

18-Month Calendar
JULY 2016 - DECEMBER 2017



®

Annual Report
2015

Dear Friends,

Calendars help us mark the passage of time, note milestones, and provide a framework to plan for the future. The year 2015 was a year of change and growth for MERS Goodwill, with important milestones achieved:

- We served a record number of people in our community – 69,343!
- We had a record number of donations – 1,427,929!
- We had a record number of customers making purchases in our stores – 4,864,701!
- We had record revenues from all divisions - \$156,097,455!
- We said “thank you” to Lewis Chartock, our president/CEO for 21 years, as he retired in October.

We both want to recognize that these achievements are the result of dedication, passion and hard work on the part of our Board members, our staff, community partners, donors and shoppers. We offer our thanks for the role you have played in truly helping us change lives through the power of work.

We know we will continue to face new challenges in 2016 and beyond. Our strong belief is that, with the support of the community, MERS Goodwill will continue to make a difference in the lives of people – one person at a time.

Cordially,



David Kutchback
President/CEO



Christopher Tabourne, Chairman
Board of Directors



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 Tourville, *Senior Vice President, Retail*
Philesa Johnson, *Vice President, Human Resources*
Marvin Washington, *Vice President, Contracts*
Jeff Cartnal, *Vice President, Program Development*
Hilary Wagner, *Vice President, Employment & Training*
DeAnn Briggs, *Vice President, Southeast MO Services*
Kevin Shaw, *Vice President, Retail*
Colin Kricensky, *Vice President, Contract Sales*
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:

Christopher Tabourne, *Chairperson*
Darryl Jones, *1st Vice Chairperson*
Jay Summerville, *2nd Vice Chairperson*
Michael Iskiwitch, *Treasurer*
Barry Ginsburg, *Assistant Treasurer*
Louis Loebner, *Secretary*
James Mosqueda, *Assistant Secretary*

Directors:

Edda Berti
Melissa Brickey
Arturo Corral
Judith Gall
Paul Gallant
Elizabeth Green
Julie Heller Rosenfeld
Kraig Kreikemeier
Gerald Kretmar
Robert Lefton
Jack Minner
Harry Moppins, Jr.
George Newman
Joan M. Newman
George Philips
David Pickerill
Lynn Rothbarth
Tani Wolff
Elliot Zucker



MISSION STATEMENT

Changing lives through the power of work.

SERVICES AVAILABLE

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

DONORS

Mr. and Mrs. Stanley Abrams	Fischer-Bauer-Knirps Foundation	Norris B. Runnalls Irrevocable Trust
Audrey Adreon	Pattylynn and James Fogle	Lawrence and Shirley Schermer
Jean M. Agatstein	Bettie Gershman	Schwab Charitable
Jeff Ahne	Graybar Foundation	Frank L. Seeger
Edward and Corinne Barry	Greater St. Louis Community Foundation	Roy and Carolyn Smith
Mary Kay Beiermann	Hortense Growe	Robert Stahlhut
Mark and Barbara Bernstein	Mr. and Mrs. M. Myron Hochman	James E. Stinson
Ruth S. Burger	HP Products	Jerry and Greta Stoliar
Stephen and Susan Campbell	J.W. & Mildred A. Kisling	Alice B. Thomas
M. Susan Cerwin	Charitable Foundation	Floyd and Joan Uthe
Citizens National Bank	Louis and Carole Loebner	The Von Gontard Family Foundation
Osmond and Sandra Conrad	Eugene and Cynthia Morganthaler	
Mark and Dorothy Crinnion	Shirley Y. Mosinger	Plus the thousands of people who generously share their household goods, clothing, personal items, cars, boats, etc. to help us raise funds to support our employment programs!
James and Cynthia Davies	New Choices Family Group	
David M. Dolan	Parkway School District	
Emerson Charitable Trust	Mary Anne Pemberton	
Enterprise Holdings Foundation	Mildred Simon Foundation	

2015 FINANCIAL INFORMATION

PUBLIC SUPPORT	
Contributions of inventory	\$57,035,281
Associated organizations	723,424
Other	935,124
Total Public Support	<u>\$58,693,829</u>
REVENUE	
Store and salvage	\$68,661,696
Employment and training	21,014,446
Contract services	5,277,826
Sheltered workshop	1,100,370
Other program services	1,826,858
Investment income	(512,687)
Miscellaneous	35,117
Total Revenue	<u>\$97,403,626</u>
Total Public Support and Revenue	<u>\$156,097,455</u>
EXPENSES	
Program services	\$145,221,852
Management and general	6,466,871
Fundraising	2,728,557
Total Expenses	<u>\$154,417,280</u>
Change in Net Assets	<u>\$1,680,175</u>
ASSETS	
Cash and cash equivalents	\$5,978,539
Account receivables	4,426,591
Inventories	2,809,834
Investments	14,704,203
Property and equipment	40,763,830
Other	2,568,511
Total Assets	<u>\$ 71,251,508</u>
LIABILITIES AND NET ASSETS	
Accounts payable and accrued expenses	\$8,224,868
Net Assets	63,026,640
Total Liabilities and Net Assets	<u>\$71,251,508</u>

INDEPENDENT AUDIT FIRM:
Schwalter and Jabouri, 11777 Gravois Road, St. Louis, MO 63127

Defying Expectations and Making a Difference in Ferguson

Darius Luckett is making a significant difference in the lives of his peers and the surrounding St. Louis community during a time of needed healing.

When the unthinkable death of Michael Brown on Aug. 9, 2014 happened, Ferguson, Mo., erupted in a series of protests and riots that would impact the spirit of the community for its residents and for the entire nation. As a young man from Ferguson, Darius said it seemed as though the eyes of the nation were looking at him for answers; he responded better than anyone could have imagined.

MERS Goodwill's Ferguson Forward program was established in October 2014 and is fully funded by Ferguson-based company Emerson. Stemming from the STL Youth Jobs summer program that bridges the gap between youth ages 16 to 23 in high-risk communities and the unpredictable job force, Ferguson Forward is a 6-month work experience program designed to support renewed community enrichment and development in Ferguson and the surrounding North Country area.

Once Darius was enrolled in the program, he was introduced to his MERS Goodwill career coach Chaille' Jackson. He attended the financial literacy program, provided by St. Louis Community Credit Union, where he learned about balancing a checkbook, maintaining healthy credit scores and reading his first paycheck.

Chaille' identified local restaurant Drake's Place as a good fit for Darius and met with Owner Sunny Lewis to discuss potential openings for Darius and other Ferguson Forward youth.

"I was surprised when Darius said this was his first job!" said Sunny. "Teenagers aren't supposed to have this kind of work ethic. He's really raising the bar for our youth volunteers and even our full-time employees."

When the program finds a fit between an employer and a young employee, the possibilities are limitless.



JULY

2016

Congrats ICA Graduates!

