

a working force.

putting success to work.

2020
ANNUAL
REPORT





Our mission is to put people to work.

THANK
YOU!

support
is success.

PRESIDENT & BOARD CHAIR GREETING

Sometimes life demands rapid change. Our 2020 fiscal year was that way for Goodwill Industries of Northeast Indiana, Inc. The year began with great promise, but was quickly disrupted by Covid-19. Goodwill's strategic plan and operating budget were upended by the unprecedented challenges arising from the pandemic. Visitors to our stores slowed and then ended for 41 days with the Governor's Stay-At-Home order. Similar to most people in our nation – Goodwill's employees faced anxiety and fear of the unknown.

We quickly set about to developing protocols to protect our employees, clients, shoppers and donors. Goodwill's facilities were modified for safety and social distancing, masks, personal protective equipment, increased cleaning and sanitizing, daily employee temperature checks and protective check-out screens became part of our daily routine.

We continued to adjust, reorganize and progress. Despite the pandemic, people cleaned out their homes and donated goods at an unprecedented level. People were able to shop Goodwill online through ShopGoodwill.com, Amazon and eBay, along with our Books Online store. Client services were transitioned to increased telephone or online contact. Online platforms like Zoom became the new way to conduct business.

Our Goodwill stores fully reopened to tremendous shopper support. Thanks to our community partners, Goodwill provided a very successful Pre-Employment Training Services summer program for high school aged youth with disabilities. Students were able to gain valuable work experience and skills through paid internships with community employers.

Throughout it all, Goodwill never stopped working to serve our community. Thanks to you – 81% or 337 of our employees with disabilities or disadvantages earned \$4.6 million in wages. Another 718 clients with disabilities received services, learned valuable employment skills on their journey to independence through the Power of Work.

Warmest regards

Bill Warriner

Bill Warriner, LCSW, CE
President and CEO

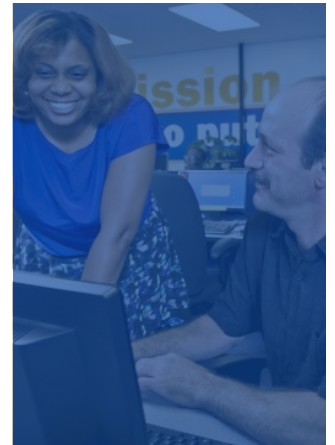
Melissa Beber

Melissa Beber
Chair, Board of Directors

MISSION

Goodwill empowers and prepares people for independence through training, personal growth and work.

Goodwill provides employment counseling, job training and jobs for people who face barriers to finding and keeping a job, including people with disabilities, youth with disabilities, recipients of public assistance, ex-offenders and people with limited education or work history. Goodwill's mission is carried out through a variety of programs and services, all with one goal: to help people with disabilities or other disadvantages become more successful, productive, and independent.



STRATEGIC PLAN ORGANIZATIONAL CORNERSTONES

1. **Empowering Individuals** through services, training, job opportunities, education, affordable clothing/home goods and the opportunity to reduce, reuse and recycle unwanted goods.
2. **Advancing Mission-Integrated Social Enterprise** (thrift stores, e-commerce and recycling) to provide sustainable funding for current and future Mission initiatives.
3. **Enriching Local Communities** through partnerships, youth and client service programs, job creation, tax base expansion and economic reinvestment from Goodwill's operations.
4. **Environmental Stewardship** from used goods resale and recycling; annually diverting millions of pounds of textiles, paper, metal, shoes, books and e-waste from area landfills.



Your support is vital to the success of our mission. Whether you donated a pair of jeans that no longer fits, held a donation drive, provided grant or program funding, made a financial contribution, provided space for a donation center, shopped in our stores, "rounded-up" your change at the cash register, purchased recyclable goods or hired a person enrolled in our services – you helped Goodwill provide opportunities, services and jobs to individuals in our local community. We are very grateful for your generous 2020 support!

FINANCIAL SUPPORTERS

A-Z Coins & Stamps, Inc.
Action Rags USA
AEP Foundation
ALFA Used Clothing, LLC
American Choice Rags, Inc.
Atlantic Clothing, LLC
Douglas Barrow
Melissa Beber
Stan Bieberich
Marsha Connor
Marita Crawfis
Dell Reconnect
Nicholas Elkins
Jacquelyn & Ronald Feller
Fortune Rags
Chad Glassburn
Goodwill Round-Up Donors
Goodwill Shoppers
Matthew Henry
Amy & Bart Hochstetler
Larry Holzinger
IN Division of Disability & Rehabilitative Services
LaTasha Johnson
Robert & Pamela Lee
Legacy Rags
Liberty International Clothiers
Tim Manges
Metal X
National Charity Services, Inc.
Todd Nichols
Joe O'Connor
Omni-Source
Overseas Trading, LLC
PNC/ Frank J. Smith
Endowment
Alison Podlaski
William Roper
Randy Rusk
Schwab Charitable Foundation
Shafer Pick-A-Part
Smith & Assoc. Consulting, LLC
Lindsey Tipton
Kathy Wedler
Edward Welling
Randy Wolf
Susan Young
Steve Zacher

