

Celebrating



60
Years
South Florida

2018 Annual Report



In the beginning...

2019 marks the 60th anniversary of Goodwill South Florida. Since opening our doors in 1959, Goodwill has helped tens of thousands of people with disabilities find greater independence through training, employment and job placement. You have played a critical role in our success, and we cannot thank you enough. As we look to the year ahead, we invite you to join us in celebrating this incredible milestone. We look forward to sharing the culmination of our 60th anniversary and its celebrations with you in next year's annual report. Until then, we invite you to experience the year in review with our 2018 Annual Report. We hope that you are excited to see what we have been able to accomplish together.



In 1959 Goodwill opens in an old 40,000 square foot building located at 1130 N.W. 22nd Street in Miami. The building included Goodwill's first store, offices, ample dock and processing facilities to provide employment opportunities to people with disabilities.



Five years after starting operations, Goodwill had outgrown its facility and moved to the 133,000 square foot former Miami Herald building located at 200 South Miami Avenue in Miami.



In 1979 Goodwill sold the downtown Miami facility and purchased the U.S. Biscayne Annex Postal building, a former post office located at 2121 N.W. 21st Street in Miami. Below: Goodwill as it is today.



Chair & President Report



Tomás Erban



David Landsberg

Dear Friends of Goodwill,

Founded in 1959, Goodwill South Florida is proud to be celebrating its 60th anniversary in 2019. That's 60 years of making a difference and being committed to supporting people with disabilities and other barriers to work. In the year ahead, we will be celebrating Goodwill's accomplishments of the past 60 years – both big and small. Thank you to our loyal donors, supporters and the South Florida community for continuing to believe in our mission and work after all these years.

We are excited to present you with this year's Annual Report as we take a look back on the year 2018 and the

great impact we made on those we serve. When you take a peek inside, you'll see that Goodwill South Florida is truly a special place.

When people with disabilities come through Goodwill's doors they are looking for a chance, like the rest of us - eager to work, succeed, and lead fuller lives. We understand that disabilities don't define people. That is at the core of our philosophy. Our work with populations with disabilities is always through a lens of capability. Goodwill South Florida makes that possible by providing vocational rehabilitation, training and employment services.

We know that in order to make a real impact, we need to maintain financial stability and continue to grow as an organization so that we can fund programs that help our participants reach their full potential.

As you walk through our halls, the joy of participation and sense of empowerment that show on the faces of those we serve, speak for itself. We have learned over the years that a fundamental need of people is to be engaged in something productive. Having a real job creates hope and opportunity for all of those we serve.

As an employer of people with disabilities and other barriers to work, we encourage business owners and government leaders to double down on their commitment to engage people with disabilities with job opportunities.

Tomás Erban
Board Chair

David Landsberg
President & CEO



About Us & Community Needs

About Us:

Starting in 1959, Goodwill South Florida, a nonprofit organization serving Miami-Dade, Broward and Monroe counties, has become a significant support system for people with disabilities and other barriers to work.

Community Needs:

There are 4.6 million people in Miami-Dade and Broward counties, 3.7 million of whom are working age. 12.2% of this population have developmental disabilities, physical disabilities, or mental disorders that challenge their ability to find and retain work. This is an extraordinary 457,000 people, 81% of whom are not working compared to only 34% of the non-disabled population. 23% of this population live below the poverty line compared to 14% of the non-disabled population, another startling difference from the non-disabled population.

How We do It:

Because of this great disparity, Goodwill is positioned as the most significant organization in South Florida focused on this community issue. We are the largest and best example of Social Enterprise, starting nonprofit

businesses that help fund our human services mission while actually employing many of the people that we are focused on helping. We execute this mission by receiving donated goods, selling them in our stores, and running multiple nonprofit entrepreneurial businesses which fuel the organization and employ many people in need.

Our Needs:

While primarily self-funded, Goodwill South Florida still struggles with funding like any nonprofit. We are challenged by the ups and downs of business, a lack of support of our mission-based vocational training programs, and acquiring enough seed money to launch additional growth-focused businesses that allow us to vocationally train, place and employ more people.

