

# GOODWILL OVERCOME

**Goodwill**   
Industries - Big Bend, Inc. 

2020 Annual Report

# Our Mission

Goodwill Industries – Big Bend, Inc. is a 501(c)3 non-profit dedicated to helping individuals overcome significant barriers to employment. Our services are free to the community and wouldn't be possible without the support of our generous donors and shoppers.

Our **Vision** is that “every person has the opportunity to achieve his/her fullest potential and participate in and contribute to all aspects of life.”

Our **Mission** is to provide job training, education, and employment to people with disabilities and other barriers to employment, helping them 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.

# Our Values

## **Respect**

We treat all people with dignity and respect.

## **Learning**

We challenge each other to strive for excellence.

## **Ethics**

We honor our heritage by being socially, financially, and environmentally responsible.

## **Innovation**

We embrace continuous improvement, bold creativity and change.

## **Stewardship**

We strive to meet the highest ethical standards.



# A Letter From the President & CEO



I imagine every CEO in the country (also the world) is saying about the same thing in summing up last year. “Wow that was a unique year! Glad it’s over.” There is no doubt that we are living in historical times. The virus has changed everything and maybe even what we expect as the norm. But there is hope and much to be thankful for. Science has produced a vaccine in record time and has the ability to understand and combat the threat. Mankind is responding.

At our Goodwill we were closed for a month and our customer and client base was diminished; we adjusted - thanks to our dedicated and hard-working team who with only a few helpers manned the stores and collected the surge of donations that

were coming in. Gradually we moved to near normal conditions, offered services online, sales improved, and we finished the year strong. Goodwill continues to make adjustments and has an important place in the future and the agility to fulfill its role helping the underserved in our communities overcome.

**Fred G. Shelfer, Jr.**

# A Message From Our Chairperson



It has been my great privilege to serve as Board Chairman for Goodwill Industries Big Bend for the past two years. During those years we have faced unprecedented challenges presented by Hurricane Michael and Covid-19.

As I pass the gavel to the new Chair, I want to say “Thank You” to all of our Goodwill employees. They deserve a huge “Thank You” for all their hard work, many times under extremely difficult circumstances, as they accepted challenge after challenge.

Under the strong leadership of Mr. Shelfer and his management team we have not only managed to overcome many challenges along the way, but we are also poised to move

forward in 2021 and build on our successes. Goodwill Big Bend is fortunate to have a strong Board of Directors and I greatly appreciate their support and willingness to not only accept, but actively carry out their responsibilities.

Lastly, I want to congratulate Mrs. Mary Wellington on being elected to serve as our new Board Chair. Mary brings demonstrated leadership skills to the Chair and I am confident that she will do an exemplary job. I look forward to 2021 as we continue to provide needed services and jobs to our neighbors throughout the Big Bend. Sincerely,

**Dave Sellars**

# Board of Directors

Thank you to our 2020 Board of Directors for your incredible support, commitment, and dedication to the mission of Goodwill Industries – Big Bend, Inc.

