

2024

ANNUAL REPORT

MERS Missouri Goodwill



Casey
O'Fallon, IL. Store Manger



Mission

**Changing lives through
the power of work.**

Vision

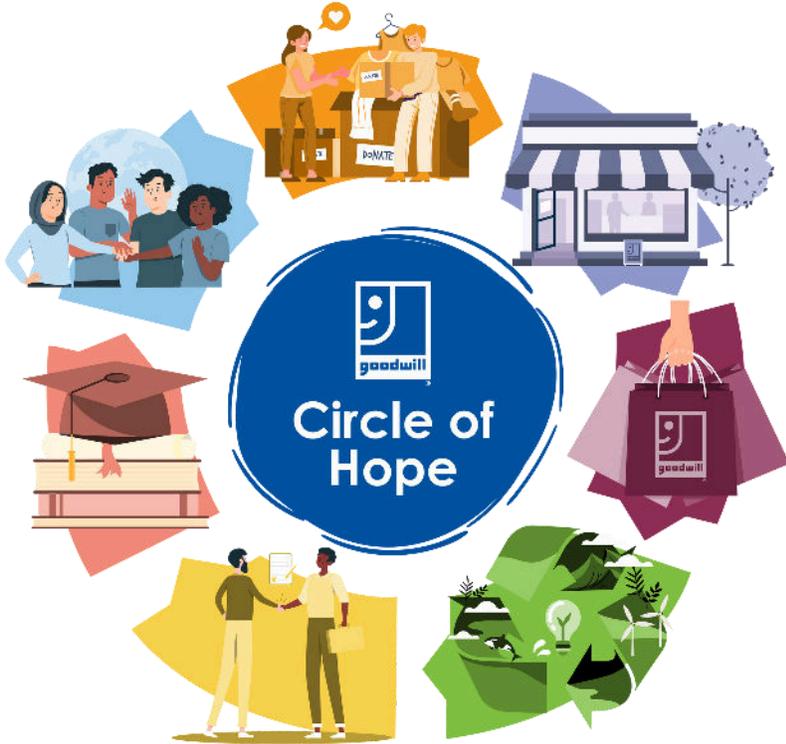
**A community where each individual has
the opportunity to learn, work, and achieve
their greatest potential.**

Values

**Diversity
Integrity
Passion
Professionalism
Respect
Responsibility**



How we do it...



Donations

The community donates items to the Goodwill.



Retail Stores

We sell the best donated items in our stores.



Outlet Store

We sell remaining donated items by the pound.



Recycle

We recycle unpurchased donations to minimize waste.



Job Training

The revenue from your donations help people in the community get jobs.



Excel Centers

Helping adults earn a high school diploma and a meaningful career. [Excel Center](#)

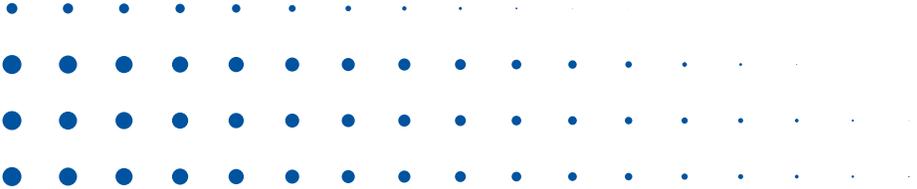


Community

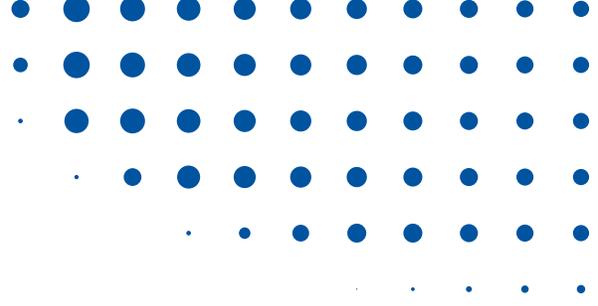
The job helps the community and the process starts over.



®



Why we do it...





President's Message

At MERS Goodwill, 2024 was a year defined by impact. Each day, we witnessed individuals gaining skills, discovering new opportunities, and achieving goals once thought out of reach. From helping participants earn their diplomas to preparing people for meaningful careers, our mission—to change lives through the power of work—remained at the heart of all we do.

These successes are possible because of the dedication of our staff, the generosity of our donors, and the trust of our communities. Together, we are building pathways to brighter futures and stronger communities.

