

GOODWILL



2016 ANNUAL REPORT

Discover
Springfield
6

Accidental
Donations
13

Style Watch
Dressing the Part
19



10 Record Numbers
Scouting For Food Reaches New Heights

THE 2017 BOARD



Front row: Gerald Kretmar, Edda Berti, Elizabeth Green, Lynn Rothbarth, Tani Wolff, Robert Lefton.
Back row: George Philips, Arturo Corral, James Mosqueda, Christopher Tabourne, Elliot Zucker, Darryl Jones, Barry Ginsburg, Michael Iskiwitch, Louis Loebner, David Pickerill. Not pictured: Melissa Brickey, Judith Gall, Paul Kravitz, Kraig Kreikemeier, Harry Moppins, Jr., Joan Newman, Jay Summerville.

WOW!

2016 Stats

1,465,041

donations

1,385+

car donations

30,000

tons of donated material
kept out of landfills

2,200

employees serving **60,000+**
people each year

2001 Served
4,118 clients
at **14** Service
Locations

2016 Served
63,477 clients
at **50+** Service
Locations

1,442%
increase
in **15** years

OUR VISION

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

Changing Lives
through the
POWER
OF WORK.

INTEGRITY *Diversity*
RESPECT
Passion Professionalism
RESPONSIBILITY

2016 CONTENTS

DISCOVER



PEOPLE



EVENTS



8 Executive Staff, Board of Directors and Services **13** Accidental Donations
14 Partners, Donors **15** Financials **26** Remember When... and Next Issue

Cover Story

Goodwill Collection
Pushes Boy Scouts'
Scouting For Food
To Record Numbers



DISCOVER

- 06** Springfield
- 09** Bridgeton

EVENTS

- 21** Ashley Furniture
- 21** Cardinals First Pitch

PEOPLE

- 18** Board Q&A
- 19** Dressing the Part
- 24** Client Successes

ON THE COVER: David Kutchback, MERS Goodwill CEO and President, joined Scout Executive and CEO of the Greater St. Louis Area Council, Ronald Green, and a group of Boy Scouts at the Goodwill in Chesterfield Commons to mark the Boy Scouts' 32nd annual Scouting For Food drive. During the kick off, thousands of Scouts canvassed area neighborhoods to deliver more than one million Scouting For Food bags.

EDITOR'S LETTER



Dear Friends,

2016 was a momentous year for our organization! MERS Goodwill's Board of Directors and staff members took on the major task of re-defining who we are and where we want to go, as we prepare to close our first century of service to our communities in 2017 and to meet the challenges we face as we enter our second century.

WE ARE an organization with a vision: "A community where each individual has the opportunity to learn, work, and achieve their greatest potential."

OUR MISSION is: "Changing lives through the power of work."

WE ARE governed in our day-to-day activities by central **VALUES**: "Integrity, Diversity, Respect, Passion, Professionalism, and Responsibility."

If there is one constant in our experiences throughout the first century of our work, it's the inevitability of change. We know that we have challenges before us in the coming decades, including an economy shifting toward internet commerce, the need to retrain workers whose jobs have been changed by advances in technology, funding sources who have shifting priorities, and, of course, those as-yet-unanticipated surprises.

We're confident that our strong, dedicated Board of Directors and our exceptionally talented, team-oriented staff will meet a new century ready to work hard and remain flexible in the face of these challenges, and to find creative solutions.

We continue to build relationships with other organizations in order to share resources and expertise, as we all continue to identify and to respond to the needs of our communities. You can read about our cooperative projects with the Boy Scouts of America and the St. Louis Cardinals in these pages, and we hope you enjoy all our stories.

Cordially,

David Kutchback
President/CEO

Chris Tabourne
Chairperson Board of Directors



DISCOVER

SPRINGFIELD

As MERS Goodwill continues to look for ways to better serve its customers and meet the needs of the community, the nonprofit agency saw an opportunity to expand its services and retail operations in Springfield, Mo. The expansion of Goodwill's footprint in Springfield expects to increase donations by 20-30 percent, and the revenue generated from selling those donations is reinvested back into the community through employment and rehabilitation programs.

In addition to Goodwill's two retail stores, the agency has a longstanding career center that serves more than 600 individuals in the Springfield area. The career center recently relocated along a bus route near Hammons Field to allow for more individuals with barriers to employment to be helped through the agency's programs. Services offered include those that teach basic software skills and skills training as well as job development and placement activities.

Did you know?

Revenue from MERS Goodwill's retail stores helps fund its employment and rehabilitation programs, which annually serve more than 60,000 individuals who face economic, physical and mental or other disadvantages to find and keep employment.

SPRINGFIELD'S HIDDEN HOT SPOTS

For those not familiar with the "Birthplace of Route 66," Springfield offers the perfect weekend getaway for those seeking large city amenities with small town hospitality.

SHOPPING

Goodwill Chestnut Crossing 425 S. Western Ave.

This brand new, 14,587-square-foot store features 9,000 square feet of retail space and a canopy-covered drive-thru to make donation drop-offs more efficient.

HOURS
Mon-Sat: 9 a.m. to 8 p.m.
Sun: 10 a.m. to 6 p.m.

GRAND OPENING:
Thursday, May 5, 2016



Goodwill Kansas Expressway 3151 S. Kansas Expressway

Featuring 8,858 square feet of retail space, bargain shoppers are sure to enjoy a treasure hunt. A canopy-covered drive-thru is also featured to make donation drop-offs more efficient.

