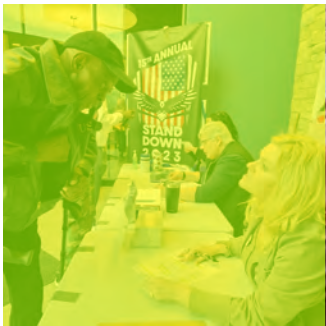


# ADVANCING THROUGH COLLABORATION



GOODWILL OF CENTRAL ILLINOIS  
2023 ANNUAL REPORT



# THE CHALLENGE IN BEING DIFFERENT

Goodwill is a unique organization. Our business model differs greatly from most in that we are here to help people, while operating in a retail setting. It's important that we continue to learn from each other. At Goodwill of Central Illinois, we feel it is important to share our successes and our missteps in hopes of benefiting our fellow Goodwills.

In this annual report, we focus on a few of our programs which might be new to you. These programs have proven successful, and we hope that you can duplicate our success or that we may spawn new ideas for your organization.

The retail landscape continues to challenge us all as does our economy. We know that the only way to survive and thrive is to work as a team. We wish you the best of luck in 2024 and beyond.

Sincerely,



Don E. Johnson  
President/CEO



Phil Brodeur  
Board Chairperson



# FILLING AN IMPORTANT NEED

Goodwill of Central Illinois operates many programs, all of which are important to our community. But one that stands out is our Revive program. This program is so important because it supports our future.

Revive is a state and city funded program that focuses on mental health support, trauma-informed care and violence prevention for youth ages 10-24 who have risk factors for juvenile justice involvement or exposure to violence.

These youth can be referred to our program in several ways. Some referrals come from local agencies, like the Center for Prevention of Abuse, others come from local school districts, and some come from family members.

Once in the program, a treatment plan is customized for each participant. The initial focus concentrates on case management, check ins with family members, and removing barriers.

Most progress to therapeutic services. This involves licensed social workers. Goodwill employs two, one male and one female. The need is great, but our staff does their best to support these young people.

The trauma experienced by these individuals is serious, including community violence. Just the fact that we have someone available who listens makes a big difference. Many times, these youth just need to "trauma dump," and talking about their issues can be a great relief.

Both the youth and their families are grateful for the program. Once others see the benefits, they too want to be involved.



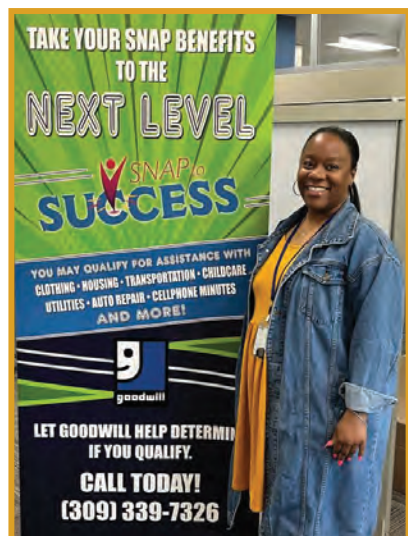


# SUCCESS WITH SNAP TO SUCCESS

Most of you are either familiar with or working within the SNAP program. To clarify, SNAP stands for Supplemental Nutrition Assistance Program and is administered by the U.S. Department of Agriculture. According to the USDA website, "SNAP provides food benefits to low-income families to supplement their grocery budget so they can afford the nutritious food essential to health and well-being."

As a part of SNAP to Success, Goodwill of Central Illinois assists its clients in obtaining these benefits but has taken the program to the next level. SNAP to Success adds additional resources to this already much needed program.

As the only SNAP to Success program administrator in the area, Goodwill strives to get our clients off SNAP benefits by helping them find and maintain employment.



Ashley Thomas, our SNAP to Success Case manager, at one of many outreach events.

We offer:

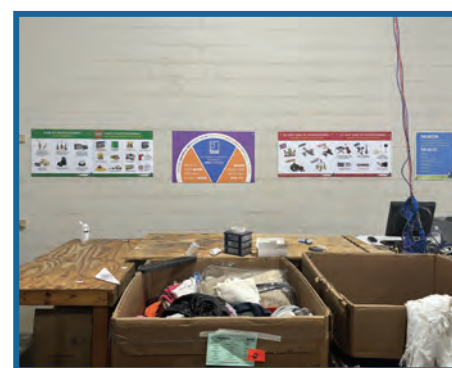
- Assistance with resume building
- Forklift operation training
- Mock interviews
- CNA, welding, and CDL certification
- Assistance and referrals for clothing, hygiene supplies, rent, auto repairs, gas cards, and more

"The program focuses on the future while addressing our clients' daily needs," says SNAP to Success Case Manager, Ashley Thomas. The program involves extensive reporting and follow up, but the most crucial skills needed by our staff is patience and dedication.