Driven to Making a Difference:

We receive great help from donors of clothing and goods, shoppers in our stores and from our other business services. But it is not enough to fund our robust mission and community needs. We are looking for supporters who are excited about financially participating in this endeavor. Visit goodwillssouthflorida.org to see how you can help support Goodwill.



We are one of the most cost-effective nonprofits in the U.S. with 95% of our expenses going toward funding direct programs.

Every day, the men and women that we serve at Goodwill wake up with the opportunity to focus on their many capabilities, while dealing with their disabilities. Through our mission of employment, training, and job placement for people with disabilities and other barriers, Goodwill gives them hope, a sense of purpose and a life changing experience. Here are last year's results:

In 2018, Goodwill provided the following Units of Services:

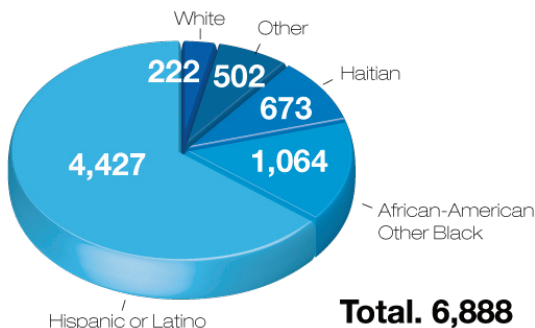
Admissions	556
Distribution of information and referrals	4,033
Employed at Goodwill (while receiving training & services)	2,770
Provided placement services	524
Programs for developmentally disabled	173
Conducted vocational evaluation	125
Provided certified vocational training	138
Supported employment through VR and APD	58
School Transition Program	3

Primary Disabilities:

Developmental Disabilities	562
Psychiatric, Emotional and Behavioral Disabilities	2,052
Orthopedic/Mobility Impairments	346
Hearing, Speech and Visual Impairments	199
Other Disabling Medical Conditions	671
Disadvantaging Conditions	<u>3,058</u>

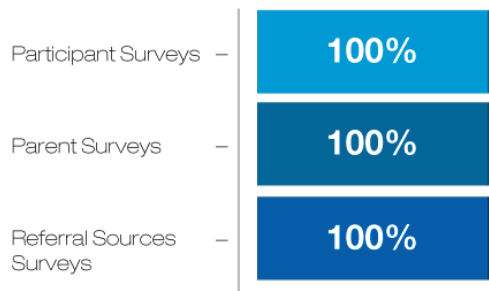
Total People Served 6,888

Participant Diversity



Satisfaction Surveys

During 2018 we had the following favorable results on our Satisfaction Surveys:



2018 Year In Review



Below are key highlights that helped define the year.

In Human Services:

- We served 6,888 people and placed 1,505 in employment opportunities both in the community and inside of Goodwill.
- Won the bid in response to the Beacon Council's RFP for the Miami Community Ventures program to place structurally unemployed people into living wage jobs.
- Our Employee Health Services provided 10,950 units of service to employees and participants.

In Business Services Programs:

Custodial Services:

- Added janitorial and landscaping contracts with the Florida Department of Transportation, Human Trafficking Taskforce, Camillus House and the U.S. Southern Command located in Homestead.
- Cleaned 9 million square feet of office space in 137 buildings located in both Miami Dade and Broward counties.
- Employed 203 people with an average wage of \$10.63 plus health benefits

- Maintained an employee turnover rate of less than 10% which is an abnormally low rate by industry standards.

Laundry Services:

- Laundry Services signed a significant laundry contract for the processing millions of pounds of linen, driving the number of employed to 208.

Apparel Manufacturing:

- Successful product start-up of Army Combat shirts
- Expansion of Apparel Mfg. to first floor space and increased quantities of ACU Coats for Dept of Defense customers and work opportunities for people with disabilities
- Increased orders for the production of Fleece Jackets and additional work opportunity for people with disabilities.