HOURS
Mon-Sat: 9 a.m. to 8 p.m.
Sun: 10 a.m. to 6 p.m.

GRAND OPENING:
Thursday, October 6, 2016

EVENTS



Hammons Field

955 E. Trafficway St.

Home to the Springfield Cardinals, the Double-A Texas League affiliate of the 11-time World Champion St. Louis Cardinals, Hammons Field is centrally located in downtown Springfield.

TICKETS
\$7 to \$49 depending on your seat location.

CAN'T MAKE A GAME?
Take home a souvenir! Each night at Hammons Field, several players are stationed at the gate entrances to greet fans and sign autographs, as the gates open.

SpringfieldCardinals.com

CULTURE

Mizumoto Japanese Stroll Garden Nathanael Greene Park

2400 S. Scenic Ave.

The oldest attraction at the Springfield Botanical Gardens, the 7.5 acre Mizumoto Japanese Stroll Garden features a large koi lake, moon bridge, meditation garden, tea house and traditional Japanese garden landscaping.

\$3 (adults), Free (children 12 and under)
Koi fish food available for \$1

springfieldmo.org/listings/1209/mizumoto-japanese-stroll-garden



History Museum on the Square

55 Park Central Square

Visit one (or all) of six permanent galleries that tell the stories of significant events in Springfield and create distinct and intentional dialogues about objects, individuals, and history. A rich and vast collection of artifacts, photographs, and the "voices of history" are combined using innovative technologies.

Mon-Sat: 10:30 a.m. - 4:30 p.m.; closed Sun

\$5 (adults), \$3 (children 3-12)
historymuseumonthesquare.org/

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

Philesa Johnson

Vice President, Human Resources

Marvin Washington

Vice President, Contract Sales

Jeff Carnal

Vice President, Program Development

Hilary Wagner

Vice President, Employment & Training

DeAnn Briggs

Vice President, Southeast MO Services

Kevin Shaw

Vice President, Retail

Colin Kricsensky

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

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

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

SERVICES AVAILABLE

Vocational Evaluation

Community Employment Services/Job Placement

Skills Training Programs:

Office Computer and Administrative Skills

Training (Office CAST)

Building Maintenance

Culinary Arts

PC Technician Skills Training (A+ and N+)

Supported Employment: Assessment, Job Development, Job Coaching, Long-term Retention

Supported Living

Sheltered Employment

Project Grow: Comprehensive vocational services for deaf or hard of hearing individuals

Careers in Transition (CIT):

Services for displaced professional individuals

Transition from School to Work

Child Day Care Center and Pre-School

Next Generation Career Centers (NGCC):
WIOA Adult and Dislocated Worker Program
WIOA Youth Program

Head Injury Employment Program

Juvenile Justice Program: Employment and educational service for juvenile offenders in the City of St. Louis, housed at Innovative Concept Academy

Community Corrections: Residential services and vocational supports for women

Missouri Work Assistance (MWA): Employment services for individuals who are receiving TANF

Senior Community Service Employment Program (SCSEP)

GED Instruction

ACCESS: Services to victims of domestic violence

Employment Services for those with diagnoses on the Autism spectrum

Veterans Services

DISCOVER BRIDGETON



A 24,000-square-foot treasure hunt

Due to the success of the downtown St. Louis outlet store, which opened in 2011, Goodwill shoppers have another place to shop by the pound with the opening of a second MERS Goodwill outlet store. The new 127,000-square-foot location at 5665 St. Louis Mills Boulevard in Bridgeton, Mo., features 24,000 square feet of retail space for bargain shoppers to enjoy a treasure hunt for items that are priced at \$0.89 per pound. The official grand opening ceremony took place on February 18.

The Bridgeton outlet helps serve bargain hunters outside of the St. Louis downtown area and provides location convenience to customers in St. Louis County. Shoppers will 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.

Similar to the first outlet, located at 3728 Market Street in downtown St. Louis, bins of donated items rotate every 20 minutes in and out of the store's 20,000-square-foot sales floor. A second sales floor, estimated to be 4,000 square feet, features items by-the-bale. Together, the two spaces allow for more than 5,000 new items to become available to eager shoppers.

10 Tips For Successful Shopping At An Outlet Store

Dress For The Occasion

Comfortable is recommended

Plan On Staying A While

Leave the kids at home

Be Ready To Dig

Items are only separated by category, i.e., clothing, glassware, shoes, etc.

Use The Carts

Seven Minutes Per Bin, **MAX**

More Is More

Anything that grabs the eye is a YES, for now

Denim Is Heavy

Know When To Call It A Day

One Final Sort

Before entering checkout lane

Shop Often

75,000 new items enter the sales floor each week



Goodwill Collection Pushes Boy Scouts' Scouting For Food To Record Numbers

It's a brisk Saturday morning on November 12, and thousands of eager youth have gathered at Kennard Classical Junior Academy in St. Louis. The annual gathering kicks off the largest one-day food drive in the Boy Scouts of America: Scouting For Food. Every year, thousands of Scouts and volunteers from St. Louis city and 36 counties in eastern Missouri and southern Illinois, canvass neighborhoods to deliver one million blue Scouting For Food bags to area residents' doorsteps. One week later, the Scouts return to collect the bags filled with food donations. In its 32-year history, the Greater St. Louis Area Council's Scouting For Food drive has collected more than 55 million cans of food for those in need.