As we look ahead, we remain committed to expanding opportunities, removing barriers, and ensuring that everyone has the chance to thrive.

With gratitude,

Mark Arens
President & CEO
MERS Goodwill



2024 Highlights



At MERS Goodwill, every number tells a story. In 2024, thousands of individuals turned to our programs for support, guidance, and opportunity—and each one represents a life moving forward. From adult students earning their high school diploma, to job seekers finding meaningful work, to families building brighter futures, our programs open doors and create possibilities.

These highlights celebrate the impact we've made together and remind us that behind every statistic is a person whose life has been changed through the power of work.

MERS GOODWILL SERVED
10,202
PROGRAM PARTICIPATES

759
YOUTH SERVED IN
EMPLOYMENT PROGRAMS

25
MISSION DRIVEN
PROGRAMS

WHICH INCLUDES
29
CAREER CENTERS

255
ADULT HIGH SCHOOL
GRADUATES

WITH
179
POST-SECONDARY
CERTIFICATES EARN

Sustainability

COMMITMENT + IMPACT

Our Commitment to People, Planet & Prosperity

At MERS Goodwill, sustainability is more than a buzzword – it is part of our legacy and daily operations. We embrace and focus on:

 People: Supporting job creation, workforce development, and social equity

 Planet: Minimizing waste, promoting reuse and circularity, and reducing environmental footprint

 Prosperity: Ensuring that our mission-driven commerce generates value for communities



KEEPING CLOTHING OUT OF LANDFILLS

OUR IMPACT

Every year, the average American discards 81.5 pounds of clothing, contributing to millions of tons of textile waste nationwide. Most of these textiles could be reused or recycled, but instead, they end up in landfills, where they contribute to greenhouse gas emissions and wasted resources.

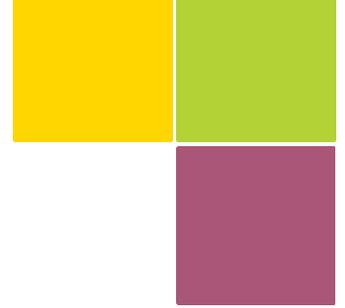
At MERS Goodwill, we provide a solution. Through our network of donation centers and retail stores:

- We extend the life of clothing. Donations are carefully sorted, and usable items are sold in our stores, keeping them out of the trash.
- We recycle what can't be sold.
- We empower communities. Revenue from these efforts supports job training, career services, and other programs that strengthen local communities.



In the United States, the average adult discards approximately 81.5 pounds (37 kg) of clothing each year.

Your Donation in Action: PROGRAMS & SERVICES



CAREER SERVICE CENTERS - VR & DRS

Community rehabilitation provider for vocational rehabilitation (VR) & Department of Rehabilitation Services (DRS).

- Employment services for adults with qualifying disabilities
- Specialized services for people with Autism, brain injury, or deaf and hard of hearing*

Serving 43 counties in Central/Southeast Missouri, Belleville and Alton, Illinois.



MWA : MISSOURI WORK ASSISTANCE PROGRAM

Employment related services for individuals receiving temporary assistance cash benefits from FSD through the Missouri Department of Social Services.

MISSOURI COMMUNITY SKILL UP PROGRAM

Employment related services for individuals receiving SNAP benefits from FSD through the Missouri Department of Social Services.

Serving 60 counties in Missouri.



SCSEP : SENIOR (55+) COMMUNITY SERVICES EMPLOYMENT PROGRAM

Subsidized part-time training and work-experience for low-income persons age 55 and older.

Serving 57 counties in Eastern, Central, and Southeast Missouri | 13 counties in Southern Illinois.



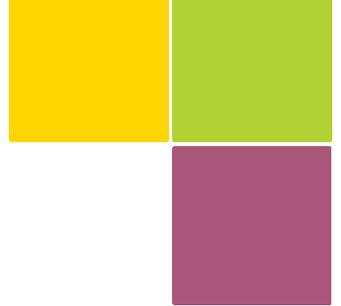
WIOA: WORKFORCE INNOVATION & OPPORTUNITY ACT

Workforce programs in partnership with the office of job training programs for eligible adults who are low income or dislocated as a result of a layoff.

