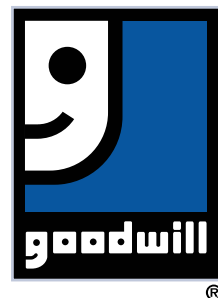


Welcome
to Goodwill



ANNUAL REPORT | 2018



MERS/Missouri GOODWILL Industries



*Changing
Lives* through
the
POWER
OF WORK

100
YEARS
1918-2018

Dear Friends,

We close out our first century of service with a deep feeling of satisfaction with our organization and the relationships we have built within our communities. We are pleased that our organization served over 40,000 individuals and that 2018's 1.6 million donations made a difference in their lives. We strongly believe in our slogan: "Give Hope, Give Local, Give Goodwill."

Our 2,600 talented employees and dedicated Board of Directors have provided endless hours of personal service so that we can change lives. We are the 11th largest Goodwill nationally, with revenues of over \$186 million annually. More importantly, we are #3 in number of persons placed into jobs.

Edgar Helms, the founder of Goodwill, once said, "Friends of Goodwill, be dissatisfied with your work until every person in your community has an opportunity to develop to their fullest usefulness and enjoy a maximum of abundant living."

We will not rest on our laurels as we begin a new century of service. We still have a tremendous responsibility to people in our communities who need our services—there are still families living in poverty. We have built a great organization that can help address this issue.

Although the quote has been around for a while, in the Spiderman movie Uncle Ben is given credit for telling Peter Parker (Spiderman)—"with great power comes great responsibility." We have built a powerful organization. We have the responsibility to continue to strive to fulfill our mission--changing lives through the power of work.