## Officers

**Dave Sellars**

*Chairman*

**Scott Clemons**

*Past Chair*

**Dr. Gary Bliss**

*President Housing*

**Brent Chumbler**

*Vice Chairman*

**Mary Wellington**

*Treasurer*

## Board of Directors

**Christy Brodeur**

*Partner, Ballard Partners*

**Jay Revell**

*Revell Media*

**Tom Derzypolski**

*BowStern Marketing Communications*

**Steve Roden**

*Guy Harvey Enterprises*

**Catie Goodman**

*Florida State University*

**Stuart Rubenstein**

*Kaleidoscope Design Factory*

**Bruce Harter**

*State of Florida, Retired*

**Ben Wilkinson, Jr**

*Tallahassee Land Group (TLG)*

**Robbie Hughes**

*Counts Real Estate*

**Courtney Williams**

*Attorney at Law*

**Al McCambry**

*Gulf Coast State College*

**Dr. Baker Wright**

*Behavior Management Consultants, Inc.*

**Dr. Gary Ostrander**

*Florida State University*

**Dr. Calvin Melton**

*Retired, State of Florida*

# Leadership Team

**Fred G. Shelfer, Jr.**  
*CEO/President*

**Kim Gay**  
*Vice President of Communications*

**Shannon Harper**  
*Vice President of Accounting*

**Lisa Land**  
*Vice President of Support Services*

**Stacy Larkin**  
*Vice President of Mission Services*

**Alan Malnofski**  
*Vice President of Retail Operations*

**Fred Watford**  
*Vice President of Transportation*

**Tamara Williams**  
*Vice President of Human Resources*



## Pam Barclay

Pam hit a low point in her life and when she returned to Tallahassee needed a fresh start. Her friend was a manager at Goodwill and encouraged her to apply, so she did. She was quickly hired as a manager on duty and in January 2016 was promoted to manager of the Outlet store in Tallahassee. Pam has been a true Goodwill ambassador, sharing her story with others as encouragement not to give up when the chips are down, and was recently promoted to manage the Bradfordville store.

**GoodWill  
Overcome**

# Our Mission in Action

## Durann Rollins

Durann has overcome many hurdles in life and does not let anything get her down. She has made a personal commitment to give back to young women who are struggling and is making plans to go back to school to make this a reality. She works in our contract services and is a great example that GoodWill Overcome.



## Tommy

Tommy could not convince an employer to give him a chance once they learned he had been incarcerated. After working any odd job he could find to feed his family, he learned about Goodwill. Tommy started working part time in November of 2015 at the Good Cents store. He worked part time until January 2018 when he was promoted to full time. Fred Watford noticed his work ethic in May 2018 and offered him a job in transportation. His commitment was rewarded and he was again promoted in May 2020 to Warehouse Manager.

## Kelly Jacobson

Prior to the start of her career at Goodwill in 2013, Kelly Jacobson struggled to find a job because of her disabilities. Kelly has a rare learning disability called Fragile X Syndrome and deals with a hearing impairment and must wear hearing aids. Kelly was determined to become more independent and with the help of a career coach, she prepared her application for a job at Goodwill. Tamara Williams, Vice President of Human Resources saw the potential Kelly had and quickly brought her on as a file clerk in the Human Resource Department. Over the years, Kelly has continued to learn and grow. From gaining important computer skills, becoming a Notary, to specific human resource knowledge, Kelly has become an integral part of the HR Department. Kelly tells how grateful she is for her boss, Tamara, and how she is a proud member of the Goodwill Family.



Tommy stated, “Goodwill has changed my life and gave me a sense of security. It gave me a place to belong, be productive, make something of myself. Goodwill has given me every opportunity and I have taken advantage of every single one. I give 100% every time. As long as I can work, I will be here.”

# With Our Partners

## Thank you to our many partners for your unwavering support in changing lives through the power of work.

By supporting us financially, you are helping those in our community obtain job training, placement and reach a more sustainable life for themselves and their families. Through these partnerships, we are making the Big Bend a stronger community with a brighter future.



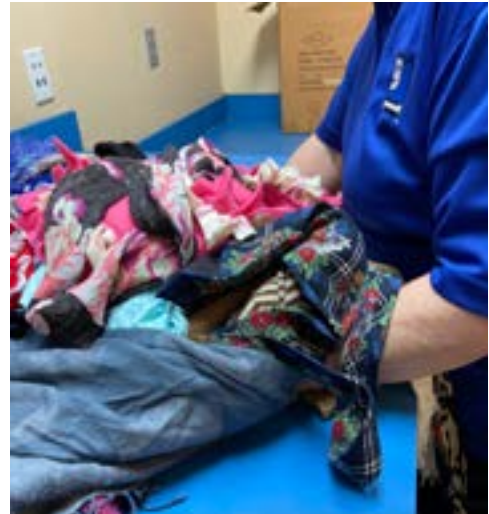
### Emily Kleber

Emily Kleber is new to the team but fits right in with her pleasant attitude and willingness to learn. Emily's biological mother was a drug user which caused her to have nerve damage and loss of hearing in both ears. Throughout her life she has suffered with social anxiety from being bullied in school and suffers from abandonment issues. Through it all she found



## Mask Giveaway

During the summer, when our stores were closed due to COVID-19, we helped our community by donating fabric to local mask makers which contributed to more than 10,000 homemade masks. GIBB also hosted a drive to collect fabric and employees helped distribute masks to those in need throughout the Big Bend.



herself moving to get a fresh start in life and came to work at Goodwill. She has made many friends and feels like Goodwill is her family.