**Serving Jefferson and Franklin counties.
Offices located in Arnold and Washington
career centers.**



Your Donation in Action: PROGRAMS & SERVICES



SERVICES FOR EXTENDED EMPLOYMENT & DEVELOPMENT (SEED)

Supervised employment (assembly/packaging) and case management in a sheltered workshop.

Serving St. Louis area in Jennings, Missouri. Must be certified eligible through the department of elementary and secondary education.



ASSISTANCE WITH CAREER SERVICES & EMPLOYMENT SERVICES FOR SURVIVORS (ACCESS)

Specialized employment services for adults impacted by intimate partner violence.

Serving the St. Louis region | Funded by the Simon Foundation and MERS Missouri Goodwill



JEWISH EMPLOYMENT SERVICES

Career counseling and job development for individuals in the Jewish community.

Serving the St. Louis region | Program funded by the Jewish Federation of St. Louis



SUPPORTED LIVING

Independent housing and case management for individuals with intellectual and developmental disabilities.

Serving St. Louis City residents referred by the DD Resources.



Your Donation in Action: PROGRAMS & SERVICES



PURE DIVERSION

Family and individual counseling, parenting skills and training, alcohol and drug treatment, anger management, life and social skills, respite care, tutoring, and occupational therapy for youth ages 10–17 residing in St. Louis City.

Serving St. Louis City youth and parents in partnership with the St. Louis City Family Court.



JUVENILE TRANSITION PROGRAM

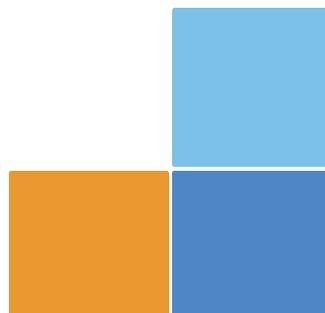
Specialized case management, counseling, job readiness training, work experience, job development, and retention for youth ages 12–18 referred by a deputy juvenile officer.

Serves St. Louis City and County | State funded through the Family Court for youth diversion programs.

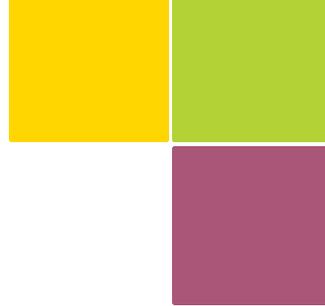


SUMMER WORK EXPERIENCE PROGRAM (SWEP)

Eight weeks of job training and coaching for youth with disabilities in St. Louis County, in partnership with other organizations and community employers. Funded by the Productive Living Board.



Your Donation in Action: PROGRAMS & SERVICES



SUMMER TEEN EXPERIENCE PROGRAM (STEP)

Six weeks of job training and coaching for qualifying youth in St. Charles County.



MISSOURI OLDER YOUTH PROGRAM

Life skills, career planning, coaching, and case management for youth ages 16–23 who are currently or were previously in foster care.

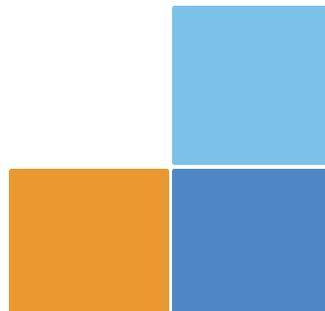
Serving 60 counties in Missouri. Funded by the Missouri Department of Social Services.



SUMMER WORK EXPERIENCE (SWE) - VOCATIONAL REHABILITATION

Six-week summer employment training and job coaching experience for youth with a qualifying disability, in partnership with Missouri Vocational Rehabilitation (VR).

Serving 39 counties in central and southeast Missouri.



Your Donation in Action: PROGRAMS & SERVICES

MEET ZACH

VR Services Farmington Career
Center Participant

Zach had a strong interest in factory work, despite lacking any prior experience in that environment. To facilitate his entry into this field, Courtney and Vocational Rehabilitation Counselor, Anna established an On-the-Job Training (OJT) contract with a factory located near his home. The contract started on May 1st, and Zach began his work journey. He performed well with the initial tasks set forth in the OJT contract, which became progressively more challenging every 30 days. However, when another provider launched their Supported Work Experience (SWE) program, Zach's initial responsibilities were reassigned to them.

After the SWE period wrapped up, the employer moved Zach on to his next set of duties, but it became evident that he wasn't quite ready for this transition. In response, Courtney and Anna increased their presence at the factory to implement necessary accommodations. One notable accommodation was a board that Courtney devised to assist Zach with counting, sorting, and organizing tasks. She also prepared a request letter for the employer's approval regarding these accommodations.

