

AHEAD

OF THE CURVE

GETTING AHEAD.

BE FOCUSED :
think like a business.

**WE ARE POSITIONED WELL AND
LOOKING AHEAD WITH NEW
LEADERSHIP, NEW PARTNERS
AND NEW IDEAS.**

DEAR FRIENDS OF GOODWILL : This letter marks my last as president and CEO of Goodwill Industries of Central Illinois, following an amazing 23-year run. When I took the helm in 1993, the color many in our community associated with Goodwill wasn't blue—it was red. We had much work to do to get out of debt and rebuild our reputation.

Over the next two decades, our team made steady progress. We addressed operational issues. We expanded services, programs and retail stores across our 21-county territory. Perhaps most important, we stopped running Goodwill like a charity and started operating it as a business. That meant identifying and understanding our “customers”—not just our donors and shoppers, but also those in the community we serve. Over time, that led us to focus our efforts on three key groups: job seekers, veterans and youth.

Thinking like a business also required looking outside our walls. The rise of online commerce has altered the business of retail forever, and advances in technology have changed the skills required of job seekers. So we challenged ourselves to identify new funding streams, services and collaborations. These efforts continue—they'll drive our success in the years ahead.

Looking back, I'm most proud of the culture we established here, one focused on developing people and building relationships. Thank you for trusting me with Goodwill's leadership over the past 23 years. It was an honor working with you to spread goodwill across our region. Your ongoing support is what enables us to stay ahead of the curve.

Patrice W. Fuchs
Patrice Fuchs, President & CEO



Following Patty Fuchs' retirement in May 2016, Don Johnson became the new president and CEO of Goodwill Industries of Central Illinois.

**Keep Us
Ahead of the Curve**

The sale of your donated goods funds free services for local job seekers, veterans and youth. Please fill the enclosed bag with your donations and drop it off at one of our retail stores or donation centers.

TWO DECADES of GROWTH & SERVICE

The last two decades have represented a time of extraordinary growth and change for Goodwill of Central Illinois and those we serve—and we're just getting started.



1997



2005



2015



THINKING AHEAD.