# Services Provided

At Goodwill Industries – Big Bend, we are committed to helping our community members who have disabilities or other life challenges find meaningful work and become self-sufficient.

We have developed career-service modules and virtual classes to assist thousands of families in the Big Bend region in finding pathways out of poverty. Here are some of our results.

## Our Services Include:

- The Learning Pavilion
- Residential Services
- Occupational Skills Training Program
- Job Placement Program
- AmeriCorps GoodWorks Program
- Contract Service
- Subsidies
- Prosperity Center
- COVID Relief
- Computer Certification Training.
- Career Campus
- Live Employability Workshops
- Job Clubs
- Job Fairs

## CNA Training Class

Our training programs such as the CNA training class are designed to give our program participants an edge. In 2020, we transitioned all mission programs to be offered virtually due to COVID. Through these services, participants develop the knowledge, skills, and abilities that employers tell us are essential. Each person we help is unique, and therefore an individual career plan is tailored for everyone. Upon participants' successful completion of our training programs, Goodwill provides job placement and retention services. Our employment team works with local businesses, partner organizations, colleges, trade schools, and others to give our graduates advantages that can ultimately lead to a job. For those wanting to



start their own businesses, we also have programs that provide planning and guidance to put aspiring entrepreneurs and new business owners on a path to success.

# By the Numbers

Each year, Goodwill Industries – Big Bend partners with hundreds of community employers to place thousands of people into jobs.

In 2020, we used 86 cents of every dollar in our budget to fund mission-related programming.

## Almost 10,000 people served. How?

**\$14,755,167**

projected earnings in one year by program participants placed into jobs

**243**

individuals provided with vocational rehabilitation services

**1,766**

participants served by AmeriCorps Members

**317**

housed in apartments

**626**

courses offered through Career Campus

**599**

individuals placed into employment

**1,165**

people completed Job Readiness Training

**6,715**

volunteer hours served

**312**

workshops provided virtually

**145**

children served

**6,621**

Individuals who received job placement and training services at Goodwill

**360**

Workshops given in areas such as resume development, interview skills and basic computer skills

# Our Services Went Virtual

In 2020, we fully embraced our mission. Our services went virtual due to COVID-19. What does that look like? Serving our community by moving trainings online and doing our part to provide COVID relief to those in need.

Over 600 individuals enrolled in Industry specific training such as CNA, Guest Services, IT Support professional, QuickBooks, Web Design and Computer Programming. 291 gained credentials in one or more of these skills training areas.

**7** Career Centers throughout  
Big Bend area

**1,143** people contacted to connect  
to resources in response to COVID-19

**221** employers served

**360** workshops given in areas such as resume development,  
interview skills and basic computer skills

**1,165** people completed Job Readiness Training



Ranked 16th out of 155 Goodwill organizations for people placed into  
employment per 100,000 population

Wage per hour (average) at the time of community placement: \$11.90

# Career Campus

Career Campus is a vocational training platform powered by Goodwill Industries Big-Bend Inc, a not-for-profit organization located in the Florida panhandle.

In 2020, Career Campus generated almost 50,000 logins (meaning that people logged in to Career Campus an average of 135 times a day each day of the year.)

We mean it when we say helping people with their careers is our mission. Career Campus provides an online space for high-quality training modules that prepare individuals for nationally recognized certifications.

[GWCareerCampus.com](http://GWCareerCampus.com)

**626** courses offered through Career Campus

**312** workshops provided virtually

**Over 600** enrolled in industry specific training such as CNA, Guest Services, IT Support professional, Quickbooks, Web Design and Computer Programming

**Nearly 300** gained credentials in one or more of these skills training areas

**49,161** log-ins to Career Campus

# Career Campus

Online Courses in Multiple Fields of Study!  
Prep for Nationally Recognized Certifications!  
Just \$5 per Module - No Kidding!



# Contracted Services



Goodwill Industries – Big Bend, Inc. offers contract services to area businesses with the objective to provide quality & sustainable employment opportunities for persons with disabilities. Goodwill Contract Services provides business services to federal, state and local agencies as well as commercial businesses with services to federal, state, and local agencies as well as commercial businesses. With more than 75% of our total workforce having disabilities, it is a winning combination for everyone involved. Services include janitorial, spraying for herbicide, mowing and providing customized promotional items.