From August to mid-September, they made multiple visits to the factory, proposing additional accommodations; however, the employer deemed many of these suggestions unrealistic. Ultimately, Zach was reassigned to the warehouse to complete his OJT contract. During this time, Zach realized he was no longer interested in pursuing work in a warehouse or factory setting and expressed his desire to return to Walmart.

Courtney helped him with the application process, and after an interview, Zach began working there again in October. This time, he took on the role of a cart pusher. Courtney provided him with uniforms and a gas card to support his new position. He experienced no issues during his first 90 days. Since the closure of his case, Courtney has run into Zach at Walmart several times, and each encounter is marked by a fist bump and his gratitude for her assistance. Most recently, on February 20, 2025, he received a 5-star champion award and was celebrated on his employer's social media platform.



 Walmart Potosi
6h · 🌐

Congratulations to our Associate of the month Allie and our 5 star Champion Zach! We appreciate everything you do!





This year, The Excel Center celebrated the graduation of 255 adult high school students, with 179 of them earning post-secondary certificates.

This remarkable achievement highlights the dedication and perseverance of these individuals who have returned to complete their education, often juggling other responsibilities such as work and family.

The Excel Center's innovative approach to adult education provides a supportive and flexible environment that empowers students to reach their full potential. With a focus on both academic and personal growth, the center helps students not only earn their diplomas but also gain valuable skills that enhance their career opportunities and contribute positively to their communities.



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2024 FINANCIALS

PUBLIC SUPPORT

Contributions of Inventory	\$107,067,780
Associated organizations	\$634,882
Other contributions	\$292,434
TOTAL PUBLIC SUPPORT	\$108,774,563

REVENUE

Stores and salvage	\$109,103,435
Contract services	\$5,840,439
Employment and training	\$26,688,499
Sheltered workshop	\$887,203
Other program services	\$100,043
Return on investment, net of fees	(\$2,791,957)
Change in value of beneficial interest in trust	(\$138,999)
Rental income	\$478,959
Miscellaneous	\$37,385

TOTAL REVENUE **\$146,066,919**

TOTAL PUBLIC SUPPORT & REVENUE **\$254,841,482**

EXPENSES

PROGRAM SERVICES

Stores and salvage	\$194,796,083
Contract services	\$5,248,824
Employment and training	\$25,731,270
Sheltered workshop	\$1,071,976
Other services	\$252,900

TOTAL PROGRAM SERVICES **\$227,101,053**

SUPPORTING SERVICES

Management and general	\$14,820,355
Fundraising	\$2,257,451
TOTAL SUPPORTING SERVICES	\$17,077,806

TOTAL EXPENSES **\$244,178,859**

Change in Net Assets	\$10,662,623
Net Assets, Beginning of Year	\$113,941,616

NET ASSETS, END OF YEAR **\$124,604,239**

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$20,615,825
Accounts and grants receivable, net allowance	\$3,688,749
Promises to give	\$581,365
Inventories	\$4,403,048
Prepaid expenses	\$1,057,010
Investments, at fair value	\$28,007,544

TOTAL CURRENT ASSETS **\$58,353,541**

Right-of-use assets — operating leases	\$15,956,987
Beneficial interest in trusts, at fair value	\$1,767,193
Property and equipment, net	\$90,258,749
Construction in progress	\$8,794,268
Investments, at fair value	\$49,690

TOTAL ASSETS **\$175,180,428**

LIABILITIES & NET ASSETS

CURRENT LIABILITIES

Current maturities of long-term debt	\$659,384
Accounts payable	\$5,542,634
Accrued expenses	\$9,156,548
Current portion of operating lease liabilities	\$4,020,455
Deferred revenue	\$73,423

TOTAL CURRENT LIABILITIES **\$19,452,444**

Operating lease liabilities, Less current portion	\$12,188,123
Long-term debt, Less current maturities	\$18,935,622

TOTAL LIABILITIES **\$50,576,189**

NET ASSETS

Without donor restriction	\$122,247,007
With donor restriction	
Time-restricted for future periods	\$590,039
Perpetual in nature	\$1,767,193
	\$2,357,232

TOTAL LIABILITIES **\$124,604,239**

TOTAL LIABILITIES & NET ASSETS **\$175,180,428**