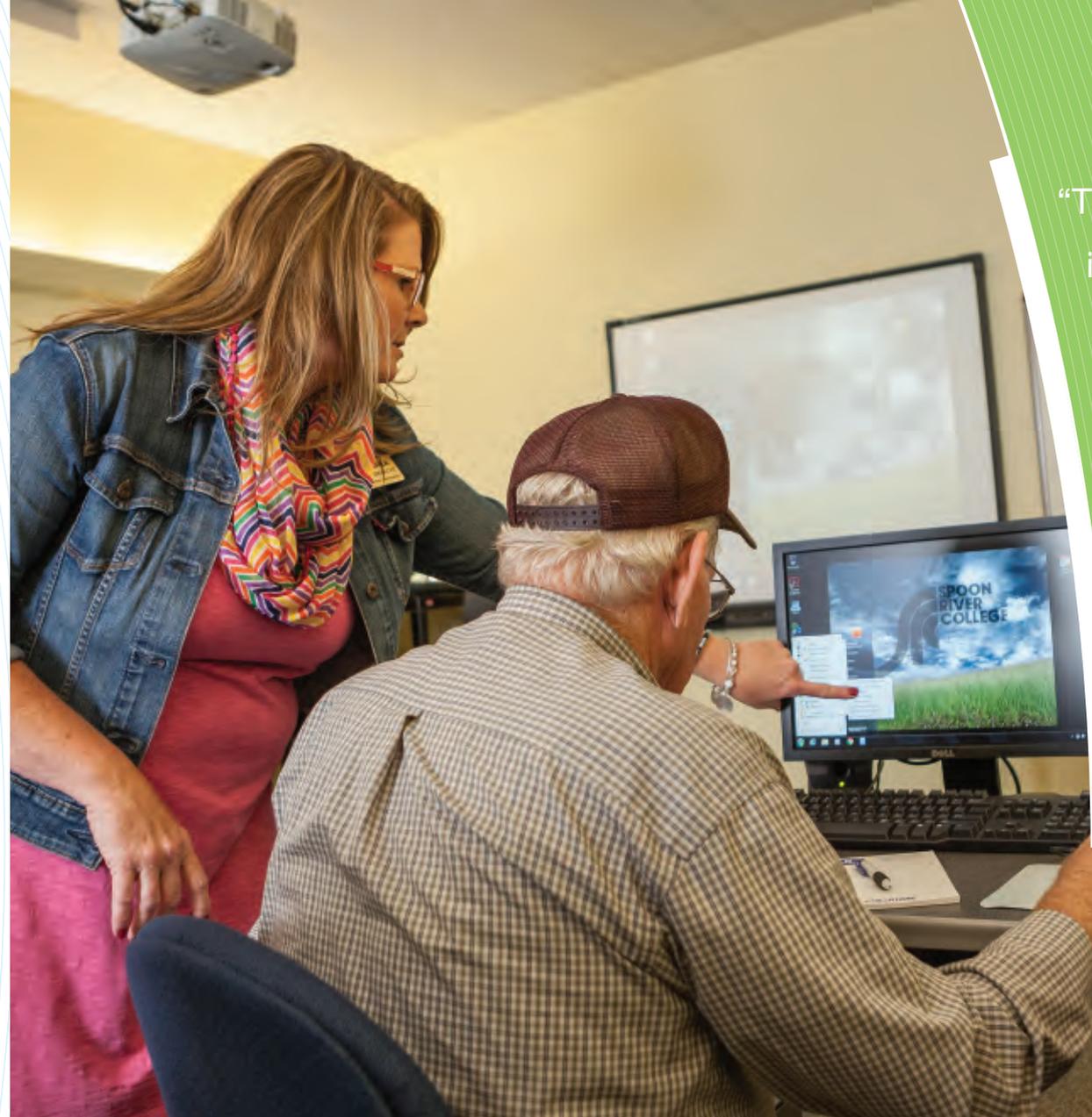
BE OPEN :
to new partners
and new ideas.

TAKE THE TRAINING TO THE PEOPLE. That's the idea behind our growing partnerships with community colleges across Central Illinois. By taking advantage of grant money, we're able to cover their costs to promote and conduct job training, using their facilities and instructors. That means they can offer it free of charge to participants—and we can reach more job seekers in need than we can through our Goodwill Learning Centers in Galesburg, Pekin and Peoria alone.

For Andrea Barbknecht, director of the Canton office of community outreach for Spoon River College, it's a partnership that just makes sense. **“For someone who already feels down on their luck and with no place to turn, the last thing they need is to find out they have to pay for help. This partnership allows us to offer classes to the people who truly need them, without cost to those people.”**

In Canton, classes include Computer Skills for the Workplace, Get Your Skills Together and Nail the Interview. We worked with Barbknecht and her team to design the curriculum to address the needs of local job seekers. “Some are older folks who have been downsized and need to up their skills. Some are younger folks who need to know how to break into the work world. Most are shocked at what employers are looking for, such as attitude and communication skills more than actual job skills.”

Barbknecht recalls one participant who came to the classes with little self-esteem after her long-time clerical job was eliminated. “I remember her tears when she admitted how terrified she was of the interview process. We worked through the classes and a bit of one-on-one to help her gain confidence and understand her abilities and talents. Now she's a wonderful representative for a local financial institution!”



“This type of partnership is crucial to our goals at Spoon River College, particularly what we do in the outreach department. Our goal is to promote lifelong learning—and the Goodwill series does that perfectly.”

*Andrea Barbknecht, Director
Canton Office of Community Outreach*

OUR COMMUNITY COLLEGE PARTNERS

- ▶ Illinois Valley Community College
- ▶ Joliet Junior College
- ▶ Spoon River College

95% of GoodSkills Teen Workshop participants said they learned something new.

