill Industries expanded to St. Louis. By the end of the decade, Missouri Goodwill Industries was helping individuals with barriers to employment. 100 years later MERS/Missouri Goodwill continues to support this original mission by changing lives through the power of work.

**1918 in America**

- **President Woodrow Wilson** releases historic Fourteen Points speech to end World War I
- The Spanish Flu epidemic hits St. Louis, killing 1703 people. It was estimated that 1/3 of the world population was infected and 5% died.

Goodwill Industries began in response to a social need within the congregation and community of Morgan Memorial Chapel in Boston, MA. E.J. Helms' role in starting Goodwill.

Rev. Thomas E. Greene from Trinity Methodist Episcopal Church and a group of St. Louis businessmen met in early 1918 to hear a speech by Dr. Helms from Boston. Out of that meeting came the formalizing of Missouri Goodwill Industries.

The first Goodwill store in St. Louis was opened at 13th and Tyler - this location was formerly a Sunday school room. A door and window display were cut in the room for the store.

Six Goodwills established throughout the United States. The St. Louis location was the sixth Goodwill.

Gottlieb Geitz is named President of the board of directors, a position he would hold until 1947.
During the Roaring 20s and the Great Depression, Missouri Goodwill Industries experienced a time of considerable growth due in large part to the efforts of the Adair family.

**1923** Under Rev. Adair’s leadership, the organization reaches a new high in its volume of business, handling $23,000 during the year.

Missouri Goodwill Industries outgrows its headquarters in the Church basement and begins occupying its own building across the street at 13th street and Tyler. The total floor space of the location was 24,000 SF.

Missouri Goodwill Industries expands and purchases from The Provident Association two stores, three apartment buildings, and a three-story residence. The new property is adjacent to 13th and Tyler property.

Rev. Ross W. Adair, a Methodist minister from the Duluth Minnesota Goodwill, is recruited to serve as superintendent of Missouri Goodwill Industries.

Rev. Adair’s son, Robert Adair, is asked to organize Goodwills throughout the Mississippi Valley. He does so using Missouri Goodwill Industries as the umbrella for all new production plants. Gross receipts this year total $83,514.

Missouri Goodwill Industries helps 967 individuals become employed.

In 1920, about 200 customers made purchases at the Goodwill store each day, making the average business of the organization about $110 a day.
40 trades are now being carried on at Goodwill, including clothing repair, furniture refinishing, small appliance repair, laundry/ironing, and janitorial services.

Goodwill employs 2,500 persons in the third-quarter.

Goodwill provides employment in the first 11 months for 1,500 persons and pays out in wages approximately $60,000.

After outgrowing its original headquarters, the organization expanded and purchased eight additional buildings, which helped the non-profit quadruple its sales by the end of the decade.

The immense growth has only continued throughout the past century, as MERS/Missouri Goodwill opened four new locations in 2017 alone.

A larger percentage of income went directly into the wages during 1935 than in any previous year.

About 100,000 housewives of greater St. Louis help Goodwill with providing 280,000 hours of employment, with 3,223 men and women being given jobs at cash wages.

Additional buildings are purchased in St. Louis at 8th Street and Howard Street to help support the growing organization.

A smaller percentage of income went directly into the wages during 1935 than in any previous year.

1930s

A fter outgrowing its original headquarters, the organization expanded and purchased eight additional buildings, which helped the non-profit quadruple its sales by the end of the decade.

The immense growth has only continued throughout the past century, as MERS/Missouri Goodwill opened four new locations in 2017 alone.

A larger percentage of income went directly into the wages during 1935 than in any previous year.

Additional buildings are purchased in St. Louis at 8th Street and Howard Street to help support the growing organization.

About 100,000 housewives of greater St. Louis help Goodwill with providing 280,000 hours of employment, with 3,223 men and women being given jobs at cash wages.

40 trades are now being carried on at Goodwill, including clothing repair, furniture refinishing, small appliance repair, laundry/ironing, and janitorial services.

Goodwill employs 2,500 persons in the third-quarter.

Goodwill provides employment in the first 11 months for 1,500 persons and pays out in wages approximately $60,000.

A smaller percentage of income went directly into the wages during 1935 than in any previous year.

1930s
During a tumultuous time in the United States, and around the world, Goodwill Industries supported the community through an increased number of donation drives.