Cordially,



David Kutchback
President/CEO



Michael Iskiwitch
Chairman
Board of Directors

WHAT'S INSIDE

Letter

1

Agency History

5

Strategic Plan

6-7

Retail Operation

9

Contracts Division

12

Mission Services

13

The Excel Center

26

Vision & Values

36

Donors

36

Community Partners & Major Funding Sources

37

Financials

38

Executive Staff & Board of Directors

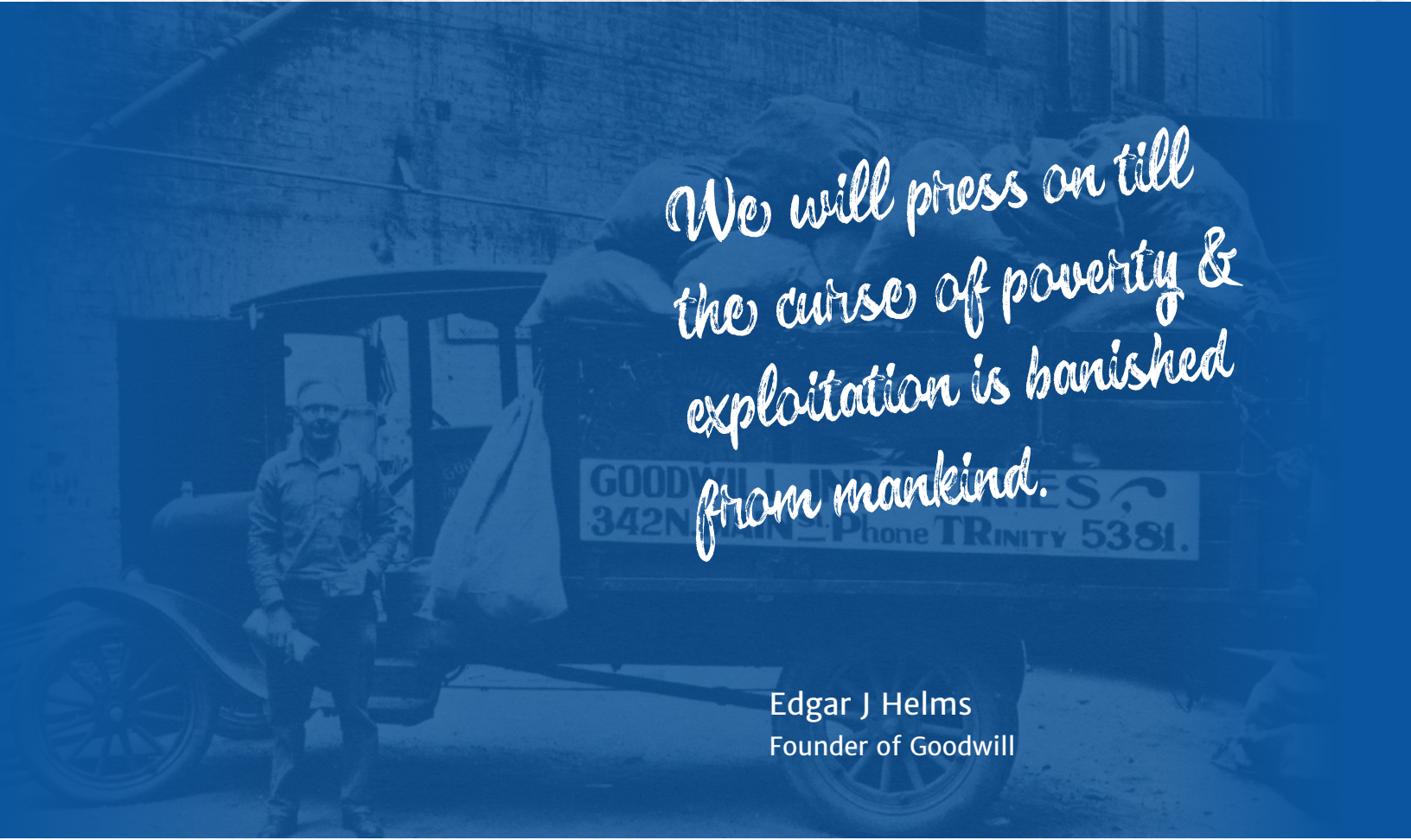
39

2018 Board

40

CARF Accreditation & Contact Information

Back Cover

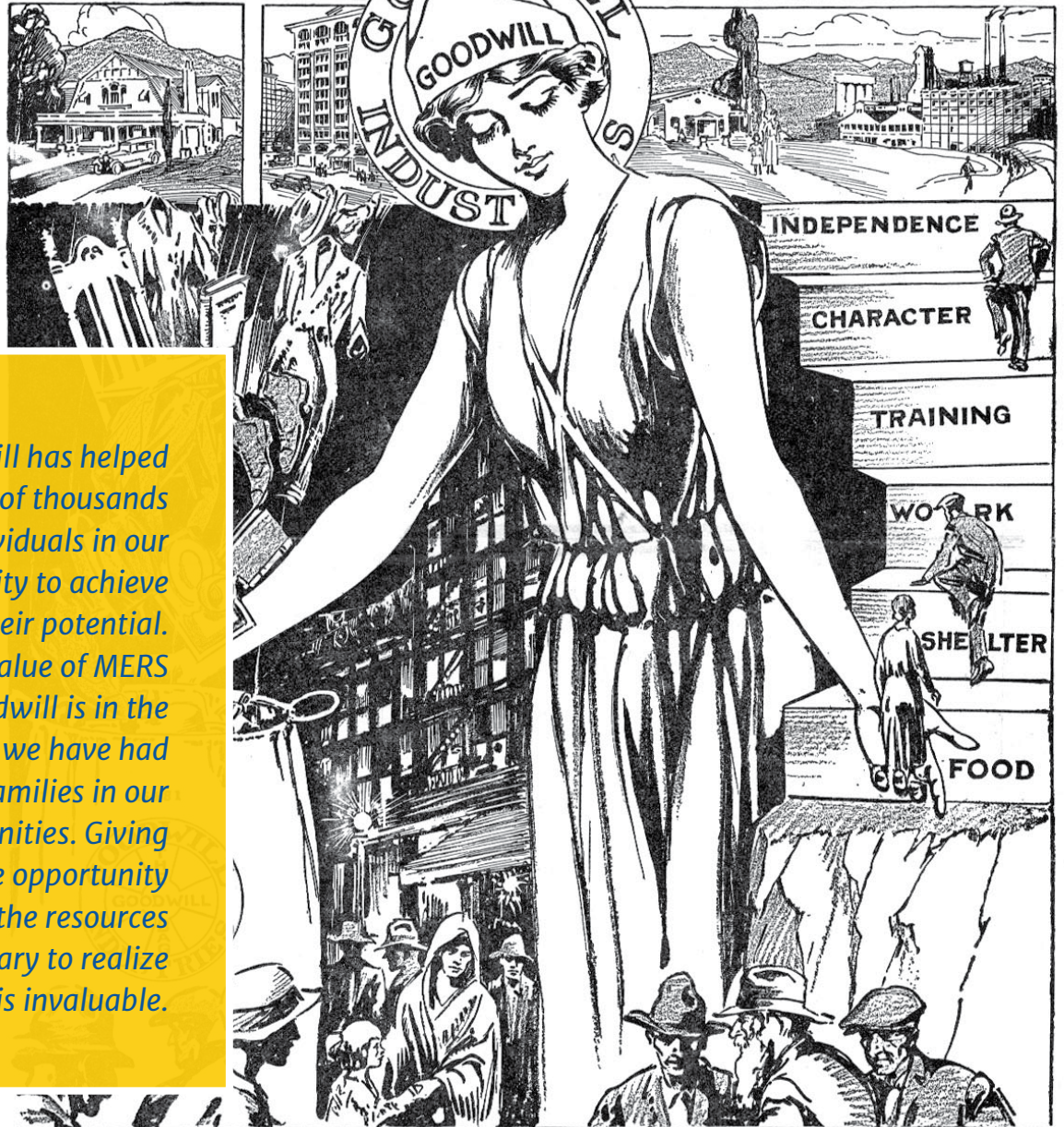


*We will press on till
the curse of poverty &
exploitation is banished
from mankind.*

Edgar J Helms
Founder of Goodwill



THE GOODWILL



MERS Goodwill has helped hundreds of thousands of individuals in our community to achieve their potential. The true value of MERS Goodwill is in the impact we have had on the families in our communities. Giving families the opportunity to earn the resources necessary to realize dreams is invaluable.

DESIGNED BY THE GOODWILL INDUSTRIES OF S.C. CALIFORNIA

NOT CHARITY, BUT A CHANCE!

Agency History

Goodwill was founded in 1902 in Boston by Rev. Edgar J. Helms, a Methodist minister. Goodwill, in St. Louis, was established in 1918 as a local off-shoot of Dr. Helms' charity. MERS Goodwill has empowered individuals with disabilities and other barriers to employment (including immigrants and refugees, U.S. veterans, public assistance recipients, ex-offenders, and many others) to gain independence through the power of work. Helms collected used household good and clothing in wealthier areas of the city, then hired and trained those who were poor to mend and repair the used goods. The goods were then resold or were given to the people who repaired them. The system worked, and the Goodwill philosophy of "a hand up, not a hand out" was born. Dr. Helms's vision set an early course for what today has become a \$5.87 billion nonprofit organization. A major portion of Goodwill's funding today comes from the same source created by Dr. Helms. Donations of clothing and household items to more than 3,300 stores today are resold or repurposed to generate revenue to Goodwill can accomplish its good work. In addition, Goodwills across the country have created many other initiatives within their local communities where there is a need for that great "hand up."

MERS Goodwill's mission of Changing Lives through the Power of Work has never been a higher priority than it is today. From its beginning as a small nonprofit organization, MERS Goodwill has become one of the largest nonprofit agencies in our community. Along with the growth in our size has come the increased responsibility of ensuring our dedication to be a force in our community to implement our vision where "Each individual has the opportunity to learn, work and achieve their greatest potential."

MERS Goodwill is a member agency of Goodwill Industries International. There are 160 member agencies in the United States, each with its own territory and Board of Directors. Our territory includes 89 counties with a population of 5,043,545. MERS Goodwill is one of the top 10 largest Goodwills in the system.

In August of 2001, Metropolitan Employment and Rehabilitation Services (MERS) merged with Missouri Goodwill Industries. At that time, the agency served 4,118 clients at 14 area service locations. Lewis C. Chartock was President and CEO until his retirement in 2015.

Now led by David Kutchback, MERS Goodwill has grown to a revenue of \$175 million organization with over 2,300 employees, which serves over 40,000 people each year. MERS Goodwill has built its reputation and momentum through a balanced combination of mission focus and operational excellence – all geared to ensure the sustainability of a thriving enterprise. As a result, our employees can be proud to be part of an organization that supports thousands of individuals and families in our community.

MERS Goodwill's Strategic Plan

Developed in conjunction with our Mission, Vision, and Values, our strategic plan consists of five main strategic goals:

DEVELOP

1

Develop and maintain mission-related programs and services that meet the needs and preference of our consumers and the changing demands of employers.

MANAGE

2

Manage agency finances so operations are efficient for current services, stable for future growth, and flexible for new opportunities to meet the needs of our consumers, partners, and funders.

RECRUIT

3

Recruit, develop, and retain a team that is excited about the agency's mission and strives to exceed customer expectations.

INCREASE


4

Increase community awareness of the mission of the organization, its capabilities, and its accomplishments.

IMPLEMENT

5

Develop and implement a plan that optimizes the efficiencies and effectiveness of our existing stores and continues the growth of our retail division.



MERS Goodwill recognizes that
our growth and strength are
the result of:

GENEROSITY of the community in
donating clothing and household items
to us with the expectation of changing
lives through the power of work.

OUR STAFF who have come
to work for an organization that
strives to make a difference in
their lives and the lives of our
clients. We strive to promote
from within so each staff
person can grow and
develop within
our company.

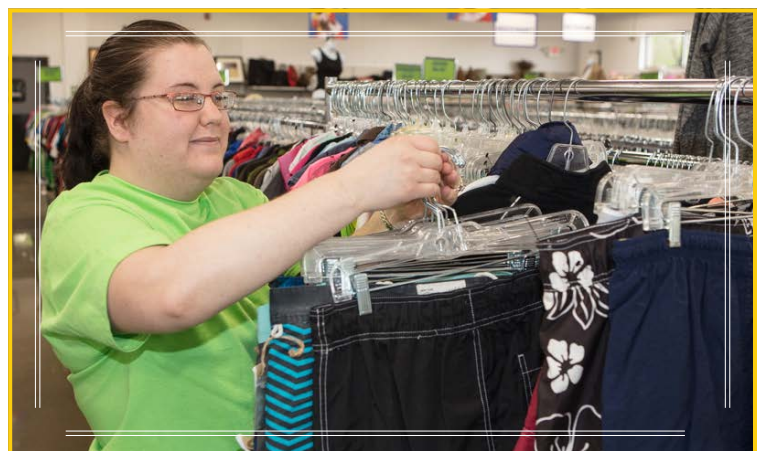
We have the challenge and excitement
of building on our solid foundation to
explore new ways to ensure our long-
term ability to impact the lives of our
employees and clients. Our clients,
staff and community depend on us to
make a difference in the lives of people
in the community. Many people know
us by our Goodwill stores but may not
know what's really happening behind
the scenes at MERS Goodwill. We are
delivering vital services to individuals in
our community through three methods:

- * ***Retail Stores & Donation Sites***
- * ***Career Centers***
- * ***Contract Services***



MERS Goodwill is one of the region's largest recyclers.

