



MERS/Missouri
Goodwill Industries

ANNUAL HIGHLIGHTS

MORE THAN 100 YEARS OF SERVING THE COMMUNITY

20 21



OUR MISSION

Changing lives through the power of work

OUR VISION

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

OUR VALUES

Diversity

We create a community where everyone can be themselves

Integrity

We work openly, honestly, & ethically with all people

Passion

We take ownership in what & how we work

Professionalism

We maintain high standards for ourselves & our work

Respect

We recognize & show empathy for others

Responsibility

We are stewards of people, communities, resources, & capital

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Goodwill

HISTORY

Rev. Edgar J. Helms, a Methodist Minister, founded Goodwill in Boston. Helms went door-to-door with a burlap bag appealing to the well-off people of Boston to contribute shoes, clothing, furniture, etc. Low-income men and women were offered work restoring collected goods while learning trades and sharpening skills. Income from the resale of the goods paid their wages, and eventually, an industrial school developed.

Metropolitan Employment and Rehabilitation Services (MERS) merged with Missouri Goodwill Industries to form MERS Goodwill. At that time, the agency served 4,118 participants at 14 service locations.

MERS Goodwill adds 27 counties to its service area and, for the first time, the organization receives over a million donations.

1902

1918

2001

2006

2010

2012

Missouri Goodwill Ind. was established in 1918 as a local offshoot of Dr. Helms' charity in St. Louis, Missouri. Empowering individuals with disabilities and other barriers to employment, Missouri Goodwill helps individuals gain independence through the power of work.

The SCSEP program, providing case management, training, and employment services to seniors, began in St Louis County. MERS Goodwill is now providing these services in 56 counties in MO and IL.

Goodwill surpasses 40 retail locations with the opening of Lake St. Louis and St. Peters.

MERS Goodwill began an Autism program at Lippman Center in response to the need of support for individuals with Autism transitioning out of high school or college. Four additional locations have been added since then.

MERS Goodwill worked with the Incarnate Word Foundation to build a coalition increasing youth employment opportunities in St. Louis City through the STL Youth Jobs program. STL Youth Jobs continues today, working with even more organizations.

2013

2015

Lewis C. Chartock was President and CEO until his retirement in 2015. Following Chartock, MERS Goodwill was led by David Kutchback.

The Excel Centers open in Missouri with an initial 3 locations in St. Louis, Poplar Bluff, and Springfield.

2018

MERS Goodwill processes more than 1.5 million individual donations of clothing, household items, and other materials for sale via its retail operations annually. The organization shares that, 91 cents of every dollar spent at a local Goodwill is reinvested directly in our own community.

2019

The 4th Excel Center opened in Columbia. MERS Goodwill also eliminated single-use plastic bags for shoppers. The move to a more environmental-friendly policy by MERS was welcomed by local sustainable living groups.

2020

The opening of the Jennings location. This 124,000 sq ft. space replaced Goodwill's Forest Park location. The new building has over 16,000 square feet of retail space. It also has a new Donation Drive-Thru canopy.

2021



In early 2022, we lost both MERS Goodwill Board chair Tani Wolff and CEO & President Dave Kutchback.

2022

TODAY

MERS Goodwill is a member agency of Goodwill Industries International. There are 155 member agencies in North America, each with its own territory and Board of Directors. Our territory includes 89 counties with a population of over 5,043,545. MERS Goodwill is one of the top Goodwill organizations in the system. The agency has grown to a revenue of over \$175 million with 2,300 employees and serves more than 11,000 people each year.

MERS Goodwill's mission of ***Changing Lives through the Power of Work*** has been the through line in our transition from a small, local nonprofit to one of the largest nonprofit agencies in our community. Along with growth has come the increased responsibility of ensuring our dedication to the communities we serve and implementing the idea that:

"Each individual has the opportunity to learn, work and achieve their greatest potential."

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 their dreams is invaluable.