Thanks to the generous donations and support from community partners, the Innovative Concept Academy has been a mainstay for youth from high-risk communities in the St. Louis region.



As ICA begins a new school year, we want to celebrate the students who recently graduated.

MERS Goodwill congratulates the 2015 graduates of ICA who received their diplomas earlier this Summer.

The St. Louis Public Schools, MERS Goodwill, and the Family Court-Juvenile Division have a collaborative partnership as governing partners in the creation of this one-stop service center for St. Louis youth. The goal of the center is to increase the protective factors available to these youth which are aimed at eliminating at-risk behaviors that negatively impact the St. Louis community.

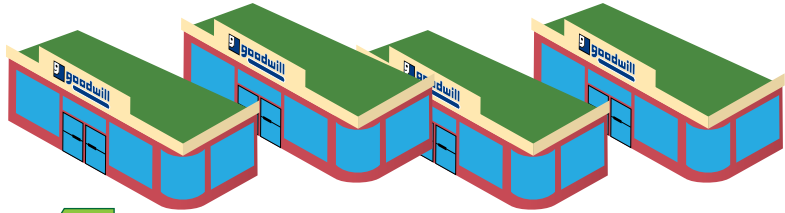


SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
	<i>Independence Day</i>					
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31		<p>“I am so grateful for this opportunity to join the Ferguson Forward program,” said Darius. “Their support and training led me to where I am now.”</p>				

Retail Donations 2015

Number of Retail Stores:

43



4 Store Openings or Reopenings

FESTUS store: new location, 8,500 square feet - over twice the size of the previous space.



FOREST PARK store and donation center: 11,527 square feet of retail space.



ALTON store had no increase in space, but was updated.



TOTAL of **10,477** additional retail square feet.



SIKESTON store: 9,653 square feet of retail space.

Record number of donations:

1,427,929



\$5,280

in accidental donations across five locations:

FESTUS
\$1,200

CHESTERFIELD
\$500

JEFFERSON COUNTY
\$1,900

COLUMBIA
\$480

ST. CHARLES
\$1,200

RECORD NUMBER OF CUSTOMERS MAKING PURCHASES IN OUR STORES:



4,864,701



Fifth annual Cardinals Earth Day drive:

20,000+ pounds (10+ tons) of donations - including computers, monitors, assorted digital paraphernalia, TVs, clothing, shoes

AUGUST

2016

It Happened Again!

Accidental Donations of 2015

Throughout 2015, accidental cash donations popped up in numerous locations across the bi-state region, including Goodwill retail stores of St. Charles, Columbia, Jefferson County, Festus and Chesterfield. In 2015, a total of \$5,280 in accidental donations was discovered by Goodwill employees.

MERS Goodwill seeks out the original donor to either thank them or return the accidental donation. After 30 days, if the donor doesn't come forward, the money found goes to MERS Goodwill programs that help the community including:

- A sheltered workshop that serves individuals with severe disabilities
- The Vet Success Program which supports veterans both in their return to civilian employment and independent living
- An autism employment center that helps members of the community with Autism Spectrum Disorder transition toward self-sufficiency.

When making a donation, MERS Goodwill reminds its generous donors to look in all pockets, bags, envelopes and small boxes – just in case you are letting go of something unintentionally.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Whether you take just minutes to quickly gather up a few no-longer needed items, or spend a weekend clearing out old clothes, there is always a chance that a hiding spot still contains something special.



17 September, 2015 Sikeston Store Grand Opening



SEPTEMBER

2016

As MERS Goodwill continues to look for ways to better serve its customers, Southeast Missourians were treated to a bigger and better store just in time for fall fashion hunting. On Thursday, Sept. 17, 2015, Goodwill held a grand opening and ribbon cutting ceremony for the new, 14,430-square foot retail store in Sikeston. Located at 608 Brunt Boulevard, shoppers and local residents were on hand to get the first peek of the new location's thrifty treasures. The new Sikeston store location was stocked with fall styles and Halloween décor and costumes. Shoppers were on hand to find great prices and experience the latest trends they expect in a brand new location.

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

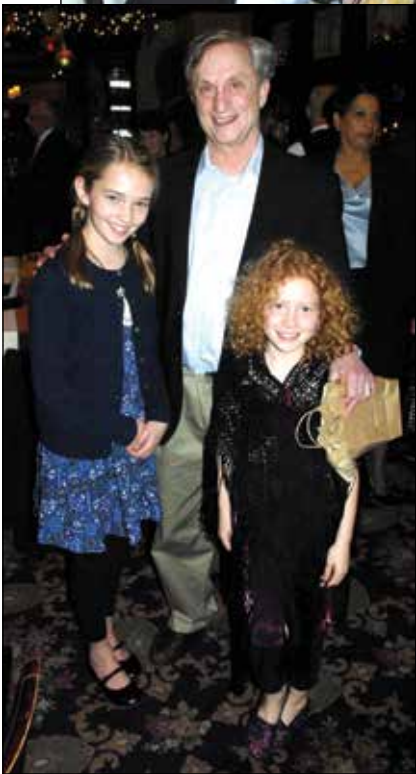
				1	2	3
4	5	6	7	8	9	10
	<i>Labor Day</i>					
11	12	13	14	15	16	17
18	19	20	21	22	23	24
				<i>Autumnal Equinox First Day of Fall</i>		
25	26	27	28	29	30	



“As we continue to look for ways to better serve our customers, the new Sikeston store will be fully stocked with fall styles and Halloween décor and costumes. Shoppers will be able to find great prices and experience the latest trends they expect in a brand new location. The timing of this new location opening couldn't be better!” – *Lewis C. Chartock, Ph.D., President and CEO*



Lewis C. Chartock, Ph.D., Leaves a Lasting Impression



MERS Goodwill would like to honor and thank Lewis C. Chartock, Ph.D., former president and chief executive officer, for all of his hard work and dedication to the St. Louis area and surrounding communities as he announced his retirement in October 2015. Under the esteemed leadership of Chartock over the past 21 years, the organization has soared to new heights. In just the past decade, MERS Goodwill has grown from 21 to 42 stores with plans in place for more to open in 2016.

Chartock has always been dedicated to helping others and strengthening his community. After receiving his Ph.D. in Social Work from Bryn Mawr in 1974, he held many positions in the social services and education fields. He spent seven years as President of Metropolitan Employment Rehabilitation Service (MERS) and facilitated the merger between two of the most successful and necessary nonprofit organizations in Missouri. When MERS and Missouri Goodwill merged in 2001, he became President and CEO of what we now know as MERS Goodwill.

Chartock engineered the merger when he saw a common mission shared by MERS and Missouri Goodwill, as well as a need to revamp the retail store program. As a matter of fact, when he took over the organization in 1994, MERS' annual budget was \$6.9 million. Today, MERS Goodwill has an annual budget of more than \$160 million, just one example that demonstrates how significantly his leadership has affected the growth of the organization and the expansion of staff to exceed expectations year over year. In addition, Goodwill has funded this growth through operational income without being dependent on outside financing. This was an element that was very important to Chartock.