Gearing up for the 2016 food drive, the Greater St. Louis Area Council approached MERS Goodwill about being a sponsor for the 32nd annual event. It would be the first time in 10 years that the local Scouting For Food initiative appointed a corporate sponsor. And it proved to be the perfect fit.

“We are honored to sponsor the Scouting For Food initiative and support the thousands of Scouts from the Greater St. Louis Area Council in their push for food donations,” said David Kutchback, President and CEO of MERS Goodwill. “The annual food drive shows the impact of bringing communities together for a cause and reflects MERS Goodwill’s commitment to supporting individuals in their path to employment and independent living.”

Scouting For Food comes at an important time of year. As colder temperatures settle in, many families are forced to cut their food budget in order to keep the heat on. Scouting For Food goes a long way towards helping those families from having to make tough choices. The drive also helps make the holidays a little brighter for families in need.

On Nov. 19, Scouts collected the generous donations waiting on residents’ doorsteps. Scouts, parents and volunteers reconvened at 40 area fire stations where the donations would be sorted and boxed. Local business Sunset Transportation, Inc., further supported the event by providing vehicles, equipment, and volunteer drivers to transport the donations to the St. Louis Area FoodBank in Bridgeton. In communities outside St. Louis, Scouts deliver donations directly to local food pantries. Within 48 hours of the Scouts’ pick-up, the first donations are distributed to a network of more than 500 food pantries and food banks throughout the region, ready to feed the hungry.

story continues on pg 12

The
Boy Scouts’
annual service project
made quite the impression on
MERS Goodwill President and CEO
David Kutchback.

The organization is partnering with the
Boy Scouts for another great cause: The
2017 Earth Day Donations Drive. Together,
as neighbors united, MERS Goodwill and
the Boy Scouts will team up to collect
general donation items and electronics.
The efforts will not only keep material
out of landfills, it will help advance
Goodwill’s mission to change
lives through the power of
work.

Ron Green shares his PERFECT BAG of food donations

- Cans of hearty soup, stew or chili – supplies many nutrients
- Canned tuna, chicken, turkey, salmon or luncheon meat
- Canned fruit
- Cans of 100 percent pure fruit or vegetable juice
- Canned vegetables
- Cans of tomato or pasta sauce
- Canned meals
- Cans of refried beans or lentils
- Cans of evaporated milk



Ron Green is a Scout Executive and CEO of the Greater St. Louis Area Council



2,249,012 items of food collected

597,000 meals provided

cont. from pg 11

The Boy Scouts' 32nd annual Scouting For Food drive pulled in 2.19 million items of food on collection day. However, the community had the opportunity to donate additional items the following week at 44 area MERS Missouri Goodwill stores. The extra donations pushed the final count to **2,249,012** making it the largest Scouting For Food collection ever recorded at the Greater St. Louis Area Council.

Ron Green, Scout Executive/CEO of the Greater St. Louis Area Council, commends the thousands of area residents who contributed to the record Scouting For Food collection, adding, "The generosity of our community is overwhelming. Because of their support, over 597,000 meals will be provided to those in need. We are also incredibly thankful to MERS Missouri Goodwill, our 2016 sponsor, and Sunset Transportation for helping us grow awareness and support for this annual event."



ACCIDENTAL DONATIONS

In the summer of 2016

MERS Goodwill came across an accidental donation of \$450 at its Farmington location at 840 Valley Creek Drive. The cash was found while processing donated items by employee, Mary Judd. Goodwill believed the money was donated unknowingly and asked the public to come forward.

When someone comes forward to claim the accidental donations, donors are asked to call the executive offices of Goodwill for a thoroughly vetted interview to be sure the items are going back to the rightful owner. After 30 days, any money found

will go to MERS Goodwill programs that help the community including: the MERS Goodwill Vet Success Program, which supports veterans both in their return to civilian employment and independent living; or to the MERS Goodwill autism employment center that help members of the community with Autism Spectrum Disorder transition toward self-sufficiency.

Then a big find came about in late summer of 2016 while processing donations in the Festus location. Staff recovered 28 U.S. Savings Bonds at \$1000 each, totaling \$28,000, with some of those bonds being issued back in 1998. Through address searches and a little help from a funeral home, MERS Goodwill found the name that matched the bonds, verified social security numbers, and were able to return those bonds to the family.

"Accidental donations happen often in our locations, and we simply want to do right by our donors and either thank them or right a possible accidental drop off," said David Kutchback, President and CEO of MERS Goodwill.

In late November, it happened again! This time \$2000 cash was found while processing donated items on a Sunday afternoon, November 27, at the Watson store located at 10125 Watson Rd., in St. Louis. Upon finding the accidental donation, Brandy Apple, the store's lead manager who had been with the agency for roughly a year and a half, immediately partnered with the other manager on duty and contacted their supervisors. MERS Goodwill was then able to identify the original donation with the use of video and a receipt that was left with the donation.

"I was in total shock when I found the envelope filled with cash," said Brandy. "I am so glad we were able to find the owners of this accidental donation and that this story has a happy ending."

The husband and wife donors, both born in the St. Louis area, had donated items to MERS Goodwill many times before. This time however, the husband was unaware he was donating more than the couple's various items, including 15 pairs of shoes. In one of those shoeboxes, along with a nice pair of summer sandals, was an envelope filled with cash.



"We are proud of all our team members, like Mary and Brandy, for doing the right thing and turning in identifiable items or money over to our management team for further investigation. We always hope we find the donor as we have many times in the past."