We process more than **1.5 million** individual donations of clothing, household items, and other materials for sale via our retail operations annually. Those gently used items go on to a second or third life after our shoppers purchase them. Our recycling efforts have significant impact on our community, keeping over **30,000 tons** of donated materials out of landfills.



Retail Operation

One of the original mission-based enterprise concepts, proceeds from our thrift retail efforts go towards supporting the other mission-based services of our agency. These operations also offer workforce development and employment services directly by providing unique occupational skills training, work experience, and employment opportunities for our clients and others within the community. As an example, MERS Goodwill retail operations offer second-chance employment to ex-offenders when possible and appropriate.

Aside from offering job seekers affordable interview and work attire, our stores offer a variety of goods at affordable prices that allows renters and homeowners an economical way to furnish their living spaces, or allow individuals and families affected by disaster to start the replacement process and regain a sense of normalcy.



*MERS Goodwill
thrift retail offers
its shoppers low-
cost options for
many household
essentials*

Our retail stores do not only provide a source of revenue for our organization.

Mission Integration is the core guiding principle for our Goodwill enterprise.

It is who we are and why we exist.

Goodwill takes intentional steps to dissolve lines that can separate mission from business operations.

Mission integration is more than the financial contributions of Goodwill business line revenue into mission services; it is the intentional blending of mission-focused activities, services and programs into Goodwill social enterprises.

It benefits the people we employ, the families we strengthen, and our organization's financial health.

Integrated work environments are employment settings that surround individuals with employment barriers with other workers who do not have such barriers, which helps them acclimate to real-world work environments.

Individuals served, assessed, and trained in our stores work alongside a variety of coworkers and interact with a variety of customers and donors, most of whom do not have a disability.

MERS Goodwill not only provides services in an integrated setting, but also provides services in a real life situation.

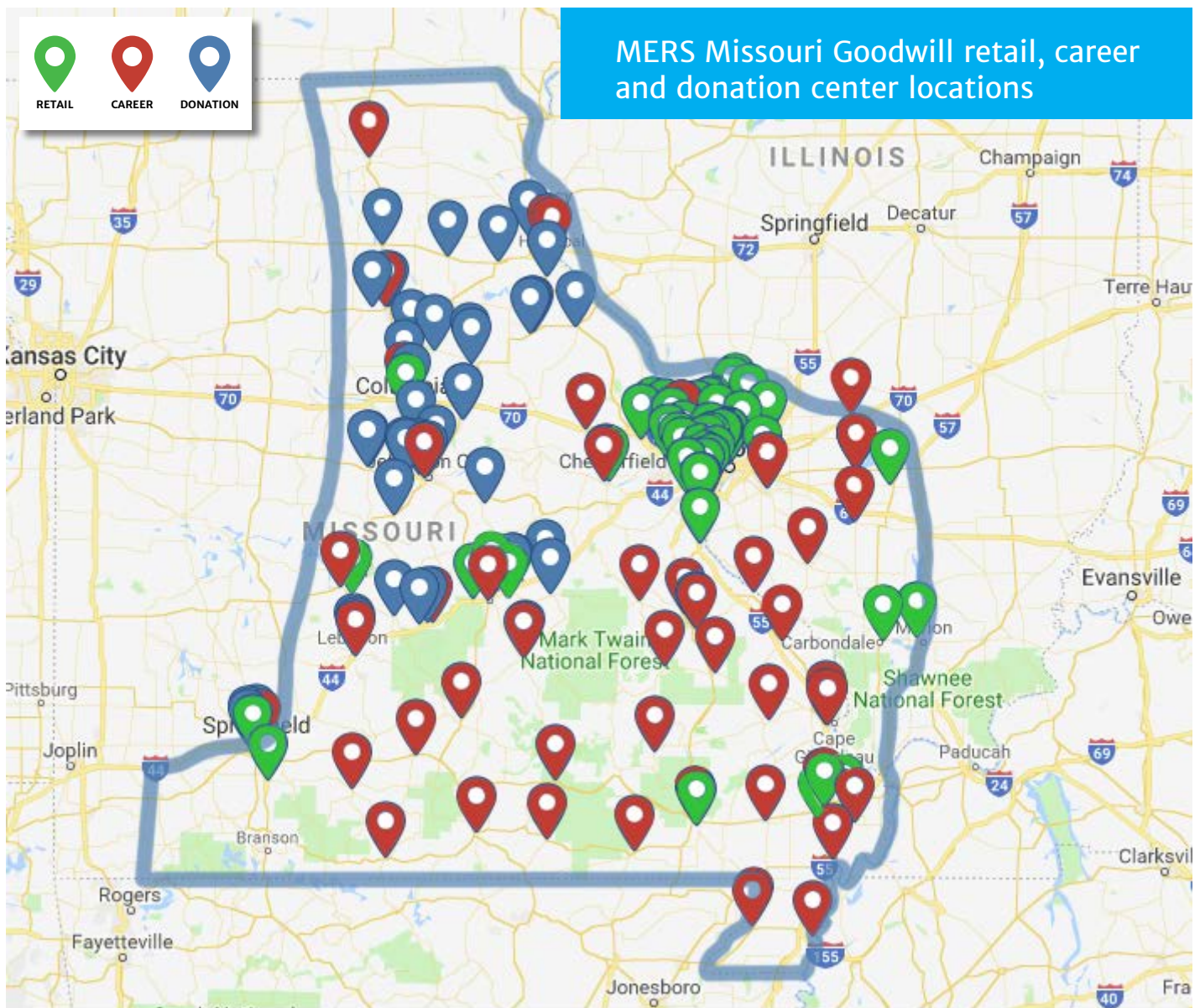
MERS Goodwill teaches customer service by serving customers and modeling the behavior. Providing training in a setting that is as close to reality as possible increases skill retention and odds of utilization.

Store employees receive training, orientation, ongoing support and, as needed, job coaching.

Training includes soft skills, such as punctuality, following instructions, accepting criticism and conflict resolution, and hard skills, such as maintaining the sales floor, opening and closing our stores, and operating the cash register.

When employees make mistakes, counseling is provided to correct the behavior with the goal that the employee will become successful. There is no fixed amount of time a client will need the support of an integrated work environment to be a successful employee.





Our stores differ from commercial retailers

Integrated work environment, tailored to charitable mission

Supportive work environment

Approximately 25% of staff are supervisors to allow for extra training and coaching

In addition to the integrated work environment, our stores are used for other charitable activities.

Our Goodwill Career Centers use our stores to perform job assessments and evaluations.

Court ordered community service hours are completed in our stores.