The 1940s was also incredibly important to the history of MERS/Missouri Goodwill’s employment programs with the founding of the Jewish Employment and Vocational Service (JEVS), which changed its name to Metropolitan Employment and Rehabilitation Service (MERS) in 1985.

Metropolitan Employment and Rehabilitation Service (formerly Jewish Employment and Vocational Service) is established in November under the leadership of David Hearsh, who recognized that an employment and counseling program was needed to help resettle refugees.

Edgar Helms passes away. He recognized the therapeutic value of work, and his system of services developed into the Goodwill philosophy of a “hand up, not a hand out.”

Missouri Goodwill Industries (a War Chest agency) holds a donation drive for old clothes and rags in response to WWII shortages.

The Missouri Goodwill 713 Howard location building burns down.
Over the next 60 years, the employment services provided by JEVS/MERS would become instrumental when Missouri Goodwill Industries merges with MERS in 2001.

1944
Approximately 150 persons with disabilities & seniors are employed at Goodwill. 15 Goodwill trucks make up entire fleet for St. Louis.

On August 17, Robert Adair appears on St. Louis’ KSD-TV discussing the organization.
Robert Adair’s appearance on television makes Missouri Goodwill Industries the second Goodwill in the nation to appear on television.

Rev. Ross W. Adair retires as executive secretary of Missouri Goodwill Industries. His son, Robert, who has been employed by Missouri Goodwill Industries for 18 years, is named as his replacement.

John H. Lashley is elected to serve as president of Missouri Goodwill Industries. He holds this position until 1950.

The 4140 Forest Park location is purchased for $200,000 as part of a postwar program to increase its number of individuals with physical disabilities employed from 150 to 500.

Drop-off box and pickup truck
Goodwill employs approximately 200 persons with disabilities to recondition the clothing collected for sale in its stores.

Over the last century, MERS Goodwill has develop partnerships for a number of events and programs. From donation drives and promotional giveaways, to employment resources and grant providers, the momentum that seemingly began in the ‘50s still resonates with the agency today.

Whether the partnership is with the St. Louis Cardinals, the Boy Scouts of America, movie theaters or food establishments, employers like Schnucks or our friends at St. Louis Youth Jobs or SLATE, we thank everyone in our communities for helping the organization grow in to what it is today.

Daniel H. Blount elected to serve as President.

Roger E. French is named executive director of Missouri Goodwill Industries. He succeeds Rev. Robert C. Adair, who resigns from the position he held since 1946.

Orson L. Curtis is elected to serve as President.

466 Goodwill employees were given jobs and all except for 183 were placed in private industry when they completed their training.

Missouri Goodwill Industries holds clothing drive, in partnership with Methodist Youth Fellowship.
LADIES AUXILIARY ORGANIZED FOR GOODWILL INDUSTRIES

1950

Store sales for the first eight months: $129,000

Store clerks hourly wage: $.75

Costume jewelry “grab bag”: $.65

FUN FACTS

1955

October is National “Help the Handicapped Month,” and Alfred F. Steiner Inc. places an ad in the St. Louis Post-Dispatch requesting “serviceable used suits or top coats” to be donated to Goodwill Industries.

1955

Bernard H. Sweeney elected to serve as President.

1957

Ladies Auxiliary members help drive interest in Goodwill and help open new stores. Mrs. Charles Allen Thomas is elected president of the first ladies’ auxiliary of Missouri Goodwill Industries.
Swinging into the 60s, this decade was a period of tremendous expansion in JEVS’ rehabilitation programs, and what would become the foundation for MERS/Missouri Goodwill’s job counseling and placement programs it provides today.

Thanks to the JEVS expansion in the ‘60s, today MERS/Missouri Goodwill has more than 15 different programs that help people get to work.

Like the 1950s, the ‘60s was another successful decade for strong community partnerships that are still relevant today, which were established in part by the promotional efforts of the Ladies Auxiliary club.

LIPPMAN CENTER: WHO WAS BYRON LIPPMAN?