FRIENDS OF GOODWILL

Advantage Cartridge Company
Albion Community-Wide Garage Sale
Aldersgate United Methodist Church
All Phase Electric
Auburn Immaculate Conception Church
Angola Assembly of God Church
Angola YMCA
Arlington Park Neighborhood Assoc.
Bargain Hut
Butler United Methodist Church
CARF
Central Christian Church
Change Up Thrift Store
Changing Footprints
City of Butler Parks Department
Concordia Seminary
Cornerstone Community Church
Corvilla
Dell Reconnect
Destiny Family Community Church
DisAbility Expo
Do it Best Corp.
Doves Nest
First Church of God – Col. City
First Wayne St. United Methodist Church
Forgotten Children
Fort Wayne Community Schools
Fort Wayne Sports Club
Fort Wayne Turners
GAPP Group
Garrett Public Library
Goodwill Industries International, Inc.
Hires
Immaculate Conception Catholic Church - Kendallville
IN Association of Rehabilitation Facilities
Indiana University Institute on Disability & Community
Ingram Books
Ivy Tech
Kendallville Power Sports
Kendallville Walgreens
Kid to Kid
Learning Center
Lighthouse Mission
Logan Community Resources
Love Baptist Church
Love Inc.
MLK Montessori School

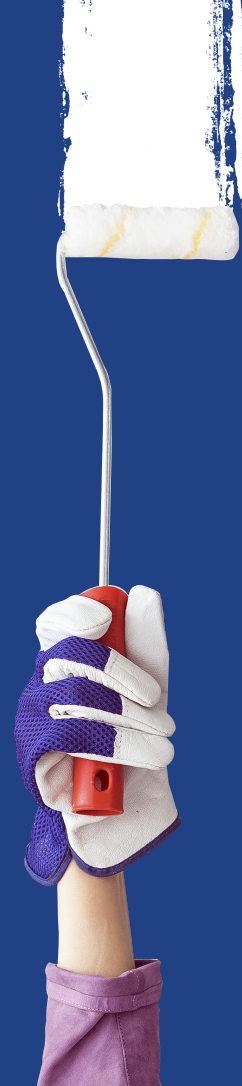
New Haven United Methodist Church
Opportunity Enterprises
Pathfinders
Psi Iota Xi
Purdue Fort Wayne
John Rogers
ShopGoodwill.com
Southern Heights Baptist Church
Southwest Allen Co. Schools
Sweet Water Sound
Tractor Supply
Transition Partners of Northeast Indiana
Transportation Advisory Committee
Tri-Lakes Baptist Church
Trinity United Methodist Church
United States Probation & Pretrial Services, Northern District of Indiana
Walgreen's REDI Program
Walmart Dairy
Wells Co. Food Bank



CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served.

An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

Goodwill Industries of Northeast Indiana, Inc. received a Three-Year CARF Accreditation for community employment services: employment supports and job development.



[shop goodwill.com](https://shop.goodwill.com)



Goodwill Industries of Northeast Indiana, Inc.
www.fwgoodwill.org

Corporate Office
1516 Magnavox Way
Fort Wayne, IN 46804
Voice: (260) 478-7617
Fax: (260) 436-3800

CORE VALUES

Ethics Stewardship Respect Growth Work



**GOODWILL
CIRCLE OF
SUCCESS**

statistics that work.



10 northeast Indiana counties—Goodwill's service area covers Allen, Adams, DeKalb, Huntington, Jay, Lagrange, Noble, Steuben, Wells, and Whitley.

90% attendance and 100% financial giving—from the volunteer Goodwill Board of Directors.

Healthy financial analytics—**91.9%** of total budget to programs; **8.0%** management/general expense; and **.1%** fundraising expense.

91.9 cents of every dollar—was reinvested back into our northeast Indiana community through jobs, services and program related expense.

\$4.6 million or 81% of total payroll—was earned by **337** Goodwill employees with disabilities and employment barriers.

\$351,173—projected wages of clients placed into work evaluations or community employment. Starting wages ranged from **\$7.25** to **\$23.00** hourly; **52%** of clients placed into employment had multiple disabilities and **48%** a single disability.

417 people paid \$1.4 million in federal, state and local taxes—working for Goodwill in jobs including employment services staff, store staff, truck drivers, material handlers, e-commerce technicians, administrative and support staff.

335 people—who worked for Goodwill received case management and/or advocacy services during 2020.

289 high school and college students with disabilities—benefitted from job exploration counseling, work-based learning experiences, counseling on postsecondary opportunities and skills in workplace readiness and self-advocacy.

15 northeast Indiana schools partnered with Goodwill to provide Pre-Employment Transition Services to students.