- Dave Kutchback

story continues on pg 23



*remember
to look in all
pockets, bags,
envelopes and
small boxes
before donating*

COMMUNITY PARTNERS AND MAJOR FUNDING SOURCES

United Way of Greater St. Louis Orvin Kimbrough	Jewish Federation of St. Louis Andrew Rehfeld	22nd Judicial Circuit Court, Juvenile Division Judge David Mason
Missouri Division of Vocational Rehabilitation Jeanne Loyd	St. Charles County Department of Workforce Development Scott Drachnik	St. Louis City Department of Public Safety Charlene Deeken
Illinois Department of Human Services Lisa Brink	Mid-America WIB Debra Moore	Safer Foundation Victor Dickson
Department of Veterans Affairs Corliss Strathearn	Madison-Bond WIB David Stoecklin	Goodwill Industries International Jim Gibbons
St. Louis County Office of Productive Living Services Becky Herschbach	Developmental Disabilities Resource Board Peg Capo	Greater St. Louis Community Foundation Amelia A.J. Bond
St. Louis Agency for Training and Employment Michael Holmes	Office of Job Training Programs: Jefferson-Franklin Counties Michael Ravenscraft	Missouri Department of Mental Health Keith Schafer
St. Louis Office for DD Resources Dick Goldbaum	Missouri Family Support Division Patrick Luebbering	St. Louis Community Development Agency Alana Green
Federal Bureau of Prisons Kathy Hueter	Missouri Department of Health and Senior Services Michael Brewer	St. Louis Mental Health Board Jama Dodson
Missouri Department of Corrections Anne L. Precythe	Mildred Simon Foundation Joan M. Newman	St. Louis Youth Jobs Hillary Frey
Southeast Missouri Workforce Development Board June O'Dell	Northeast Missouri Workforce Investment Board Brandi Glover	

DONORS

Mr. and Mrs. Stanley F. Abrams Audrey Adreon Jean M. Agatstein Jeff Ahne/Ahne's Bakery Edward and Corrine Barry Mary Kay Beiermann Mark and Barbara Bernstein Ruth S. Burger Steven and Susan Campbell M. Susan Cerwin Citizens National Bank Osmond Conrad James and Cynthia Davies David M. Dolan Emerson Charitable Trust	Enterprise Holdings Fischer-Bauer-Knirps Foundation Pattylynn and James Fogle Judith Gall Richard Gentry and Linda Tucker Bettie Gershman Hortense Growe Mr. and Mrs. M. Myron Hochman J.W. and Mildred A. Kisling Charitable Foundation Louis and Carole Loebner Robert Lynn Eugene and Cynthia Morgenthaler Shirley Y. Mosinger "New Choices" Family Group	Adekunle Ojelade Norris B. Runalls Irrevocable Trust Saint Louis Community Foundation Mary Scannell Lawrence and Shirley Schermer Roy and Carolyn Smith Robert Snyder James E. Stinson Jerry and Greta Stoller Alice B. Thomas The von Gontard Family Foundation West End Lofts Condominium Association
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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

2016

PUBLIC SUPPORT

Contributions of inventory	\$58,831,329
Associated organizations	677,472
Other	997,100
Total Public Support	\$60,505,901

REVENUE

Store and salvage	\$69,746,007
Employment and training	21,430,618
Contract services	5,528,302
Sheltered workshop	1,134,943
Other program services	1,710,135
Investment income	1,326,056
Miscellaneous	71,864
Total Revenue	\$100,947,925

Total Public Support & Revenue **\$161,453,826**

EXPENSES

Program services	\$149,837,255
Management and general	5,290,972
Fundraising	2,657,820
Total Expenses	\$157,786,047

Change in Net Assets **\$3,667,779**

ASSETS

Cash and cash equivalents	\$3,384,090
Account receivables	3,891,184
Inventories	3,096,091
Investments	16,093,965
Property and equipment	55,032,636
Other	2,794,452
Total Assets	\$ 84,292,418

LIABILITIES & NET ASSETS

Current maturities of long-term debt	\$9,000,000
Accounts payable and accrued expenses	8,597,999
Net Assets	66,694,419
Total Liabilities & Net Assets	\$84,292,418

HOMETOWN HERO

Dedication to Helping Others Realize Their Potential

Patricia Schutzenhofer's dedication to helping others realize their potential is something to be admired.

Pat is a Supervisor of Talent Acquisition at Schnucks Market, Inc. at the Lackland Road location and has been working with MERS Goodwill's Summer Work Experience Program (SWEP) since 2008. SWEP is a pre-employment program developed to help young adults with developmental disabilities gain real world work experience and is funded by the St. Louis County Productive Living Board.

Pat acts as a liaison between the Schnucks store managers and the SWEP program coordinators. She works with youth with developmental disabilities to place them at Schnucks stores in the area. Pat has a keen sense for where each individual will shine and gain the best skills to later be hired on permanently with Schnucks or another company. Her commitment to the youth doesn't go unnoticed.

"Pat has always welcomed the SWEP program and truly believes in its mission," said Sarah Dotson, Coordinator for SWEP. "She understands the value that it brings to the community for these teenagers. They are able to develop the necessary skills to support themselves, allowing some to live independently. Without Pat and Schnucks, the SWEP program would look very different and we truly appreciate the work Pat does."