Vouchers issued to individuals in need are redeemed in our stores.



Contracts Division

Our other major social enterprise is our Contracts Division. Our Contracts Division over the years has identified available government and commercial contracts that increase employment opportunities for people with disabilities and disadvantages. The majority of our Contracts employees have one or more diagnosed disabilities and/or disadvantages.

This is one of the original forms of social enterprise and entrepreneurship, providing a significant benefit to both clients and the community in a financially self-sustaining way. Currently, we provide janitorial services, mail room services, and floor care services. This gives us a chance to secure job opportunities for people we serve. In 2018 the contracts division employed over 230 persons.



Mission Services

Each year MERS Goodwill serves thousands of clients with one or more diagnosed disabilities, including Developmental Disabilities, Autism Spectrum Disorders, Traumatic Brain Injury, and others. Through our Workforce Development and Temporary Assistance programs, we have also grown to serve tens of thousands of clients with predominantly socio-economic barriers, such as generational poverty, teenage pregnancy, and involvement with the criminal justice system. 96% of our clients live in households earning less than \$20,000 a year.

In 2018 alone we served people at more than 50 locations across Missouri and southwestern Illinois, impacting the lives of clients in our territory. Our growth and expansion in Employment and Training Services over the last 15 years has been simply amazing:

- 2001 = Served 4,118 clients at 14 Service Locations
- 2018 = Served 40,000+ clients at 65+ Service Locations

We have existing contracts with Missouri Department of Social Services, Missouri Division of Vocational Rehabilitation, Missouri Department of Health, Missouri Department of Economic Development, Illinois Department of Human Services, and numerous other local public agencies. Our agency also remains a member and strong partner of both the United Way and the Jewish Federation. This diverse array of contract and grant funding streams allows us to offer an array of employment and related support services.

Our expansion of services is largely due to diversifying our services to meet the specific & unique issues facing members of our community. Working with our clients and our employer partners, we continually innovate ways to help individuals achieve true work readiness, including support and education programs.



Supported Employment Services

Supported Employment assists individuals with severe disabilities in obtaining and maintaining competitive employment by utilizing a variety of services, including on-the-job supports (job coaching) and long-term follow-up. These supports are gradually phased out over time as the client develops the capacity to succeed on their own in their employment and becomes truly self-sufficient, although the client can access additional services if necessary even after this point.

Missouri Work Assistance (MWA)

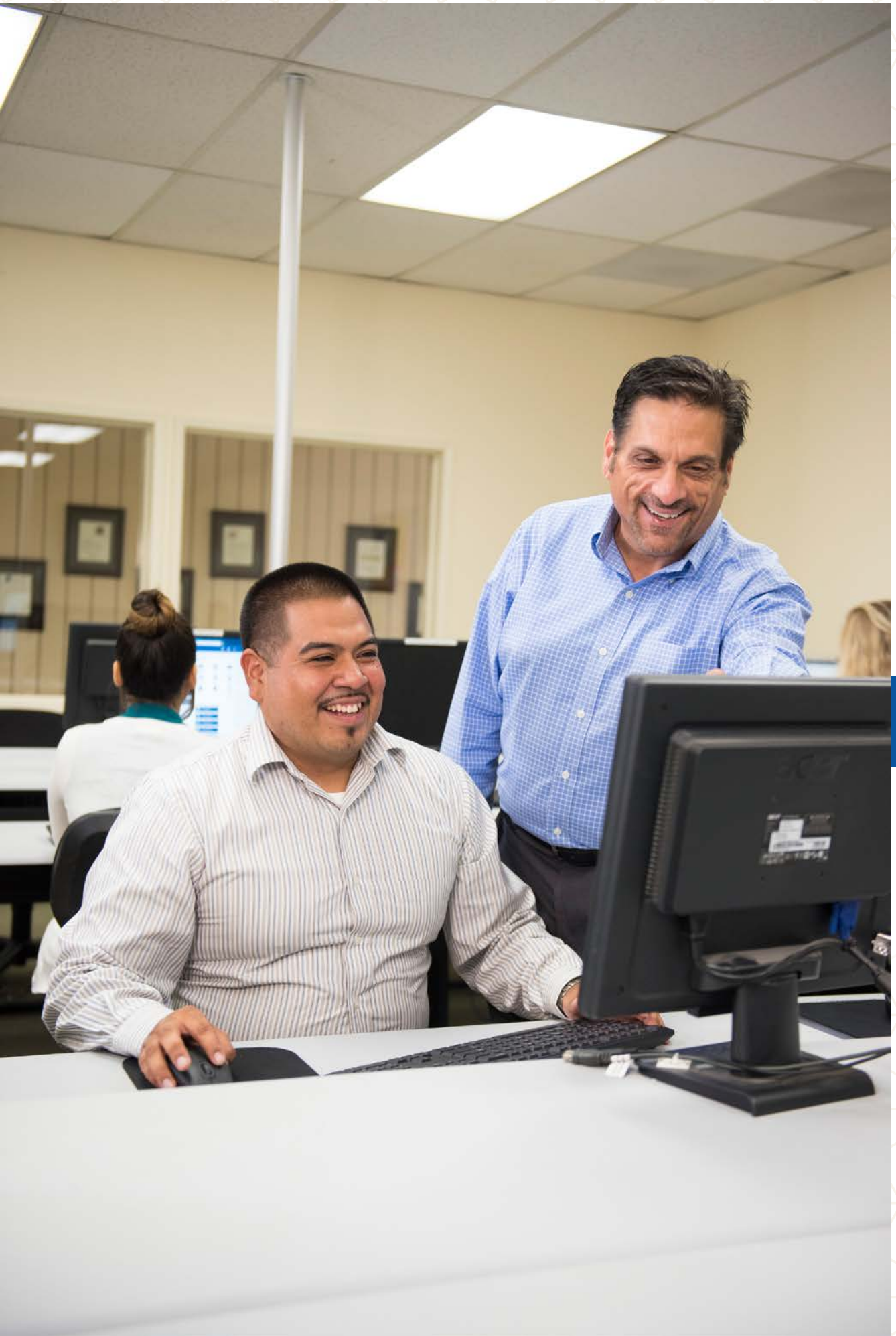
Missouri Work Assistance (MWA) services offer employment and case management for recipients of Temporary Assistance from the Missouri Family Support Division. The purpose of the program is to assist participants' transition from public assistance to self-sufficiency. Participants are provided with vocational counseling, job readiness training, job placement assistance, and supportive services.

Sheltered Workshop Services

For some clients, an initial placement into competitive or supported employment is not appropriate or possible. These clients would likely remain unemployed and have limited social interaction and independence without a sheltered employment placement. Our Sheltered Workshop enters into sub-contracting opportunities with local businesses to provide work. Client employees are paid on a piece-rate scale that encourages productivity while allowing them the necessary supportive environment to succeed and achieve dignified independence in the community. Post-Workshop/Pre-Employment services are offered to all Sheltered Workshop clients. Counseling staff who operate outside of the Sheltered Workshop help clients who are interested in a Supported Employment or even competitive placement to leave the workshop and work towards those goals.







Workforce Development

MERS Goodwill is a provider of Workforce Investment and Opportunity Act (WIOA) and other services throughout our bi-state territory of southwestern Illinois and southern and eastern Missouri.