391,692 purchases—were made in Goodwill's 10 thrift stores by women, men, teenagers, families and senior citizens who were provided a low-cost, high-quality shopping experience.

33,940 shoppers—made online purchases through Goodwill's Ecommerce stores.

\$453,015 was collected in sales tax—through the Goodwill stores and remitted to the State of Indiana.

PERFORMANCE MEASUREMENT OF SERVICES 2020 SUMMARY

Goodwill collects key measurement data to monitor Efficiency of Services, Effectiveness of Services, Service Access and Satisfaction with Service Delivery.

Objective	Performance Target	Outcome
Efficiency Measure	All client information is securely stored electronically.	Achieved
Effectiveness Measure	75% of clients will maintain employment throughout the duration of services.	74%
Access Measure	12 days from referral to first face-to-face meeting with the client.	11 Days
Satisfaction Measure	96% of clients will be satisfied with Goodwill's services.	97%
Satisfaction Measure	75% client survey return rate.	79%

WORK. SUCCEED. GOODWILL.

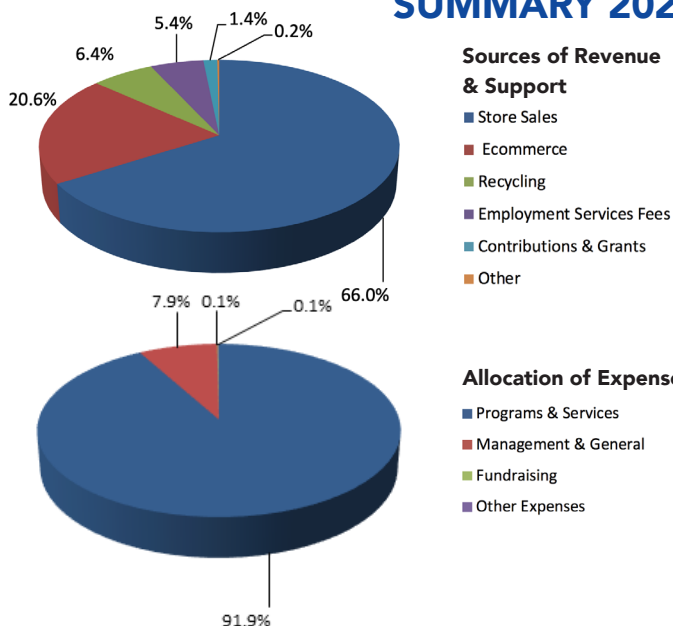
\$2.6 million—was returned to the local northeast Indiana economy from the operation of Goodwill's programs and services.

3.9 million pounds—of donated textiles, shoes, cardboard, books and other goods unsuitable for sale in the Goodwill stores were repurposed or recycled and kept out of the waste stream.

31,138 electronic waste pounds—(computers and peripherals) were recycled and diverted from area landfills through Goodwill's partnership with Dell.

Goodwill Industries of Northeast Indiana, Inc. is a 501 (c) (3) non-profit organization qualifying for tax-deductible contributions. Financial information excerpted from 2020 Financial Statements audited by the CPA firm Baden, Gage and Schroeder, LLC.

REVENUE & EXPENSES SUMMARY 2020



52% of clients served had multiple disabilities.

335 Goodwill employees were provided supportive case management services.

4,599 was the number of grab bags packaged for sale in the Goodwill stores.

90% board member attendance average and 100% board giving in 2020.

91.9% of Goodwill's operating revenue was spent for programs and related costs.

\$2.6 million was reinvested in the local economy through Goodwill's operations.

BOARD OF DIRECTORS

Doug Barrow – Secretary
WANE Television

Melissa Beber – Chair
Greater Fort Wayne, Inc.

Stan Bieberich
Retired – DWD

Nicholas Elkins
Indiana Michigan Power

Chad Glassburn
Lake City Bank

Matt Henry
Patterson Riegel Advertising

Amy Hochstetler
The Orthopedic Hospital

LaTasha Johnson
State Farm Insurance

Robert Lee
University of Saint Francis

Tim Manges
Fletcher Van Gilder, LLC

Brenda Niccum – LFW Intern
The League

Todd Nichols
IVY Tech Community College

Joe O'Connor – Treasurer
Ossian State Bank

Alison Podlaski
Barrett McNaghy

Randy Rusk
Do it Best Corp.

Wil Smith
Smith & Associates Consulting, LLC

Lindsey Tipton
Haller & Colvin, P.C.

Bill Warriner – Ex-Officio
Goodwill Industries

Edward Welling
Grinsfelder Associates Architects, Inc.

Steve Zacher – Vice Chair
The Zacher Company

MANAGEMENT TEAM

Bill Warriner
President & CEO

Marita Crawford
Human Resources & Safety Director

Larry Holzinger
Chief Financial Officer

Lori McCutcheon
Sales & Ecommerce Director

Rick Waggoner
Operations & Logistics Director

Randy Wolf
Director of Client Services