# The Good That Keeps Us Going

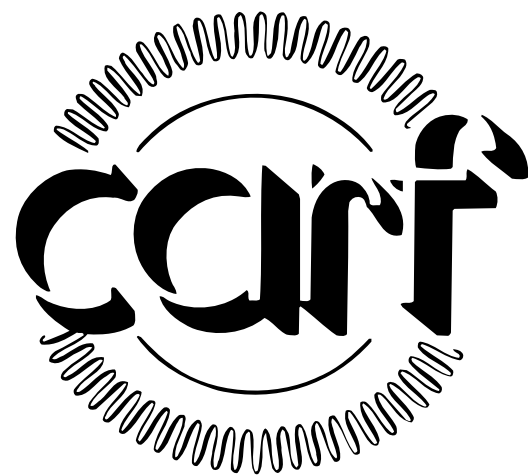
Thank you to our donors. Your pre-loved clothes and goods are the engine that fuel our mission. We help high school students land their first job. People with mental illness can stay healthy, out of hospitals, and on the job. Individuals facing poverty can obtain job skills, be placed

in a job, support their families, and reach financial stability. Our generous donors and shoppers make it possible for us to help each and every aspiring individual facing barriers to employment and other challenges that come with life to see that Good Will Overcome.



## Dedicated To Our Mission

GIBB is extremely proud to have been re-accredited in 2020 for three years with no accommodations, meaning all criteria met the national standards. CARF stands for the Commission on Accreditation of Rehabilitation Facilities. Goodwill is very proud to have been re-accredited for three years at the highest standard provided by this process. CARF accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community with excellence.



# Retail Is Our Fuel

## Our retail stores exist to support our mission.

Without our stores, we would not be able to provide jobs, training, education and more. To meet the needs of our clients, customers and donors, we worked diligently in 2020 to provide world-class customer service at every level.



## Lauren Olson

Lauren Olson always has her foot on the gas pedal and jumps in wherever needed as an assistant manager. Lauren was in a severe car accident that ruptured the vertebrae and she became addicted to pain pills. As a result she made some bad decisions and was sent to prison for 14 months. She came to Goodwill and found employment as a cashier. In just two months she was promoted to lead associate and then Assistant Manager.



# Your Spare Change Changes Lives.

## What is Our Round-Up Program?

Our round-up program is simple. Every time you shop at Goodwill, you're given a chance to round up your purchase to the nearest dollar. The spare change collected through this program allows us to provide the best childcare services in North Florida for all children, but especially those with special needs.



She is grateful to have her life back and is moving forward as a single mom with two teenage boys. She is a true inspiration and a wonderful example of GoodWill Overcome.

# Our Specialty Stores

Our specialty stores operate to help support our mission of helping people who are working to overcome barriers of all kinds.

## Bookstores



We have two bookstores in Tallahassee. Each store sells books, toys, games and more. We are proud of our employees who have served countless teachers, parents, and students on their journey to find adventure through a good book.

## Computer Store



The GoodGeeks played an essential role in 2020 as many transitioned to remote work and virtual schooling. Thanks to Goodwill's computer recycling centers, any computer can be either upgraded or resold and the parts can be recycled.

As always, 86% of revenue earned in stores is reinvested into our community.

# Our Outlet Stores

Our outlet stores give customers a chance to sort through all of our last-call items before they go off to recycling. Clothes and wares are placed in bins and sold by the pound. The outlet stores employ many part and full-time employees boosting the local economy and job market.

Our Springfield Outlet reopened in 2020 after being closed down due to damage from Hurricane Michael.



## Carlos McCray

Carlos grew up in Tallahassee and got involved with the wrong crowd at an early age. After serving a prison sentence he was living in a halfway house trying to move his life in a new direction. He was encouraged to apply at Goodwill where he found purpose, showed a knack for hard work, and a new sense of direction. He quickly advanced to manager on duty and in just over a year, purchased a vehicle, set goals for himself, and developed a new sense of pride and accomplishment. He is working on leadership development and has high aspirations for his future.

**GoodWill  
Overcome**

# Partners of the Year

This award is given to a company or organization that provides aid and otherwise supported GIBB in its efforts to support people with disabilities or other special needs thereby helping Goodwill fulfill its mission on a daily basis.