OCTOBER

2016

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



Jewish Federation
OF ST. LOUIS



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
<i>Rosh Hashanah starts</i>		<i>Rosh Hashanah ends</i>				
9	10	11	12	13	14	15
	<i>Columbus Day</i>		<i>Yom Kippur</i>			
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	<p>“I am honored to have worked with such exceptional individuals over the past 21 years, and I am excited to see where the organization is headed.”</p> <p>– Lewis C. Chartock, Ph.D.</p>				
	<i>Halloween</i>					

Spread the Goodwill: Client Success



Josh Payne knows firsthand that just about anything can be accomplished with faith in yourself and a great support system.

Josh received support throughout high school from the Special School District (SSD) of St. Louis County as a result of his diagnosis of cerebral palsy. Through the SSD program, Josh volunteered at The Woodlands retirement community, the St. Louis Outlet Center (The Mills) and the St. Louis Zoo, where he helped with bussing tables, mopping, sweeping and assisting with other janitorial tasks.

After graduating from high school in 2007, Josh was eager to find and keep meaningful employment. But in 2008, he needed surgery on his hip that required months of rehabilitation.

In 2008, Josh was referred by his Vocational Rehabilitation Counselor to participate in Goodwill's Assessment Program to explore his interests. There, it was determined that Josh would be a good fit for Goodwill's Sheltered Employment program, which provides employment and case management services to individuals in a supportive setting.

In 2013, Josh was ready to consider new options, and Jennifer Ansel, job exploration specialist, spent time with Josh to consider competitive employment options. After trying out positions at area employers, he began working with MERS Goodwill Employment Specialist Kathy Piloski.

Josh's resume is an employer's dream: extensive volunteer service throughout high school, impeccable attendance and solid references. Josh's goal was to work in the food service industry and Kathy helped him prepare for the interview process by practicing how to respond to questions in a conversational tone.

In September, Josh attended a job fair at the Moonrise Hotel in the Delmar Loop with Kathy. He learned about a new restaurant called Peacock Loop Diner that was looking to hire employees and was holding open interviews. It's no surprise that Josh hit a homerun during his interview; waiting for a call back from the potential employer was the hard part.

A few weeks later when Josh was walking home from the bus stop, he got a call from Peacock Loop Diner asking him in for a second interview. They interviewed Josh for only a few minutes before he was hired.

"The Peacock Diner is a perfect fit for Josh," said Kathy. "They want to hire long-term employees and are open to job coaching. They made it clear that there were no limitations to Josh achieving success."

It's been nearly seven years since Josh first came to MERS Goodwill.

NOVEMBER

2016

The Safer Foundation Grants \$810,000 to MERS Goodwill

Teens growing up in poverty often struggle with a host of difficulties ranging from poor academic achievement and depression to drug use, alcohol abuse and violence.

Thanks to the generous support from the Safer Foundation's Midwest Re-entry and Employment Network, a partnership with the family courts in the 21st and 22nd judicial circuit, the St. Louis Agency on Training and Employment, the American Civil Liberties Union and others, a new MERS Goodwill initiative called MREN Juvenile Diversion Program is in full swing.

The MREN JDP aims to help teens from the communities of Dellwood, Ferguson, Jennings, Kinloch, Normandy, Pine Lawn, University City and Wellston receive job training and placement, thereby setting them on the path to success. Since the start of the program, MERS Goodwill has seen a great impact on work and education opportunities.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6 <i>Daylight Savings Time Ends</i>	7	8	9	10	11 <i>Veterans Day</i>	12
13	14	15	16	17	18	19
20	21	22	23	24 <i>Thanksgiving</i>	25	26
27	28	29	30			
	<p>“From day one, Josh made it clear he would do whatever it takes to get a job and he stuck through it despite some speed bumps along the way.” – Kathy Piloski on Josh Payne</p>					

Thank you for a great year.



Looking forward to 2016...MERS Goodwill 2016 Board of Directors. *Front, left to right:* Julie Heller Rosenfeld, Tani Wolff, Arturo Corral, Elizabeth Green, Melissa Brickey. *Back, left to right:* James Mosqueda, Gerald Kretmar, Jay Summerville, Barry Ginsburg, Elliot Zucker, Christopher Tabourne, Michael Iskiwitch, Edda Berti, Harry Moppins, Jr., Louis Loebner, George Philips, David Pickerill, Kraig Kreikemeier, Darryl Jones. *Not Pictured:* Judy Gall, Paul Gallant, Robert Lefton, Jack Minner, George Newman, Joan M. Newman, Lynn Rothbarth.

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
– Donald Kaufmann, 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 Development Board - June O'Dell
Jewish Federation of St. Louis - Andrew Rehfeld
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 – Julie Gibson
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
Southern Illinois Workforce Investment Board – Mary M. Roe
Safer Foundation – Victor Dickson
Goodwill Industries International – Jim Gibbons
Greater St. Louis Community Foundation – Amelia A.J. Bond
Missouri Department of Mental Health – Keith Schafer
St. Louis Community Development Agency – Alana Green

DECEMBER

2016

Third Consecutive Top Rating from Charity Navigator for MERS Goodwill

In 2015, MERS Goodwill was once again awarded the highest possible rating from Charity Navigator, America's largest independent charity evaluator. The latest rating reflects a four-star evaluation for sound fiscal management and commitment to accountability and transparency. Only 14 percent of the charities rated by Charity Navigator have received at least three consecutive four-star evaluations.



Charity Navigator ratings are based on the financial information that a charity provides in its informational tax returns, or IRS Form 990. Financial performance categories that undergo careful scrutiny include program expenses, administrative expenses, fundraising expenses, fundraising efficiency, primary revenue growth, program expenses growth and working capital ratio.

Forbes, Business Week and Kiplinger's Financial Magazine, among others, have profiled Charity Navigator's unique method of applying data-driven analysis to the charitable sector. It is estimated that last year Charity Navigator findings influenced more than \$10 billion in charitable gifts.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
<i>Christmas Day Chanukah starts</i>	<i>Kwanzaa starts</i>		<i>Winter Solstice First Day of Winter</i>			
<p>Since 2005, MERS Goodwill has received nine four-star ratings and two three-star ratings.</p>						

Store Improvements in Missouri & Illinois



MERS Goodwill kicked off 2015 with a grand opening celebration of its newest 22,524-square-foot retail store and donation center on Forest Park. The new store, located at 4200 Forest Park Blvd., St. Louis, Mo 63108, is located next to the old Forest Park store location, which now houses the Organizational Employment programs. Organizational Employment provides employment and case management services to persons who are choosing a sheltered workshop setting. Participants are required to be certified eligible for sub-minimum wages through the Department of Elementary and Secondary Education. Some of the piece-rate work experiences available include packaging, assembly, collating and machine operation.