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

2021 Highlights

FOX 2 now

TIM EZZELL'S INSPIRATIONAL MOMENTS

Tim's Travels: Success stories from Mers Goodwill

by Tim Ezzell
Updated: Jan 11, 2021, 10:00 AM CST
Original: Jan 11, 2021, 10:00 AM CST



RFT
RIVERFRONT TIMES

MERS Goodwill Donating \$75,000 in Vouchers to Unhoused

stl
TODAY

MERS Goodwill Accepts \$265,000 Grant From The Mildred, Herbert, and Julian Simon Foundation

St. Louis
MAGAZINE

Where to get everything fixed in St. Louis

ST. LOUIS
BUSINESS JOURNAL

MERS/Missouri Goodwill Industries to open new Jennings store



KOMU

Goodwill Excel Center of Columbia helping fill positions in sectors of need

David Manderscheid, KOMU 3 Reporter Jul 16, 2021

stl
TODAY

MERS Goodwill Receives \$125,000 From Enterprise To Support Missouri Excel Centers!

KY3
NEWS

Springfield's Excel offering free Thanksgiving dinner baskets Friday



FOX 2 now

Mers Goodwill donates to homeless, domestic violence victims in St. Louis County don't have to testify

by Kelly Thompson
Updated: Jan 11, 2021, 10:00 AM CST
Original: Jan 11, 2021, 10:00 AM CST



M
MISSOURI JOURNAL

MERS Goodwill to provide digital skills training in Columbia

KOMU

MERS Goodwill Excel Center receives grant for students

David Manderscheid, KOMU 3 Reporter Nov 21, 2021



stl
TODAY

Photos: Adult students celebrate earning their high school diplomas at graduation from MERS Goodwill Excel Center

David Manderscheid, KOMU 3 Reporter Nov 21, 2021

40 students graduated from MERS Goodwill Excel Center during their ceremony at St. Francis Reception Hall. The Goodwill Excel Center is a unique free public high school that gives adults the opportunity to earn an actual high school diploma. Photos by Laura Steffen, Photos and posts: @reporter3.com

MERS Goodwill Excel Center's adult high school graduation



OZARKSFIRST.com

MERS Goodwill helps those in need thanks to supporters through tumultuous 2020

by: Sarah McDonald
Published: Jan 20, 2021, 10:00 AM CST
Updated: Jan 20, 2021, 10:00 AM CST



stl
TODAY

MERS Goodwill Earns Coveted 4-Star Rating From Charity Navigator

David Manderscheid, KOMU 3 Reporter Nov 21, 2021

COURIER-POST

Accidental cash donation found at Goodwill

David Manderscheid, KOMU 3 Reporter Nov 21, 2021

SOCIAL ENTERPRISE



11,000+
Participants Served



1,561,256
Donations



104
Years
Operating



4
Excel Centers



769
Students
Enrolled



15
Programs



42
Career Centers



93
Counties



1000+
STL
Youth in our
Summer
Work
Programs



44
Retail Locations



BBB®

Accredited by
the Better
Business
Bureau



Proud member of the
United Way



GuideStar
Platinum Seal
of Approval

DEPARTMENTS

Our participants, 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 everything that happens behind the scenes. We deliver vital services to individuals in our community through our Retail Stores and Donation Sites, Contract Services, Career Centers and The Excel Centers.

Thrift Retail

Goodwill is one of the oldest and most recognized social enterprises in the country. Our mission exists both inside and outside of our thrift retail stores, with opportunities for both employees and community participants to learn new skills, try on new jobs, and benefit from a variety of job supports. Participants in our vocational rehabilitation services are able to develop and practice skills in real life scenarios within our stores. We offer training opportunities in cashiering, customer service, forklift certification, material handling, diversity, and management. Work schedules can be flexible in order for employees to participate in programs such as the Excel Center high school. Money generated in our stores also helps to support vocational and educational programs offered in our community.

MERS Goodwill thrift retail offers its shoppers low-cost options for many household essentials. Aside from offering job seekers affordable interview and work attire, our stores offer a variety of goods at affordable prices. This allows first-time renters and homeowners an economical way to furnish their new living spaces or allows individuals and families affected by disaster to start the replacement process and regain a sense of normalcy.

MERS Goodwill is also 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 significantly impact our community, keeping over 30,000 tons of donated materials out of landfills.

Programs & Services

Contracts Division -

Our Contracts Division has developed many relationships with both governmental and private industries and secures service contracts with those employers so that we can help to connect our participants to higher wages and secure jobs. The majority of the individuals we employ through our Contracts Division have developmental or intellectual disabilities and MERS Goodwill provides significant support and coaching to ensure that employees learn the tasks assigned to them and grow in their work skills. Many of the contracts we develop involve janitorial, mailroom, floor care, and sanitizing services.