Pat has worked for Schnucks for over 45 years. During her time as a cashier in 1993, Pat was asked by her manager if she would be willing to work with a new co-worker that had a developmental disability. Her manager felt she had the experience and pleasant personality to help the individual achieve. She was tasked with helping the young man learn the duties of being a bagger. Pat built a strong bond with the man and absolutely loved her time training him. She felt she was really making a difference in this man's life. Because of Pat's support and ongoing guidance, this man was able to live a self-sufficient life.



from *Around* the *House*

Because MERS Goodwill stores introduce more than 2,000 new items onto the sales floor each day, shoppers can easily find something special, functional and one-of-a-kind to add to each room of their home.

Hometown Hero cont.

"My job was to make sure that the young man was treated just like every other employee," said Pat. "I had never worked with anyone who had special needs before and he was a blessing."

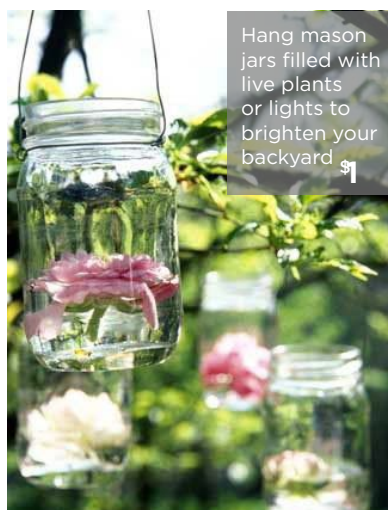
This was the start of Pat's enthusiasm to help those with disabilities. Ever since then, Pat has developed a passion to help those with special needs. She has been assigned to work with programs similar to SWEP and has received several awards for her contributions to the special needs community. Pat was a part of the Schnucks team that received the "Goldenberg Wall of Honor Award" from the Life Skills Foundation for Schnucks' commitment to hiring people with disabilities.

Pat recently attended an awards program for the youth involved in SWEP where they received a certificate of completion. Many of the youth are hired on as permanent staff for Schnucks after completion of the program.

"Receiving a certificate at the end of the program is such a huge accomplishment for the youth," said Pat. "It brought tears to my eyes to see them so excited and proud of themselves."

Pat believes in SWEP and continues to work with organizations like MERS Goodwill because it provides the opportunity for individuals with disabilities to grow up to become independent, working members of society. The families of the youth with disabilities benefit, too, as they are able to leave the household and create lives of their own.

"Programs like SWEP help give individuals with disabilities that opportunity to break the barrier to gaining employment," said Pat. "These types of programs equip the youth with life skills beyond just having a job."



Hang mason jars filled with live plants or lights to brighten your backyard \$1



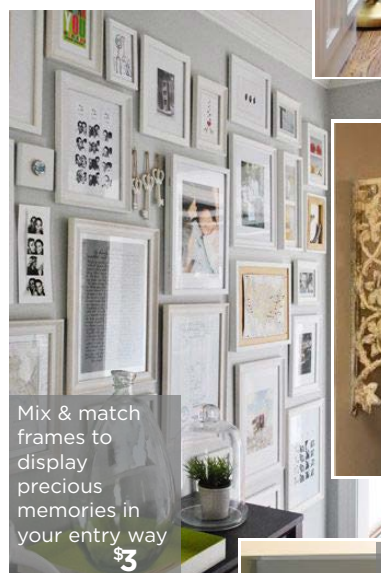
Vases are perfect for accenting bathroom vanities 50¢



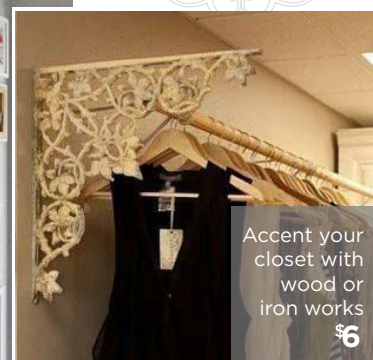
Small pieces of furniture make perfect bedside tables \$8



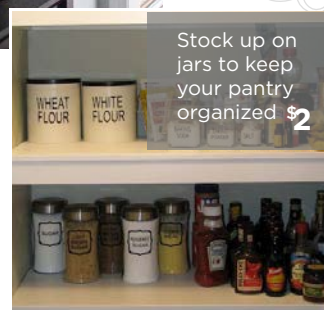
Tie the living room together by adding a simple antique lamp \$4



Mix & match frames to display precious memories in your entry way \$3



Accent your closet with wood or iron works \$6



Stock up on jars to keep your pantry organized \$2

MERS Goodwill's board members are instrumental in helping establish the agency's mission, setting the direction and maintaining the strategic plan.

• FROM THE BOARDROOM •

We asked a few of MERS Goodwill's Board Members about what sets the agency apart from other non-profits, the social impact of its programs and services, and how the organization is positioned for growth.



Darryl Jones



Louis Loebner



Michael Iskiwitch

DARRYL JONES, Managing Partner for D&D Concessions, LLC, served as 1st Vice Chairperson in 2016 for MERS Goodwill's Board of Directors. He joined the board in 2012 and was named assistant treasurer in 2014 before assuming his position as 1st Vice Chairperson in 2015. Jones will lead the helm as Chairperson in 2017.

LOUIS LOEBNER, a CPA for more than six decades and 2016 Secretary for MERS Goodwill's Board of Directors, is constantly amazed by the organization's strong fiscal management and allocation of its budget and resources.

MICHAEL ISKIWITCH served as Treasurer in 2016 for MERS Goodwill's Board of Directors. Iskiwitch will assume the role of 1st Vice Chairperson in 2017.

How were you introduced to MERS Goodwill?