The Forest Park store opening continued a retail growth spurt for the agency, as MERS Goodwill plans to continue to expand services and retail operations in the bi-state area.



JANUARY

2017

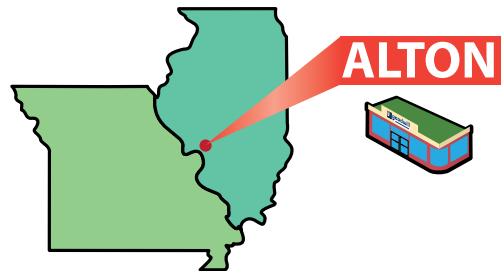
SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY



MERS Goodwill reopened the Alton, Ill., retail store in 2015 just in time for spring. The remodel and celebration took place at the store location at 1719 Homer Adams Parkway.

In addition to the Alton store improvements, MERS Goodwill also relocated the Festus, Mo., location in 2015. Previously at 20 E. Main Street, the new location is three times the size of the current space, providing more retail items for sale and a better donation drop off door. The new address is 1255 N. Truman Boulevard in the former Big Lots space.

The reopening of the Alton and move of the Festus location provides shoppers with the same great prices and experience they expect in a brand new and refreshed atmosphere.



1 <i>New Year's Day Chanukah ends Kwanzaa ends</i>	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23 <i>Martin Luther King, Jr. Day</i>	24	25	26	27	28
29	30	31				

“At MERS Goodwill, we continue to look for ways to better serve our customers and address the needs of the community throughout the bi-state area.”
– Lewis C. Chartock, Ph.D.



Notes on the Board: Chris Tabourne

Christopher Tabourne named chairperson of MERS Goodwill Board of Directors

Christopher Tabourne is chairperson of the 2015 Board of Directors MERS Goodwill. He is assistant vice-president of Diversity and Inclusion at Enterprise Holdings, Inc.

He is responsible for chairing full board meetings and Executive Committee meetings; serving as an ex officio member of all board committees; and providing oversight of development and implementation of agency policies.



THE ST. LOUIS AMERICAN
www.stlamerican.com

ST. LOUIS POST-DISPATCH



LADUE NEWS



**ST. LOUIS
BUSINESS JOURNAL**



MERS Goodwill's board members are instrumental in helping establish the agency's mission, setting the direction and maintaining the strategic plan. This year, we are honored to have **Chris Tabourne**, assistant vice president of inclusion at Enterprise Holdings Inc., as Chairperson of the 2015 Board of Directors.

When he first moved to St. Louis nearly 11 years ago, it was important for Chris to find a nonprofit board where he could dedicate his time and service. Through FOCUS St. Louis' Leadership program in 2007, he was introduced to MERS Goodwill and its diversity of services and involvement in the community. Additionally, the organization's creative partnerships, such as the juvenile justice program through the Innovative Concept Academy, and the simple and positive mission of breaking down employment barriers and helping people reach their fullest potential, struck a chord with Chris. He was drawn to the Goodwill "Circle of Hope" and loved to learn about how donations to the retail stores fund the MERS Goodwill mission.

"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," remarked Chris.

One of the highlights for Chris is hearing MERS Goodwill clients tell their story in their own words at every board meeting and learning how Goodwill helped provide them with the skills and resources to overcome barriers in both their personal and professional lives. Chris can see a strong future for MERS Goodwill that includes expanding retail stores and outlets throughout the region, as well as more early childhood development hubs for the backlog of families who need an opportunity for hope.



2015 Board of Directors

FEBRUARY

2017

Ashley Furniture HomeStore and the St. Louis Cardinals Hosted MERS Goodwill Families for "A Hope to Dream"

MERS Goodwill was selected by Ashley Furniture HomeStore to help kick off the holiday season with its company initiative, "A Hope to Dream."

The event, hosted at Busch Stadium on Monday, November 9, brightened the dreams of 50 children by gifting them an entire bed set. The children invited to receive a new bed were all children of clients served through MERS Goodwill programs.

Each bed set included a twin mattress set, a pillow, sheets and a comforter. Gift bags and goodies were also provided by Ashley Furniture HomeStore and the St. Louis Cardinals and were set aside on each bed.

Families were welcomed by Fredbird and the St. Louis Cardinals for dinner, photos at a photobooth and a dance party. A brief news conference took place and then the kids were shown to their bed. After the event, MERS Goodwill delivered the mattress sets to each child, crossing this gift off their wish list.

"A Hope to Dream" is an initiative started by Ashley Furniture HomeStore to provide children in the community who do not have a bed to call their own – their very own bed. A portion of all mattress sales at Ashley Furniture HomeStore goes toward supporting the "Hope to Dream" program.

MERS Goodwill would like to thank the St. Louis Cardinals and Ashley Furniture HomeStore for their kindness this holiday season.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
<i>Lincoln's Birthday</i>		<i>Valentine's Day</i>				
19	20	21	22	23	24	25
	<i>Washington's Birthday President's Day</i>					
26	27	28				



De-clutter & Donate

#7DAYSOFSPRINGCLEANING

DAY 1

CLEAR YOUR CLOSET CLUTTER

If you haven't worn those jeans, jerseys or jeggings lately, chances are you won't. Seize the opportunity to clean out your closet and donate to Goodwill!

#7DAYSOFSPRINGCLEANING

DAY 2

TACKLE THE KITCHEN

#7DAYSOFSPRINGCLEANING

DAY 3

SPREAD HOLIDAY CHEER

Are you holding on to boxes of holiday decorations? Spread cheer by donating your holiday ornaments, Halloween decorations

#7DAYSOFSPRINGCLEANING

DAY 4

DOWNSIZE YOUR TOYS

Not sure what to do with your used laptop, flip phone, tablet 1.0 and other electronics?

#7DAYSOFSPRINGCLEANING

DAY 5

CLEAR YOUR OFFICE

Are you really going to use those pencils and extra erasers? No? Put them to good use. Clear your desk and give your neighbors a fresh start by donating to Goodwill® today.

#7DAYSOFSPRINGCLEANING

DAY 6

PROVIDE QUALITY ENTERTAINMENT

Is your house overflowing with unused movies and video games? Pass along the entertainment by donating to Goodwill® today.

#7DAYSOFSPRINGCLEANING

DAY 7

DOWNSIZE YOUR BOOKSHELF

Have your textbooks and paperbacks been collecting dust? Clear your bookshelf or wherever you stash your reading materials and donate to Goodwill® today.

Clean Your Way to Spring With Goodwill's Tips to De-Clutter & Donate

More than 70 percent of Americans engage in the annual tradition of spring cleaning, according to a 2013 survey by the American Cleaning Institute. But one of the most common dilemmas for spring cleaners is what to do with all that stuff.