## **The FSU Center for the Study and Promotion of Communities, Families and Children**

The FSU Center for the Study and Promotion of Communities, Families and Children began providing program services in two VPK classrooms. By strengthening the resiliency of pre-kindergarteners, the expected impact is to improve their ability to cope with, adapt to, and even prevent adversity and its negative outcomes on their lives, both short and long-term. For teachers, improving access to quality resources and delivering knowledge and methodology to integrate social emotional education in the classroom will make them better teachers. Their capacity and expertise at providing high quality services over time will raise community standards for future years of VPK students, naturally improving student learning outcomes.

 **BowStern**  
desire to communicate

## **BowStern**

BowStern supported GIBB in so many ways during 2020. While almost every business was being impacted by COVID-19 and an uncertain future, they doubled up when we were struggling to help employees who were being impacted and dealing with the shutdown. They continued full speed ahead au gratis when we were closed, committed to continuing for as long as it took, and worked tenaciously to get us up and running again. They love the Goodwill mission, their staff shops our stores, and they exhibit the Goodwill core values of respect, innovation, and stewardship.

# Notable Partners

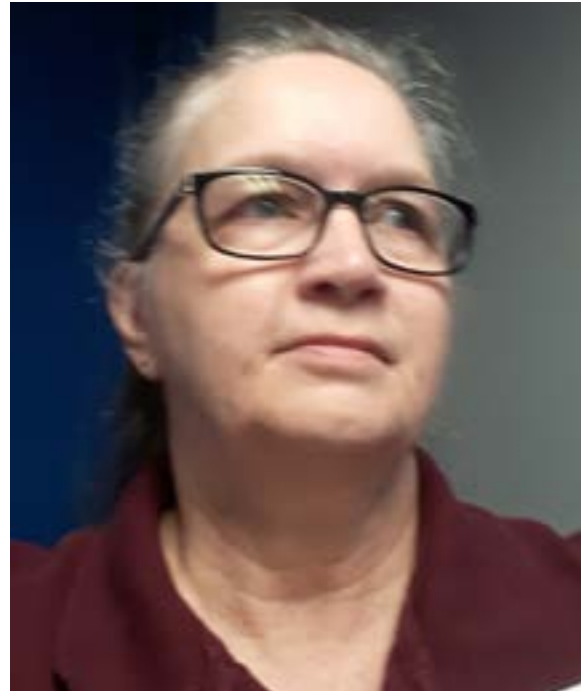
- AAA Constant Comfort
- Advantage Resourcing
- AmeriCorps
- Bay Security
- Bill's Signs
- BowStern Marketing & Communications
- CAFF, LLC
- Capital City Bank
- CARF
- Carroll and Company
- Claude Perry Holdings
- C-LECT HOLDINGS
- Copyfax
- Cox Sales & Service, Inc.
- Department of Health
- Early Learning Coalition
- Enterprise Holdings
- Florida Division of Vocational Rehabilitation
- Florida Goodwill Association
- Florida Insurance Trust
- FSU
- Gelvin Oil and Land
- Georgia Goodwill Association
- Georgia SNAP E & T
- Georgia Vocational Rehabilitation Agency
- Goodwill Industries International
- Goodwill North Georgia
- Goodwill Southeast Association
- Haddad United, LLC.
- Hinson Fuel
- iVenture Solutions, Inc.
- Kole Imports
- Lafayette Place OMV
- LaGuardia Living Trust
- L&L Cypress
- Lanigan and Associates
- Leon County Schools
- Mac Papers
- McConaughay, Coonrod, Pope, Weaver & Stern, PA
- Morningstar Merchant Solutions
- NAI TALCOR
- Optimum Water
- Osceola Supply
- Passport Marketing
- PCI Equipment
- Penske
- Regions Bank
- Respect of FL
- Richardson, Inc.
- Shaffield Building Specialties, Inc.
- Sniffen & Spellman
- Social Security Administration – Ticket to Work Program
- Solstice Sleep
- Suntrust/Truist
- Tallahassee Memorial Healthcare
- The Arbel Group
- The City of Tallahassee (CHSP)
- The First Bank
- The Krizner Group
- TLG Real Estate Services (Tallahassee Land Group)
- ULINE
- United Partner for Human Service (UPHS)
- United Way of The Big Bend
- Volunteer Florida
- Whole Child Leon

# Award of Distinction

## Margaret Thomas

Margaret has been a part of the Goodwill family since 1995. She is always ready to jump in and help in any area of the business. She is crossed training to operate a store, assist with HR functions, is trained as a backup for health and safety and during COVID shut down, about this time last year, she was taking care of the Marianna store donations by herself.

