



PEOPLE PROGRAMS PROGRESS



2017 ANNUAL REPORT

Goodwill

Industries of Southeastern Louisiana, Inc.



Goodwill

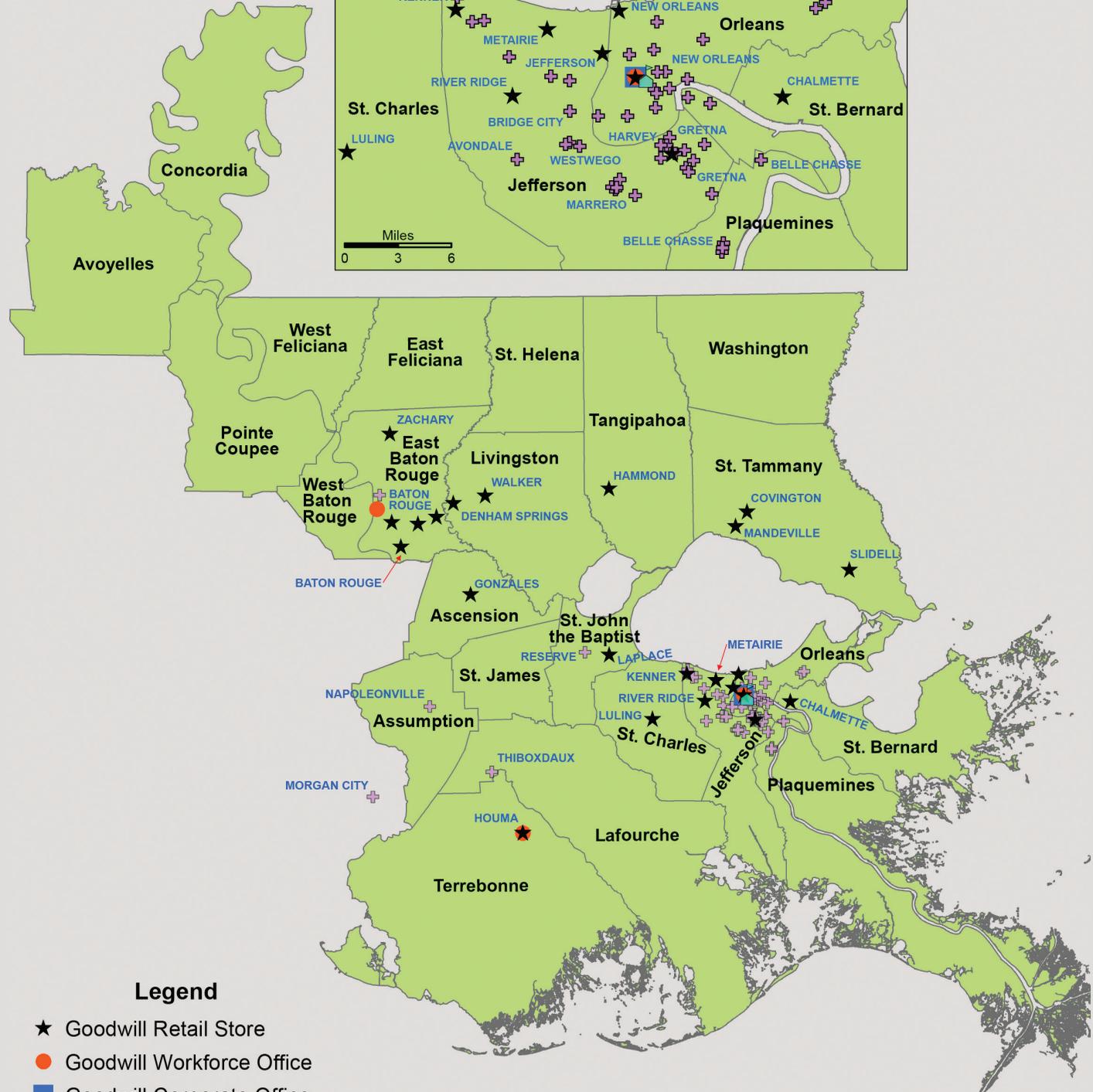
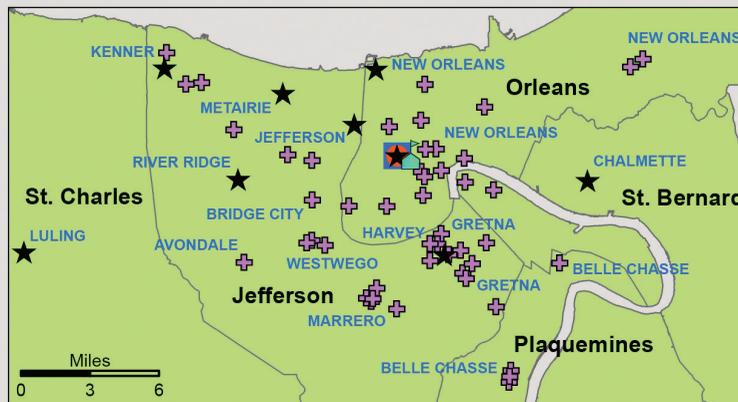
Industries of Southeastern Louisiana, Inc.