Our staff utilizes a strong case management system, a comprehensive array of internal agency programs, and an established network of community resources to successfully provide quality, individualized job placement and work readiness services to individuals to assist them in overcoming barriers to employment.

MERS Goodwill serves thousands of participants annually with these employment services.

The Missouri Dislocated Workers Program operated by MERS Goodwill, upon receiving notice of a plant closing or mass layoff, provides immediate assistance to the affected workers. Services are designed to lessen the stress of the layoff and begin the process of obtaining new employment for the workers who are permanently losing their jobs. MERS Goodwill's Dislocated Workers Program helps dislocated workers become reemployed through job search assistance and/or training that builds their occupational skills to meet labor market needs.

Vocational Rehabilitation

MERS Goodwill's traditional core Employment Service is Vocational Rehabilitation (VR).

Clients with disabilities are referred to MERS Goodwill from state Vocational Rehabilitation offices and other sources.

As needed, we provide each VR client with

- 1) Evaluation
- 2) Counseling
- 3) Training and Education
- 4) Job Development and Placement
- 5) Retention
- 6) Career Laddering services



ADULT RE-ENTRY

MERS Goodwill offers Halfway House residential and re-entry services for the Missouri Department of Corrections in the St. Louis area. Our Halfway House serves female state offenders who are residents of the St. Louis metropolitan and surrounding areas re-entering the community and society after completing a period of incarceration. The Halfway House provides room, board, supervision, case management, and job placement and retention for female state offenders transitioning from incarceration back into the community. MERS Goodwill also provides directly or refers offenders to community resources to cover other needs beyond housing and employment, including but not limited to medical and mental health needs, transportation needs, and financial services. MERS Goodwill is committed to encouraging offenders to seek, choose and retain employment that will enhance their successful reintegration into society.

COURT-INVOLVED YOUTH - Innovative Concept Academy

The Innovative Concept Academy is a partnership between MERS Goodwill, the St. Louis City Family Court, and St. Louis City Public School. At-risk youth are referred from the Family Court as a condition of release. MERS Goodwill provides these adjudicated youth with an array of services including case management, job readiness training, job development, job placement and referral to community supports. Our JTP addresses three primary challenges: 1) stabilizing families in high poverty neighborhoods, 2) improving educational and job opportunities, and 3) reducing criminal activity involvement of at-risk youth.

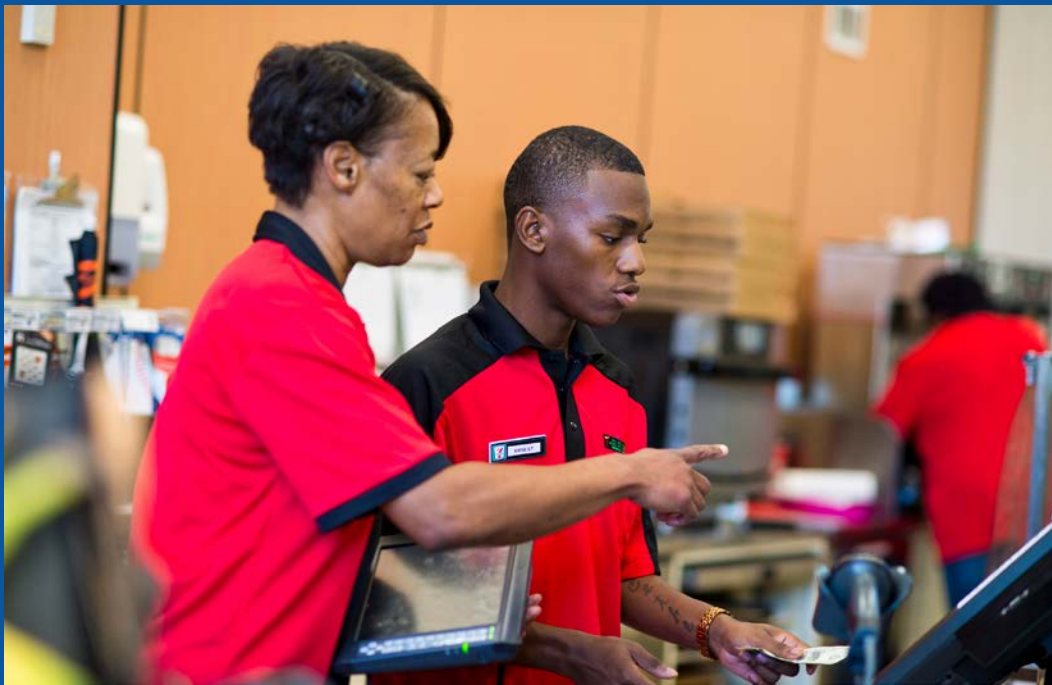
DOMESTIC VIOLENCE

MERS Goodwill operates the Assistance with Career Counseling and Employment Services for Survivors (ACCESS) program to help domestic violence survivors overcome barriers and achieve independence. MERS Goodwill operates ACCESS in partnership with the Domestic Violence Court (DVC) of St. Louis County. Our ACCESS domestic violence program works with victims to help them overcome barriers and achieve independence from the cycle of abuse. These services center on working with individuals to identify their strengths, assess their options, make a plan for change, and then to see that plan through to a successful end.



AT-RISK YOUTH

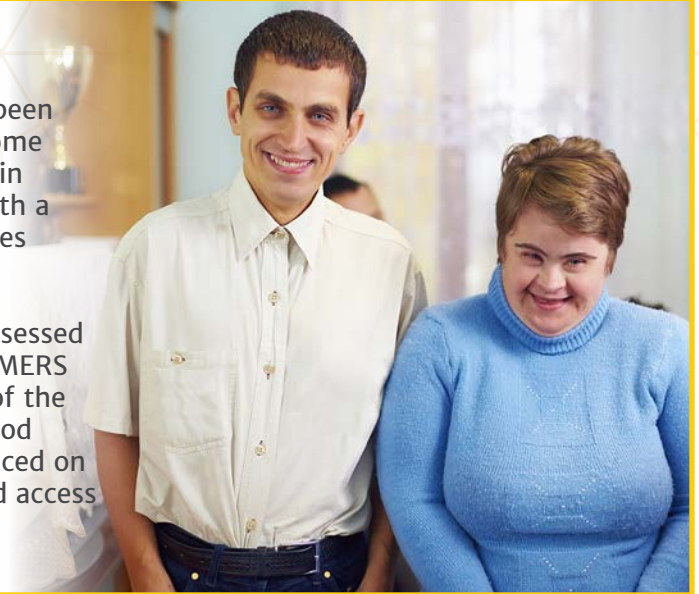
As the implementing partner in the St. Louis Youth Jobs (SLYJ) program, we recruit employers and low-income youth and provide intake, assessment, job readiness training, case management and retention services. St. Louis Youth Jobs is a summer jobs program for youth between the ages of 16 and 23, who live in at-risk neighborhoods in St. Louis City.



The SLYJ program was launched in 2013 through the collaborative efforts of the St. Louis Mayor's Office, MERS Goodwill, Incarnate Word Foundation, UMSL Public Policy Research Center, and the St. Louis Community Foundation. The program combines work experience with work readiness training, job coaching, and other supports to provide a comprehensive life/work experience.