The key to success is focusing on the positive and never losing the passion to help people better their lives.

# OFF TO A GOOD START

For a new employee to feel comfortable and confident, training is paramount. That's why Goodwill of Central Illinois begins a new employee's journey with a week of training at our headquarters. Before they enter a store or ADC, new employees are given hands-on training to cover most responsibilities (if not everything) they will encounter on the job.



The week begins with a half day of orientation by our HR department. Once complete, the new employees begin their hands-on production training. This takes place at Goodwill Commons (Goodwill of Central Illinois' HQ and administrative offices). A portion of our warehouse has been mocked up to resemble a store/ADC. From computer systems to branding, it's all there.

New team members are taught how to greet donors and take donations. They are then taught how to sort those donations. The process continues as they learn how to hang and tag items. They learn how to prep and clean hardlines, how to determine what gets recycled, and how recycling is sorted.

As they become more comfortable with the mechanics of the job, they then learn about things such as the color rotation schedule and our loyalty program. Topics from the employee handbook are also covered, such as spotting counterfeit money.

While the training makes our new employees more comfortable, it also alleviates the need for store management to perform the task. This allows them to focus on their duties at their store or ADC.

The program has been well received. The ultimate goal is to have happier employees and reduce turnover.





# SECOND CHANCES

Life is full of decisions. Sometimes we make the wrong decision and sometimes those mistakes are costly. For some that means time behind bars, but Goodwill of Central Illinois wants to make sure a second chance is possible. This is the idea behind Goodwill's Re-Entry Program. Beginning in 2016, the program has offered men and women a chance to reenter society, find employment, and become self-sufficient.

The process begins with the Goodwill staff presenting the program to those recently released from incarceration. Expectations and requirements are explained. For those who feel they are ready, their second chance begins.

The program takes effort, and each participant must meet the requirements of full-time employment (40 hours per week) within 90 days.

Monday of the first week finds the participants at Goodwill to complete the intake process. This includes determining skills and barriers and most importantly setting goals.

The next day, the men receive a visit from a representative from Illinois Central College. At this time, they learn about educational opportunities and how available grants can fund their education. The day continues with resume building. Goodwill staff is on hand to help them portray their skills and abilities in the best light.

Wednesday consists of forklift operation certification. Each participant can become OSHA safety certified to operate a forklift.

Thursday and Friday are all about the job search. Again, Goodwill staff are on hand to show them where to look and how to apply. Gone are the days of paper



Goodwill Re-Entry Program participants at a celebration for successfully completing Goodwill's Employment Program.

applications, and you can image the challenge it is for these men to apply online. Many have never laid hands on a computer, so the process can be challenging and time consuming.

From this point, they have access to Goodwill's free programs. There are a litany of topics and disciplines that can be accessed online in self-study programs. But first and foremost, they must find work.

The program has a 93% success rate and sees many of these men truly dedicated to starting over. According to Lynn Whel, Client Advocate, the most motivated men are the ones who have been locked up the longest. "They truly want to succeed and are willing to do the work that it takes."



## EMPLOYMENT SERVICES

- Job Placement
- Job Skills Training
- Digital/Computer Skills Training
- Soft Skills Training
- Forklift OSHA Safety Certification
- Job Fairs and Hiring Events

## VETERANS' SERVICES

- Veterans' Support Services
- General Wayne A. Downing
- Home for Veterans
- Annual Stand Down for Veterans
- Referrals for Social Services Not Offered by Goodwill

## YOUTH SERVICES

- Youth Mentoring
- Youth Career Planning
- Life Skills Training
- After School Programming

## AND MORE!

4,916

DAYS OF HOUSING  
PROVIDED TO  
VETERANS  
IN 2023



58,950

FREE SERVICES PROVIDED  
TO CENTRAL ILLINOIS  
IN 2023





# SERVING CENTRAL ILLINOIS



## EMPLOYMENT SERVICE CENTERS

### GOODWILL COMMONS

2319 E. War Memorial Dr., Peoria  
(309) 339-7326

### PEKIN COMMUNITY EMPLOYMENT CENTER

3245 Court St., Pekin  
Located in the Pekin Goodwill Store  
(309) 339-7326

## GOODWILL LOGISTICS

300 Carver Ln., East Peoria  
(309) 694-9060

### SHOPGOODWILL.COM

Located at Goodwill Logistics  
(309) 694-9060 x107

## GENERAL WAYNE A. DOWNING HOME FOR VETERANS

403 S. Olive St., Peoria  
(309) 676-5541

21  
COUNTIES  
SERVED

## LEGEND

- ★ Goodwill Store/Donation Center
- ★ Peoria- University
- ★ Peoria- Pioneer Parkway
- ◆ Goodwill Donation Center
- ◆ Peoria- Grand Prairie
- ◆ Peoria- Knoxville Crossing