DJ

I was introduced to MERS Goodwill's diverse employment services and involvement in the community by long-time friend and Goodwill advocate St. Louis Circuit Court Judge Jimmie Edwards, who sought my advice before opening Innovative Concept Academy (ICA). ICA, opened in 2009, is the only school in America overseen by a court system and dedicated to the education and rehabilitation of delinquent teens.

Why did you decide to get involved and serve on the board at MERS Goodwill?

DJ

The economic spectrum of people donating and shopping at the retail stores is phenomenal. And to understand how the programs and community benefit from the stores' activity - from donating to sales to then helping people work and live more independently in the community - is incredible.

LL

The board and staff are impressive. The whole organization is just so impressive. It is a pleasure to be a part of it.

MI

Being a fiscally responsible non-profit can be a challenge, but Michael applauds MERS Goodwill for maintaining a long-term record of low expenses, which translates to using most of the revenue toward the agency's mission of changing lives through the power of work.

What does social impact mean to you, and how has it driven your career path, your position with Goodwill, and your life in general?

DJ

I once spoke with a friend of mine about social impact and giving back, they said they didn't like the term 'giving back'. When I asked why, they shared that giving back implies you can stop any time, and that resonated with me. So instead, we use the phrase 'I owe'; I owe everyone in the community, and somewhere along the line we met, we had a conversation, I talked to the guys in the retail shops, and to the young kids at the public schools. Somewhere along the line these people had an impact on my life and I want to have an impact on others. That is a part of what Goodwill represents.

story continues on pg 20

dressing the part

After having been laid off at a major corporation, Alexis Brown found it difficult to secure a job. Aspiring to become a nurse practitioner, she learned about the Ferguson Forward employment program offered through STL Youth Jobs and MERS Goodwill.



"After months of searching for employment, I didn't know what else to do or where to turn. Without the proper attire and a means of transportation it was extremely difficult to secure a job," said Alexis.

With the help of MERS Goodwill Program Coordinator Jerica Robinson, Alexis learned essential skills training, such as selecting the appropriate work attire.

After finding the perfect outfit at Goodwill, Alexis was interviewed and hired as a Switch Board Operator at SSM DePaul.

Jerica taught Alexis how to dress the part for her interview by following these simple steps:

1. Dress on the conservative side, regardless of the job, and always be over-dressed. Try these go-to pieces:
 - a. For Men: tucked in button-up shirt, dress pants, belt, black shoes
 - b. For Women: modest blouse, dress pants/knee-length skirts, flats, light jewelry
2. Choose neutral-color clothing, which allows for outfits to be easily mixed and matched.
3. Look for materials that are lightweight and can be layered.
4. Arrive with clean hair, teeth, hands/nails.
5. Wear light cologne or perfume.

LL

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 60,000 other stories out there every year.

How does MERS Goodwill differ from other non-profit agencies in the area?

LL

The biggest difference is what they do with their bottom line. MERS Goodwill spends 95% of its revenue on programs, reinvesting the money in its stores and the 60,000-plus individuals served; that is unusual for a charity of its size.

MI

Business experience translates well into effective organizational oversight, fiscal responsibility and community concerns. MERS Goodwill's team is excellent at addressing all aspects of the organization's business and I have tremendous confidence in their ability to provide a level of services that other operations in the same category cannot.

What is the best part about serving on the board at MERS Goodwill?

DJ

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.

LL

At the end of the day, seeing clients succeed as a result of MERS Goodwill's funding is the best part for me. I've spent my career helping people in businesses. The success isn't only monetary; if you can do the best job you can to help other people, your reward will come along.

MI

For me, learning how donations to the retail stores fund the MERS Goodwill mission is motivation alone to be involved with the organization.

Where do you see areas for growth in the next three to five years?

DJ

I can see a strong future for MERS Goodwill that includes looking outside of the box to find new opportunities to provide jobs and fund programs. With a potential decrease in state and federal assistance for organizations like Goodwill, I hope that new strategic opportunities will lead to many more success stories.

MI

MERS Goodwill was recently awarded its third consecutive top rating from Charity Navigator for its adherence to sound fiscal management and commitment to accountability and transparency. The coveted four-star rating validates my involvement with the board and establishes a strong future for the agency and its vision for a community where each individual has the opportunity to learn, work and achieve their greatest potential.

Were you there when...



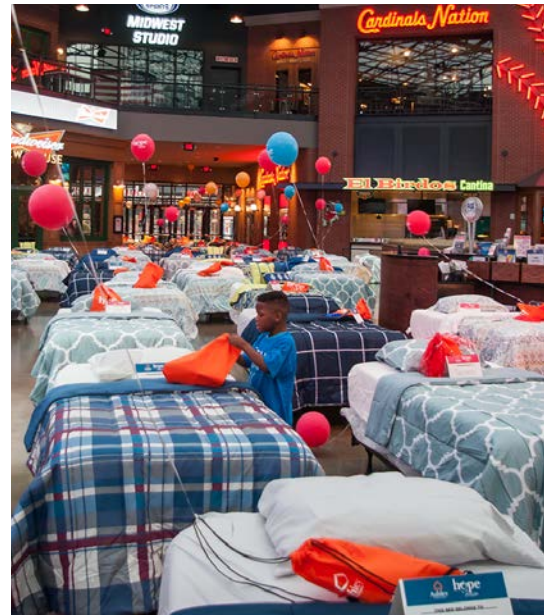
held “A Hope to Dream” on July 14, 2016, inviting more than 20 children from the Goodwill organization’s client programs to receive a brand new bed.

