

Persistence

*is not a long race;
it is many short races one after the other.*

Walter Elliot



ANNUAL
REPORT
2020



SORRY, WE ARE CLOSED.
DO NOT LEAVE ITEMS BEHIND,
THEY WILL GET RUINED.
WE'LL BE BACK SOON.

2020 WAS A TOUGH YEAR

The organization received a significant amount of donations and visits to its stores throughout 2020, allowing MERS Goodwill to continue many of its programs.

Although things look differently in the world today, Goodwill is thankful for the continued support of shoppers, donors, staff, leadership and the Board to help us continue to offer employment services and education to

11,000 Individuals Annually

To all MERS Goodwill employees, we thank you for your continued hard work and dedication to keeping our

locations clean and sanitized for the health and safety of our patrons. We could not continue to help those in need and provide excellent service without you.

MERS Goodwill is fortunate enough that due to the generosity of donors and shoppers that we are able to continue to offer many services to those in need, supporting our Mission: **changing lives through the power of work.**

We operated in unprecedented times, but we've worked diligently to continue serving our communities and helping our employees.



DONATIONS & RETAIL

Locally, Goodwill collects over 75 million pounds in donations every year, continuing its efforts to inspire “green” living. Though often not considered as an environmentally focused organization, Goodwill is also one of the region’s largest recyclers.

Those gently used items go on to a second or third life after our shoppers purchase them.

Our recycling efforts have significant impact on our community, keeping an estimated 28,457 tons of donated materials out of landfills.

Donations enable Goodwill to provide employment, job training and employment services so we may remove barriers to employment.

These donations are important to the organization, and we continue to be humbled by the community’s support as we reopened and began operations following and during the pandemic.

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



We process more than **1.5 Million** individual donations of clothing, household items, and other materials for sale via our retail operations annually.



PROGRAMS

MERS Goodwill helps people overcome challenges, helping them build skills, find jobs & grow their careers.

We are honored to provide job training and placements programs through Missouri and Southern Illinois, as well as help adults obtain their high school diplomas free of charge in four locations in the state of Missouri.

Each year MERS/Missouri Goodwill Industries serves clients with one or more diagnosed disabilities, including Developmental Disabilities, Autism Spectrum Disorders, Traumatic Brain Injury, Mental Illness & others.

Through our Workforce Development & TANF programs, we also serve clients with predominantly socio-economic barriers, such as generational poverty, teenage pregnancy, & involvement with the criminal justice system.

Our other major social enterprise is our Contracts Division, MGI Services. The majority of our Contracts employees have one or more diagnosed disabilities. MGI Services contracts with federal, state, & private entities to provide janitorial, mail room, snow removal, & other services at more than 20 locations.



MERS Goodwill is proud to share that
**91 cents of every
dollar spent**
*at a local Goodwill is reinvested
directly in our own community.*



GOODWILL EXCEL CENTERS

The MERS Goodwill Excel Centers are tuition-free high schools dedicated to assisting community members in getting their high school diplomas and industry-specific certifications that will increase their earning potential and pave the way for stable employment.

Due to the pandemic, the Excel Centers pivoted to conducting courses online with limited in-person classes and tutoring services. As of the Summer of 2021, Goodwill Excel Centers returned to the classrooms with nearly 950 students enrolled.

During the 2019-2020 school year, Goodwill Excel Centers had over 220 graduates earn their high school diplomas.

The 2020-2021 school year, Goodwill Excel Centers saw 241 graduates earn their high school diplomas.

523 Graduates In Total Since 2018 Opening

With an estimated 500,000 people in Missouri over 21 without a high school diploma, the organization hopes that people continue to take advantage of the Goodwill Excel Centers.

MERS Goodwill is proud of all its graduates and those looking to further their learning and career potential by receiving a high school diploma. All four Goodwill Excel Centers located in St. Louis, Poplar Bluff, Springfield, and Columbia are now accredited. The Missouri Nonpublic Schools Accrediting Association evaluated the schools and granted full accreditation to the MERS Goodwill Excel Center High Schools.

MERS GOODWILL PIVOTS DURING THE PANDEMIC

JANUARY

MERS Goodwill opened its fourth Missouri adult high school in Columbia on October 28, 2019. As the New Year started, Columbia held its second term with 200 students registered, and officially showcased its new space and finished classrooms with an open house and ribbon cutting.

Located at the former Daily Tribune building at 101 North 4th Street in Columbia, faculty, students and

executives welcomed neighbors and businesses in the area along with interested students and families to take tours and learn more about the high school program. The school started with six new and full-size classrooms, three temporary classrooms for future expansion and unexpected events, a gymnasium, daycare rooms for both babies and older children, and a cafeteria with a TV and two vendors.