MISSION

Mission—Goodwill Industries of Southeastern Louisiana offers opportunities to people with disabilities and other employment barriers to improve their economic self-sufficiency through training, education, support services and employment.

New Orleans Metro



Legend

- ★ Goodwill Retail Store
- Goodwill Workforce Office
- Goodwill Corporate Office
- 🏫 Goodwill Technical College
- ⊕ Goodwill Contract Site
- Parishes in Service Area

Updated November :



Dear Friends,

It is with great pleasure that we share the 2017 annual report of Goodwill Industries® of Southeastern Louisiana. Our agency experienced across-the-board growth last year—in mission services, retail locations and facilities management services contracts—all of which allow us to provide hope, dignity and opportunity to the individuals we serve.

At Goodwill Industries of Southeastern Louisiana, we believe that everyone who wants to work should be given access. We actively advocate for the employment of individuals with disabilities and disadvantages and work to raise awareness of the barriers that they face. Equally important, we integrate mission in all aspects of our operations by employing veterans, individuals with disabilities, formerly incarcerated workers and those with other disadvantages. In 2017, 35% of our facilities management services division and retail division's workforce were employees with disabilities.

Other milestones in 2017 included certified training in C-Tech (Broadband Technology training), START (Hospitality Industry training), computer literacy, work readiness and literacy through the **Goodwill Technical College**. In 2017, we added a course in Medical Billing and Coding. We also opened 2 new retail stores/donation centers in Luling and Baton Rouge.

Looking ahead, we continue to focus on initiatives that foster an environment of purpose and progress that will enhance the lives of individuals and families in our 23-parish Southeastern Louisiana footprint.

We could not deliver our mission without the dedication of our board of directors, advisory council, staff, program funders, community partners, shoppers and donors. Thanks to you, together we are changing lives through the power of work.

Yours in Service,

Malcom Meyer, Board Chair
Goodwill Industries of
Southeastern Louisiana

William Jesse, President
Goodwill Industries of
Southeastern Louisiana



William L. Jesse



Malcolm Meyer





“ I came out with nothing. No shoes, no shirt, no nothing, but these people here really helped me out a lot.”



“ Goodwill has allowed me to give back what they have given to me.”

GRADUATE OF THE YEAR

Brandon Barksdale

Before Goodwill, Brandon was incarcerated for 10 years and 8 months in federal prison. After being released to work release he heard about the opportunities at Goodwill. Brandon then enrolled in Goodwill's Certified Training Program to work toward his certification in Broad Band Technologies. Upon graduating Brandon was hired by Duplantier Ice Service. After seeing his success Brandon had several people ask him about Goodwill services to which several more participants found the program.

“I came out with nothing. No shoes, no shirt, no nothing, but these people here really helped me out a lot,” said Brandon.

ACHIEVER OF THE YEAR

Shounda Edward

Shounda Edward was incarcerated and served 3 years in state prison along with 18 months of active parole. Shounda initially came into Goodwill to apply for retail job and there she learned about the GRIP program. Soon after Shounda enrolled in Goodwill's Certified Training Program and got her certification in Microsoft Office Technologies. After finishing the GRIP and training program Shounda was offered a job at Goodwill as a Housing Service Specialist.

“It feels really great to be able to help those who are in need and Goodwill has allowed me to give back what they have given to me,” says Shounda. “Goodwill is like a family to me because after being rejected over and over, and then to come into an institution that grabbed my hand and walked with me through the struggle is something I will never forget.”



You too can Change a Life...