To celebrate the first day of spring this Friday, Goodwill has prepared seven tips to tackle each day in order to become a spring cleaning master:

Day 1: In honor of St. Patrick's Day, before you put on that green sweater, go through your closet and remove any clothing you no longer wear. Donate it to Goodwill. Here's a good rule: if you haven't worn it in the last 365 days, you probably don't need it!

Day 2: As you're cooking dinner, take 15 minutes to go through your kitchen cabinets and find things you don't use. Goodwill accepts used kitchenware items and household goods.

Day 3: Go through your seasonal holiday décor and donate what you no longer use. That Halloween ghost statue you haven't displayed since the late 90s? It's time to let it go. While you're going through seasonal items, don't forget to look through your family's old Halloween costumes and donate those to Goodwill too.

Day 4: Technology changes fast and many people have tech toys, used computers and computer accessories lying around the house. Goodwill accepts working e-readers, tablets and other electronic items as donations, and our Reconnect partnership with Dell gives you a way to recycle those non-working computers.

Day 5: If you have a home office, see if you have any office supplies that you don't need. Clear your desk of unneeded backpacks, notebooks or binders – all can be donated to Goodwill.

Day 6: The seven days are almost done! But before you congratulate your decluttering efforts, take a minute to investigate the rest and relaxation or entertainment area in your home. How many DVDs do you own that you'll probably never watch again? CDs, DVDs, Blu-Ray discs, video games – they're all donate-able.

Day 7: Finally, take one last look at your bookshelf. If your paperbacks have gone the way of the printing press, never fear, you can donate your books to Goodwill too.

With these tips, spring cleaning can actually be fun! But more importantly, know that by donating your used items, you're helping neighbors set out on a path toward employment.

 DONATE STUFF.
CREATE JOBS.

 DONATE STUFF.
CREATE JOBS.

 DONATE STUFF.
CREATE JOBS.

MARCH

2017

Win Tickets to a Summer of Concerts at the Hollywood Casino Amphitheatre

Twenty Winners Will See Every Live Nation Produced Concert In The Goodwill Party Deck This Season!



In 2015, MERS Goodwill partnered with Hollywood Casino Amphitheatre and Hollywood Casino St. Louis hotel for a summer full of fun and live music. Twenty donors won a pair tickets to enjoy every 2015 Live Nation concert at the Hollywood Casino Amphitheatre, along with hotel accommodations at Hollywood Casino St. Louis!

Winners were able to watch the entire summer concert series from the Goodwill Party Deck.



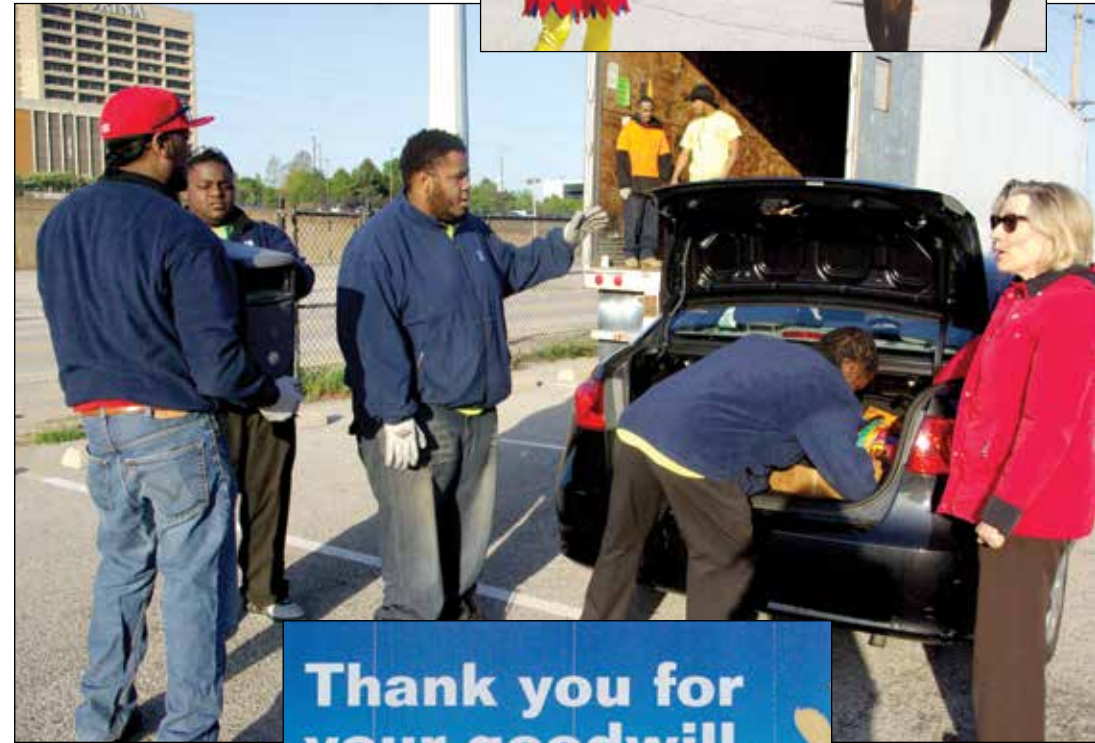
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
	27	28	29	30	31	
						

Daylight Savings Time Begins

St. Patrick's Day

Spring Equinox
First Day of Spring

Annual Earth Day & Electronics Drive



APRIL

2017

Goodwill and the St. Louis Cardinals Host Earth Day Electronics Drive

The St. Louis Cardinals and MERS Goodwill partnered for the organizations' fifth annual electronic recycling drive on Apr. 22, 2015. Baseball fans were encouraged to donate unwanted computers, laptops, printers and other electronic items at the drive to receive 50-percent-off vouchers for the 2015 baseball season.

As computers are donated to MERS Goodwill, the organization recycles them through its internal computer demanufacturing program called Computer Works, which provides one-on-one job training and development for individuals with development disabilities and autism spectrum disorder. Demanufactured computer components are handled in a way that keeps them out of landfills by either recycling them or by working with other companies that can break down the material further into precious metals and other valuable raw materials. Computers are handled according to guidelines from the Missouri Department of Natural Resources and are either demagnetized or physically broken apart, giving donors ease of mind knowing that their information has been deleted properly.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1 <i>April Fool's Day</i>
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16 <i>Easter</i>	17	18	19	20	21	22 <i>Earth Day</i>
23	24	25	26	27	28	29
30						

Spread the Goodwill: Client Successes

After having difficulties finding a job, **Jerome Pollard** was recently hired as a full-time dishwasher and busser for Sportsman's Park Restaurant in St. Louis. For Becky O'Brien, the restaurant's general manager, hiring Jerome was one of the best decisions she has ever made.