A spin-off of GoodSkills Teen Workshops, **GoodSkills Traveling Workshops** are held at local schools and community agencies—bringing career and life advice to young people where they are.



HOW DO WE GET THE COMMUNITY INVOLVED IN HELPING YOUNG PEOPLE LEARN—

about careers and the skills needed for success in life? That's the question we asked when we began exploring ways to build on our GoodGuides® youth mentoring program. The answer: GoodSkills Teen Workshops, monthly interactive sessions open to anyone in our area ages 11 to 17.

Topics cover everything from dealing with difficult adults and car care basics to study hacks and starting a business. "All those things that as an adult you say, 'I wish I would have known that when I was younger'—those are the topics we cover," says Samantha Kinsey, youth services manager. "We invite speakers to talk about career exploration and life skills, and we make it fun with lots of hands-on activities."

At a recent workshop, local author Heather Swick, who's published two novels and a children's book, shared advice about careers in writing. "Writing is something I always wanted to do, but didn't know if I could," she says. "Hearing other people talk about their journey gave me a lot of confidence."

PODS Partnering with PODS

For those moving or downsizing, hauling donations—particularly larger items like furniture—to the nearest store or donation center isn't always convenient. Our partnership with the local PODS franchise allows people to store items on their own property, then call for a pickup when they're ready to donate. It's not just easier for donors; it also helped increase our furniture donations by about 16% in 2015, which means more affordable, quality options for Goodwill shoppers.

Keep Us Ahead of the Curve

Want to share your insights and advice—about careers or life—with local teens? We're always looking for mentors and guest speakers. Email us at youthservices@goodwillpeo.org.

STAYING AHEAD.

BE FLEXIBLE :
adapt to meet today's
and tomorrow's needs.

ONLINE SALES MADE UP MORE THAN A THIRD OF RETAIL SALES GROWTH IN 2015, according to the U.S. Commerce Department.

How can we take advantage of this shopping trend? Actually, we've been online since 2002 through ShopGoodwill.com, the first Internet auction site created, owned and operated by a nonprofit.

Here's how it works: Participating Goodwills across the country put art, antiques, collectibles and other high-end items up for auction on the site. (Think eBay, but with donated goods.) When our items are sold, we receive the revenues. **In 2015, we sold nearly 23,000 donations on ShopGoodwill.com, generating almost \$600,000 to fund our free job training, veterans and youth services.**

According to Scott Jenkins, director of donated goods, Goodwill store employees are trained to recognize donations of a higher value, and they've identified some real treasures—including a Gibson "Fern" mandolin donated at our Morris store that sold for \$8,000 on ShopGoodwill.com in 2015. "A number of our employees throughout the retail stores have a real passion for this kind of merchandising. They study the product lines. They shop thrift stores as well as antique stores. Frankly, it boggles my mind what some of them know."



What Will You Find on ShopGoodwill.com?