## \$100,000-\$999,999

- Autism Spectrum Disorders Trust
- CareerLink/WIOA
- City of Peoria Violence Prevention
- Heart of Illinois United Way, Inc.
- ICC Hired IT! Workforce Accelerator
- Illinois Department of Human Services SNAP to Success E&T Program
- Illinois Department of Human Services Trauma Informed Behavioral Health Services
- Illinois Department of Human Services Wayne A. Downing Home for Veterans
- U.S. Department of Housing & Urban Development

## \$25,000-\$99,999

- City of Peoria CDBG
- Goodwill Industries International, Inc.
- Illinois Department of Commerce & Economic Opportunity
- Illinois Department of Veterans' Affairs
- Illinois Department of Human Services Teen REACH

## \$10,000-\$24,999

- CEFCU
- Community Foundation of Central Illinois
- Helen Hartman Trust
- PNC
- RLI Corp.
- Tee It Up for the Troops, Inc.

## \$5,000-\$9,999

- Ameren
- ATOL Charitable Trust
- Caterpillar, Inc. Morton Operations
- CAVU HCM
- CFC Properties/Cook Medical
- GFL Environmental
- Craig Kliethermes
- Jamie Munson
- Mutual of America
- Nicholas J. Murphy Foundation
- Terry Poertner
- Joseph & Shelley Sharpe
- U.S. Department of Labor Stand Down for Homeless Veterans
- United Way of Knox County
- The Wyman Group

## \$2,000-\$4,999

- Advanced Medical Transport of Central Illinois
- Kirk & Debra Anderson

- Anonymous
- Ali Alta
- Brewers Distributing Co.
- Sheila V. Brewster
- Foresight Automation
- Honegger Sign Co.
- Lydia Ierulli-Crilly
- Don & Kim Johnson
- Kiwanis Club of South-West Peoria
- Komatsu America Corp.
- Kroger
- Martin Automotive
- Meister Plumbing
- OSF HealthCare System
- PJ Hoerr
- Risinger
- Seico, Inc.
- Standard Heating & Cooling, Inc.
- Unland Insurance/Selective
- Vonachen Group
- Judy & Ken Zika

## \$1,000-\$1,999

- Phil & Theresa Brodeur
- Caterpillar Inc.
- Commerce Bank
- Fortress Bank
- Gordon, Stockman & Waugh P.C.
- Michael & Bonnie Hope
- Steve Hope
- Tom & Maria Hornstein
- HUB/Kuhl Insurance
- Illinois Mutual
- Lori & Craig Johnson
- Kert Huber Development
- Lincoln Office LLC
- Marla Manuel
- Marine Vets
- Military Order of the Purple Heart
- Morton Industries, Inc.
- Pearl Technology
- Pekin Insurance
- Peoria Elks Lodge #20
- Pilot Club of Peoria
- Quinn, Johnston, Henderson, Pretorious & Cerulo
- Melanie Riley
- Rotary Club of Peoria
- SHARE Foundation
- Smart Vent Products, Inc.
- VFW Auxiliary Post 3883 Bartonville
- Jonathan A. Williams
- 182nd Illinois Air National Guard
- Lara Aaron
- Allegra Printing
- William & Sharen Altenberger
- American Family Insurance
- American Legion Auxiliary Unit 661
- Col Rusty Ballard
- Dr. Stephen & Patti Bash
- Cindy Byrd
- Casey's General Stores
- Caterpillar Foundation
- Central Illinois Vets for Vets
- CityLink
- Cohen Development Co
- Core Acquisitions
- Davis & Campbell, LLC
- Adam & Ashley Donahoe
- Double Good
- Steve & Gina Driscoll
- John G. Dundas
- Dunlap School District 323
- Kenny Eathington
- Excalibur Seasoning Company, Ltd.
- F&M Bank
- John Galbreath
- Angela Hadsall
- Mark Hoffmire
- Hupp ToyotaLift
- Kelly Glass Inc.
- Angela & Dreu LaMere
- Lee's Superior Coating
- Maloof Commercial Real Estate
- Mohr & Kerr Engineering & Land Surveying, P.C.
- Alison Morrissey
- Jenny & Bob Parkhurst
- Ron's Carpet Inc.
- RSDAK, LLC
- Simantel Group LTD.
- St. Luke Union Church
- United Facilities, Inc.
- United Security Communications Inc.