Each bed set included a twin mattress set, pillow, sheets and comforter. Goodwill volunteered at the event held in downtown St. Louis at Ballpark Village and worked with the furniture company to have the beds delivered directly to their homes the following week.

“A Hope to Dream” is an initiative started by AFHS 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 AFHS goes toward supporting the “A Hope to Dream” program.



The event also included a dance party with Fredbird, dinner, and gift bags for each of the children provided by Ashley Furniture HomeStore. The families were excited and surprised with their very own bed set and gifts to take home that very evening.



Dave Kutchback Throws Out First Pitch Climbing Cardinals Win

MERS Goodwill executives joined David Kutchback, President/Chief Executive Officer on Saturday, May 7, 2016 at Busch Stadium for the St. Louis Cardinals game versus the Pittsburgh Pirates.

Kutchback threw out the first pitch while renowned broadcaster and former player Mike Shannon took the catch.



Executives on hand to celebrate the Cardinals overall 6-4 win over the Pirates included: Ron Scanlon, Director of Loss Prevention - David Kutchback - Mark Arens, Executive Vice President/Chief of Program Services - Kristy Lance, Senior Vice President, Retail & Kevin Shaw, Vice President, Retail



MERS Goodwill and the Cardinals Thank Fans for Donating on Earth Day!

An annual Earth Day tradition, MERS Goodwill partnered with the St. Louis Cardinals on April 22, 2016 for the sixth annual electronics and general donations drive. Goodwill received nearly 500 items, which were enough to fill a full trailer and a box truck! Included in the donations this year were desktop and laptop computers, flat-screen monitors, a number of cell phones, assorted digital paraphernalia, and general donations including clothing and vacuum cleaners.

Participants were greeted by Fredbird as they dropped off their donations, and those who donated received 50 percent off vouchers for upcoming Cardinals games. Donors also received a tax receipt as they would at a donation center.



According to David Kutchback, President and CEO of MERS Goodwill, "By donating electronics or other items to Goodwill, we are able to put those donations into our stores and the funds into our programs, in turn changing lives through the power of work, which is our mission."

"The level of support we get from the St. Louis community from this event is tremendous."

The computers donated during the Earth Day event support Goodwill's internal deconstruction program, which provides one-on-one job training and development for individuals with development disabilities and autism spectrum disorder.

While MERS Goodwill does not accept donations of older televisions, they did inform participants that they can donate working flat screen televisions at any of Goodwill's 44 stores and donation centers. All MERS Goodwill stores and donation centers accept all types of electronics with the exception of older televisions, year-round, free of charge.

"All efforts to recycle used goods keep material out of our landfills and help our stores generate revenue to advance our mission and programs," remarked Kutchback. "The level of support we get from the St. Louis community from this event is tremendous."

News coverage from the Earth Day event included stories from KSDK-TV Channel 5, KTVI-TV Channel 2 and KMOV-TV Channel 4.

What Our Shoppers & Donors are Saying Online

denise highlander @deniseprice1986

@MERSGoodwill my boys and I LOVE shopping at goodwill, I also work for our local one here in Ohio, so much fun looking for neat things!

StlYouthJobs @StlYouthJobs

Honored to be the recipient of the @stl_cda Youth Program of the Year Award. #youthemployment @MERSGoodwill

Amanda Hagedorn @amandahagedorn

Real life I have a @MERSGoodwill addiction.

Kim Evangelista @KimManche

Getting geared up to go shopping w/ a good friend this Saturday at the @MERSGoodwill Woop Woop! We're ready to find those deals!

FOX2now @FOX2now

Cardinals, Goodwill electronics recycling and general donations drive #STL

Amy Marie @Claddagh9

<3 @MERSGoodwill! They do so much for #STL

SLATEMCC @SLATE_MCC

Transition For Life Fair @stlccfp with @SLPS_INFO is PACKED! Helping #STL youth find future @MERSGoodwill

Brando @thatbrando

Going to celebrate #ThriftShopDay with a trip to @MERSGoodwill today. :)

MERS Goodwill Find anything good?

Brando @thatbrando

Always! A few pairs of shorts for the boys for back to school. Need to go back and shop for a chair too.

St. Louis Earth Day @stlouisearthday

Happy Earth Day! Do some good at the @MERSGoodwill electronics recycling drive in @downtownstlouis until 6pm today!



Accidental Donations cont. from pg 13

"A few months ago I lost the money I had been saving to buy [my husband] a new computer. After searching the whole house, I thought it was gone forever," said the wife. "Turns out, it somehow must have fallen into one of my shoeboxes. I am so fortunate to Brandy and the entire MERS Goodwill team for working so hard to return the money to me. I cannot thank Goodwill enough for what they have done."

The husband and wife customers made a \$200 donation to the store and gave Brandy flowers and a card. She was also rewarded with a check on behalf the agency.

Accidental cash donations aren't the only things staff finds at the processing table. Earlier in August, in the St. Peter's location, a class ring was found with the name of the owner engraved on the inside of the ring. MERS Goodwill's Loss Prevention team found her on Facebook residing in Jackson, Mo. After speaking with the owner of the ring, Goodwill learned it was taken from her and pawned about four years ago. The owner couldn't believe it, and made arrangements to get the ring back.

MERS Goodwill would like to remind its generous donors to look in all pockets, bags, envelopes and small boxes – just in case you are letting go of something unintentionally. Whether you take just minutes to quickly gather up a few no-longer needed items, or spend a weekend clearing out old clothes, housewares and other items, there is always a chance that a hiding spot still contains something special.