Gibson "Fern" Mandolin
donated in Morris

Sold for **\$8,000**

Fender Precision
Bass Electric Guitar
donated in Morris

Sold for **\$2,002**

Fender Jazz
Bass Electric Guitar
donated in Morris

Sold for **\$2,801**

Mongoose Racing Bike
donated in Galesburg

Sold for **\$1,503**

Shea Bocqueraz Whiskey
Bottle Oak Advertising Chair
donated in Pekin

Sold for **\$1,500**

Recycling Clothes and Much More

Linens & Rags

3,026,042 pounds

Computers & Accessories

208,520 pounds

Mixed Metals

189,966 pounds

Cardboard

89,705 pounds

Shoes

71,744 pounds

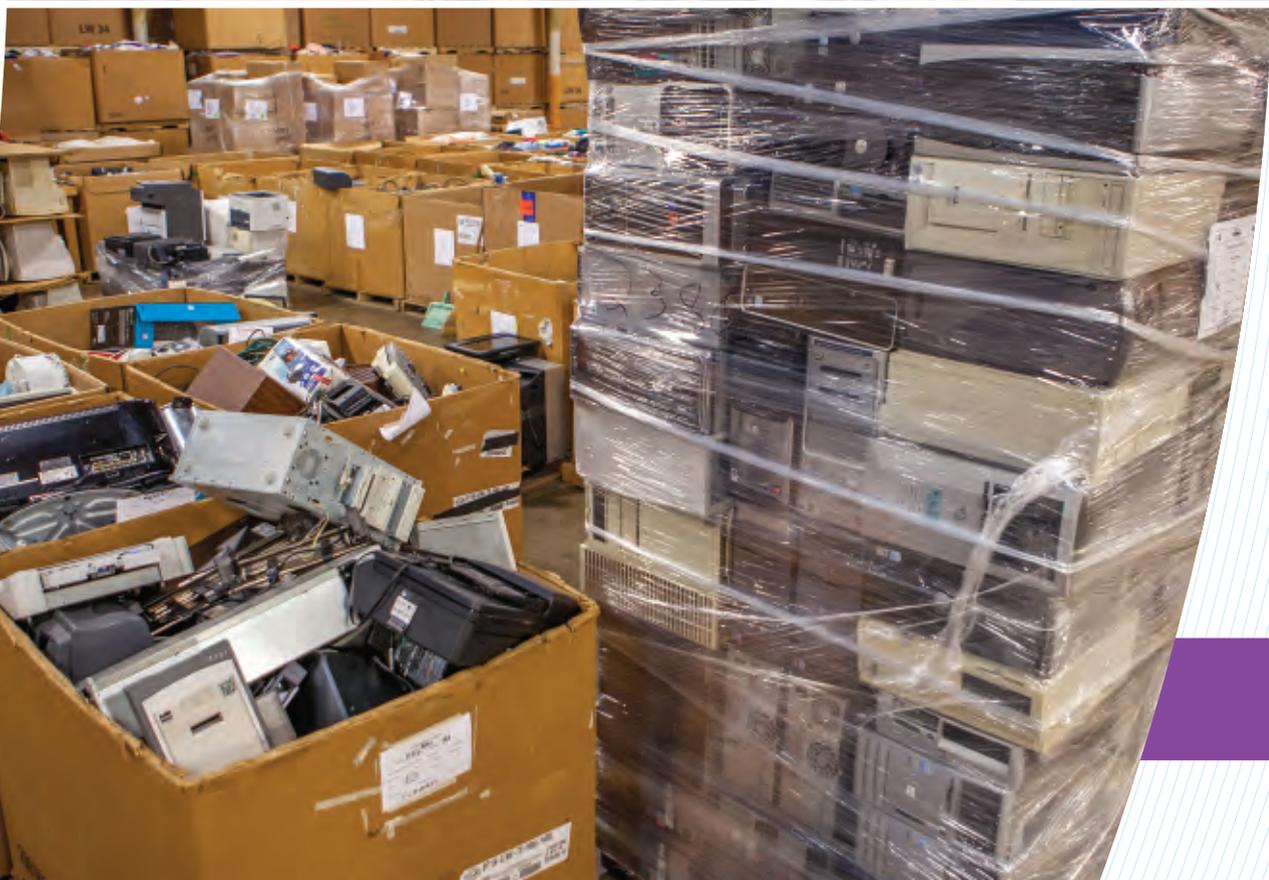
Electronics

66,906 pounds

Cell phones

419 pounds

2015 totals



PUTTING PEOPLE TO WORK AND PRESERVING THE PLANET WITH EVERY DONATION.

In 2015, we adopted this statement as our tagline. “Putting people to work” is easy to understand. But why “preserving the planet”? Because the very nature of our business revolves around the concept of “reduce, reuse, recycle.”