SUPPORTED LIVING

MERS Goodwill's Supported Living services have been in place since 1989. This program provides in-home counseling and instruction to families living within the City of St. Louis who have been diagnosed with a developmental disability. Supported Living Services assist clients in achieving maximum community integration in an independent living situation. Individuals with developmental disabilities are assessed for strengths and needs in living independently. MERS Goodwill provides assistance with identification of the apartment or house, referral to other neighborhood services, and long term supports. Emphasis is placed on parenting skills, independent living activities, and access to community resources.



BRAIN INJURY EMPLOYMENT PROGRAM

Employment Services for individuals with a brain injury offers the client the benefit of working with professionals who have expertise and understanding of working with those who have sustained various brain injuries. These individuals may need assistance in determining assistive technology/accommodations needed to return to work, and reinforcing specific and individualized compensatory strategies. The program offers a supportive team, including a case manager and job developer, to assist in obtaining and retaining successful employment. The program is individualized based on the client's needs and provides ongoing support throughout the employment process.

2nd CHANCE FOR EXOFFENDERS - Hiring in contracts and retail

Each year, more than 650,000 citizens are released from prison. Unfortunately, recidivism is high—nearly half end up back in prison, often as a result of a lack of employment options available to those with criminal records. MERS Goodwill, especially in our Contracts and Retail divisions, is a Second Chance employer. Without jobs, these ex-offenders don't know where to turn, and have limited employment options available to them. MERS Goodwill gives people second chances by giving returning citizens the opportunity they need to find and keep jobs, which is crucial both materially and psychologically to successful reintegration. Hiring employees with criminal records helps the community by increasing economic viability and decreasing recidivism rates.

FINANCIAL LITERACY & MANAGEMENT

MERS Goodwill and its partners, including banks, credit unions, and other service providers across several programs, work to ensure our clients who need financial literacy develop an understanding of the core components of budgeting, money management, how to handle checks and cash, and opening a checking account.

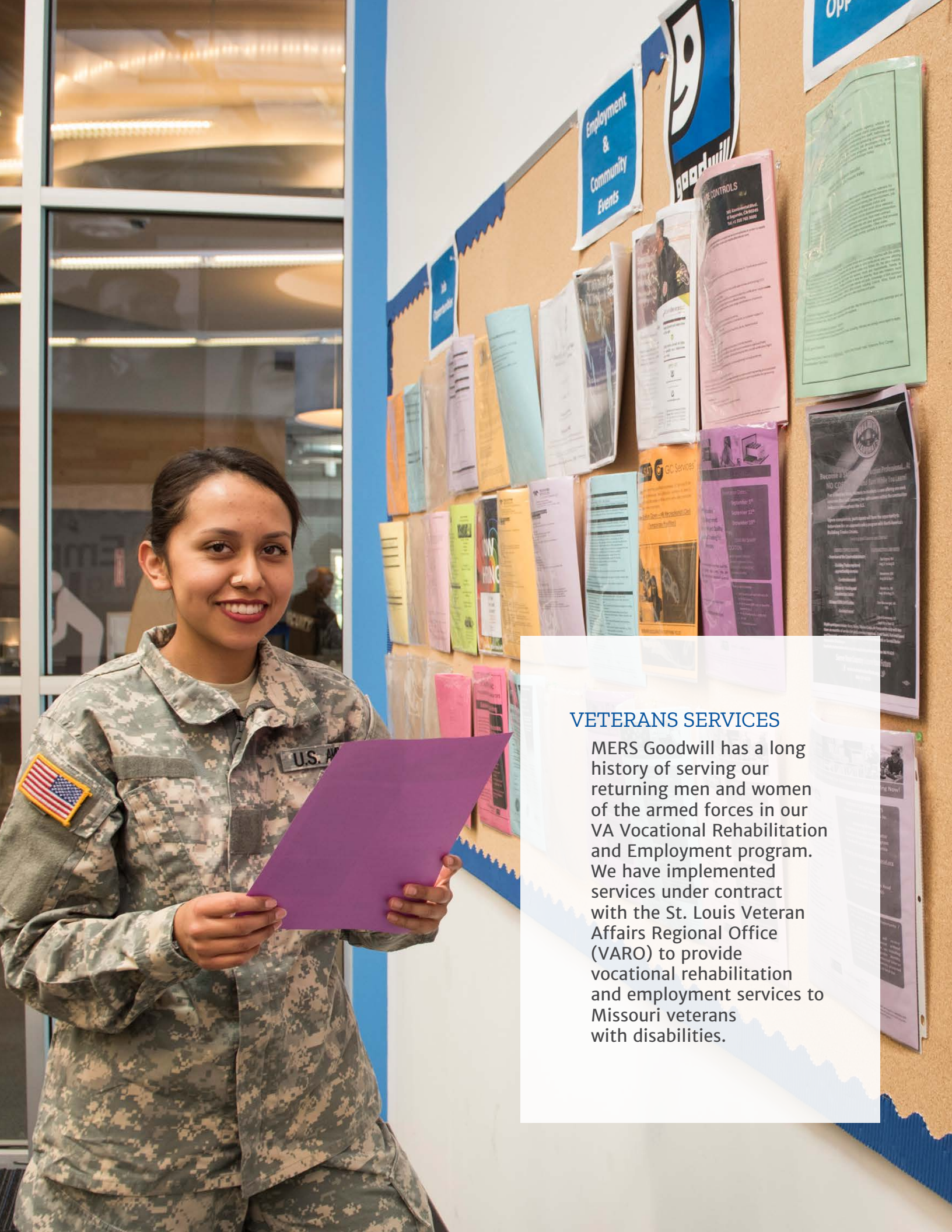
HEARING IMPAIRMENT/DEAF

MERS Goodwill's comprehensive employment services program is specifically designed for the deaf and hard-of-hearing. Similar to MERS Goodwill's other programs and services this program supports individuals with barriers to finding and maintaining employment. Our Case Managers are fluent in American Sign Language (ASL) and knowledgeable about Deaf Culture.

SWEP

Since 2011, MERS Goodwill has administered the Summer Work Experience Program (SWEP) for St. Louis County's Productive Living Board, as part of our overall Supported Employment services. All participants in SWEP are St. Louis County students age 16 to 20 with a developmental disability. Students are evaluated and placed in a position with a job coach for 20 hours per week for eight weeks, while earning training wages. Each job is tailored to the teen's interest, as well as the employer's needs, and teaches students the important skills of being on time, following direction, and getting along with other employees.





VETERANS SERVICES

MERS Goodwill has a long history of serving our returning men and women of the armed forces in our VA Vocational Rehabilitation and Employment program. We have implemented services under contract with the St. Louis Veteran Affairs Regional Office (VARO) to provide vocational rehabilitation and employment services to Missouri veterans with disabilities.

AUTISM SPECTRUM DISORDERS

MERS Goodwill's Autism Center for Employment (ACE) offers specialized services for individuals with Autism Spectrum Disorders. Our staff focus on employment and independence by: developing work appropriate soft skills, broadening community social integration abilities, coaching and post-employment services, and developing independent living skills. The program is operated from our Lippman Center and our St. Charles Career Center.



The Excel Center[®]



Grand Opening Poplar Bluff Excel Center



A Tuition-Free High School for Adults

Thousands of individuals drop out of high school each year

impacting their career potential as employers seek workers with higher skills and specialization. As part of our commitment to enhance career potential and access to high-growth jobs for high school dropouts, The Excel Center provides effective ways to provide adult high school students accelerated learning, opportunities for post-secondary education, and individualized career planning.