MERS Goodwill serves individuals with disabilities in partnership with the Missouri Division of Vocational Rehabilitation (VR). We have existing contracts with the 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 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 to meet the specific & unique issues facing members of our community.

Employment and Training Services -

Each year MERS Goodwill serves thousands of participants with one or more diagnosed disabilities, including intellectual and developmental disabilities, autism spectrum disorders, traumatic brain injury, and others.

Through our Workforce Development and Temporary Assistance programs, we have also grown to serve thousands of participants with predominantly socio-economic barriers, such as generational poverty, teenage pregnancy, and involvement with the criminal justice system. In 2021, we served more than 11,000 people at our locations across Missouri and southwestern Illinois, impacting the lives of participants in our territory.

Working with our participants and employer partners, we continually innovate ways to help individuals achieve true work readiness, including support and education programs.

TARGET SERVICES

Our major services include the following:

- Supported Employment Services
- Sheltered Workshop Services
- Workforce Development – Workforce Investment and Opportunity Act (WIOA)
- Missouri Work Assistance (MWA)
- Vocational Rehabilitation (VR)
- Adult Re-Entry
- Court-Involved Youth – Innovative Concepts Academy
- Domestic Violence - Assistance with Career Counseling and Employment Services for Survivors (ACCESS)
- At-Risk Youth and Youth Services
- Supported Living



Scan the QR
code to Learn
More!



- Brain Injury Employment Program
- 2nd Chance for Ex-Offenders
- Financial Literacy & Management
- Summer Work Experience for youth
- Deaf & Hard of Hearing
- Jewish Community Employment Services
- Autism Spectrum Disorders – MERS Goodwill's Autism Center for Employment (ACE)
- Senior Services - Senior Community Service Employment Program (SCSEP)
- Education & Literacy Services

THE EXCEL CENTERS

An Accredited Tuition-Free High School for Adults

The Goodwill Excel Center is a free public high school that gives Missouri residents, 21 and older, 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.

The Missouri legislature in 2017 passed a bill that allowed the Missouri Department of Elementary and Secondary 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 three adult high school Excel Centers – and enrolled over 750 students in class.

With locations in St. Louis, Springfield, and Poplar Bluff underway, an additional location in Columbia Missouri opened in 2019 as its fourth location. In 2021, we are happy to report that The Excel Centers graduated almost 642 students across all four locations, with many more on their way to graduation in 2022.

How Are We Different?



100%
Free



Extended
Hours



Get A
Diploma



Free
Child
Care



Transportation
Assistance



Year
Round

The Excel Center is free of charge and 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 childcare, transportation assistance, extended hours, and year-round operation to support students as they work toward earning a diploma.



For more about the Goodwill Excel Centers
here in Missouri, scan the QR Code.

FINANCIALS

EXPENSES

PROGRAM SERVICES

Stores and salvage	\$157,948,137
Contract services	5,982,184
Employment and training	25,886,215
Sheltered workshop	1,032,049
Other services	156,915

Total Program Services **\$191,005,500**

SUPPORTING SERVICES

Management and general	\$7,826,373
Fundraising	1,478,486

Total Supporting Services **\$9,304,859**

Total Expenses **\$200,310,359**

Change in Net Assets **\$9,910,647**

Net Assets, Beginning of Year **\$83,106,632**

Net Assets, End of Year **\$93,017,279**

PUBLIC SUPPORT

Contributions of inventory	\$83,952,082
Associated organizations	778,791
Other contributions	1,836,897

Total Public Support **\$86,567,770**

REVENUE

Store and salvage sales	\$84,886,061
Contract services	7,101,704
Employment and training	26,619,580
Sheltered workshop	972,615

Other Program Services -

Investment gain, net of fees 3,374,774

Change in value of beneficial interest in trust 195,397

Rental Income 452,737

Miscellaneous 50,368

Total Revenue **\$123,653,236**

Net Assets Released from Restrictions **\$708,884**

Total Public Support and Revenue **\$210,221,006**

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$4,262,421
Accounts receivable, net	7,995,529
Promises to give	648,791
Inventories	3,645,663
Prepaid expenses	365,636
Investments	23,015,429
Total Current Assets	\$38,310,581

Other	
Beneficial interest in split interest	\$1,804,112
Property and equipment, net	80,545,508
Construction in progress	568,790
Investments	69,888