When you donate or buy gently used items at a Goodwill store, you’re giving them a second (or perhaps even a third or fourth) life—and more importantly, keeping them out of the landfill. And we do our best to make sure donated goods that don’t find new homes aren’t simply discarded. Unsuitable and unsold items are collected and shipped to our logistics center, where they’re sorted, baled and sent out for salvage or recycling. In 2015, that amounted to more than 1,800 tons of goods saved from the trash heap.



Expanding to Serve the Needs of Homeless Veterans

In 2015, we marked the 10th anniversary of our General Wayne A. Downing Home for Veterans and launched a fundraising campaign to expand the home from 10 to 16 residents. This \$500,000 project will add six bedrooms, a bathroom, a laundry room and a conference room, as well as include much-needed updates to the existing kitchen and bathrooms. We’re thrilled to report that thanks to the generosity of local businesses and individuals, we’ve raised the needed funds and will break ground on the expansion in 2017.

*Keep Us
Ahead of the Curve*

Looking for an easy, healthy way to support local veterans? Join us in September for our annual Forward March & Run. Register now at www.goodwillpeo.org/forward-march-run.

CONDENSED STATEMENTS OF FINANCIAL POSITION

	2015	2014
Cash and cash equivalents	2,650,008	2,504,626
Receivables	154,222	104,418
Inventory	1,001,998	914,913
Prepaid expenses	86,044	57,013
Property and equipment, net	7,915,209	8,035,913
Restricted Certificate of Deposit, loan collateral	1,135,047	1,123,253
Deferred loan costs, net and trust investments	102,891	105,290
Beneficial interest in trust	405,144	432,877
TOTAL ASSETS	\$ 13,450,563	\$ 13,278,303
Accounts payable and accrued expenses	631,630	587,154
Deferred revenue	20,415	17,361
Debt and capital lease obligations	5,169,121	5,535,737
Interest rate swap and deferred compensation liabilities	108,742	110,265
TOTAL LIABILITIES	\$ 5,929,908	\$ 6,250,517
Unrestricted	6,833,370	6,455,060
Temporarily restricted	282,141	139,849
Permanently restricted	405,144	432,877
TOTAL NET ASSETS	\$ 7,520,655	\$ 7,027,786
TOTAL LIABILITIES AND NET ASSETS	\$ 13,450,563	\$ 13,278,303

CONDENSED STATEMENTS OF FINANCIAL ACTIVITIES

	2015	2014
Public support	8,390,647	7,641,563
Revenue, gains and (losses)	4,840,658	4,779,248
Total public support and revenue	13,231,305	12,420,811
Program expenses	11,616,440	10,860,310
Management and general expenses	1,121,996	1,233,710
Total expenses	12,738,436	12,094,020
CHANGE IN NET ASSETS	\$ 492,869	\$ 326,791