Jerome was connected with Becky through the MERS Goodwill Employment Services Program, following a referral from his counselor with Missouri Vocational Rehabilitation. At the start of his services with Employment Specialist Tom Lemon, Jerome was working part-time at a fast food restaurant. He had difficulties with reading and writing connected with his disability and needed support in finding a more permanent solution to be able to support himself.



"Jerome had great work history but he struggled with knowing how to promote himself to other employers," said Tom. "But anyone who meets Jerome knows he is a genuinely good person who works hard and treats others with kindness and respect. He just needed a support system to show that he would be a tremendous asset to any company that was willing to give him a chance."

Tom helped Jerome create a resume, highlighting a variety of skills he had developed that would stand out to potential employers in the food service industry. He also worked with Jerome on his interview skills.

Jerome started out as a cook at Sportsman's Park in June 2014. At first, there were some obstacles, but Tom and Becky worked to make adjustments to ensure Jerome would be successful. The group decided that Jerome would transfer to a dishwasher and busser position, where the reading requirements would be minimal. The move proved to be a perfect fit for Jerome.

Becky shares, "It's been the most wonderful experience hiring Jerome. He's just the perfect fit for us – he's dedicated to his job, he knows what he's supposed to do but still goes above and beyond. Most importantly, he loves the challenge and knows he's needed here."

Becky has been more than just a boss to Jerome; she's been a mentor and is even helping him with learning how to write.

"Coming from a boss's point of view, Jerome really is one of my best workers," adds Becky.



Customers visiting Monkey Joe's today for the indoor bounce house and playground will find **David Stillman**, a participant of MERS Goodwill's Supported Employment Program, hard at work. A Kirkwood native, David is

living another day at his dream job, fulfilling his passion for sports and working with kids.

As a child, David had been diagnosed with learning disabilities, but has never let that define him. After graduating from Kirkwood High School in 2010, David interned and volunteered with various recreation centers before attending college at the University of Central Missouri in Warrenton. There David enrolled in THRIVE, a two-year residential program for young adults with intellectual and developmental disabilities.

After completing THRIVE, David was referred to MERS Goodwill's Supported Employment Program, where met Leslie Quarles, director for Goodwill's South County Career Center. Leslie spent several weeks exploring job opportunities with David .

Through Goodwill's Discovery & Exploration and Job Development services, David practiced job interviewing skills and worked one-on-one regarding employer expectations and job readiness skills. He attended weekly job readiness training classes and began working with Stephanie Guth, a job developer with MERS Goodwill, once he was ready to seek employment. Stephanie had heard about an opening at Monkey Joe's and when David secured the job, he was able to complete training in just one week.

David's role at Monkey Joe's is invaluable. He works the concessions, assists the ticket counter, helps with event setups and even volunteers to wear the Monkey Joe mascot costume.

"David's journey continues to inspire me each and every day," said Stephanie. "You can't teach an attitude or someone to be positive and David is truly a one-of-a-kind individual."



MAY

2017

MERS Goodwill partnered with local businesses to employ a record-breaking 900 youth.

Through the MERS Goodwill-sponsored Summer Work Experience Program (SWEP), youth with a variety of developmental disabilities from 29 St. Louis County high schools experienced work at a paid summer job, just as many of their high school peers do. In 2015, there were 65 employers participating in SWEP, including St. Louis Goodwill stores, nursing homes, YMCAs, TJX brand locations and more than 30 Schnucks stores.

Participating employers are supportive of the opportunities SWEP provides for youth with disabilities, and every year these employers hire a number of students to stay on after the program comes to an end.

For the third year in a row, MERS Goodwill collaborated with local organizations to support the STL Youth Jobs Initiative. STL Youth Jobs provides local youth from high-risk neighborhoods with the skills and job coaching necessary to achieve and maintain employment and build an impressive resume of job experience. The program had more than 40 participating employers in 2015, including Emerson, SSM DePaul, Cakes by Nette, and St. Louis Community Credit Union.

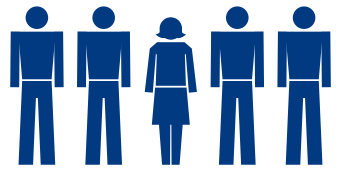


SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
Mother's Day						
21	22	23	24	25	26	27
28	29	30	31			
	Memorial Day					

“He’s the most thoughtful person and his attitude is contagious. His coworkers see the challenges he faces every day and it really motivates them to do a better job. This has just been a heartwarming experience for me, and it couldn’t have happened without the help and support from Tom and MERS Goodwill.” – Becky O’Brien on hiring Jerome Pollard



A Look Back at Our Programs in 2015



Served a record number of people in our community:

69,343



Ferguson Forward Program served 108 youth, and had 41 participating employers.

900
YOUTH
placed in
summer
programs



200 students enrolled
8-week program
Available for youth ages **16-20**
Youth came from **29** St. Louis
County high schools
65 employers participating, including
more than **30** Schnucks stores



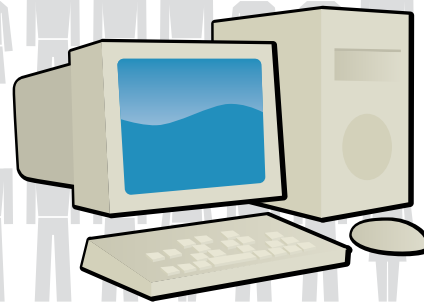
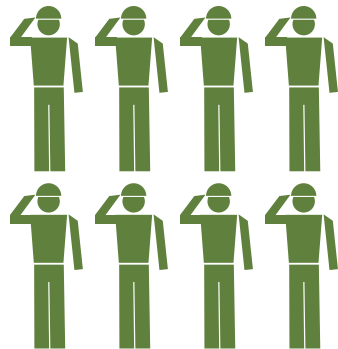
17

**Specialized
Services**

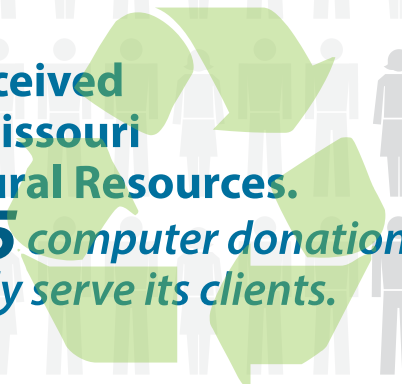


Innovative Concept Academy (ICA) - 11 graduates

63 veterans
placed in
employment
in Missouri



Computer Works received
certification from Missouri
Department of Natural Resources.
Goodwill needs **325** computer donations
per day to successfully serve its clients.



75 Career Center
locations.



JUNE

2017

Calling All St. Louis Clunkers... Donate Your Car for Free Tickets to Six Flags St. Louis

To encourage generosity from the St. Louis community, MERS Goodwill gave four one-day, general admission tickets to Six Flags St. Louis to all automobile owners who donated their vehicles – running or not – in June 2015. With the tickets, donors experienced Six Flag's new-for-2015 4-D interactive dark ride, *JUSTICE LEAGUE: Battle for Metropolis*, during the park's Season of Heroes campaign!