Stores & Donation Centers:

- Our eCommerce business continues to grow, ranking #10 nationally for all Goodwills.
- Successfully introduced reusable shopping bags to our customers and eliminated plastic bags.

- Updated the Miami Outlet Store which boosted revenue and greatly improved the shopper's experience.
- Our New Goods Program continues to excel with revenue coming in at 39% over last year.

In Support Services:

Marketing:

- Goodwill launched a targeted advertising campaigning focused on the hispanic market promoting job recruitment and mission awareness.
- Executed a social media plan that resulted in significant presence and growth in brand engagement.

Development:

- Continued to establish donor relationships and community engagement and work toward reaching a \$3 million, Goodwill Advancement Campaign goal.

Finance:

- The Finance Division implemented direct deposit for all 3,100 employees at Goodwill.
- Passed the annual audit of the Financial Statements with no recommendations.
- Installed a new phone system for the entire organization.

Rehabilitation Services

The core of our mission is job creation, job preparedness and maximizing personal independence for those we serve.

Vocational Rehabilitation is the foundation of Goodwill's programs offering a continuum of services that helps the individuals to develop their optimal human potential and overcome their barriers to employment.

Our Services and Programs:

When entering the program the majority of persons begin with a vocational evaluation which helps to identify the type of employment or training that a person is best suited for and to determine the person's interest areas.

The Work Activities Center / Adult Day Training provides work experience and social development to people with Developmental Disabilities. This program enhances work skills and behaviors so that the participants can move upwardly through other programs available to them.

The Vocational Training Programs are taught by Miami-Dade County School instructors in the areas of Environmental Services, Sewing Automation, Retail/Customer Services and Adult Basic Education.

The Job Development and Placement Department works with individuals who are seeking employment. This program works to improve the person's employability skills and then match jobs in the community with the skill sets and preferences of those served.

The Work Services Program is designed to provide employment opportunities within Goodwill for those participants who continue to need follow along and support services for a longer period of time. This provides work experience and makes it easier for the individual to be placed in outside employment afterward.

Human Services

Goodwill continued to expand its populations by serving larger numbers of homeless, veterans and ex-offenders. Many of these people were offered job opportunities at the Goodwill Laundry. 819 persons were served in this diversity grouping.

The Human Services Division collaborates with the broader community including many state agencies, public education, United Way and other organizations to ensure that our participants have access to all needed services and that the services are coordinated logically.

The staff of the Human Services Division is dedicated and highly qualified; they are professionals that adhere to the standards of three nationally recognized accreditation organizations.

Michelle Lund

Michelle Lund, 28, lives with her mother in Plantation. Ms. Lund has a high school diploma; having no work history she enrolled in Goodwill's placement program. Ms. Lund was a victim of severe physical, mental and emotional abuse at a very young age; then at the age of 15 she was involved in a serious car accident in which she suffered severe head trauma. Ms. Lund suffers from mood swings as well as severe migraines that often result in random violent outbursts. While these challenges have been difficult, she found satisfying volunteer work at a cat rescue center and volunteering in the thrift store affiliated with her church. When Hurricane Irma hit South Florida, Ms. Lund was there with fellow parishioners from her church to help the victims by passing out food and clothing.

Ms. Lund started the Job Placement program with the initial desire to work as a stock person in a pet store to fulfill her love of animals. She signed up to volunteer at the Humane Society of Broward County while in job development to gain some experience and confidence as a person and a worker.

With some guidance from her Goodwill employment specialist and her weekly attendance in Goodwill's pre-employment classes, she was able to overcome her fears of the interviewing process. As she became more confident, she was motivated to seek out employment opportunities within her neighborhood and filled out applications almost daily. When called for an interview Ms. Lund would always make it to interviews on time while suffering from debilitating conditions.

While out shopping at a mall, she introduced herself to the manager at Charleys Philly Steaks located in the food court and asked about any entry level positions. The manager met with her and explained the sampler position where she would be responsible for approaching customers randomly in the food court and suggest to them to try their signature sandwich. Successfully passing the initial interview at Charleys Philly Steaks, she is now thriving in the position having no fear of interacting with customers while offering them a smile and genuine hospitality. During the peak of the holiday shopping week Ms. Lund earned recognition from her manager having been named employee of the month. She also earned a generous gift card. Ms. Lund has worked hard overcoming her fears. She enjoys her position at Charleys Philly Steaks and continues to receive support from her Goodwill job coach to ensure success on the job.