Total Assets **\$125,921,767**

INDEPENDENT AUDIT FIRM

BKD, LLP, formerly Baird, Kurtz & Dobson
(FORVIS, LLP)

One Metropolitan Square, 211 N. Broadway, Suite
600, St. Louis, MO 63102

LIABILITIES & NET ASSETS

CURRENT LIABILITIES

Current maturities of long term debt	\$531,529
Line of Credit	-
Accounts payable	3,753,861
Accrued expenses	7,538,902
Deferred revenue	151,161
Total Current Liabilities	\$12,050,927

Long-Term Debt, Less Current Maturities **20,853,561**

Total Liabilities **\$32,904,488**

Net Assets:

Without donor restriction	90,159,628
With donor restriction	2,857,651
- Time-restricted for future periods	1,053,539
- Perpetual in nature	1,804,112

Total Net Assets **\$93,017,279**

Total Liabilities and Net Assets **\$125,921,767**

We would like to thank...

CONTRIBUTIONS

Mary Kay Beiermann

United Way of Greater St. Louis

Annie E. Casey Foundation

Michelle Tucker

Commerce Bancshares Foundation

Missouri Division of Vocational Rehabilitation

Enterprise Holdings Foundation

Tim Gaines

Fischer-Bauer-Knirps Foundation

Illinois Department of Human Services

Charles H. & Danika B. Gould

Grace B. Hou

Gary & Carol Orella

St. Louis County Office of Productive Living Services

Jeffrey A. & Sharon Rosenblum

Becky Herschbach

Norris B. Runalls Irrevocable Trust

St. Louis Office for DD Resources

Mildred, Herbert & Julian Simon Foundation

Shaelen Plank

Carol E. Staeger Living Trust

Jewish Federation of St. Louis

Van & Ruth Stoecker

Brian Herstig

Curtis A. Thacker

St. Charles County Department of Workforce Development

The Von Contard Family Foundation

Lori Myers

Margaret Williams & Philip George

Mid-America Workforce Investment Board

Watlow Enriching Lives Foundation

Rick Stubblefield

Madison-Bond-Jersey-Calhoun Workforce Investment

Board

David Stoecklin

Developmental Disabilities Resource Board

Peg Capo

Office of Job Training Programs

Jefferson-Franklin Counties

Michael Ravenscraft

Missouri Family Support Division

Jennifer Tidball

Missouri Department of Health and Senior Services

Robert Knodell

Northeast Missouri Workforce Investment Board

Diane Simbro

21st Judicial Circuit Court, Juvenile Division

Ben Burkemper

22nd Judicial Circuit Court, Juvenile Division

Steven Ohmer

St. Louis City Department of Public Safety

Daniel Isom

Goodwill Industries International

Stephen Preston

Missouri Department of Mental Health

Mark Stringer

St. Louis Community Development Agency

Matt Moak

St. Louis Mental health Board

Jama Dodson and Cassandra Kaufman

St. Louis Youth Jobs

Hillary Frey

U.S. Department of Labor/ETA

Domonique Bell

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

LEADERSHIP

Executive Staff - 2021

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

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, Workforce Development
Services