Byron Lippman was a major contributor to the Jewish Educational Vocational Services program, now known as Metropolitan Employment and Rehabilitation Services-Missouri Goodwill. He helped to purchase the property at 2545 South Hanley Road, which was donated to the group.
1968

**Individuals served**

<table>
<thead>
<tr>
<th>Year</th>
<th>Individuals</th>
<th>Dresses</th>
<th>Winter coats</th>
<th>Fur coats</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>1965</td>
<td></td>
<td>$1,870</td>
<td>$2.00</td>
<td>$15.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>1966</td>
<td></td>
<td>$2,417</td>
<td>$200</td>
<td>$15.00</td>
<td>$25.00</td>
</tr>
<tr>
<td>1967</td>
<td></td>
<td>$2,000</td>
<td>$3.00</td>
<td>$20.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>1968</td>
<td></td>
<td>$2,413</td>
<td>$3.00</td>
<td>$25.00</td>
<td>$35.00</td>
</tr>
</tbody>
</table>

**FUN FACTS**

- **1968**
  - Individuals served: 2,413
  - Dresses: $2,413
  - Winter coats: $3.00
  - Fur coats: $25.00
  - Revenue: $35.00

**1960**

Boy Scout and Cub units of the Mississippi Valley Council's St. Clair district held a donation drive to benefit Missouri Goodwill Industries. An estimated 400 disabled individuals would receive services as a result of the drive.

**1968**

New Goodwill store opens at 3006 North Union boulevard, employing three sales clerks and a manager.
During a time of political and social upheaval following the end of the Vietnam War, Missouri Goodwill Industries and Metropolitan Employment and Rehabilitation Service’s predecessor, JEVS, continued to serve those in need.

By expanding into Illinois, JEVS was able to help a much broader population. Today, MERS/Missouri Goodwill serves individuals in 89 counties across Missouri and Illinois.

1974

JEVS receives a substantial grant to renovate its 100,000 square-foot facility located at 1727 Locust Street into an architecturally barrier-free facility designed for persons with disabilities.

The building was renamed the Samuel Aftergut Rehabilitation Center.

Today, the building has been renovated for Goodwill’s new adult high school. The Goodwill Excel Center in St. Louis is set to open in October 2018.

WHO WAS SAMUEL AFTERGUT?

Samuel Aftergut was a certified public accountant confined to a wheelchair by multiple sclerosis since 1953. He was active in numerous philanthropic causes – he was one of the organizers of the St. Louis Chapter, Multiple Sclerosis Society; served on the Board of Director of the Jewish Employment and Vocational Service; honored by the St. Louis Chapter, National Rehabilitation Association, as the first member of its Handicapped Hall of Fame.

1977 in America

Apple computer is incorporated. The first Apple 1 personal computer kit goes on sale for $666.66.

The King Elvis Presley dies at age 42.

Jimmy Carter elected to serve as 39th president of the United States.
Between 1918-1977, more than 50,000 individuals were helped by Missouri Goodwill. Today, MERS/Missouri Goodwill serves over 50,000 individuals each year in its regions.

WHO WAS SAMUEL BERNSTEIN?
Samuel Bernstein was president of JEVS (which changed its name to MERS in 1984) from 1979-1994. He is credited with growing JEVS from a small agency in the 1960s to one which emerged in the 1980s under his leadership as a comprehensive program consisting of evaluation, work adjustment training, skill training, independent living training programs and job placement services.

MISSOURI GOODWILL AT WORK
In 1977, More than 1,300 persons with disabilities are employed by Missouri Goodwill Industries, with an additional 1,466 persons served through job counseling, vocational guidance and sheltered employment. More than 137 clients were directly placed in outside employment by Missouri Goodwill Industries.

Founded in 1966, the Commission on Accreditation of Rehabilitation Facilities (CARF) is an independent, non-profit accreditor of health and human services. In 1974, Goodwill Industries of America recognized CARF as the accrediting organization for all Goodwill organizations. See the areas of accreditation Goodwill has received on the back cover of this report.

Missouri Goodwill Industries obtains CARF accreditation from the Rehabilitation Accreditation Commission.

Out of 165 Goodwill Industries in the U.S., Missouri Goodwill Industries is considered one of the largest.

David Kutchback joins MERS as a Placement Counselor.

David Kutchback joins MERS as a Placement Counselor.
Back when MTV played music videos, Jewish Employment and Vocational Service (JEVS), which changed its name to Metropolitan Employment and Rehabilitation Service (MERS) in 1985, developed many new, innovative programs such as the Supported Work Program and the Transitional Adjustment Program. Both programs utilized community partners to help employ individuals.

