Goodwill Industries – Big Bend, Inc. is a 501(c)3 non-profit with a mission to provide job training, education, and employment to people with disabilities and other barriers to employment,帮助 they to reach their fullest potential in supporting themselves and their families. Goodwill also provides barrier-free apartment complexes in which people with disabilities can live independently.
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Tallahassee Moving & Storage

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Farmers and Merchants Bank

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The Clemons Company

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Stuart Rubenstein
Kaleidoscope Limited

Ben Wilkinson, Jr
Tallahassee Land Group (TLG)

Leadership Team

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CEO/President

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Lisa Land
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Stacy Larkin
Vice President of Human Services

Alan Malnofski
Vice President of Retail Operations

Fred Watford
Vice President of Transportation

Tamara Williams
Vice President of Human Resources
The theme of this year’s annual meeting is “Goodwill Strong” referencing the effects of Hurricane Michael on our Goodwill. The storm had a huge impact on our human services, store sales, and our employees. Ten stores went down along with our administration building, offices, and our apartments were damaged though still habitable. We lost 388 days of sales and many more days when we could not deliver services. Also, we could not locate one hundred of our employees who either left the area or took advantage of the many restoration jobs that came available. That’s where we were after the storm but...

Our recovery began! We were fortunate to have two construction companies on the job within days and as soon as power was restored we began to open stores and administrative personnel worked from home or any other location that was available. Goodwills from around the country began calling, offering help, and Goodwill International started a fund to support us. In all, we received over $500,000 within weeks. The Goodwill in Portland, Oregon sent $25,000 and their board chair said he was so impressed by our resilience that they sent another $10,000. Some sent a thousand, some sent $50,000 and our insurance carrier cut us a big check just for starters. Because of our great employees, our friends and our partners, we will survive and we shall never ever underestimate the value of friendship! We are forever thankful!
At Goodwill, **87 cents of every dollar** made in our retail stores goes to fund many free services and programs for our community.

We strive to help our community live happy, healthy, self-sustainable lives.

**Our Services**

- Job Placement Services
- Onsite & Online Classes and Career Training
- Employer Services
- Re-Entry Employment
- Disability Services
- Youth Programs
- Veteran Services
- Affordable Housing
- Volunteer Opportunities
The People

In 2018, we served a total of **11,669** people in **8** areas:

- Training Services
- Placement Services
- AmeriCorps Goodworks
- Residential Services
- Contract Services
- Subsidies (including vouchers)
- The Prosperity Center
- The Learning Pavilion

**802 people placed into jobs in 2018.**

**3,440 people were served through Training Services.**

**1,232 people were served in Placement Services.**
Keynote Speaker

Our Keynote speaker today is Mark McQueen, City Manager of Panama City. Mark, a former two-star general, had no sooner retired from the Army when the city he now managed was slammed by a category 4 hurricane. Mark’s passion for Panama City shines through in his work as he wants to make the city great in every dimension. Whether it’s quality of life, business development, economic development, the schools, pedestrian friendly. Mark is a natural born leader who excels at everything he does. We are honored to have him as our guest speaker.

Partner of the Year

Rob Sniffen

Our Mission Partner of the Year highlights a special partnership that allows Goodwill to continue to change lives through the power of work.

Robert Sniffen provides aid and otherwise supported Goodwill Industries Big Bend in its efforts to support people with disabilities or other special needs, thereby helping Goodwill fulfill its mission on a daily basis.
Notable Partners

Goodwill’s notable partners are special organizations that have gone above and beyond, to help support to the Goodwill mission over the past year.

- Bay Security
- Capital City Bank
- Carroll & Company
- Copyfax
- Corp. For National And Community Service (Americorps)
- Jones Enterprises of N FL, Inc.
- Lanigan & Associates
- Morningstar Solutions
- Respect of Florida
- Shaffield Building Specialties
- The Columbia Property Group, Inc.
- Uniti Fiber
- Volunteer Florida
- iVenture

Thank You
Graduate of the Year
Andrea (Andy) Johnson

Talk about achievers, Andy exudes achievement now in her every day work life. She came to us interested in QuickBooks but was very concerned because she stated she had a learning disability that made things difficult for her sometimes. With encouragement and guidance, she faithfully followed the work flow of the program completing online and onsite courses. Upon completion, she now runs her family business confidently using QuickBooks and also is our volunteer proctor.

Achiever of the Year
Craig Starke

After 12 years of being unemployed and wanting to return to the workforce, Craig was referred to Goodwill’s Placement Services for On-The-Job-Training Services (OJT) from Division of Vocational Rehabilitation. His goal was to gain more employability skills leading him to better employment opportunities.

Upon beginning OJT at Goodwill, Craig faced many challenges, but was determined to overcome these barriers and put forth a strong work ethic and positive attitude, in order to become an asset to his employer.

Once Craig’s OJT was nearing the end he was selected to interview for a Donation Attendant position at the Quincy Retail Store. Craig proved he was very capable of working in an integrated work setting and was hired on permanently at Goodwill to continue a wonderful career with our Goodwill family.

As of October 2018, Craig officially met all of his benchmarks for Supported Employment and continues to be an asset to the Goodwill team in Quincy. We are so lucky to have him and glad he was able to utilize our Mission Services department and become a part of the Retail Team.
**GIBB**

**Employees of Distinction**

**John Provenzano,** one of our area Managers in the West stepped up following Hurricane Michael to oversee an extended number of stores outside of his assigned territory, and employees that were greatly affected by the hurricane. John worked tirelessly 7 days a week for several weeks alongside our Mission Services Team in keeping employees abreast of their base store status. John worked very hard to retain as many employees as possible while employees had many challenges at home, and found comfort in that they still had a job to come back to. Employees were very grateful for his leadership during this most challenging time. John was key in getting stores operating as quickly as possible, and we extend a special thanks to John Provenzano for helping the GIBB retail operations team, and the stores effected by the devastation of Hurricane Michael. He is a consistent leader in sales in his store and with the stores he oversees. Thank you John for all you do.