Michelle Lund & Goodwill Counselor Victoria Napp



Milena Castillo

Milena Castillo, 53, is a divorced, Spanish speaking, mother of two adult sons from Nicaragua. She lives at home with her younger son.

In December 1992, Ms. Castillo was forced to leave her native country due to political persecution. After applying for political asylum, she obtained her authorization for employment, but her husband never allowed her to work. Her husband subjected her to years of physical and psychological abuse. In January 1997 she developed the courage to take action to change her situation; she started looking for a job! Ms. Castillo had difficulty finding employment. She had no work history in the United States, no English skills, no family, two small children, no driving skills or transportation, and she was emotionally unstable and depressed.

Ms. Castillo learned about Goodwill's programs and came for an interview. She was subsequently evaluated and diagnosed with Post Traumatic Disorder due to a history of abuse during childhood and adulthood; Generalized Anxiety Disorder; Acute Stress Disorder; Major Depressive Disorder; Primary Insomnia; Pain Disorder Associated with Psychological Factors and a General Medical Condition. Based on her diagnosis Ms. Castillo's counselor recommended that she become enrolled in the Industrial Sewing Program.

After learning how to operate the sewing machine Ms. Castillo was placed in the Manufacturing Department sewing American Flags. Her desire to become independent was her main source of motivation, and soon she started to produce a high amount of flags. She also learned to drive. With the support from counselors and supervisors, Ms. Castillo started to gain emotional and economic independence and decided to put an end to her marriage problems and divorced her husband. Ms. Castillo learned different operations in the Flag Department and soon became a valuable operator and enrolled in English classes.

In January 2008, she was offered the position as a Trainer, working one on one with people with significant disabilities who were hired in the Manufacturing Department. She successfully trained hundreds of participants for three years until she was offered a position as Quality Control Supervisor that she has been performing with great efficiency and quality ever since. Ms. Castillo continues to be a dedicated and responsible employee; an example of how the power of work can change lives. We are all proud of her accomplishments and celebrate her journey of 22 years at Goodwill.



Courtesy of Sharon Socol Photo: Pedro Wazzan & Diana Espin

Milena Castillo and Counselors Mercedes Lago & Marta Valle



Courtesy of Sharon Socol Photo: Pedro Wazzan & Diana Espin

Goodwill Hope & Opportunity

For 60 years, it has been the people and the shining faces across the organization that make this place so special and unique. We embrace the Spirit of Goodwill. As work is done, social bonds are created, and there is a sense of a connection to purpose and a bigger family. We care about our participants' well being beyond the job.





Photos: Melissa Garcia

Social Enterprise

Goodwill engages in a unique social enterprise model which funds services and employment for over 3,100 persons. Although most known for its Goodwill donation centers and retail stores, the organization's other entrepreneurial businesses include Apparel Manufacturing, Custodial Services, and Laundry Services which directly train and employ a large number of people while providing mission funding.

Business Services

Stores & Donated Goods

Donate Stuff. Shop. Create Jobs. Your donations and shopping at our stores, donation centers, and online e-commerce (shopgoodwill.com), fund programs that assist people with disabilities and other barriers, basically, putting people previously unemployable to work.

Apparel Manufacturing

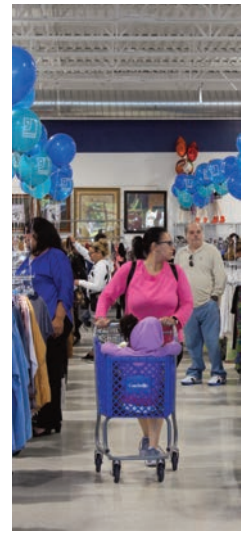
For over twenty five years, Goodwill has manufactured military apparel for the U.S. Department of Defense. With a workforce of over 1,000 people, today, we produce caps, combat coats, shirts, combat trousers, dress slacks, and U.S. Interment flags. This significant work creates opportunities for people with disabilities. Our customers include: Defense Logistics Agency, U.S. Department of Veterans Affairs, SourceAmerica, U.S. Army, Publix Super Markets, the State of Florida, Phoenix Industries, Peckham, and ReadyOne.