The Goodwill Excel Center is a free public high school that gives adults the opportunity to earn an actual high school diploma.

While earning their diploma, students earn college credits and a variety of industry-recognized certifications in order to increase their earning potential.



T

he Missouri legislature in 2017 passed a bill that allowed the Missouri Department of Elementary Education to select one provider to set up adult high schools. By the end of 2017 MERS Goodwill was selected to be that provider.

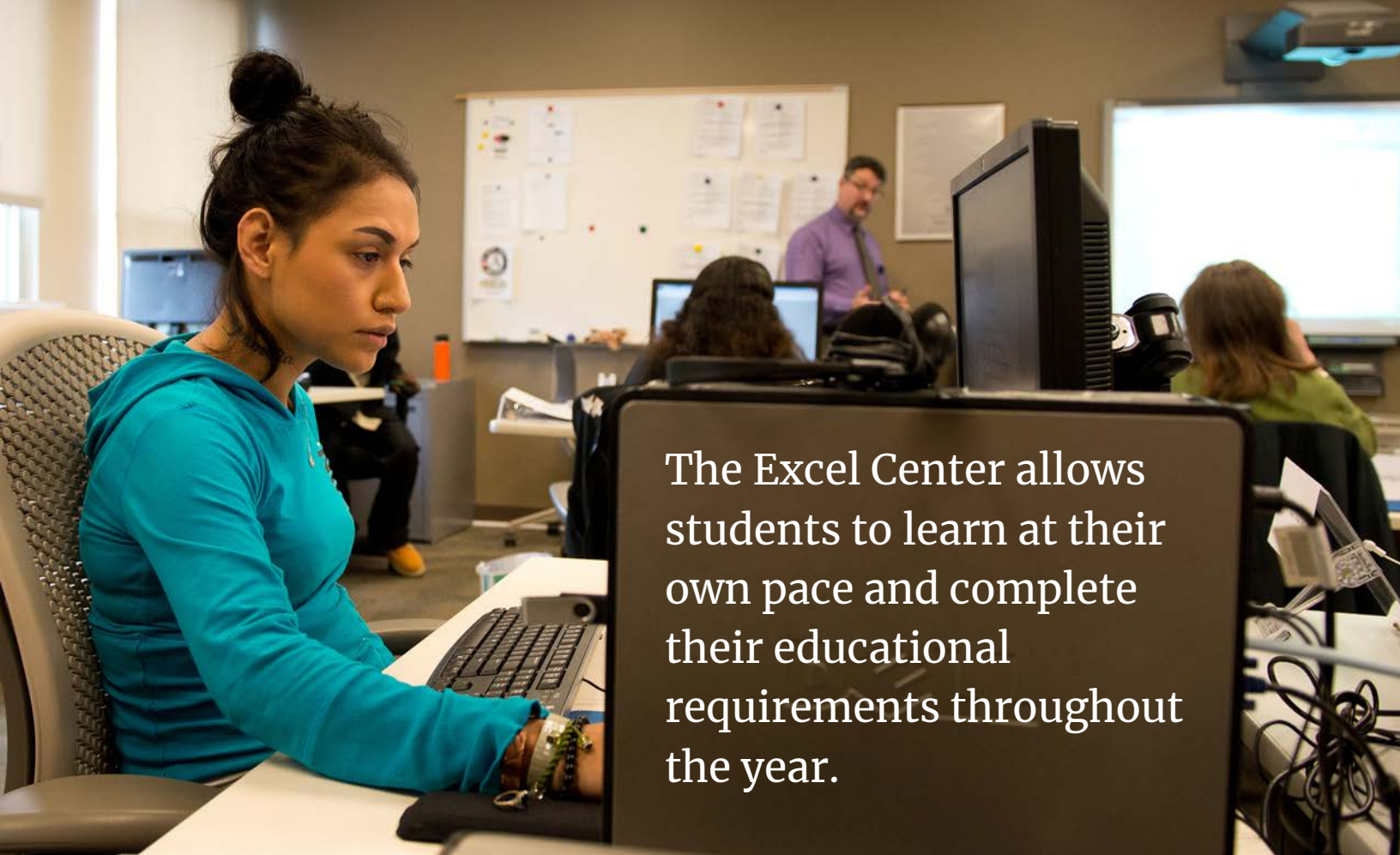
By October 2018 MERS Goodwill opened 3 adult high schools – Excel Centers – and enrolled over 750 students in class.



How Are We Different?

The Excel Center is a free public high school for adults that provides flexible class schedules, supportive relationships with staff and a life coach who works with students to find solutions for life's challenges that could hinder progress.

We provide a free drop-in center for child care, transportation assistance, extended hours and year-round operation to support students as they work toward the goal of earning a diploma.



The Excel Center allows students to learn at their own pace and complete their educational requirements throughout the year.




At the Excel Center, students develop supportive relationships with staff and classmates to encourage progress and academic engagement. The Excel community offers support, helps with the challenges of balancing school and life circumstances, and celebrates achievements and milestones.

The Center's mission is the same throughout the MERS Goodwill organization:

Changing lives through the power of work





Through each of our programs

MERS Goodwill endeavors to help each person who comes to us, regardless of his or her barrier to employment. We help laid-off workers retrain in new skills to pursue a second career. We help struggling single parents to access the supports they need to participate in the world of work for the first time by reducing worries about daycare, transportation, or paying for the uniform their new job requires. We help at-risk youth to get off the streets and re-engage with high school or a GED course, taking the next step towards college, a career, or both. We help consumers with disabilities experience the pride that only comes with receiving their first paycheck and the opportunity to contribute to their own well-being.

MERS Goodwill proudly helps our clients earn the opportunity to rise above entrenched poverty and attain social and financial independence.

Celebrating **100** years in 2018

MERS Goodwill continued to expand its scope of services and again hit a record number of donations.

Community donations not only help to put people in rewarding jobs but also help to keep millions of pounds of materials out of our landfills each year. Known as the original recycler, donations are vital to fulfill MERS Goodwill's mission of changing lives through the power of work. The support MERS Goodwill receives through the sale of donated goods helps to provide the community with meaningful jobs through our job training and employment services.

15
Programs

100
Years Old

40,000+
Clients
Served

44
Retail Locations

1,595,462 Donations

ADULT HIGH SCHOOLS

3 Goodwill
Excel Centers

769 Students
Enrolled

Over

4 MILLION

customer transactions at
traditional retail stores

62 in **89**

CAREER CENTERS COUNTIES

in the bi-state area of
Missouri and Southern Illinois

3614
Served

Missouri Work
Assistance program

1023

Workforce
Innovation &
Opportunity
Act (WIOA)
youth
program

5.5%



Same
location
donation
levels
continued
to grow
in 2018

MEMBER

**United
Way**



1000+

STL Youth/Summer work
experience programs

Accredited by

Better Business Bureau,
Charity Navigator, Guide Star,
Commission on Accreditation
of Rehabilitation Facilities

Thank you
so much!