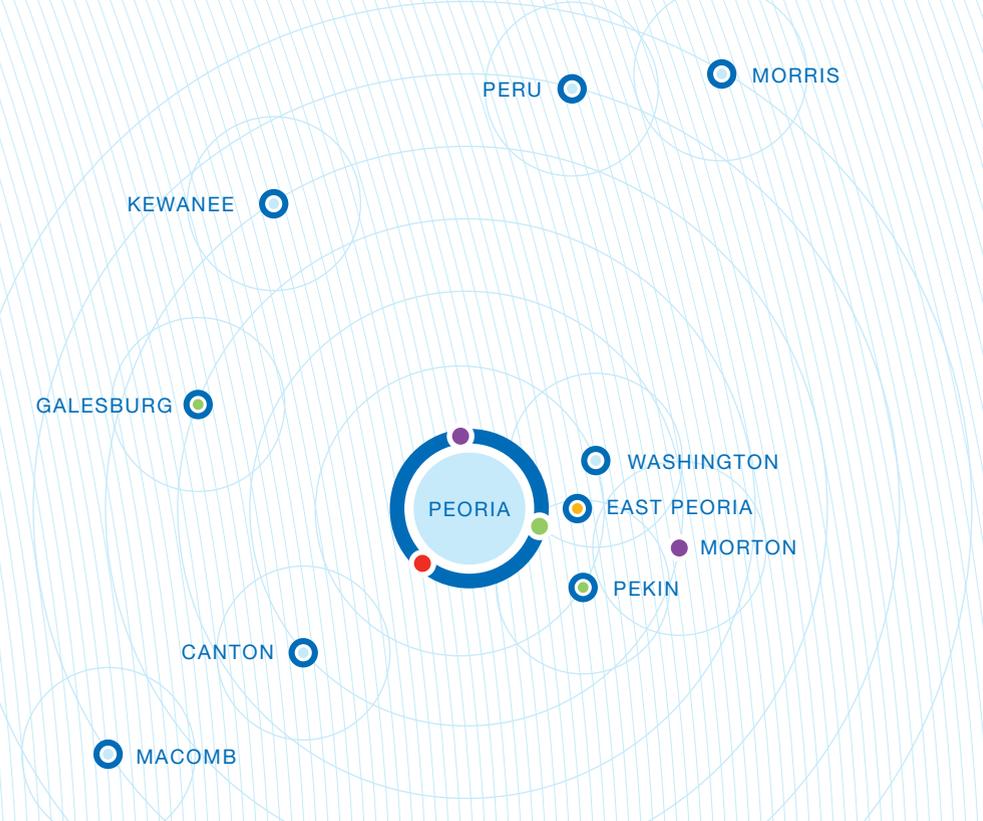
CONDENSED STATEMENTS OF CASH FLOWS

	2015	2014
Net cash provided by operating activities	895,909	877,191
Net cash used in investing activities	(204,786)	(338,735)
Net cash used in financing activities	(545,741)	(522,145)
NET INCREASE IN CASH AND CASH EQUIVALENTS	\$ 145,382	\$ 16,311

Information above excerpted from financial statements audited by Gordon, Stockman & Waugh, P.C.

OUR SERVICE AREA

- 11 Retail Stores
- 3 Learning Centers
- 2 Donation Centers
- 1 Home for Veterans
- 1 Logistics Center



2015 BOARD OF DIRECTORS

Barbara Duryea <i>Chair</i>	Kirk Anderson <i>Secretary</i>	Brian Johnson Dr. Robert Phillips	Trip James Cory Reid
Joe Sharpe III <i>Vice Chair</i>	Darrin Autry <i>Treasurer</i>	Jan Wright Renee Charles	John Dundas Meredith Bunch
	Patty Fuchs <i>Ex-officio</i>	William Robertson	Lori Petran

2015 ADMINISTRATIVE STAFF

Patty Fuchs <i>President & CEO</i>	Julie O'Donnell <i>Director of Human Resources</i>
Robert Parkhurst <i>VP of Administrative Services</i>	Gretchen Piper <i>Director of Communications</i>
Bill Bontemps <i>Director of Vocational Services</i>	Jodi Sullivan <i>Director of Organizational Development</i>
Scott Jenkins <i>Director of Donated Goods</i>	

**Keep Us
Ahead of the Curve**

In addition to revenues from our stores and federal, state and private grants, we rely on financial contributions to keep offering our programs free of charge. Make your donation at www.goodwillpeo.org.



MISSION

Supporting individuals and families
who are working to better their lives.

VALUES

Respect
Integrity
Accountability
Excellence
Teamwork
Innovation

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GOODWILL INDUSTRIES
OF CENTRAL ILLINOIS

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www.goodwillpeo.org
www.shopgoodwill.com



Member Agency
Heart of Illinois United Way



Certain programs accredited by
the Commission on Accreditation
of Rehabilitation Facilities