The St. Louis Post-Dispatch features Randy Wilkerson, a severely visually disabled 28-year-old, who participated in Missouri Goodwill Industries’ food service training program.

Wilkerson was offered on-the-job training by Salad Bowl restaurant where he learned to set tables, prepare food and wash dishes.

45% of people who participated in the food training program were placed in permanent jobs, while 37% of those who were trained in the larger custodial program found permanent employment.
Today, MERS/Missouri Goodwill Industries continues to focus on programs involving community-based training and working closely with employers in the community.

Approximately 65% of Goodwill’s revenue comes from its retail stores.

Goodwill partners with Southwestern Bell Corp. following its new location move to sell 7,000 pieces of office furniture to the public in its retail store. Prices ranged from $10 for a small card file to $150 for an executive desk, but most items ranged from $20 to $60. Goodwill invested the $140,000 from the furniture revenue into its rehabilitation programs.

Goodwill opens a new “Goodwill Unlimited” retail store in St. Charles located at 513 South Fifth Street.

At opening, this location employed 7 full-time people, all from the St. Charles area. David Parrish, executive vice president of Missouri Goodwill Industries, said this store offered “only the best items.” Goodwill Unlimited represented an effort to attract higher-income customers to generate more business. 84% of Goodwill’s customers are women, while 83% are more than 30 years old.
The 1990s was a time of rapid change and growth, due to extreme advances in technology, mainly the World Wide Web. This growth and change were also mirrored in MERS and Missouri Goodwill Industries. Both organizations continued to expand and serve a growing number of individuals each year.

Tani Wolff is named the incoming chairperson of the Board of Directors. Tani Wolff is the first woman to serve as Chairperson of the MERS board. Tani remains on the board through the MERS-Missouri Goodwill Industries merger in 2001, currently holding the position of Director Emeritus.

Missouri Goodwill Industries serves an average of 2,000 individuals with disabilities.

Lewis C. Chartock is named Chief Executive Officer of MERS, a position he holds until the 2001 merger of MERS with Missouri Goodwill Industries.

Marvin Washington starts as a job developer.

Mark Arens joins MERS as a Vocational Counselor. He remains with the organization through the merger and currently serves as Executive Vice President/Chief of Program Services for MERS/Missouri Goodwill Industries.
In 2001, MERS and Missouri Goodwill Industries merged to form MERS/Missouri Goodwill Industries. Combining resources and capitalizing on the strengths of both agencies resulted in decreased duplication of services and gained efficiency in a number of areas and has provided an opportunity for growth and expansion in all three divisions. Today, the organization helps more than 50,000 individuals a year.
With the successful merger of MERS and Missouri Goodwill Industries, the organization continues its growth in the new Millennium. Expansion of retail stores and career centers into new markets like Southeast Missouri, and the addition of approximately 12 programs and services, helps MERS/Missouri Goodwill Industries surpass 1 million donated items each year. Thanks to the continued support of MERS/Missouri Goodwill’s donors, board members and community partners, the organization can further its mission of “Changing Lives Through the Power of Work.”
MERS/Missouri Goodwill’s sponsorship of the 32nd annual Boy Scouts’ Scouting For Food event pushes the collection effort to record numbers, ultimately providing over 597,000 meals to those in need.

Lewis C. Chartock retires as President and CEO of MERS/Missouri Goodwill Industries. He is succeeded by David Kutchback.

MERS/Missouri Goodwill opens three Excel Centers in Missouri.

The new retail store and donation center on Forest Park opens next to the original Forest Park store location, which now houses the agency’s Organizational Employment programs.

Merchandise Sold (approximately)
3.95 MILLION POUNDS

Recycled
13.28 MILLION pounds of merchandise

18.43 MILLION POUNDS of goods collected from other local Goodwill stores

Thousands of Scouts and volunteers from St. Louis City and 36 counties in eastern Missouri and southern Illinois, canvass neighborhoods to deliver 1,000,000 blue Scouting For Food bags

The 32nd annual Scouting For Food drive pulled in 2,249,012 ITEMS OF FOOD making it the largest Scouting For Food collection ever recorded at the Greater St. Louis Area Council.

