



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

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

2015

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

2018

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.

2019

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.

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**



**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**

Zach Mandelkoch, KOMU 3 Report - Jul 15, 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**



**M**  
MERSOR BLAN

**MERS Goodwill to provide digital skills training in Columbia**



**KOMU**

**MERS Goodwill Excel Center receives grant for students**



**STL TODAY**

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

Zach Mandelkoch, KOMU 3 Report - Jul 15, 2021

40 students graduated from MERS Goodwill Excel Center during their ceremonies 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 Skilton, Mers and guest. @zachmandelkoch

MERS Goodwill Excel Center's adult high school graduation



**OZARKSFIRST.com**

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

by Noah McDonald  
Published: June 25, 2021, 1:00PM EDT  
Updated: June 25, 2021, 1:00PM EDT



**STL TODAY**

**MERS Goodwill Earns Coveted 4-Star Rating From Charity Navigator**

@zachmandelkoch Jul 6, 2021

**COURIER-POST**

**Accidental cash donation found at Goodwill**

# SOCIAL ENTERPRISE



11,000+

Participants Served



1,561,256

Donations



104

Years  
Operating



4

Excel Centers



769

Students  
Enrolled



15

Programs



42

Career Centers

Serving



93

Counties



1000+

STL

Youth in our  
Summer  
Work  
Programs



44

Retail Locations



**BBB**<sup>®</sup>

Accredited by  
the Better  
Business  
Bureau

**United  
Way**



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



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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
<b>Total Current Assets</b>	<b>\$38,310,581</b>

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
<b>Total Current Liabilities</b>	<b>\$12,050,927</b>

**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 Gontard 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**

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**Peg Capo**

**Office of Job Training Programs**

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**Michael Ravenscraft**

**Missouri Family Support Division**

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**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**  
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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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1st Vice Chairperson

**Michael Iskiwitch**  
2nd Vice Chairperson

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**Julie Zuick**  
Assistant Secretary

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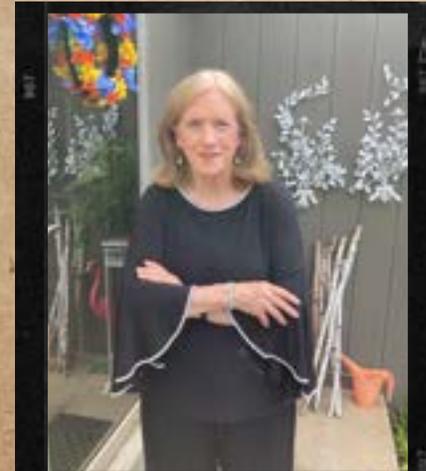
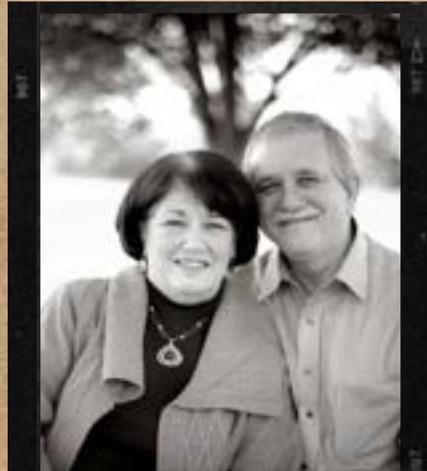
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**Kenneth Salky**  
**Barry Sharon**  
**Jay Summerville**  
**Christopher Tabourne**  
**Elliot Zucker**

# IN MEMORY

David Kutchbach & Tani Wolbb







**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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