OUR VISION

*A community where each individual
has the opportunity to learn, work,
and achieve their greatest potential.*

OUR VALUES

*Diversity | Integrity | Passion
Professionalism | Respect
Responsibility*

DONORS

America's Charities
Mary Kay Beiermann
Mark and Barbara Bernstein
Commerce Bancshares Foundation
Mark and Dorothy Crinnion
Russell Derosa
David and Jody Doelee
Charles and Gail Eisenkramer
Emerson Charitable Trust Fund
Mr. and Mrs. David C. Farrell
Fischer-Bauer-Knirps Foundation
Justin and Erica Garleb
Sue Hollis
Brenda Jensen
Denise Johnson
J.W. and Mildred A. Kisling Charitable
Foundation
Robert Lynn
John Marcus
Tracie Nelson
Northrop Crumman Corporation
Rebecca Polwort
Scott and Mary Santen
Mildred Simon Foundation
Bruce and Donna Simpson
Carolyn Smith
St. Louis Community Foundation
James Stinson
Jerry Stoliar
James Terry
The Von Gontard Family Foundation
Margaret Williams

COMMUNITY PARTNERS AND MAJOR FUNDING SOURCES

United Way of Greater St. Louis
Michelle Tucker

Missouri Division of
Vocational Rehabilitation
Tim Gaines

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
Shaelene Plank

Federal Bureau of Prisons
Kathy Hueter

Missouri
Department of Corrections
Anne L. Precythe

Southeast Missouri Workforce
Development Board
June O'Dell

Jewish Federation of St. Louis
(CEO Search in Progress)

St. Charles County Department
of Workforce Development
Scott Drachnik

Mid-America WIB
Debra Moore

Madison-Bond WIB
David Stoecklin

Developmental Disabilities
Resource Board
Peg Capo

Office of Job Training
Programs: Jefferson-Franklin
Counties

Michael Ravenscraft

Missouri Family Support
Division

Patrick Luebbering

Missouri Department of Health
and Senior Services
Michael Brewer

Mildred Simon Foundation
Joan M. Newman

Northeast Missouri Workforce
Investment Board
Brandi Glover

22nd Judicial Circuit Court,
Juvenile Division
Judge David Mason

St. Louis City
Department of Public Safety
Charlene Deeken

Goodwill Industries
International
Stephen Preston

Greater 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

U.S. Department of Labor/ETZ
Domonique Be

*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!*

FINANCIALS | 2018

PUBLIC SUPPORT	
Contributions of inventory	\$66,094,011
Associated organizations	703,429
Other	2,479,968
Total Public Support	\$69,277,408

REVENUE	
Store and salvage	\$72,351,513
Contract services	6,822,012
Employment and training	23,380,667
Sheltered workshop	1,086,954
Other program services	1,137,667
Investment income (loss)	(693,354)
Change in value of beneficial interest in trust	(176,985)
Miscellaneous	91,266
Total Revenue	\$103,999,740

Total Public Support & Revenue **\$173,277,148**

ASSETS	
CURRENT ASSETS	
Cash and cash equivalents	\$1,494,599
Accounts receivable, net	6,136,994
Promises to give	607,432
Inventories	2,991,345
Prepaid expenses	330,285
Investments	16,463,819
Total Current Assets	\$ 28,024,474

Other assets	\$65,815
Beneficial interest in split interest	1,238,026
Property and equipment, net	78,022,682
Construction in progress	233,067
Investments	87,728

Total Assets **\$107,671,792**

EXPENSES	
PROGRAM SERVICES	
Stores and salvage	\$129,293,419
Contract services	6,229,567
Employment and training	25,064,749
Sheltered workshop	1,117,775
Other services	\$1,419,197
Total Program Services	\$163,124,707

SUPPORTING SERVICES	
Management and general	\$6,037,653
Fundraising	2,482,424
Total Supporting Services	\$8,520,077

Total Expenses **\$171,644,784**

Change in Net Assets **\$1,632,364**

Net Assets, Beginning of Year **\$73,818,556**

Net Assets, End of Year **\$75,450,920**

LIABILITIES & NET ASSETS	
CURRENT LIABILITIES	
Bank Overdraft	\$796,475
Current maturities of long term debt	242,320
Line of credit	9,778,665
Accounts payable	4,042,176
Accrued expenses	4,697,850
Deferred revenue	305,819
Total Current Liabilities	19,863,305

Long-Term Debt, Less Current Maturities	12,357,567
Total Liabilities	\$32,220,872

Net Assets	
Without donor restriction	\$73,604,368
With donor restriction	1,846,552
Total Net Assets	\$75,450,920

Total Liabilities & Net Assets **\$107,671,792**

EXECUTIVE STAFF

David Kutchback

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

Larry Johnson

Vice President,
Information Technology

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

Kevin Shaw

Vice President, Retail

DeAnn Briggs

Vice President,
Southeast MO Services

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

Michael Iskiwitch
Chairperson

Tani Wolff
1st Vice Chairperson

Darryl Jones
2nd Vice Chairperson

Elliot Zucker
Treasurer

George Phillips
Assistant Treasurer

Edda Berti
Secretary

Gerald Kretmar
Assistant Secretary

DIRECTORS

Judith Gall
Barry Ginsburg
Elizabeth Green
Dorian Hobbs
Scott Howze
Paul Kravitz
Kraig Kreikemeier

Robert Lefton
Louis Loebner
Carla Moore
Harry Moppins, Jr.
James Mosqueda
Joan M. Newman
David Pickerill

Lynn Rothbarth
Kenneth Salky
Barry Sharon
Jay Summerville
Christopher Tabourne
Quentin Williams
Julie Zuick

Thoughts From the Board Room

Ruthann “Tani” Wolff



If the world could only hear how our services enhance the lives of our clients – The stories we hear bring the mission and the myriad of programs down to the human level. We need to make their stories as real to the rest of the community as they are to us.

Louis Loebner



MERS Goodwill spends 95% of its revenue on programs, reinvesting the money in its stores and the [thousands of] individuals served; that is unusual for a charity of its size.

It is remarkable seeing the positive impact Goodwill has from the bottom up. Hearing just one story, you sit back and know there are at least 40,000 other stories out there every year.

Chris Tabourne



The MERS Goodwill culture in St. Louis is unique; the St. Louis community as well as the organization have a strong sense of giving back and a great emphasis on building a stronger region.

Darryl Jones



It's been incredible seeing and hearing the clients first-hand, and how proud these individuals are when they find a job they love and can finally provide for themselves.

The 2018 Board



FRONT ROW (seated L to R): Tani Wolff, Harry Moppins Jr., Elizabeth Green, Kenneth Salky, Lynn Rothbarth, Gerald Kretmar, Barry Ginsburg **MIDDLE ROW (seated L to R):** James Mosqueda, Elliot Zucker, Joan M. Newman, Louis Loebner **BACK ROW (standing L to R):** Carla Moore, Barry Sharon, Dorian Hobbs, Michael Iskiwitch, Christopher Tabourne, Edda Berti, Quentin Williams, Paul Kravitz **NOT PICTURED:** Judith Gall, Scott Howze, Darryl Jones, Kraig Kreikemeier, Robert Lefton, George Philips, David Pickerill, Jay Summerville, Julie Zuick.

What's in Store...

Goodwill serves more individuals in 2019

Goodwill to
expand retail
service this year.

Goodwill opens Excel
Center in Columbia, Missouri.



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
| Community Employment Services: Job Development | Community Employment
Services: Job Development (Autism Spectrum Disorder-Adults) | Employment
Planning Services | Employment Skills Training Services | Organizational Employment
Services | Supported Living