Help adults like Brandon, Shounda and Jeffery successfully transition to community-based employment by:

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- Shopping & Donating to Goodwill Industries of Southeastern Louisiana Stores
- Hiring Goodwill Facilities Management Services for facilities management and contractual services





Jeffery enlisted Goodwill to assist in his transition back into the community.

ACHIEVER OF THE YEAR

Jeffery Bowman

Jeffery Bowman was struggling to find employment when he came to Goodwill. After serving 13 years in federal prison, Jeffery felt his incarceration and felony charge were barriers to employment. Jeffery enlisted Goodwill to assist in his transition back into the community.

Jeffery enrolled in the Training to Work Program and then worked to get his forklift license and eventually a commercial driver's license. Jeffery then applied for a job opening at Goodwill on the Maintenance staff. After working hard and showing his promise as an employee Jeffery was promoted to Facilities Maintenance Manager at Goodwill Technical College.



- Employing a Goodwill Graduate
- Making a Financial Contribution
- Remembering Goodwill with a Bequest in your Will

MANY THANKS

TO THE

2017

FOUNDATION & CORPORATE CONTRIBUTORS

\$5,000 +

Eustis Insurance & Benefits

\$2,500 +

Benoit & Associates

True Title

Whitney Bank

Wilson Marketing

\$1,000 +

C-TECH

ComSolutions USA

KPMG

Landis Construction Co., LLC

L+A Retail

Waters, Parkerson, & Co., LLC

Worknet Staffing

\$500 +

A & A Signs

Johnson Yacoubian & Paysee

LUBA Workers

James Ryder

EXECUTIVE LEADERSHIP TEAM

WILLIAM L. JESSEE

President

JODEE DAROCA

Vice President & Chief Financial Officer

STEPHEN CONNERS

Vice President, Contracts & Facilities Management Services

KIM RUGON, PH.D

Vice President of Workforce Development and Institutional Advancement

TIM SALVATO

Vice President of Retail Operations

MARILYN CHAPMAN, PH.D

Vice President of Human Resources



2017 COMMUNITY IMPACT BY THE NUMBERS

5 Certified Training Programs
offered through Goodwill's accredited school

23 Retail Stores & Donation Centers



70% Certifications Completed
of training participants received an industry certification

306 Placed in Jobs



\$105,905 Register Round Up Contributions

13 Workforce Development Programs
that provide case management, job training and employment services for re-entry, aging out foster care services, youth mentoring, adult career and technical education



1.36 Million Retail Transactions

2,938 People Served



653 Employees



35% Employees with Disabilities
of our employees are people with disabilities

11 Million LBs of Clothing and Textiles
diverted from landfills

25 Veterans
provided housing & case management services



403,724 Donated Goods

34 Contracts
federal, local and state janitorial, grounds maintenance, mail delivery and switchboard operations contracts



FISCAL YEAR 2017

Goodwill Industries of Southeastern Louisiana continues to be a good steward of the community's contributions and support and take great care to invest resources wisely to provide services today and into the future. We thank all sponsors, foundations and donors who made financial gifts in support of our mission of changing lives through the power of work.

	SOURCE	PERCENT	DOLLARS
 External Support	COMMUNITY AND FOUNDATION SUPPORT		\$8,854,000
	GOVERNMENT CONTRACTS		\$6,155,000
	GOVERNMENT GRANTS		\$1,826,000
	TOTAL EXTERNAL SUPPORT	42%	\$16,835,000
 Revenue Generated	STORE SALES		\$18,353,000
	SALVAGE		\$1,348,000
	INVESTMENT AND OTHER INCOME		\$647,000
	WORKFORCE DEVELOPMENT SERVICES		\$848,000
	COMMERCIAL SERVICES CONTRACTS		\$1,896,000
	TOTAL REVENUE	58%	\$23,092,000
	TOTAL SUPPORT AND REVENUE	100%	\$39,927,000
 Expenditures	PROGRAM SERVICES	85%	\$33,891,000
	GENERAL AND ADMINISTRATIVE	8%	\$3,144,000
	INTEREST AND DEPRECIATION	4%	\$1,648,000
	RESERVES AND CAPITAL SPENDING	3%	\$1,244,000
	TOTAL EXPENDITURES	100%	\$39,927,000



®

3400 Tulane Avenue Suite 1000, New Orleans, LA 70119

Visit www.goodwillno.org
for store locations, employment and training center locations and
mission services information.