MARCH

As many were throughout the world, MERS Goodwill closely monitored the rapidly changing landscape of information and the impact of COVID-19 as it related to clients, customers, donors and employees. MERS Goodwill is dedicated to the health and well-being of our donors, shoppers, employees and the people we serve and began taking the necessary steps to protect everyone as well as the people we directly support

throughout our community within our career centers, schools, and worksites.

Although Goodwill remained open for much of March, eventually the Stores & Donation Centers Closed in Response to COVID-19 and Donation policies changed in light of Coronavirus guidelines.



EXCEL CENTER PIVOTS ONLINE

Goodwill's four adult high schools, Goodwill Excel Centers, provide adults with free classes to achieve their diplomas. These classes started the Spring semester on Monday, March 30 and were entirely digital, providing online education through program-supplied technology. The Excel Centers currently operate in downtown St. Louis, Springfield, Columbia and Poplar Bluff, Missouri.



APRIL

MERS Goodwill closed all stores.

Many employees were furloughed however were able to keep their health insurance through April 30. In addition, Goodwill gave each furloughed employee an assistance check of up to \$1,000, based on actual hours worked.

MERS Goodwill continued to provide services in janitorial, job placement centers and adult high schools.



MAY

Where the "Stay at Home" orders were lifted, MERS Goodwill announced that some of the stores would be reopening including locations in Franklin, Jefferson and St. Charles Counties in accordance to and under the direction of federal, state, and local guidelines.



New safety measures were implemented as stores began to reopen:

- » Masks or other face coverings are required to enter the store.
- » There are occupancy limitations for customers set by the governing city/county.
- » MERS Goodwill encourages shoppers bag items at their car or purchase a Goodwill reusable bag for \$1.00.
- » Goodwill associates clean carts and all touch points throughout the store on an ongoing basis.

We continue to practice social distancing in our stores by asking customers and staff to maintain a six feet space between others. Arrows are on the floor as a guide.

Donations are accepted, however it has moved to a "self-service" donation process. Goodwill asks donors to unload their own vehicles and place donations in the containers provided.

MERS Goodwill reopens St. Louis City and St. Louis County locations on Monday, May 18; The organization requested donors still hold on to many donations to allow time to keep up with intake.

MERS Goodwill now accepts Google Pay and Apple Pay for the convenience of touchless checkout and the stores have installed plexiglass at all registers.

JUNE 11 - George Floyd statement

MERS Goodwill, with over 2,500 employees in our stores, career centers and schools, is dedicated to being a force in our community, to implement our vision where *"Each individual has the opportunity to learn, work, and achieve their greatest potential."*

Over the last few weeks we at MERS Goodwill have struggled with feelings of frustration, anger and deep sadness at the deaths of George Floyd, Ahmaud Arbery and Breonna Taylor. As we painfully watched George Floyd being suffocated in front of our eyes, we were tragically reminded of the repeated incidents of racial injustice against black people in our community. These heartbreaking occurrences are a reminder that racism still endures in our country.

Systemic and systematic racism in our society threatens the lives, hopes and dreams of so many black and brown Americans. No one should ever have to grow up surrounded by fear, sadness and anger. It destroys lives. Racial injustices, pervasive racial discrimination and outright cruelty leave people feeling hopeless.

Each of us deserves respect, dignity and the opportunity to live one's life free of fear. A person's race should not determine how they are treated in life. We must find a way to end both personal and systematic racism.

We know there is no easy solution to the problems we face. We must find the strength to devote time, energy and resources towards making a difference.

For over 100 years, MERS Goodwill has worked hard to live by its mission of changing lives through the power of work. Our core values include diversity, integrity, respect and responsibility. These values and this mission require us to do all we can to end the curse of racism. We must remain committed to developing and maintaining employment and education programs that are aimed at creating opportunities for all people, especially those that have been discriminated against. We need to listen to our employees and people in our community for ideas that can help lead us to continued meaningful change. We must strive every day to embrace diversity and inclusion in all that we do. We encourage each of you to share ideas on how we should move ahead. MERS Goodwill will aspire to do its part in creating a community where all individuals can live their lives without fear and have the opportunity to achieve their hopes and dreams in life.

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

Our work is not done.

JULY



Outlet stores reopened on July 22

All retail stores are now open for both shopping and donating with the exception of our Brentwood store on Manchester Rd. which is now a "donation only" site.

SEPTEMBER



Excel Center graduations took place; MERS Goodwill hosted the commencement ceremonies of students from the Goodwill Excel Centers in Poplar Bluff, Columbia, and Springfield on Friday, September 25 and in the St. Louis location on Saturday, September 26.

In total, the Goodwill Excel Centers in Missouri saw 168 students graduate between all four schools.