In only one year after its grand opening, MERS/Missouri Goodwill’s first Outlet Center:

$2 Reached in sales

Merchandise Sold (approximately)
3.95 MILLION POUNDS

Recycled
13.28 MILLION pounds of merchandise

18.43 MILLION POUNDS of goods collected from other local Goodwill stores

Thousands of Scouts and volunteers from St. Louis City and 36 counties in eastern Missouri and southern Illinois, canvass neighborhoods to deliver 1,000,000 blue Scouting For Food bags

The 32nd annual Scouting For Food drive pulled in 2,249,012 ITEMS OF FOOD making it the largest Scouting For Food collection ever recorded at the Greater St. Louis Area Council.
As MERS/Missouri Goodwill Industries nears the end of its first full century of service in 2018, its leadership continues to look ahead. Named CEO upon the retirement of Dr. Chartock in 2015, Kutchback’s vision for the agency has been deeply rooted in growing the organizational capacity to serve more clients facing barriers in a living wage career.

Under the leadership of Kutchback, the agency plans to open not just one, but four, adult high schools across Missouri by 2019. This milestone will be instrumental to the long-term strategic plan of the agency, whose mission is changing lives through the power of work.

LEWIS C. CHARTOCK LEAVES A LASTING IMPRESSION

Under the esteemed leadership of Dr. Chartock over the past 21 years, the organization has soared to new heights. Chartock engineered the merger of MERS and Missouri Goodwill in 2001 when he saw a common mission shared by the two organizations, as well as a need to revamp the retail store program (which has since grown from 21 to 42 stores in just the past decade).

As a matter of fact, when he took over the organization in 1994, MERS’ annual budget was $6.9 million. At the time of Chartock’s retirement, MERS Goodwill had an annual budget of more than $160 million, demonstrating how significantly his leadership has affected the growth and expansion of the organization.

DAVE KUTCHBACK TAKES AGENCY TO NEXT LEVEL

As MERS/Missouri Goodwill Industries nears the end of its first full century of service in 2018, its leadership continues to look ahead. Named CEO upon the retirement of Dr. Chartock in 2015, Kutchback’s vision for the agency has been deeply rooted in growing the organizational capacity to serve more clients facing barriers in a living wage career.

Under the leadership of Kutchback, the agency plans to open not just one, but four, adult high schools across Missouri by 2019. This milestone will be instrumental to the long-term strategic plan of the agency, whose mission is changing lives through the power of work.
Over the past century,
MERs/Missouri Goodwill Industries has expanded its scope of services & target populations to become one of the most diverse human service organizations in the region.

Heading into its centennial year, the agency is proud to serve over 50,000 individuals each year.

Let’s take a look at some of the great things that happened in 2017.

- **44** stores with an average of **15,000 sq ft**
- **3 Years** CARF accreditation received
- **For the 2017 Earth Day donation drive,** **20,000 pounds of donated items were collected**
- **$30,000** Grant toward Supported Living Program from Legacy Heritage Fund enabling upgrades of services/programming to persons with disabilities.
- **4** new stores open totaling **61,450 sq ft** which is over **37,450 sq ft** larger than the original 13th & Tyler location.
- **29,000** people placed in jobs
- **3** Years CARF accreditation received
- **Mark Morgan** Named Coordinator of its Jewish Community Employment Services, a MERS Goodwill program supported by the Jewish Federation of St. Louis.
- **162** Goodwills operate throughout the United States

*Fourth consecutive year earning 4-star rating from Charity Navigator. Only 10% of charities have received this highest possible rating.*
So many wonderful client success stories over the years.

**Allison Shelley, Employment Services Program**

Allison Shelley has never let disabilities and challenges deter her from going for her dream. Feeling defeated with her former employer’s expectations and the struggles she faced with having to cope with her learning disability and her unique way of needing to learn, Allison found an amazing support system at MERS Goodwill. After struggling at her job within a major healthcare system, the Missouri Department of Vocational Rehabilitation referred Allison to the Employment Services program at MERS Goodwill.

“For the first time in a long time I am happy with my job and enjoy going to work each day,” said Allison. “Goodwill gave me a chance to excel in the workplace and taught me valuable skills that helped me achieve my goals. I will always be thankful for the assistance and support I received from Goodwill and Katie in particular.”