All car donations support MERS Goodwill's training programs and significantly impact the lives of those striving to overcome adversity. The revenue generated from the automobile donations, including cars, trucks, vans, trailers, boats and RVs, is used to support MERS Goodwill's employment and rehabilitation programs. These programs provide individuals in the community with the training to achieve professional productivity and employment in their life.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
			Flag Day			
18	19	20	21	22	23	24
Father's Day			Summer Solstice First Day of Summer			
25	26	27	28	29	30	
						

Goodwill Day at the Ballpark



Representatives from MERS Goodwill assembled on the field of Busch Stadium on Aug. 3, 2015 for the annual Goodwill Day at the Ballpark. Goodwill's mission of helping people who are disabled and disadvantaged obtain employment reached more than 60,000 people in the last year.

Representing Goodwill for MERS Goodwill Day at the Ballpark were Executive Vice President of Program Services Mark Arens, Director of Autism Services Jennifer Glassmeyer, District Manager of Retail Latrice Clayborne and Marketing Manager Roni Vetter.

Taking the mound for the first pitch was **Julian Moll**, a Goodwill client success story and great Cardinals fan!

Located at MERS Goodwill's Lippman Center on Hanley Road, the Autism Employment Center provides a place where individuals with autism spectrum disorder can go to begin or continue their transition to self-sufficiency. The Autism Employment Program is designed to focus on preparing the individual for the world of work and helping the person obtain the right job.

Hometown Hero: Carrie Sheahan-Pernsley


MERS Goodwill's summer youth programs are essential to building the self-esteem and confidence of local youth. Thanks in part to the work of Carrie Sheahan-Pernsley, program supervisor for MERS Goodwill's Summer Work Experience Program (SWEP), youth with a variety of developmental disabilities from 29 St. Louis County high schools are given the opportunity to experience having a paid summer job, just as many of their high school peers do.



Through her hiring and training of job coaches and processing of hundreds of applications, Goodwill is able to provide temporary work experience to nearly 200 high school students each summer.

Carrie implemented a teacher input form for the SWEP program. By receiving specific feedback from special education teachers on student work behaviors and daily routines, the employers and job coaches involved in SWEP can better understand triggers in behavioral changes and adjust to each student's need.

"In order to provide a valuable experience for these students, we sometimes need to bring in behavioral specialists to provide additional supports. We also have autism support professionals to provide training for the staff," said Carrie.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10	Independence Day	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	<p>“Carrie’s ability to oversee the huge SWEP program year after year is truly remarkable.”</p> <p>– Beth Brown, assistant vice president of program services for MERS Goodwill</p>				

Bridgeton & Springfield Announcements



COMING SOON!

Bridgeton Outlet

A strong retail growth spurt positioned MERS Goodwill to expand its programs and services to more communities in the bi-state area in 2015. Due to the success of the downtown St. Louis outlet store, which opened in 2011, MERS Goodwill made plans to open a Bridgeton outlet in early 2016 to help serve bargain hunters outside of the St. Louis downtown area and provide location convenience to customers in St. Louis County.

The outlet store in Bridgeton was officially opened for bargain shoppers on February 18, 2016.



Springfield Expansion

MERS Goodwill expanded its services and retail operations in Springfield, Mo., in 2016. Goodwill opened a 14,587-square-foot retail store in spring 2016, with plans to complete construction on a separate retail store later in the year. In addition, the agency's long-standing career center will relocate in the summer near Hammons Field, providing greater accessibility in order to fully support the needs of individuals with barriers to employment.

The new MERS Goodwill Springfield location, at 425 S. Western Ave., had a successful grand opening on May 5, 2016.



AUGUST

2017

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



BRIDGETON

Shoppers can find the same variety in the outlets as they would in the retail stores such as toys, books, home goods and clothing – but with even lower prices.



BRIDGETON



Celebrating Missouri's Older Workers

Most people are counting down the days until their retirement – but that does not mean all stop working when the time comes. Whether they are bagging groceries at a local supermarket or planning events within the community, those who are at least 60 years old and work 20 hours or more at a Missouri job site were eligible for the 25th Annual Older Worker of Missouri Contest. Nominations for the 2015 contest were completed by employers, encouraging seniors to keep up an active lifestyle and good health. Ten winners from around the state were picked by MERS Goodwill and were recognized at a two-day award ceremony in Jefferson City, Mo., on Sept. 22-23.

The annual contest is sponsored by the Missouri Senior Employment Coordinating Committee, consisting of Experience Works, Catholic Charities of Kansas City - St. Joseph, MERS/Missouri Goodwill Industries, Department of Economic Development-Division of Workforce Development and Department of Health & Senior Services-Division of Senior and Disability Services.



1 (left to right): Wendi Bottoms, Recruiting Manager for Seniors Home Care, St. Louis Winner Mary Walker, and Department of Health and Senior Services Director Gail Vasterling.



2 (left to right): Jim Wallis, Vice President for Preferred Family Healthcare, Inc., Winner Jimmie Allen, and Department of Health and Senior Services Director Gail Vasterling.



3 (left to right): Terri Semsch with Rawlings Sporting Goods, Winner Charlotte West, and Department of Health and Senior Services Director Gail Vasterling.

SEPTEMBER

2017

Spread the Goodwill: Client Success

Jimmie Anthony has never let a disability or obstacle define him. In 2010, Jimmie was diagnosed as having massive blood clots and soon found himself out of a job for nearly a year. Despite his hard work to recover, by the time he was cleared to reenter the work force, the economy had declined and Jimmie's finances took a negative turn.



"The workforce had changed drastically since the last time I had been in the market for a job," said Jimmie.

That's when Jimmie turned to the Missouri

Department of Vocational Rehabilitation for help and was referred by his counselor Nancy Strothmann to MERS Goodwill's Employment Services program. There he met Job Developer Janel Barber, who began working with Jimmie in October 2013. She helped update Jimmie's resume while he devised a list of well-respected references so the job search could begin.

When Janel saw an open position as a corrections officer with the Missouri Department of Corrections in Charleston, she encouraged Jimmie to apply because he had prior experience. Jimmie knows first-hand that hard work pays off. On June 14, 2014, he was officially hired as a corrections officer with the Missouri Department of Corrections.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	Labor Day	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	Rosh Hashanah starts	28	Rosh Hashanah ends Autumnal Equinox First Day of Fall	30
						Yom Kippur

“I have had inmates come up to me and ask me to review their resume or give them some advice on job searching for when they are released,” said Jimmie. “I really cannot say enough good things about Goodwill and the people involved. Whatever challenges you face in life, there is an avenue to help you.”