## \$250- \$499

- American Legion Auxiliary 16th District
- American Legion Auxiliary Unit 91
- American Legion Auxiliary Unit 1115
- Anonymous
- Mike & Julie Bass
- Scott M. Fisher
- William & Laurie Hahn
- Lawrence R. Harnett
- Heart of Illinois Blue Star Mothers
- IWIRC
- JC Screen Printing LLC
- John Graham & Associates
- Bernie Koch
- Peter McMahon
- Members Choice Credit Union
- MLHC, LLC
- The PIPCO Companies Ltd.
- Terrance A. Quinn
- Sean A. Randleman
- Brig Gen William P. & Sally Robertson
- Rotary Club of Peoria-North Foundation
- Thrivent Mutual Funds
- Pam & Bob Tomka
- VFW Post 1984 Canton
- Sheila Wilt

## Under \$250

- Amazon Smile Foundation
- American Legion Auxiliary Unit 672
- American Legion Auxiliary Metamora
- American Legion Post 89
- Darrell
- Kailey Bean
- Heather H. Berkley
- John Birdoes & Cathy Morgan
- BluSky Restoration Contractors, LLC
- James Brangan
- Connie Burnett
- Busey Bank
- Bryant & Cynthia Carter
- Casper Trash Hauling LLC
- CyberGrants LLC
- James C. Dillon
- Barbara Duryea
- Robert & Teresa Fandel
- Friends of Dave Koehler

- Ellen H. George
- GFWC Livingston County President's Club
- Marsha Heimsoth
- Bill Hemmerlein
- Connie Higgins
- Robert & Marsha Hinthorn
- Hyvee
- Insurance Wise Services
- Norma Just and Gregory Lawson
- Linda Kelm
- Donna King
- Kimberly Kirk
- Michael & Virginia Kolze
- Kriegsman Transfer Co.
- Carol Krohn
- Faye McMullen
- Ashley Miller, Esq. & Dr. Marwin Spiller
- Shirley & Stuart Nack
- Jon Neidy
- Capt Samantha Norville
- Oak Street Health
- Angela Parshall
- Elly & Phil Peterson
- Stephen D. Peterson
- Stacy Peterson
- Gretchen Piper
- Thomas & Elaine Rutledge
- Phil Salzer
- Chris & Eileen Setti
- Bill Siemmens
- Sons of the American Legion Squadron 1078
- Glenn & Sharon Stille
- Col Steven Thomas, USAF Retired
- UK Online Giving Foundation
- Leslie & Jason Vallar
- VFW Auxiliary #8078
- Web Design 309
- West Peoria Garden Club
- Brenda Wilner & Bill Axelrod
- Thomas Wilson
- Robert Yonker
- Patricia & Mike Zerbonia

## ★ ★ ★ ★ IN HONOR & MEMORY OF ★ ★ ★ ★

### — David Koch —

John E. "Corky" Birdoes III & Cathy Morgan  
Roger & Teresa Fandel  
Patricia & Mike Zerbonia

### — Thomas G. Hope —

Steve Hope  
Michael F. & Bonnie L. Hope

### — Sally Osmulski —

Dr. Stephen E. & Patricia J. Bash

### — Dr. Anthony J. Ierulli & Patrick J. Crilly —

Lydia Ierulli-Crilly

### — Ernie Baldock —

Peoria Elks Lodge #20

### — William P. Parker —

Thomas & Elaine Rutledge

## STAND DOWN FOR VETERANS REACHES MILESTONE

In 2023, Goodwill's Stand Down for Veterans celebrated its 15th year of serving the homeless and in-need veterans of Central Illinois. A true grassroots community involved project, the Stand Down provides food, supplies, and services for veterans in need. It also serves as preparation for the coming winter months.

Supplies such as coats, boots, hats, gloves, hygiene kits, and much more are packed in

a duffle bag and given to each veteran. At the same time, veterans have access to a litany of social service agencies. These range from mental health and legal resources to information on diabetic footcare and housing.

The day is topped off with a delicious lunch and even some snacks to go. Coupled with the Reception of Honor, it has become Goodwill of Central Illinois' signature event and is known as Patriot Weekend.