If you have a computer issue, “all you need is Margaret’s magic touch” then your computer problems disappear. She can work in any of our systems. All of this while overseeing training and development for the company’s ever-changing needs.



## Memorial for Willie Cooper

We grieved his loss and celebrated Willie’s life during 2020 and placed a memorial plaque in the Mabry warehouse where he served faithfully for so many years.

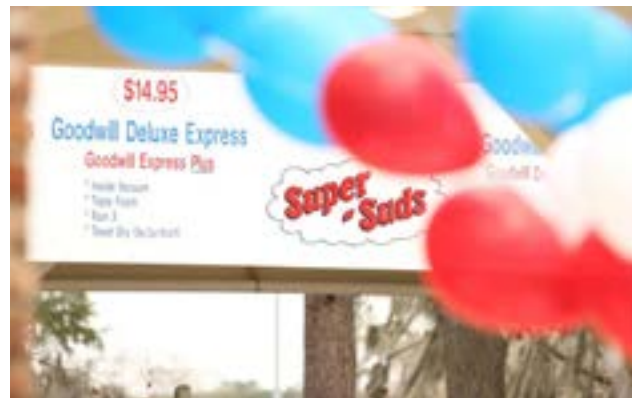
# Goodwill's Residential Services

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.



# Super-Suds Car Washes

Goodwill is able to further our mission and expand our employment opportunities with more than 60 positions. Goodwill donations can also be dropped off here. Renovations on both the Market Square and Capital Circle locations have enabled car wash wait times to be cut in half.



# Learning Pavilion Award

## The Learning Pavilion

Goodwill helps with the management of The Learning Pavilion (TLP). Children who are who are at risk, or have disabilities, DESERVE a place like TLP where they can flourish and thrive. The

mission of The Learning Pavilion is to improve the quality of life and acceptance of children with special needs and their families.





## Emilie Fernandez

Emilie Fernandez has served professionally for five years as a Lead Teacher and Administrative Assistant at The Learning Pavilion. Miss Fernandez is well known for her work ethic, positive attitude, drive, commitment, and leadership. She is well respected throughout the school for her ability to provide a consistent and developmentally appropriate learning environment. She is also known for her extraordinary capacity to make connections with those students who struggle with a variety of challenges.

During Miss Fernandez's time at The Learning Pavilion she has made a long-term difference in the lives of so many students and their families. Miss Fernandez also served as a mentor to assistant teachers and participated in community outreach events. She has an excellent rapport with families, other teachers, and our therapy team. Emilie Fernandez is a well-rounded professional whose potential for leadership in our community is superior.



# Recognizing Success

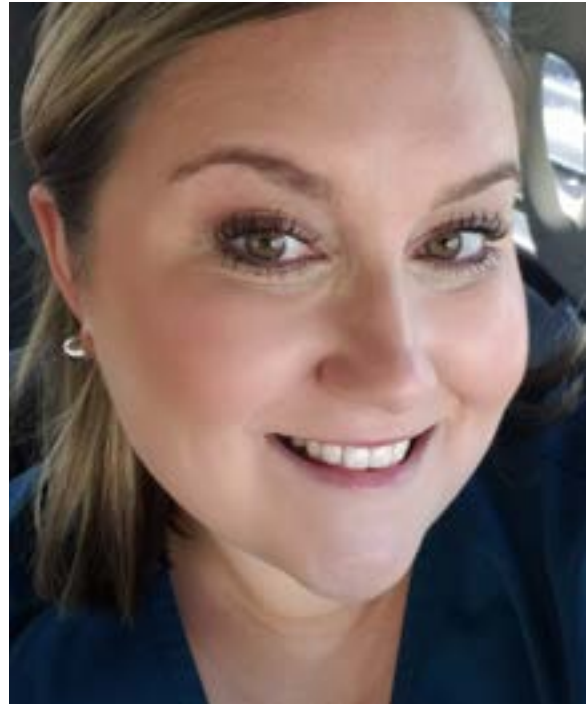
## Graduate of the Year

### Mary Strickland

Mary Strickland's difficulties with mental health began after high school. In 2007, she was a student at the local university working on a bachelor's degree at the age of eighteen. Then, one day...she stopped going to class. Suddenly, she was too tired and worn out to even get dressed and drive. In 2010 she dropped out of school and for the next five years floundered. She had jobs in law offices and had been a pre-law major in college, but one by one was fired from each of them.