MERS Goodwill Shows Shoppers How to “Be Your Own Monster”



BE YOUR OWN MONSTER!
GOODWILL.ORG/HALLOWEEN

HOTEL TRANSYLVANIA 2
IN THEATERS SEPTEMBER 25TH

9
goodwill



BE YOUR OWN MONSTER!
SUPER HERO

Items Needed:
1. T-shirt
2. Fabric or tape to create insignia
3. Dark pants
4. Sneakers
5. Bandanna for face mask
6. Red or black table cloth or sheet for use as a cape

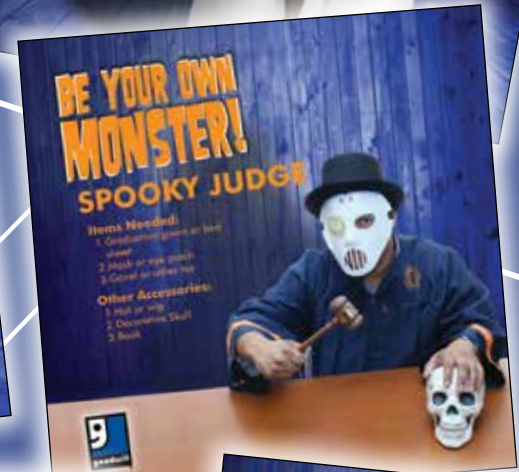
9
goodwill



BE YOUR OWN MONSTER!
DOCTOR

Items Needed:
1. Lab coat
2. Blue or white t-shirt or medical scrubs
3. Bandanna for face mask
4. Briefcase or big black bag

Other Accessories:
1. Rubber gloves
2. Face mask
3. Stethoscope
4. Rubber clog shoes
5. Empty coffee mug (for overnight shifts)



BE YOUR OWN MONSTER!
SPOOKY JUDGE

Items Needed:
1. Costume (jacket or suit)
2. Mask or eye patch
3. Gavel or other toy

Other Accessories:
1. Hat or wig
2. Document "Squid"
3. Book

9
goodwill



BE YOUR OWN MONSTER!
MUMMY

Items Needed:
1. White cloth (at least 1000 sq ft)
2. White glue or tape
3. Orange long or short sleeves for hands



HOTEL TRANSYLVANIA 2
IN THEATERS SEPTEMBER 25TH

BE YOUR OWN MONSTER!
GOODWILL.ORG/HALLOWEEN

9
goodwill



BE YOUR OWN MONSTER!
BABY BERRY

Items Needed:
1. Costume (jacket or suit)
2. Mask or eye patch
3. Gavel or other toy

9
goodwill

OCTOBER

2017

TRICK OR TREAT!

As an original recycler, Goodwill promotes imagination and resourcefulness every holiday season by encouraging customers to make their own costumes. MERS Goodwill saves shoppers from a witch-hunt for the perfect costume necessities and home décor every Halloween.

In 2015, Goodwill teamed up with Sony Pictures Animation for the release of the monster comedy *HOTEL TRANSYLVANIA 2*, which hit theaters Sept. 25. Goodwill shoppers had access to the “Be Your Own Monster” costume generator, where they could find fun costume ideas in connection with the movie online. The site also demonstrated how to use makeup to become your own monster.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
	<i>Columbus Day</i>					
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
		<i>Halloween</i>				
						

Veterans' Day Hometown Heroes and Client Success Stories

Veterans Bring Hope, Give Goodwill as Hometown Heroes

As a retention specialist with MERS Goodwill and 30-year Army veteran, **Tony Harrington** believes that every person has the capacity to gain meaningful employment and become more self-sufficient. He instills this belief in his clients, who, over time, believe in themselves and go on to great successes. Tony is the

perfect example of a veteran bringing the successes of a military career into the civilian workforce and impacting everyone he works with. He is deeply invested in the current and future wellbeing of Goodwill's clients, which truly makes him a Hometown Hero.

Veteran **Dale Lee** landed his dream job at the Department of Defense in May 2015 after retiring from a 26 year career with the U.S. Army. He assists men and women – and future veterans – complete all the necessary processing for military service. While Dale is responsible for helping individuals in their transition

from civilian to military life, he personally speaks of the hurdles that exist for veterans and the resources that are available to support them.

“Entering the work force as a civilian was a challenging yet humbling experience because I saw first-hand the obstacles veterans face when applying for jobs,” said Dale. “While the corporate and community resources for veterans are out there, there really is a lack of personnel to offer that one-on-one support for veterans reentering the workforce. I wouldn't be where I am today without the help of MERS Goodwill's veterans' programs.”



Tony Harrington



Dale Lee

NOVEMBER

2017

Military men and women have a depth of experience, but many do not know how to relate their skills to potential employers, making the transition from military service to civilian life especially challenging. Organizations like MERS Goodwill help to bridge this gap by offering veterans programs and services that include evaluation and career counseling, placement services and skills training programs.

Pam Williams, on-the-job training navigator for MERS Goodwill's Missouri Career Center, is instrumental in working with local businesses to put dislocated veterans in Missouri back to work. In 2015 alone, Pam placed 63 people overall in employment, with veterans accounting for one-third of those qualified individuals. Her commitment has not gone unnoticed; in fact, **Pam was selected as one of five recipients for Missouri's 2015 Outstanding Service to Veterans award** and was honored at the annual Salute to Veterans event in Washington D.C. in 2015.

"It's such a privilege to be able to do my job by helping veterans overcome the barriers to employment," said Pam.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
Daylight Savings Time Ends						Veterans Day
12	13	14	15	16	17	18
19	20	21	22	23	24	25
				Thanksgiving		
26	27	28	29	30		

“By just talking to these men and women, they are often surprised to see how many skills they actually have that employers find important. Showing veterans they can live life to their fullest potential outside of the military helps them feel empowered again.”

– Pam Williams



Retail and Donations 2015

MISSION STATEMENT

Changing lives through the power of work



MEN'S
Jacket

\$8⁵⁰

STARTING AT
\$3



STURDY
Chair



\$3

TABLE
Lamp



INTERESTING
Books

50¢
AND UP



FESTIVE
Housewares

50¢
AND UP



LEATHER
Purse

\$3⁵⁰

DARK
Jeans

\$4⁵⁰



By shopping at Goodwill stores
you help support the MERS Goodwill mission.

PRICES AS SHOWN UNLESS OTHERWISE MARKED.

DECEMBER

2017

SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 <i>Chanukah starts</i>	21	22	23
24	25	26	27 <i>Chanukah ends</i>	28 <i>Winter Solstice First Day of Winter</i>	29	30
31	<i>Christmas Day</i>	<i>Kwanzaa starts</i>				

COUNTIES

74

CAREER CENTERS

75

CLIENTS SERVED

69,343

DONATIONS RECEIVED

1,427,929

SHOPPERS

4,864,701

2015 STATISTICS





Goodwill
INDUSTRIES

Thank you for
your goodwill.



CONTACT INFORMATION

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