Custodial Services

Goodwill's custodial services offer grounds keeping, porter service, food attendant, cashiering, food preparation, and janitorial/custodial combined to employ over 300 people with significant disabilities. Goodwill's customers include the majority of federal, state and local government entities also including National Oceanic and Atmospheric Administration, U.S. Air Force, U.S. Coast Guard, U.S. Navy, U.S. Army, and the U.S. Department of Agriculture.

Laundry Services

The Goodwill Laundry Services operation was created to initiate more jobs in the Liberty City area. It is a state-of-the-art facility that is automated, energy-efficient and environmentally green. We currently process 30 million lbs/yr and employ 208 workers.



Photos: Melissa Garcia

We have 36 Stores & 63 Attended Donation Centers made possible by your donations that are sold and used to fund programs.



Goodwill offers paid training for qualified sewing operators and job placement upon successful completion of the program.



Goodwill Laundry Services provides clean linens to local hospitals.



Our shop online business (Amazon, ebay and shopgoodwill.com) is having double digit growth.

25 Year Anniversaries

Congratulations to the following employees for their dedication and commitment to Goodwill for 25 years:

Thank You

- Anthony Locke
- Augusta Faldor
- Yvette Mathurin
- Louis Moses
- James Watts
- Patsy Boyd
- Jeannette Pierre
- Jason Reyes
- Rosemary Mullins
- Juan Pulgarin
- William Brooks
- Frankie Cannon
- Maria Sampson
- Brenda Byrd
- Mercedes Calle

Goodwill is grateful to our volunteer directors, who are active and generous supporters of the mission. They, too, are driven to make a difference and open doors for goodwill. They ensure adherence to the highest standards of efficiency, quality, service, ethical conduct, public accountability and transparency.

Officers

Tomás P. Erban
Chair,
Retired Executive

Barbara L. Shrut
Vice Chair & Chair - Marketing Committee,
SLB Advisors

Julie Greiner
Secretary,
Retired Executive

Rudy Kranys
Treasurer,
Retired Executive

Michael Burnstine
Chair – Business Services Committee,
Vice President Lockton Companies, LLC

Jorge A. Fernandez Ceballos
Chair – Audit Committee,
Retired Executive

Joseph Lacher
Chair – Development/Compensation,
Retired Executive

Charles M. Rosenberg
Chair – Governance Committee,
Attorney, Carlton Fields Attorneys

Edward Manno Shumsky
Chair – Compensation Committee,
Retired Executive

Irma Rebozo Solares
Chair – Human Services Committee,
Attorney at Law, Carlton Fields Attorneys

David Landsberg
President & CEO,
Goodwill Industries of South Florida

Jayne Harris Abess
Chair Emeritus,
Partner, ThinkLAB Ventures

Directors

Peter L. Bermont
Managing Director,
The Bermont Advisory Group

Mark Burstein
President and Chief Strategy Officer,
NGC Software

Carolyn Donaldson
Retired Executive

Heather Gatley
Vice President & Deputy General Counsel of
Global Labor & Employment, Ryder System

Wifredo Gort
Commissioner – District 1
City of Miami – City Hall

Brian May
Partner, Floridian Partners

George L. Pita
Executive Vice President & CFO,
MasTec, Inc.

Rosary Plana Falero
Senior Vice President, Marquis Bank

Alberto Santalo
Internet Entrepreneur,
Founder & CEO, 8base, Inc.