**John Spells**

When John Spells retired from the United States military, he faced one of the greatest challenges that so many veterans come to know first-hand: the transition from military to civilian life and the hurdles that exist in reentering the workforce. It’s been a long journey, but with guidance and support provided by MERS Goodwill and the Veterans Administration in Springfield, Missouri, John proudly just passed his 90-day mark working as a Machine Operator II for Nestlé Purina PetCare Company.

“Even though I’m late in my career stage, one of my goals was to find a job that presented me with good benefits, healthcare and the opportunity to put away for retirement,” said John. “I love my job because it challenges me to learn and accomplish new things I didn’t think I could have before.”

“Before I came to Goodwill, I didn’t know anything about their programs or services,” said John. “Barb (Barb Morris, placement counselor for MERS Goodwill) is an exceptional person and she has been so helpful. I like to think it was divine intervention that brought me to cross paths with Goodwill.”

**Anthony Barker, Supported Employment Program**

Anthony Barker is a charming and determined young man who has proven that he will not let obstacles hinder his future. Anthony faced numerous hardships from the day he was born. Born premature, Anthony had to undergo countless surgeries throughout his childhood. As an adult, Anthony has been forced to manage challenges with transportation, having limited family support and never receiving adequate job training. Instead of letting these obstacles impede his success, Anthony kept striving to make something of himself. His desire to change his life led him to MERS Goodwill.

“Without training, I felt like I was never really given a chance to succeed,” said Anthony. “Working with (Employment Specialist and Job Developers at Goodwill) helped build my confidence and opened my mind to what I am capable of doing and can accomplish. I am truly grateful for the training I obtained from Goodwill and the support I continue to receive.”

To read more of these great stories visit our website at mersgoodwill.org/heroes-success-stories/
Darryl Jones  
**CURRENT POSITION:** Chairperson of the 2017 Board of Directors  
**YEARS ON BOARD:** Six  
**WHY GOODWILL?**  
The economic spectrum of people donating and shopping at the retail stores is phenomenal. And to understand how the programs and community benefit from the stores’ activity - from donating to sales to then helping people work and live more independently in the community - is incredible.  
**LOOKING AHEAD:**  
With a potential decrease in state and federal assistance for organizations like Goodwill, looking outside of the box to find new opportunities to provide jobs and fund programs will lead to many more success stories.

Ruthann “Tani” Wolff  
**CURRENT POSITION:** Director Emeritus  
**YEARS ON BOARD:** 40+ – Longest serving Board member  
**WHY GOODWILL?**  
The care the agency takes of its employees, and the degree to which it ensures their career development. Almost all senior staff has been nurtured and developed from within. That commitment is especially meaningful given the overall mission of the agency.  
**LOOKING AHEAD:**  
By involving teens in food and clothing drives and Earth Day activities, MERS Goodwill can increase donations of lightly-used goods, carry our green message into schools and build habits that will produce a new and potentially long-term client base.
MERS Goodwill’s Summer Work Experience Program (SWEP) is essential to building the self-esteem and confidence of local youth with disabilities. While SWEP is one of the many programs and services offered by Goodwill, it’s how Maria Lawrence came to learn about and fall in love with the organization’s mission of changing lives through the power of work.

Back in 2007, and after working in Human Resources at a demanding corporate job, Maria decided to take a few years off to be a stay-at-home mom for her daughter Camille, who was about to enroll in her high school as its first-ever student with Down Syndrome. With Camille struggling to learn and adapt in a traditional high school setting, Maria took charge and helped build a curriculum for incoming students with developmental disabilities, which is still being implemented to this day.

It was through Camille’s participation in the SWEP program that Maria discovered the incredible resources MERS Goodwill provides to individuals with barriers to employment. Her passion for helping others, as well as Camille’s involvement with the program, led Maria to start working as a summer job coach for SWEP from 2012 to 2014. She soon secured a part-time position as a retention specialist for Goodwill before taking the position on full time in 2017.

Naturally, when Maria became involved with MERS Goodwill’s SWEP program, she was drawn to the network of parents sharing a wealth of resources with one another to better educate themselves on how to be the best support system for their children. “When you work with people with disabilities, you either get it or you don’t,” said Beth Brown, Assistant Vice President and Director at the Lippmann Center. “Maria gets it. She understands that she is not just working for her individual clients, she is working for her client’s support system and the employer. That collaboration makes her an invaluable resource to the communities Goodwill serves.”

