

GOODWILL  

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INDUSTRIES

# ANNUAL REPORT

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2023

# OUR MISSION STATEMENT

*To provide vocational opportunities to individuals with barriers to employment.*

## OUR VISION

To be a mission-integrated, enterprise funded nonprofit organization.

Our operations will be united by a vocational emphasis and characterized by relevance, collaboration, and outreach.

## OUR VALUES

### **People**

Our most valuable assets are the individuals we employ and serve. We believe work is transformational and can be the cornerstone of a person's life.

### **Integrity**

Goodwill operates with integrity and provides excellent stewardship of community resources. All our interactions are characterized by respect and compassion.

Providing employment and training at Goodwill is the number one expression of our mission.

Goodwill employed 917 individuals in 2023. Wages and benefits represented 53% of our revenue. Payroll totaled \$18.5 million and employee benefits were \$4.2 million; 47% of wages were paid to individuals with a barrier to employment.

In 2023, 91% of revenue supported our mission programs, including our mission-integrated donated goods retail (DGR) program. General and Administrative Services were 9% of revenue.



# SERVICES

TOTAL NUMBER SERVED in 2023: 2,419  
(Does not include employees)

## JOB CONNECTIONS

**Individuals Served: 1,475**

Open to the public, Job Connections is a job search and referral program designed to help participants find a job in the community that fits their needs and abilities.

Programs offered within Job Connections include the following Supplemental Nutrition Assistance Programs (SNAP):

- SNAP Employment and Training 776
- SNAP Outreach 251

## PROSPERITY PROGRAM

**Individuals Served: 171**

Provides financial wellness planning, banking and higher education assistance.

## HOMELESS VETERANS' REINTEGRATION PROGRAM (HVRP)

**Individuals Served: 80**

Offers job development, job preparation, retention, assessment and work adjustment to individuals.

## OTHER SERVICES

**Individuals Served: 589**

Tax Aide through AARP

# SERVICES

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## **GOODWILL RETAIL TRAINING CENTERS**

Goodwill's Retail Training Centers provide opportunities for individuals to gain skills and learn more about work in an integrated and competitive environment.

## **DEPARTMENT OF HUMAN SERVICES (DHS) Self Sufficiency Supported Work and Florence JOBS**

### **Individuals Served: 68**

Individuals gain positive work experience in a supportive environment and receive assistance with obtaining employment.

- Florence JOBS 33
- Lane County 28
- Coos and Curry Counties 7

## **I/DD Employment and Training**

### **Individuals Served: 77**

Provides integrated, paid, on-the-job training and classroom activities designed to assist individuals with developmental disabilities gain skills and become more successful in a community job.

## **Vocational Rehabilitation Services**

### **Individuals Served: 17**

Offers job development, job preparation, retention, assessment and work adjustment to individuals.

# SERVICES / INDIVIDUALS SERVED

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Unemployed	372
Lack of Transportation	158
Homeless	136
Persons with Criminal Backgrounds	130
Psychiatric Disability	126
Learning Disability other than Autism	90
Emotional Disability	75
History of Substance Abuse	56
Autism	52
Other Disabling Condition	52
Other Physical Disability	52

*An individual may be included in one or more of the above categories.*

## SERVICES / INDIVIDUALS SERVED

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Dislocated Workers	44
Underemployed, Including Working Poor	44
Developmental Disability other than Autism	40
Neurological Disability	40
Immigrant	16
Deafness or Hard of Hearing	12
Blindness or other Visual Impairment	11
Lack of Child Care Services	9
Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ)	2
Youth Mentees	2
Refugee	1

*An individual may be included in one or more of the above categories.*

# FINANCIALS

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## What Our Community Provided to Goodwill

Community Training Sales	\$36,038,226
Donated Goods Inventory	\$9,693,296
Other Income	\$6,074,005
Vocational Services	\$929,905
Fundraising	\$215,631
<b>TOTAL</b>	<b>\$52,951,063</b>



# FINANCIALS

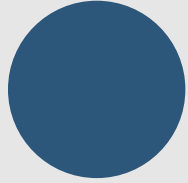
## What Goodwill Returned to Our Community

Wages	\$18,457,593
Payroll Taxes and Benefits	\$4,180,763
<b>TOTAL Payroll Expenses</b>	<b>\$22,638,356</b>

Supplies and Services	\$14,211,572
Investment in New Facilities & Equipment	\$7,234,969
Occupancy (rent, utilities, insurance, etc.)	\$4,239,798
Other Expenses	\$2,707,367
Debt Service	\$1,536,630
Telephone & Postage	\$382,371
<b>TOTAL</b>	<b>\$52,951,063</b>

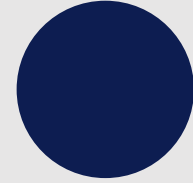
# ETHICS POLICY

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In order to uphold the highest standards and ensure the integrity, honesty and reputation of the entirety of the Goodwill Industries movement, we agree to voluntarily comply with the Code of Ethics and Accountability Policy.

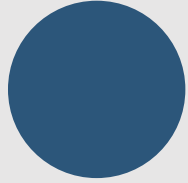
As a recipient of charitable contributions, Goodwill Industries of Lane and South Coast Counties and Goodwill Industries of Alaska (Goodwill) recognizes its responsibility to ensure that funds received are used to further its mission and to safeguard the assets of the corporation.



Violations of this policy may be reported to Ethics Point by calling (866) 294-5563 or at [www.goodwill-oregon.org/EthicsPolicy](http://www.goodwill-oregon.org/EthicsPolicy)

# LEADERSHIP

## 2023 BOARD OF DIRECTORS



**Dorlon Hember**  
Director

**Elizabeth Bickford**  
Director

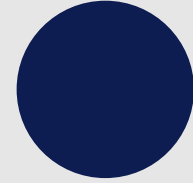
**Jim Gilroy**  
Director

**Virginia Slate**  
Chair

**Kevin McAndrews**  
Vice Chair

**Kathleen Hynes**  
Secretary

**Mike Lewis**  
Treasurer



**Steve Fishback**  
Director

**Debbie Jewett**  
Director

**Frank Talarico**  
Director

# LEADERSHIP

## 2023 EXECUTIVE STAFF

### **Jim Martin**

President and CEO

### **Kristy Langworthy**

Chief Financial Officer, Director of Workforce Development  
Chief Operations Officer, Alaska

### **Joy Medley**

Vice President of Retail Operations

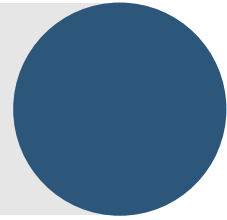
### **Jim Nelson**

Director of Special Projects

# ACCREDITATION

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## CARF AND DHS



Goodwill Industries of Lane and South Coast Counties is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and the State of Oregon Department of Human Services (DHS).