Allison P. Shipley
Principal,
Pricewaterhouse Coopers, LLP

Merrett R. Stierheim
Retired Executive

Victoria E. Villalba
Founder & President,
Victoria & Associates Career Services

Trustees

Sarah N. Artecona
Associate Vice President,
Community Engagement
University of Miami

Rodney Barreto
Chairman, Floridian Partners

William Beames
Retired Executive

Robert Bromberg
Retired Executive

Laurence Deets
Chief Financial Officer,
Butler, Buckley, Deets

James M. Fraser
Vice President and General Manager,
Turner Construction Company

Gen. Douglas M. Fraser
International Defense & Security Consultant,
Doug Fraser, LLC.

Dr. Wilbert "Tee" Holloway
Retired Executive

Sherrill W. Hudson
Retired Executive

Joe Oglesby
Retired Executive

Debra D. Owens
Intergovernmental Affairs State Manager,
Dante Fascell Port of Miami-Dade

Leslie Pantin, Jr.
President, Beber Silverstein/Pantin Group

Jorge R. Villacampa
President, Community Bank
Wells Fargo Company

Mary Martin Young
Director, Sanford Ziff University of Miami
Graduate Career Services



David Landsberg
President & CEO



Bridget Pallango
Sr. Vice President,
Human Services



Mauricio Hernandez
Sr. Vice President,
Business Services



Beatriz Anazco
Vice President,
Financial Management



Lourdes de la Mata-Little
Vice President,
Marketing & Development



Mark Marchioli
Vice President,
Business Development



Diana Valencia
Vice President,
Apparel/Flag Manufacturing



Brett Bartschi
Vice President,
Donated Goods



Harry Ramsarran
Vice President,
Service Contracts

We extend heartfelt thanks to our faithful supporters who generously donate year after year, and to our board of directors for being the Catalyst of our fundraising efforts. The following individuals, corporations and foundations donated between January 1, 2018 and December 31, 2018. Their generosity enables us to help people with disabilities and other barriers find and maintain employment.

Benefactor's Society: \$200,000+

**Joseph P. and Suzanne Lacher
Ryder Charitable Foundation
United Way Miami-Dade**

Leader's Society: \$50,000 – \$99,999

Jayne and Leonard Abess

The Leonard L. Abess and Bertha U. Abess Foundation

The Norman Braman Philanthropic Fund

Turner Construction Company *(Golf Tournament)*

Diamond Circle: \$20,000 – \$49,999

Mary N. Porter *Community Foundation of Broward Morrison, Brown, Argiz & Farra, LLC*
Publix Super Markets, Inc.
Dr. Jose Chaviano*
Dr. Vivian Morad*

Platinum Circle: \$10,000 – \$19,999

Clear Channel Worldwide
The Fine & Greenwald Foundation

Gold Circle: \$5,000 – \$9,999

Alvah H. and Wylene P. Chapman Foundation
Peter L. and Kerrin Bermont
Tomas P. and Sandra Erban
Julie Greiner Weiser and Michael Weiser
David and Anoly Landsberg

Charles M. and Gayle Rosenberg
Saint Louis Catholic Church
Allison P. Shipley
Barbara L. Shrut and
Steven R. Gretenstein

Edward M. Shumsky and Sue Kronick
Irma R. Solares
UnitedHealthcare Svs Inc
Yolanda and Gerardo Valencia
Galleria Farms*

Silver Circle: \$1,000 - \$4,999 Bronze: Up to \$1,000

Beatriz Anazco
Diane M. Barrett
Nancy and William Beames
John Benbow
Nathan S. Brand
Michael L. and Kara Burnstine
Mark Burstein
Saray Dacal
Linda DeMartino and Gonzalo de Quesada
Paula and Richard Donovan
Rosary P. and Luis Falero
Rudolph H. Fellman/WM NC Philanthropic East
Cheryl and Adam M. Goldstein
Betty Goodman
Jane Goodman/Yablick Charities, Inc.
Henderson Sewing Machine
Agustin Herran
Marquis Bank
Brian May
Eileen B. Mehta
Bridget Pallango
George L. Pita
Myra and Robert Redman
Barbara and Felix Reyes
Linda A. and Michael Salzberg
Samtech LLC
Sapoznik Insurance & Associates, LLC
Martin E. Segal
Virginia Shomar*
Sharon Socol*
SourceAmerica
Barbara and Richard Souviron
Merrett R. Stierheim
Trust of Ruth S. Fleisher
Victoria E. Villalba