Through this event, Goodwill has served literally thousands of veterans in need. It's an event that gives us great pride with hopes of reaching a 30th year.



# GOODWILL BOARD OF DIRECTORS

## OFFICERS

**Phil Brodeur**  
Board Chairperson  
RLI Corp.

**Shelley Sharpe**  
Board Secretary  
Risinger

**Mark Hoffmire**  
Board Vice Chairperson  
CEFCU

**Adam Donahoe**  
Board Treasurer  
RSM US LLP

**Col Rusty Ballard**  
182<sup>nd</sup> Airlift Wing

**Rhonda Bessert**  
Community Volunteer

**Tom Hornstein**  
Community Volunteer

**Dave Johnson**  
Pearl Technology

**Meghan Lundeen**  
Caterpillar, Inc.

**Elly Peterson**  
Simantel Group, LTD

**Col Steve Thomas**  
USAF (Retired)

**Leslie Vallar**  
Busey Home Mortgage

**Don E. Johnson** (Ex-Officio)  
Goodwill Industries of Central Illinois

**Anthony Beiermann**  
First Mid Bank & Trust

**Scott Fisher**  
John Graham & Associates, Inc.

**Joel Jackson**  
Pekin Insurance

**A. Cliff Laine**  
Benjamin F. Edwards & Co.

**Ashley Miller**  
National Labor Relations Board

**Sean A. Randleman**  
Caterpillar, Inc.

**Pam Tomka**  
Community Volunteer

**Jon Williams**  
Caterpillar, Inc.

# GOODWILL LEADERSHIP TEAM

**Don E. Johnson**  
President & CEO

**Bob Parkhurst**  
Chief Financial Officer

**Susan Walker**  
Director of Retail & Operations

**Melanie Riley**  
Director of Human Resources

**Lori Johnson**  
Director of Program Services

# 2023 FINANCIAL RESULTS

CONDENSED STATEMENTS OF FINANCIAL POSITION	2023	2022
Cash and cash equivalents	2,669,051	3,043,575
Receivables	480,392	419,959
Inventory	1,681,703	1,550,976
Certificates of deposit	1,320,959	1,652,242
Prepaid Expenses	159,450	71,441
Property and equipment, net	10,619,715	10,486,896
Interest rate swap	38,466	58,060
Right of use assets - operating leases	4,954,067	5,950,294
Deposits with Community Foundation, board designated endowment	2,878,847	2,535,586
Beneficial interest in trust	417,833	383,306
<b>TOTAL ASSETS</b>	<b>\$25,220,483</b>	<b>\$26,152,335</b>
Accounts payable and accrued expenses	1,002,588	1,138,321
Deferred Revenue	57,738	80,678
Debt and financing lease obligations	4,224,417	4,653,037
Operating lease obligations	5,086,706	6,095,641
<b>TOTAL LIABILITIES</b>	<b>\$10,371,449</b>	<b>\$11,967,677</b>
Without donor restriction	13,761,317	13,298,428
With donor restriction	1,087,717	886,230
<b>TOTAL NET ASSETS</b>	<b>\$14,849,034</b>	<b>\$14,184,658</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$25,220,483</b>	<b>\$26,152,335</b>
CONDENSED STATEMENTS OF ACTIVITIES	2023	2022
Public support	13,078,956	12,435,430
Revenue, gains	6,706,895	4,742,887
Total public support and revenue	19,785,851	17,178,317
Program services expenses	18,182,449	16,821,926
Management and general expenses	939,026	760,872
Total expenses	19,121,475	17,582,798
Cumulative adjustment due to adoption of ASC 842		148,081
<b>CHANGE IN NET ASSETS</b>	<b>\$664,376</b>	<b>\$(552,562)</b>
CONDENSED STATEMENTS OF CASH FLOW	2023	2022
Net cash provided by operating activities	379,421	348,080
Net cash used by investing activities	(205,653)	(573,626)
Net cash used by financing activities	(548,292)	(555,171)
<b>NET DECREASE IN CASH &amp; EQUIVALENTS</b>	<b>\$(374,524)</b>	<b>\$(780,717)</b>

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





We help communities prosper by transforming donations into life and job skills training and employment services.

**Goodwill Industries of Central Illinois**

2319 E. War Memorial Dr., Peoria, IL 61614

(309) 682-1113 • [www.goodwillpeo.org](http://www.goodwillpeo.org)

Produced by Goodwill's Marketing &  
Communications Department

