

BOARD OF DIRECTORS

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|---|--|
| J. Larry Neff, President & CEO | Gary N. Hoipkemier Sr. Vice President & CFO Schurz Communications, Inc. |
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| Howard W. Buchanon Fire Chief South Bend Fire Department | Rowland G. Rose Retired President Miles Laboratories |
| G. Thomas Bull Retired HR Director | Tracee A. Siade-Jones Director of Benefits & Compensation Memorial Hospital & Health System |
| John W. Elliott Senior Vice President 1st. Source Bank | William Veldman Owner Veldman's Service Center |
| Roger N. Foley Owner / Chairman Big C Lumber | |

SENIOR STAFF

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|---|---|
| J. Larry Neff President & CEO | Daniel L. Scarsella Vice President of Human Resources |
| Terri Burks Controller | Otto J. Schlatter Technology Officer |
| Debie M. Coble Vice President of Workforce Development Services | Richard E. Strutner Senior Vice President |
| Dennis L. Freeland Executive Vice President | Ron Webb Director of Transportation, Facilities & Grounds |
| Ray Garbaciak Vice President of Operations | Mark A. Ziegert Vice President of Retail Sales |
| Elyse M. Russell Assistant to the President & Office Manager | |

*Our Mission ----
Provide jobs, training
and placement services for people
with barriers to employment.*

WE BELIEVE IN THE POWER OF WORK!

2009 FINANCIAL REPORT

Goodwill Received from the Community

| | |
|-------------------------------------|---------------|
| Sales of Merchandise and Services | \$ 20,686,587 |
| Workforce Development Services Fees | \$ 3,165,234 |
| Public Support | \$ 401,828 |
| Investment and Other Income | \$ 407,066 |

Grand Total \$ 24,660,715

Goodwill Gave Back to the Community

| | |
|--|---------------|
| Wages, Payroll Taxes and Benefits | \$ 15,276,657 |
| Supplies and Services | \$ 2,755,895 |
| Facilities Expense | \$ 3,238,215 |
| Transportation | \$ 768,637 |
| Postage, Printing and Advertising | \$ 1,112,654 |
| Designated for Future Growth and Debt Reduction | \$ 1,508,657 |

Grand Total \$ 24,660,715

*Financial information excerpted from 2009
Financial Statements audited by Jurgonski
& Fredlake CPAs. A complete copy is
available upon request.*

*Goodwill Industries of Michiana, Inc., is a
501(c)(3) nonprofit organization qualifying
for tax-deductible contributions.*



2009 ANNUAL REPORT

Goodwill Industries of Michiana, Inc.

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www.goodwill-ni.org

Goodwill Industries of Michiana, Inc.



Annual Report



We Believe in the Power of Work!

www.goodwill-ni.org

Goodwill Facts

- Goodwill Industries started in St. Joseph County in 1936 and opened the Western Avenue Store and Processing Plant in 1975. The regional processing and distribution facilities opened in Elkhart in 2000 and in Gary in 2001. Workforce Development Services started in 1974.
- Goodwill Industries of Michiana, Inc. headquartered in South Bend is responsible for 20 Counties in Indiana, Michigan and Illinois.
- Received the highest award from the Commission for the Accreditation of Rehabilitation Facilities (CARF) in November 2009.
- Goodwill's basic premise is "A Hand Up, Not A Hand Out."
- There are 13 Workforce Development Service offices in Indiana: Elkhart, Gary, Knox, LaPorte, Merrillville, Michigan City, Portage, Rochester, South Bend (2), Valparaiso, Warsaw and one in Lansing, IL. These offices serve St. Joseph, Elkhart, Fulton, LaPorte, Kosciusko, Marshall, Lake, Porter and Starke Counties in Indiana and Cook County in Illinois.
- Found jobs for 746 people in the community in 2009.
- Served 4,984 Clients in 2009.

Pictured front cover: **Dennis L. Freeland**, Executive Vice President and **Terri Burks**, Controller, reviewing financial results and strategy.

- In 2009 the cost of providing our workforce development programs and services was over \$3.8 million. Over \$3.1 million in fees were collected from Government Agencies requiring the gap of \$700,000 to be subsidized by retail store and other revenues.
- Goodwill is a not-for-profit corporation operated as a big business, not as a charity.
- Approximately 580 employees. Weekly payroll of \$228,000. Average hourly rate \$8.91 per hour. Total payroll taxes paid in 2009 by employees, clients and Goodwill was over \$3.1 million. Goodwill provides excellent employee benefits including a retirement plan and health care insurance.
- Goodwill creates good employees who know the importance of high standards and good work habits.
- Goodwill worked with the court system and provided 1,126 people with 9,830 hours of court ordered community service work.
- 2010 Budget - \$24,200,000.
- In 2009 over 80¢ of every dollar of revenue came from the sale of donated merchandise and about 70¢ of every dollar earned was paid back in wages and benefits to the employees of Goodwill.
- 21 Retail Stores (Indiana locations: Elkhart - 3, Gary, Goshen, Granger, Hobart, LaPorte, Logansport, Merrillville, Michigan City, Mishawaka, Portage, Rochester, South Bend - 3, Valparaiso, Warsaw, Lansing, IL and Niles, MI) with annual retail sales over \$17 million.
- Served 1,673,300 retail customers in 2009.

- Goodwill has 91 unattended donation collection centers in 12 counties. Retail stores have an attended donation drive-thru.
- Collected 25,450,302 pounds of donations in 2009 which is over 12,500 tons.
- Nothing is wasted - Clothing, purses, belts, shoes, books, computers, cell phones, eye-glasses, aluminum, brass, copper, steel and cardboard are recycled.
- Through a partnership with Dell, Goodwill collected and recycled 714,541 pounds (357 tons) of computers and peripheral equipment free of charge to the donors.
- Operate 14 trucks logging about 314,000 miles in 2009 with fuel costs about \$103,000.
- World Headquarters in Rockville, MD
- Goodwill's operating in the United States and Canada: 166. International: 13. Goodwill also operates 2,324 retail stores world-wide.
- Building better lives is not just a slogan! It's what Goodwill does everyday.



Anthony Allison, Goodwill Board Chair (left) and **J. Larry Neff**, President & CEO (right)