David Adam
Marian Alperstein
Amazon Smile
Anonymous
Eduardo Atienza
Daniel Averbook
Brad Barker
Montye Barker
Bernard Baumel
Manuel Becerra
Jill and Neal Berman
Stanley E. Bilsker
Mark W. Bjorkman
Anne Boley
Jessica Buchsbaum
Gus Cabrera
Lisa L. and A. Tom Canaday, Jr.
Danilo Cardona
Marina Casellas
Cynthia Cattani
Cevi Family Holdings, LLC
Ida Chamberlin
Stephen Conroy
Merrill and Julius Cook
Elisa Crespo
Crossing Shopping Village
Alina M. and Elia Cuesta
Alberto de Cardenas
Lourdes de la Mata
Lourdes de la Mata-Little
Miriam Del Amo
Olivia and Laurence Deets
Robin Denison
Robert V. Di Pauli/Di Pauli Family Foundation
Carolyn Donaldson
Terry Donohue
Antonie and Michael W. Downs
Dayan Falero Ramos
Jorge A. and Elena P. Fernandez Ceballos

Rodolfo Fernandez
Yenise Fernandez
Joan N. Fleischman
FLM Gina Milio Trust
FoldFast, LLC
Nancy and Robert Frehling
Sergio Fuenzalida
Mike Garcia
Francisco Gonzalez
Arnold Grevior
Gabriel Guerra
Jean and Maurice Hawa
Benny Hernandez
Carlos Mauricio Hernandez
Guido Hernandez
Jose Hernandez Solaum
Jorge Hernando
Sherri S. and Phillip Hungate
Deborah Immormino
France-Marie Jordan/Jordan Family Charitable Fund
Mildred H. and J. Calvin Jureit
Keefe McCollough
Michelle Laine
Aury Leyva
Susan Lincoln
Augusto Lopez
Jorge L. Lopez
Adele and Vladimir Lorenzo
Miladis Marichal
Alejandro S. Masferrer
Miami-Dade Interamerican Lion Club*
Christopher Miller
Emilio Miyares
Ana and Luis Mola
S.J. and M.D. Montana
Christopher Moody
David Nadas
Dorothy and John A. Naser
Navajo Air, LLC
Kimrey D. Newlin
Jeannine and Ken Oates

Patricia Ogiso
Janice A. Pacheco
Paul William Padron
Martha S. and Leslie Pantin
Jaime Parlade
Emily and Nicholas Patricios
Sidney Pertnoy
Ferdinand Phillips
Senator Jason Pizzo
Wally Proenza
Propel LLC
Regent Products
Joan N. and Richard S. Rivitz
State Representative Ana Maria Rodriguez
Javier Rodriguez
Tony Rodriguez
Barbara Romani
Rotary Club of Brickell*
Kristopher Marc Roth
Homa and Mike Samway
Vanessa Sanchez
Albert and Rebecca Santalo
Ernesto M. Santana
Nicholas Schur
Misleydy Selgas
Judy and Wayne Snow
Aaron Steelman
Steiner-Atlantic Corp
Michael Stocker
Paulette and Harold Summerford
Tags & Labels Printing Inc
Jerome Tilis
Joquin Trias
Trimline Graphics International Inc.
Sue and R.L. Underwood
Ana VeigaMilton
Julie Waas
Walker Canvas Awnings, Inc
Zug Technology Group

*In-kind donations

STATEMENT OF ACTIVITIES

For the Year Ended December 31, 2018

REVENUES AND SUPPORT:

Donated good sales	\$ 63,054,798
Apparel manufacturing	50,769,772
Laundry services	12,940,607
Custodial contracts	9,063,842
Business services	404,481
Mission services	2,497,419
Contributions	675,331
United Way allocation	360,501
Miscellaneous income	75,453