Now, as a retention specialist at MERS Goodwill’s Lippman center, Maria effortlessly works with an average of 30 clients ranging in age from 18 to 58 at any given time, to help set both personal and career-focused goals in order for her clients to be successful in a job setting. “MERS Goodwill is such a multi-faceted organization,” said Maria. “Being in the latter phase of my career, I am so fortunate I get to do something that I truly love and work with people who share my same passions.”

Maria Lawrence
Retention specialist with MERS Goodwill

“Maria has a way of working with people that empowers them to be the best they can be,” said Sarah Dotson, Coordinator for SWEP.

“One of her famous phrases is,

‘Only the end of the world is the end of the world.’

It’s such a simple, but powerful, statement.
No matter how great a problem may be, Maria always finds a way to stay calm and work to overcome the obstacle at hand – whether that be today, tomorrow, or next month.”
ACCIDENTAL DONATIONS have been happening for years, and in 2017 we saw over $10,000 worth of cash in stores across our region including Belleville, Springfield, and North County. We also found priceless medals from World War II that we were able to return to the widow of the veteran who earned those medals.
EXECUTIVE STAFF

Darryl Jones  
President/CEO

C. Dawayne Barnett  
Chief Financial Officer

Mark Arens  
Executive Vice President,  
Program Services

Mark Kahrs  
Executive Vice President,  
Retail

Kristy Lance  
Senior Vice President,  
Retail

Philesa Johnson  
Vice President,  
Human Resources

Marvin Washington  
Vice President,  
Contracts

Colin Kricensky  
Vice President,  
Contract Sales

Jeff Cartnal  
Vice President,  
Program Development

Hilary Wagner  
Vice President,  
Employment & Training

DeAnn Briggs  
Vice President,  
Southeast MO Services

Kevin Shaw  
Vice President, Retail

Becky Polwort  
Vice President, Retail

Beth Brown  
Assistant Vice President,  
Employment & Training

Elizabeth Drennan  
Assistant Vice President,  
Employment & Training

Esther Williams  
Assistant Vice President,  
Innovative Concept Academy

BOARD OF DIRECTORS

OFFICERS

Darryl Jones  
Chairperson

Michael Iskiwitch  
1st Vice Chairperson

Christopher Tabourne  
2nd Vice Chairperson

Barry Ginsburg  
Treasurer

Elliot Zucker  
Assistant Treasurer

James Mosqueda  
Secretary

Elizabeth Green  
Assistant Secretary

DIRECTORS

Edda Berti  
Melissa Brickey  
Judith Gall  
Scott Howze  
Paul Kravitz  
Kraig Kreikemeier  
Gerald Kretmar  
Robert Lefton  
Louis Loebner  
Harry Moppins, Jr.

Joan M. Newman  
George Philips  
David Pickerill  
Lynn Rothbarth  
Kenneth Salky  
Barry Sharon  
Jay Summerville  
Camille Toney  
Tani Wolff

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):
WIOA Adult and Dislocated Worker Program
WIOA Youth Program
Head 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 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
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
Lisa Brink
Department of Veterans Affairs Corliss Strathearn
St. Louis County Office of Productive Living Services
Becky Herschbach
St. Louis Agency for Training and Employment
St. Louis Office for DD Resources Dick Goldbaum
Federal Bureau of Prisons Kathy Hueter
Missouri Department of Corrections Anne L. Precythe
Southeast Missouri Workforce Development Board June O’Dell
Plus the thousands of people who generously share their household goods, clothing, personal items, cars, etc. to help us raise funds to support our employment programs!