Whether from sleeping through alarms or not giving her full potential, her depression and anxiety always got the best of her. During this time, she formed a close bond with her father, who had known the darkness of depression and anxiety himself for most of his life. In 2016 she lost her father to suicide and was absolutely broken from the inside out and lacked motivation or direction. Then in 2017, she heard about Goodwill Career Campus and registered for training as a home health aide.

During this time, Mary gained a sense of direction and self-respect. She worked hard to earn her Home Health Aide certification and then completed her Certified Nursing Assistant training. She then applied to a very prestigious nursing school in town, was accepted and graduated with a degree in nursing in July 2020



and passed her boards the following month. She has just completed her first Bachelor of Science in Nursing accelerated course with an "A" in February of 2021. Mary said "I am grateful every day that I go to work at one of our town's major hospitals – to my family and friends who supported me during my journey, to my partner Kevin, and undoubtedly for the Goodwill Career Campus for being my very first stepping stone. They gave me more than a certificate. They gave me a future – one that I am eternally proud of. I'll keep going!"

## Achiever of the Year



### “Gus” Galoosis

Constantine “Gus” Galoosis is a wonderful addition to the Goodwill team who serves as a donation attendant. He has a true “Can-Do” attitude that is contagious. Gus has a very diverse background growing up with military parents living all over the world from playing first base in baseball at age 7 until he was 19, to being a member of the Boy Scouts and swimming Istanbul’s Bosphorus Strait to swim from Asia to Europe. Only a handful of people in the world have done this!

Gus was a Military Liaison to a US Senator and after moving from his position with the Senator he decided to go back to school and became a nurse. He worked in the medical field for many years working in Thoracic Vascular ICU, SEC Units and various other positions. He felt called to come be by his parent’s side as they became older and moved to Niceville, Florida where he found employment with Northwest Florida State College working as an HVAC Tech. After leaving this field, he learned about Goodwill through taking courses at the career training center in Valparaiso.

He joined Goodwill as a Donation Attendant and customers love him! He is always serving with a smile and the Goodwill team has welcomed him with open arms. Gus says, “This feels like family here at Goodwill.”

## Volunteer of the Year



### Susan Zecchini

Susan Zecchini originally came to Goodwill to take classes, while she was considering going back into the workforce. Susan loved being in the Career Training Center and helping others, so she began to volunteer.

Susan then joined the AmeriCorps program and has been volunteering for the last three years. She has given countless volunteer hours to training, proctoring, holding workshops and attending outreach and job fairs to promote Goodwill services along with fostering many partnerships for our programs. She has done all this with a smile and never a complaint.

# Goodwill Retail Awards

Without the incredible work of our retail teams, we would not be able to fulfill our mission. This is the fuel for the engine for job creation, training and education. Thank you to all of our incredible managers and staff that make Goodwill Industries – Big Bend, Inc. what we are to our community.



**Ecommerce Team:**  
Sales increase over prior year  
**27.06% or \$339,637**



**Crestview Team:**  
Largest dollar increase over  
prior year **\$91,025**



**Betton Book Store:**  
Largest percentage increase  
over prior year **12.85%**



# How You Can Help

## You can...

- **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](http://goodwillbigbend.org/donations)**

## **Your company can...**

- **Utilize Goodwill's contracted services**
- **Hire Goodwill-trained workers**
- **Make a monthly or annual financial contribution**
- **Attend or sponsor a fundraising event**

## **Ways as a business to support Goodwill:**

- **Serve as a Goodwill ambassador by sponsoring a Lunch & Learn Event**
- **Order your customized logo products**
- **Be a sponsor of the Golf Tournament**
- **Hire Goodwill trained temporary, part time or full time workers**