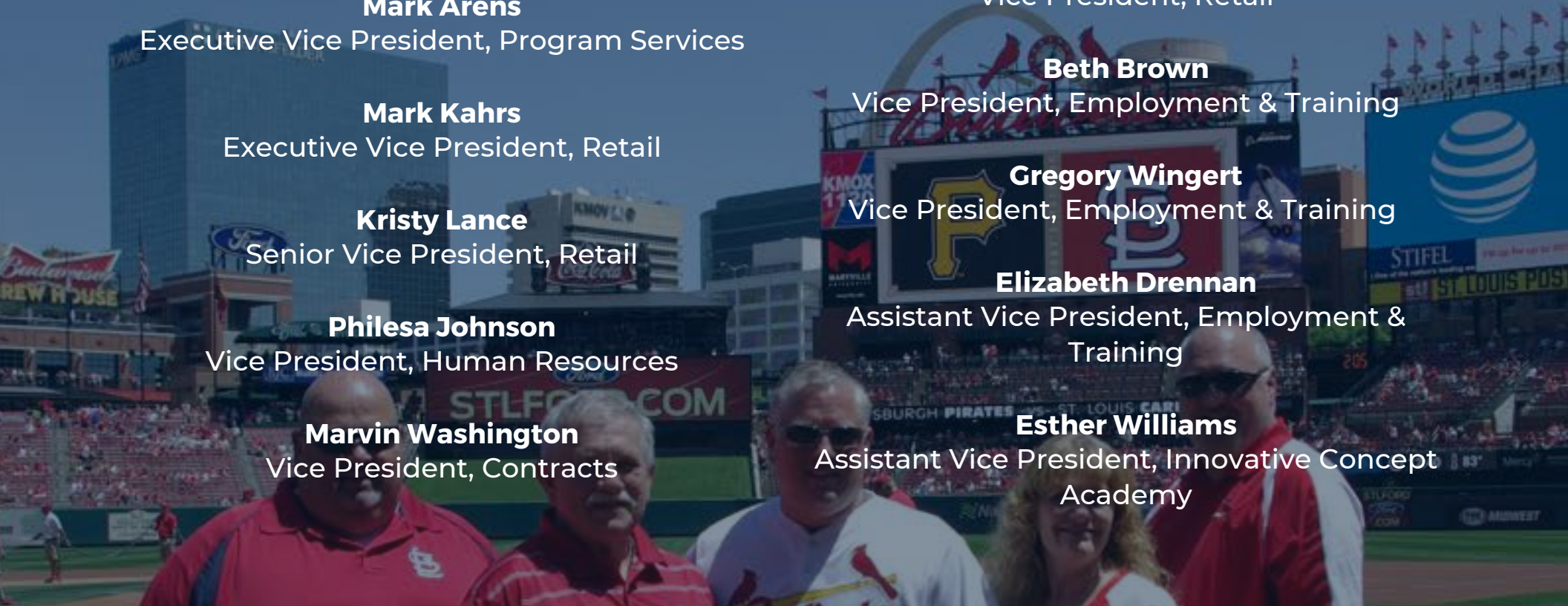
Kevin Shaw
Vice President, Retail

Beth Brown
Vice President, Employment & Training

Gregory Wingert
Vice President, Employment & Training

Elizabeth Drennan
Assistant Vice President, Employment &
Training

Esther Williams
Assistant Vice President, Innovative Concept
Academy



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George Philips

1st Vice Chairperson

Michael Iskiwitch

2nd Vice Chairperson

Gerald Kretmar

Treasurer

Quentin Williams

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Lynn Rothbarth

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Assistant Secretary

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Harry Moppins, Jr.

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David Pickerill

David Rowan, Ph.D.

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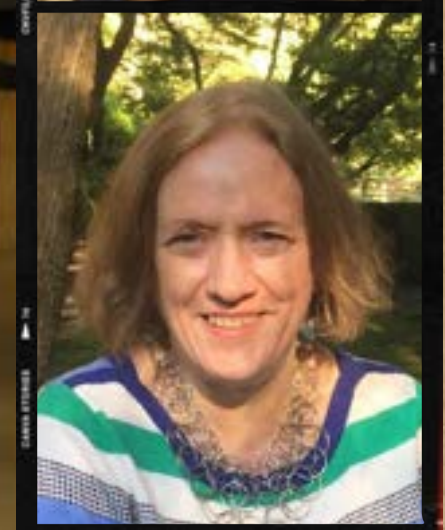
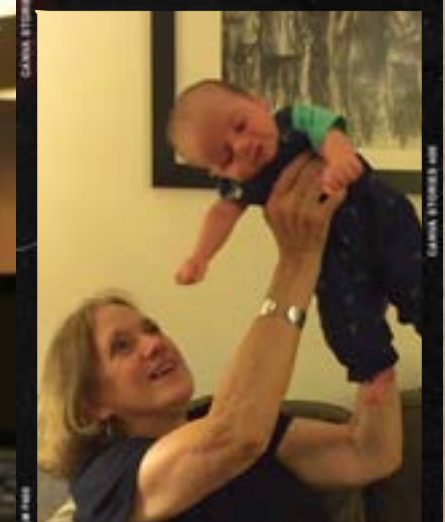
Jay Summerville

Christopher Tabourne


Elliot Zucker

IN MEMORY

David Kutchbach & Tani Wolbb





A large group of diverse people, including staff and community members, are gathered in front of a modern building with large glass windows. They are holding a blue ribbon, suggesting a ribbon-cutting ceremony. The building has a green horizontal stripe above the entrance and a sign that says "goodwill".

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

MERS Goodwill
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