Jewish Federation of St. Louis Andrew Rehfeld
St. Charles County Department of Workforce Development Scott Drachnik
Mid-America WIB Debra Moore
Missouri Family Support Division Patrick Luebbering
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Veterans Affairs Corliss Strathearn

DONORS

Brenda Jensen
Kids Who Kare Camp
Mary Kay Beiermann
J.W. and Mildred A. Kisling Charitable Foundation
Mark and Barbara Bernstein
Robert R. Lynn
Glenn and Patsy Campbell Adekunle Ojelade
Osmond and Sandra Conrad Harry and Sandi Schrag
Mark Carl Creamer Simon Foundation
Mark and Dorothy Crinnion Roy and Carolyn Smith
Charles and Gail Eisenkramer Snyder Family Limited Partnership II
Emerson Charitable Trust
Missouri Department of Mental Health
Employees Charity Organization of Northrop Keith Schafer
Grumman
Missouri Department of Corrections
Mr. and Mrs. David C. Farrell Amelia A.J. Bond
Brenda Jensen
Missouri Division of Vocational Rehabilitation
Margaret Williams
Orvin Kimbrough
Missouri Department of Human Services
Jim Gibbons
Jane Loyd
Illinois Department of Human Services
Goodwill Industries International
Lisa Brink
Department of Veterans Affairs Corliss Strathearn
Debra Moore
Mid-America WIB
Madison-Bond WIB David Stoecklin
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft
Missouri Department of Health and Senior Services Michael Brewer
Mildred Simon Foundation Joan M. Newman
Developmental Disabilities Resource Board Peg Capo
Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft

St. Louis City Department of Public Safety
Charlene Deeken
Safer Foundation Victor Dickson
St. Louis Community Foundation
Amelia A.J. Bond
Missouri Department of Mental Health Keith Schafer
St. Louis Community Development Agency Alana Green
St. Louis Mental Health Board Jama Dodson
St. Louis Youth Jobs Hillary Frey

Fischer-Bauer-Knirps Foundation
Brenda Jensen
Kids Who Kare Camp
Mary Kay Beiermann
J.W. and Mildred A. Kisling Charitable Foundation
Mark and Barbara Bernstein
Robert R. Lynn
Glenn and Patsy Campbell Adekunle Ojelade
Osmond and Sandra Conrad Harry and Sandi Schrag
Mark Carl Creamer Simon Foundation
Mark and Dorothy Crinnion Roy and Carolyn Smith
Charles and Gail Eisenkramer Snyder Family Limited Partnership II
Employees Charity Organization of Northrop Margaret Williams
Grumman

Plus the thousands of people who generously share their household goods, clothing, personal items, cars, etc. to help us raise funds to support our employment programs!
2017

### PUBLIC SUPPORT

- Contributions of inventory: $62,721,597
- Associated organizations: 701,232
- Other: 1,359,565
- **Total Public Support:** $64,782,394

### REVENUE

- Store and salvage: $74,307,937
- Employment and training: 22,416,292
- Contract services: 6,086,648
- Sheltered workshop: 989,351
- Other program services: 1,636,924
- Investment income: 2,178,948
- Miscellaneous: 85,627
- **Total Revenue:** $107,701,727

**Total Public Support & Revenue:** $172,484,121

### EXPENSES

- Program services: $157,194,492
- Management and general: 5,709,780
- Fundraising: 2,455,712
- **Total Expenses:** $165,359,984

**Change in Net Assets:** $7,124,137

### ASSETS

- Cash and cash equivalents: $5,067,712
- Account receivables: 5,110,514
- Inventories: 3,089,984
- Investments: 18,220,217
- Property and equipment: 62,891,045
- Other: 2,904,346
- **Total Assets:** $97,283,818

### LIABILITIES & NET ASSETS

- Current maturities of long-term debt: $3,232,964
- Accounts payable and accrued expenses: 7,632,353
- Long-Term Debt, less Current Maturities: 12,599,945
- **Net Assets:** 73,818,556
- **Total Liabilities & Net Assets:** $97,283,818

---

OUR VISION

A community where each individual has the opportunity to learn, work, and achieve their greatest potential.
Coming Up Next Year!

The markers and milestones MERS Goodwill has reached in the last 100 years are what we believe to be just the beginning of what is to come in the next hundred.

As we start the next centennial, we look forward to sharing with you our latest successes, personal and professional growth, and the new partnerships and programs in the year ahead.

Stay Tuned!

Simon Foundation donates $1M to help start Excel Centers
MERS GOODWILL
1727 Locust Street | St. Louis, MO 63103
314-241-3464 (v) | 314-241-9348 (f)
314-241-4645 (TTY) | 314-732-1626 (video phone)
mersgoodwill.org

CARF ACCREDITATION
MERS Goodwill is CARF accredited in the following areas:
Child and Youth Services | Community Employment Services: Employment Supports |