# Financial Statement

## For the Year Ended December 31, 2020 (Unaudited)

	<b>2020</b>
<i>Revenue</i>	<i>Total</i>
Goodwill Store Sales (net)	24,426,433
Salvage Sales	1,210,640
Contract Income (Mission & Contracts)	2,146,512
Other Income*	228,051
<b>Total Revenue</b>	<b>28,011,635</b>
<i>Expenses</i>	
Retail, Maintenance, & Transportation	21,108,211
Salvage	451,126
Contracts	1,969,334
Mission Services	991,746
Administration	2,678,446
<b>Total Expenses</b>	<b>27,198,863</b>
<b>Increase/(Decrease) in Net Assets</b>	<b>812,772</b>



# Retail Stores

**Apalachee Parkway Store**

2309 Apalachee Parkway  
Tallahassee, FL 32301

**Bainbridge Store**

1602 East Shotwell Street  
Bainbridge, GA 39819

**Beach & Gift Store**

*New Items Only*  
3197 US Hwy 98  
Santa Rosa Beach, FL 32459

**Santa Rosa Beach Store**

3223 US Hwy 98 West  
Santa Rosa Beach, FL 32459

**Thomas Drive Store**

2826 Thomas Drive  
Panama City Beach, FL 32405

**Twenty-third Street Store**

2520 W. 23rd Street  
Panama City, FL 32405

**Bradfordville Store**

6810 Thomasville Road  
Tallahassee, FL 32312

**Capital Circle Store**

2729 Capital Circle N.E.  
Tallahassee, FL 32308

**Chipley Store**

1301 Main Street  
Chipley, FL 32428

**Crawfordville Store**

2173 Crawfordville Hwy  
Crawfordville, FL 32327

**Crestview Store**

793 N. Ferndon Blvd.  
Crestview, FL 32539

**Destin Store**

747 Harbor Blvd.  
Destin, FL 32541

**Lynn Haven Store**

1610 Ohio Avenue  
Lynn Haven, FL 32444

**Mall Store**

2578 North Monroe Street  
Tallahassee, FL 32303

**Marianna Store**

2800 FL-71  
Marianna, FL 32446

**PCB Parkway Store**

13415 Panama City Beach  
Parkway  
Panama City Beach, FL 32413

**Panama City/Springfield  
Outlet**

3221 East Bus. Hwy 98  
Panama City, FL 32401

**Pensacola Street**

2551 West Pensacola Street  
Tallahassee, FL 32304

**Tallahassee Outlet**

300 Mabry Street  
Tallahassee, FL 32304

**Perry Store**

2050 South Jefferson Street  
Perry, FL 32347

**Port Saint Joe Store**

210 Monument Ave.  
Port St. Joe, FL 32456

**Quincy Store**

1503 West Jefferson Street  
Quincy, FL 32351

**Thomasville Store**

15072 US Hwy 19 South  
Thomasville, GA 31792

**Valparaiso Store**

143 West John Sims Parkway  
Valparaiso, FL 32580

**Buck Lake Bookstore**

3111 Mahan Drive  
Tallahassee, FL 32308

**Betton Bookstore**

1943 Thomasville Road  
Tallahassee, FL 32303

**Tallahassee Electronics Sales  
Service**

2734 Capital Circle  
Tallahassee, FL 32308

# Career Training Centers

## **Tallahassee**

300 Mabry Street  
Tallahassee, FL 32304  
(850) 391-7180

## **Cairo**

270 US Hwy 84 East  
Cairo, GA 31757  
(229) 307-0344 or (229) 378-4062

## **Thomasville/Cairo**

15072 US Hwy 19 South  
Thomasville, GA 31792  
(229) 558-9020

## **Springfield**

3207 E. 4th Street  
Panama City, FL 32401  
(850) 522-3900

## **Valparaiso**

143 John Sims Parkway  
Valparaiso, FL 32580  
(850) 729-8690

## **Chipley**

1301 Main Street  
Chipley, FL 32428  
(850) 638-0093

## **Marianna**

2800 FL-71  
Marianna, FL 32446  
(850) 526-0139

## **Quincy**

1503 West Jefferson Street  
Quincy, FL 32351  
(850) 627-2251





We thank you for your continued support of Goodwill Industries – Big Bend. We are a non-profit dedicated to provide job training, education, and employment to people with disabilities and other barriers to employment, helping them to reach their fullest potential in supporting themselves and their families.

**GOODWILL  
OVERCOME**

**Phone:**  
(850) 576-7145

**Address:**  
300 Mabry Street  
Tallahassee, FL 32304

[GoodwillBigBend.org](http://GoodwillBigBend.org)



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