Since opening, there will be 282 total graduates in under two years of operations with projections of 400 graduates per year moving forward.

OCTOBER



New Rolla retail store opened could simply be an image with this caption?

The new store located in the Forum Plaza Shopping Center replaced the smaller location, still located at 1304 Forum Drive. The move and new build-out allowed for new docks, includes new bright LED lighting, new auto slider entry doors, and donations will now be accepted at the front of the store. With 16,400 square feet of total space, bargain shoppers enjoyed a treasure hunt just in time for Halloween. The opening celebration and ribbon cutting ceremony took place the morning of Thursday, October 1 just before the doors open at 10am.

DECEMBER



MERS Goodwill announces that all four Goodwill Excel Centers located in St. Louis, Poplar Bluff, Springfield, and Columbia are now accredited. The Missouri Nonpublic Schools Accrediting Association evaluated the schools and granted full accreditation to the MERS Goodwill Excel Center High Schools. The schools are currently enrolling students and have over 825 adults enrolled in the current school year.

And heading in to 2021!

Jan 8 After a long wait, MERS Goodwill opened its doors to the new and improved South County store, located at 10570 Baptist Church Rd. AND a fully remodeled Brentwood store, located at 9116 Manchester Rd.

Over the last nine months, MERS Goodwill saw a large increase in donations and this led to a couple of changes in how we decided to operate our Brentwood location.

When you walk through the doors of our Brentwood store, you will find only fashion and accessories. We understand this may be a bit strange but we can assure you that there is still so much to find and we have optimized our floor space with this decision. Wares and other items will always be available at all of our other locations. Use our store locator to find a location nearest you.

Another change you will find inside our Brentwood store is how our items are priced and organized.

We have heard your suggestions and have opted to organize our clothing by size, and each item is now priced individually.

Combined with our new point of sale systems, we hope to create an easier and quicker check-out process and improve your overall shopping experience.





CONTRIBUTIONS

Mary Kay Beiermann

Mark Bernstein

Boeing Community Fund

Commerce Bancshares Foundation

Connell Insurance, Inc.

Dana Brown Charitable Trust

Emerson Charitable Trust

Enterprise Holdings Foundation

Fischer-Bauer-Knirps Foundation

Florissant Valley Memorial VFW

Kothe Trust

Robert R. Lynn

Carol S. Pessin

St. Louis Community Foundation

The James & Jean Terry Charitable Trust

The Von Gontard Family Foundation

Margaret Williams & Philip George

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!

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
Integrity
Passion
Professionalism
Respect
Responsibility*

FINANCIALS

PUBLIC SUPPORT

Contributions of inventory	\$55,818,263
Associated organizations	703,839
Other contributions	1,089,235
Total Public Support	\$57,611,337

REVENUE

Store and salvage	\$56,622,784
Contract services	7,512,966
Employment and training	27,349,593
Sheltered workshop	950,996
Other program services	712,819
Investment income (gain)	2,234,496
Change in value of beneficial interest in trust	151,331
Miscellaneous	289,061
Total Revenue	\$95,824,046

Total Public Support & Revenue **\$153,435,383**

EXPENSES

PROGRAM SERVICES	
Stores and salvage	\$119,210,216
Contract services	6,330,982
Employment and training	23,969,992
Sheltered workshop	851,461
Other services	\$660,965
Total Program Services	\$151,023,616

SUPPORTING SERVICES	
Management and general	\$7,022,979
Fundraising	1,364,288
Total Supporting Services	\$8,387,267

Total Expenses **\$159,410,883**

Change in Net Assets Before Gain on Sales/Merger **\$5,975,500**

Gain on Sale - Building

Excess Assets/Liabilities - Merger
Change in Net Assets **5,975,500**

Net Assets, Beginning of Year **\$89,082,132**

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

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$2,472,565
Accounts receivable, net	8,521,181
Promises to give	578,839
Inventories	3,383,497
Prepaid expenses	281,951
Investments	23,172,548
Total Current Assets	\$ 38,310,581

Other assets	\$-
Beneficial interest in trusts, at fair value	1,608,715
Property and equipment, net	80,001,103
Construction in progress	2,032,863
Investments, at fair value	47,855

Total Assets **\$122,001,117**

LIABILITIES & NET ASSETS

CURRENT LIABILITIES

Bank Overdraft	\$-
Current maturities of long term debt	531,529
Line of credit	6,378,665
Accounts payable	4,686,420
Accrued expenses	5,526,973
Deferred revenue	304,593
Total Current Liabilities	17,428,180

Long-Term Debt, Less Current Maturities	21,466,305
Total Liabilities	\$38,466,305