CLIENT SUCCESS

MERS Goodwill Helps Make Veteran's Dream Job a Reality

Veteran David Wells knows firsthand that age is just a number when it comes to finding a job you are truly passionate about. When David retired from the United States Air Force in 2011, he was faced with the obstacle that so many other veterans struggle with: reentering the workforce as a civilian. With guidance and support provided by MERS Goodwill and the Veterans Administration in Mt. Vernon, Mo., David is proudly working full time as a Veterans Service Officer with the Missouri Veterans Commission.

"I served 24 years in active duty in the Air Force as a First Sergeant and Training Manager where I mentored people through challenges, even death," said David. "The job I'm performing now is my calling! It's incredible to see my goals not only met, but exceeded."


David moved to Joplin, Mo. from South Dakota in 2011 in the aftermath of the devastating tornado to be near his wife's family. David being new to the area, combined with his age, however, presented obstacles to gaining full-time employment.

*Someone told me they were
envious of me because I love
my job; I don't have to go to
work - I get to go to work*

David turned to the Veterans Administration for guidance. There, he was able to further his education and received a Master's Degree in Organizational Management with an emphasis on Human Resources. With a newfound sense of confidence, David was ready to take on the job search again and was referred to MERS Goodwill's Employment Placement Services. He connected with Barb Morris, a placement counselor in Springfield, and the two immediately clicked.

Barb worked one-on-one with David to create a master application, including verification of work history and references, as well as a new resume, multiple cover letters and thank you notes. She provided job leads and continuous encouragement to stay focused during the 5-month-long job search process while David was substitute teaching 3-4 days per week.

When a job opened with the Missouri Veterans Commission in February 2015, it presented the perfect opportunity for David to utilize his assets and character traits. David applied for the position of Veterans Service Officer in the Department of Public Safety in March, interviewed with the employer in April and secured the job in May 2015. He has been advocating for veterans in his position ever since.



David Wells

CLIENT SUCCESS

With the help of his mother and support systems such as the Missouri Department of Vocational Rehabilitation and MERS Goodwill, Dion Flenoid has learned that obstacles shouldn't stop you from achieving your goals.

Growing up with a learning disability, Dion went through a number of school systems and faced many challenging circumstances. Working on personal battles, Dion found himself in and out of jobs. Originally starting in the Missouri Vocational Rehabilitation program, Dion's case worker introduced him to the Employment and Job Placement Services program at MERS Goodwill.

"The people at Goodwill are there when I need them, like the father-figure I never really had. It's a great feeling to see that the people I worked with care so much about not only my job, but my whole life."

The Employment and Job Placement Services program takes into consideration an individual's interests, skills and abilities to create an individualized service plan that will match the client with corresponding job opportunities. The program offers resume and cover letter creation, assistance with job applications, references, networking with employers, interview practice and other key factors in obtaining and keeping a job. Clients are also paired with an employment specialist for weekly meetings.

An employment specialist with the program started working with Dion and helped him develop a new resume and apply for positions. Dion started to get frustrated when he wasn't receiving calls, but his phone started ringing soon enough. After researching jobs that fit his core interest, Dion found an open position with Homewood Suites. All he needed was a final push of encouragement from his case manager, and he was cooking for the guests of the Homewood Suites by Hilton in Richmond Heights.

Keeping up with Dion is Tony Harrington, Retention Specialist for MERS Goodwill. Similar to the father-figure Dion has needed, Tony checks in often and is always there for guidance. Tony helps Dion find transportation to and from work or just talks to him about how he's doing. Taking time out of his day to observe and visit with his clients is something he loves about the job.

Retention specialists like Tony meet with their clients every six months to go over accomplishments and set new goals. Goals are then set that both the retention specialist and the client agree are achievable. Over the six month time-span, a retention specialist will check in often with the client and their employer to see how they are improving and what needs to be worked on.

Dion is still in touch with Tony Harrington, who let us know that Dion is still a success and is now employed at Mitchell's Package Store.

The people at Goodwill are there when I need them, like the father-figure I never really had. *Dion Flenoid*



Remember When...

APRIL, 1944



Left: Jack Merwin, Right: Harold Kinsdale



It is our mission to provide opportunities for persons with barriers to employment to work and live more independently in the community.



THE \$89,000 MORTGAGE, made 25 years ago to finance the Goodwill Industries Building at Thirteenth and Tyler streets, was burned Friday after completion of the final payment. Fred T. Rench, treasurer of the organization, performs the rite.

—STAFF PHOTO

Globe Democrat Saturday April 15, 1944



A Statement of the President of the United States

President Lyndon B. Johnson praised the program of Goodwill Industries and encouraged its expansion. His statement said:

"National Goodwill Week focuses the attention of the country on a remarkable program that has brought hope, through job opportunities and rehabilitation services, to thousands of our handicapped citizens."
"Our nation is strengthened through your efforts to help the handicapped become productive members of society."

"During the past year, the Goodwill Industries provided training, employment, evaluation, placement and rehabilitation services to over 60,000 men and women with all types of physical and mental handicaps."
"The program is supported primarily through donations of usable clothing and household articles which the handicapped workers repair and recondition for resale."

When you contribute your discarded articles to Goodwill Industries YOU HELP US SO MUCH

NEXT ISSUE

We bring our first
100 years into focus.





MERS GOODWILL

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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