**Tom Thornton** is the behind the scenes person we can’t do without. He is always there to help everyone and his dedication is over-the-top. If someone forgets something, it’s Tom that rushes out to get it. We need a shuttle, it’s Tom that responds. If it’s 3 AM on Christmas morning and the alarm goes off, it’s Tom who goes out. We really are so blessed to have Tom and thank him for being a great person and an outstanding employee for Goodwill.
The Learning Pavilion Award
Jenn McArtor

Ms. Jenn has been with The Learning Pavilion since August 2014. She has been a lead VPK teacher, substitute VPK teacher, floater teacher, administrative assistant, and, on some days she is all of the above. Jenn is the embodiment of the saying “all hands on deck.” Ms. Jenn’s task orientated, positive attitude makes her a pleasure to work with and a tremendous asset to The Learning Pavilion team. We are proud to have her and continue to see her work impact and enhance the lives of hundreds of children and their families.

Volunteer of the Year
Dr. Graham Kinloch

Dr. Graham Kinloch (our kiddos know him as Mr. Graham), received his Doctorate in Philosophy, from Purdue University. Mr. Graham started teaching at Florida State University in 1971. He received many awards throughout his time at Florida State University, including an award for Best Teacher, Department of Sociology in 1995. Mr. Graham, now retired, has volunteered over 365 hours since November 2017 with our Pre-Kindergarten classes. He has a wonderful sense of humor, and the kiddos love his jokes and storytelling. We are immensely grateful for his time and service.
The Community

In the midst of the destruction of Hurricane Michael, Goodwill Industries – Big Bend Inc. got involved with local response activities to Hurricane Michael. In partnership with AmeriCorps Goodwill Goodworks! and Doorways of Northwest Florida, Panama City initiated a campaign to gather information from citizens regarding damage to their homes and access to information and resources as a result of the storm. On November 10th, five teams of two went door-to-door in the Millville area of Panama City. Most residents just needed a listening ear, and were pleasantly surprised to see someone personally coming to them to hear their concerns and needs.
We are so proud of our community and the support we received from Goodwills around the country. Hurricane Michael devastated our stores, but through perseverance and dedication, we rebuilt and continue to regrow. We are forever thankful for our employees, friends, and partners.
At Goodwill, our mission related services are funded through income generated in our retail stores. Goodwill is market driven. We focus on the needs of individual communities and are always exploring new and innovative ways to grow our retail, donation, and program services.

Goodwill’s Specialty Stores carry a range of unique items, housed in our Bookstores and Computer/Electronics Stores. These stores carry one-of-a-kind treasures and continue to build excitement in the marketplace.

The Bruce Harter Learning Pavilion is a non-profit preschool in the Tallahassee area to offer services like speech, physical and occupational therapy on-site. This allows for therapists and teachers to work together to ensure best possible outcomes for students.

GoodCents is our outlet store that sells clothing by the pound. We receive the merchandise from our primary stores after a few weeks on the sales floor.
Goodwill Residential Services manages twelve accessible and affordable apartment complexes. Subsidized by the federal government, the apartment complexes allow persons with a verifiable, developmental, emotional or physical impairment to live independently and pay rent based on their income.

With our two Goodwill Super Suds Car Wash locations in Tallahassee, we’re able to further our mission and expand our employment opportunities with over 70 positions. You can even drop off Goodwill donations here. Renovations on both our Market Square and Capital Circle locations have enabled car wash wait times to be cut in half.

Goodwill’s Career Campus includes 11 complete courses (256 lessons), leading to 12 nationally recognized certifications, loaded on an online storefront: gwcareercampus.com
## Financial (Unaudited) Statement

### 2018 Calendar Year

**Revenue**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goodwill Store Sales (net)</td>
<td>26,246,995</td>
</tr>
<tr>
<td>Salvage Sales</td>
<td>1,395,082</td>
</tr>
<tr>
<td>Contract Income (Mission &amp; Contracts)</td>
<td>2,405,183</td>
</tr>
<tr>
<td>Other Income</td>
<td>726,728</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>30,773,987</strong></td>
</tr>
</tbody>
</table>

**Expenses**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail, Maintenance, &amp; Transportation</td>
<td>21,625,904</td>
</tr>
<tr>
<td>Salvage</td>
<td>448,673</td>
</tr>
<tr>
<td>Contracts</td>
<td>2,113,960</td>
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<tr>
<td>Mission Services</td>
<td>1,295,530</td>
</tr>
<tr>
<td>Administration</td>
<td>2,585,820</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>28,069,887</strong></td>
</tr>
</tbody>
</table>

**Excess Revenues over Expenditures**

- **2,704,100**

**Depreciation & Amortization (Non-Operating)**

- **1,470,114**

**Increase/(Decrease) in Net Assets**

- **1,233,986**
How You Can Help

Donate your gently used items

Shop at Goodwill retail stores or service locations

Make a monthly or annual financial contribution

Remember Goodwill in your will or trust

Contact us at: 850 576-7145
Donate online at: goodwillbigbend.org/donations
Your Company Can...

Utilize Goodwill’s business services

Hire Goodwill-trained temporary or full-time workers

Attend or sponsor a fundraising event

Make a monthly or annual financial contribution

Learn more at: Goodwillbigbend.org
(850) 576-7145

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