Net Assets

Without donor restriction	\$80,904,585
With donor restriction	2,202,047

Total Net Assets **\$83,106,632**

Total Liabilities & Net Assets **\$122,001,117**

INDEPENDENT AUDIT FIRM

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COMMUNITY PARTNERS & MAJOR FUNDING SOURCES 2020

United Way of Greater St. Louis
Michelle Tucker

Missouri Division of Vocational Rehabilitation
Tim Gaines

Illinois Department of Human Services
Grace B. Hou

Department of Veterans Affairs
Corliss Strathearn

St. Louis County Office of Productive Living Services
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St. Louis Office for DD Resources
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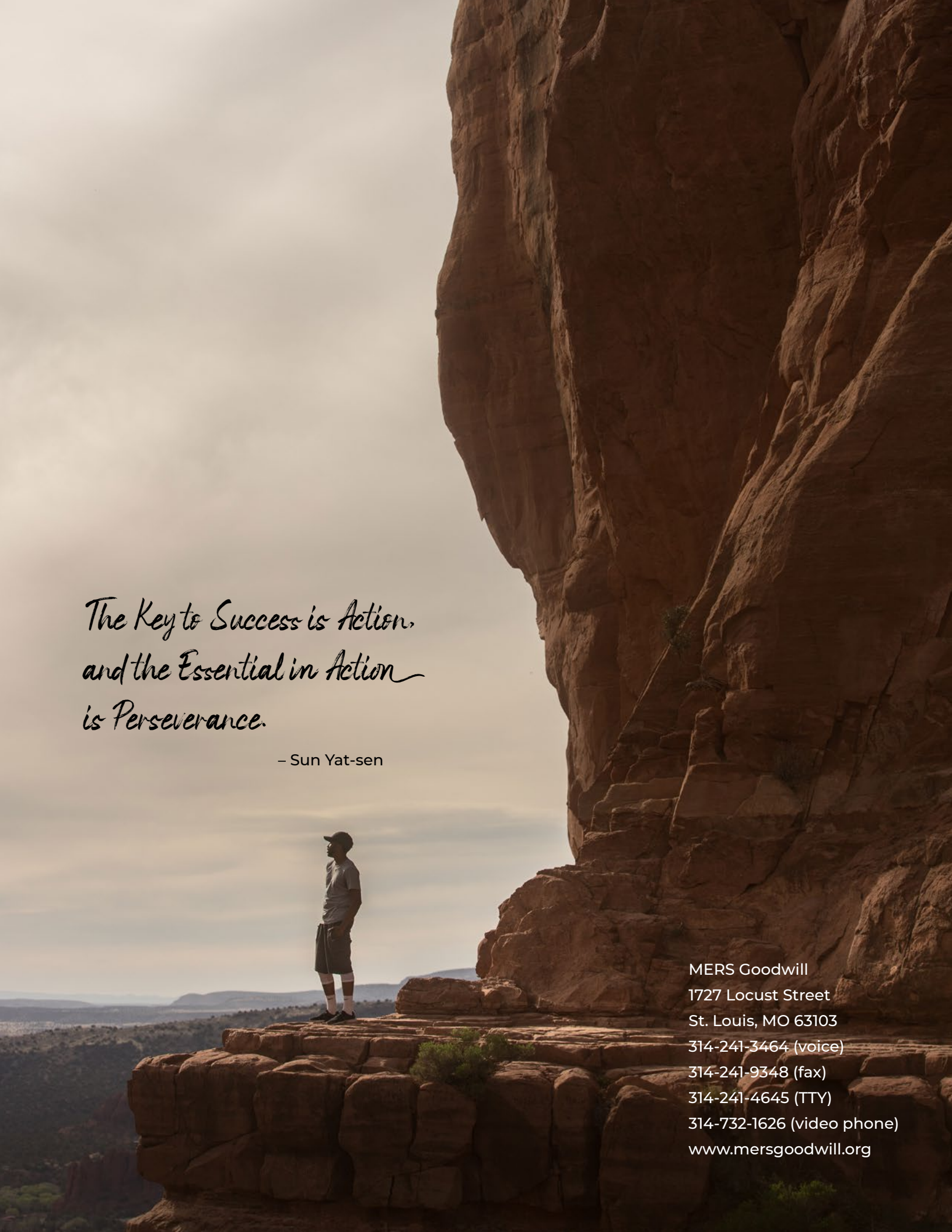
Barry Sharon

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A person wearing a cap and shorts stands on the edge of a large, layered rock formation, looking out over a vast, hazy landscape under a cloudy sky. The rock formation is massive and textured, with a small plant growing from a crevice. The person is silhouetted against the bright sky.

*The Key to Success is Action,
and the Essential in Action
is Perseverance.*

– Sun Yat-sen

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