TOTAL REVENUES AND SUPPORT **\$ 139,842,204**

EXPENSES:

Donated goods operations	54,530,224
Apparel manufacturing	50,941,682
Laundry services	14,144,123
Custodial contracts	8,477,657
Business services	486,003
Mission services	5,422,163
Management and general	5,154,280
Fundraising	325,546

TOTAL PROGRAM SERVICES AND EXPENSES **\$ 139,481,678**

INCREASE IN UNRESTRICTED NET ASSETS 360,526

DECREASE IN TEMPORARILY RESTRICTED NET ASSETS (65,076)

INCREASE IN NET ASSETS **\$ 295,450**

STATEMENT OF FINANCIAL POSITION

December 31, 2018

ASSETS

Cash and cash equivalents	\$ 5,473,919
Accounts and other receivables, net	8,791,789
Inventories	12,770,841
Prepaid expenses and other assets	2,357,832
Land, building and equipment, net	39,263,322

TOTAL ASSETS **\$ 68,657,703**

LIABILITIES AND NET ASSETS

Accounts payable	\$ 6,967,539
Accrued expenses and other liabilities	9,251,511
Mortgage notes, notes payable and lines of credit	14,119,301
Obligations under capital leases	2,232,453

TOTAL LIABILITIES 32,570,804

NET ASSETS

Unrestricted	36,001,975
Temporarily restricted	84,924

TOTAL LIABILITIES AND NET ASSETS **\$ 68,657,703**

For audited report visit www.goodwillsouthflorida.org

Financial Donations Create More Impact

There are 3.7 million people in Miami-Dade and Broward counties who are of working age. 457,000 of this group have a disability or disorder that challenges their ability to find and retain work. A startling 81% of this group is not working.

Last year, our programs served 6,888 people – many of whom have a disability or other barriers to work. Goodwill South Florida is a unique nonprofit driven to create hope and opportunity for people with disabilities and other barriers to work. We help those we serve reach greater financial stability and increase productivity.

While partially self-funded, we still need you. Goodwill South Florida struggles with funding, like any nonprofit. We are challenged by the ups and downs of business, the need of support for our mission-based vocational training programs, and acquiring enough seed money to launch additional growth-focused businesses, that allow us to vocationally train, place and employ more people.

We are very appreciative of the great help we receive from both donors of clothing and goods, and shoppers in our stores, but it's not enough to fund our robust mission and great community need. We respectfully ask for your support. We are looking for individuals who believe in the important work we do and are excited about financially participating and be part of our team. The more financial gifts we receive, the more people we can help.

Hope & Opportunity

With guidance from Goodwill employment specialists and pre-employment classes, this year's Achiever of the Year, was able to overcome her fears and was motivated to seek out jobs

We invite you to join our Goodwill Giving Societies to provide hope and opportunity for people with disabilities and other barriers. By financially supporting the goals and objectives of Goodwill South Florida, you are accelerating the important work we do.



Please consider joining Goodwill's Gift Societies:

- | | | | |
|--------------------|---------------------|-------------------------|-----------------------|
| • Bronze Circle: | Up to \$1,000 | • Leader's Society: | \$50,000 – \$99,999 |
| • Silver Circle: | \$1,000 – \$4,999 | • Founder's Society: | \$100,000 – \$199,999 |
| • Gold Circle: | \$5,000 – \$9,999 | • Benefactor's Society: | \$200,000 – \$499,999 |
| • Platinum Circle: | \$10,000 – \$19,999 | • Humanitarian Society: | \$500,000 – \$999,999 |
| • Diamond Circle: | \$20,000 – \$49,999 | • Legacy Society | \$1,000,000+ |



impact
6,888

People with disabilities served in 2018.



real-life results
6,505

Placed in employment opportunities both in the community and Goodwill.



positive change
10,950

Units of service were provided by our Employee Health Services.



community need:
457,000

People with disabilities of working age in our community who are unemployed.

Yes! I will support the Goodwill Advancement Campaign to help someone find a job.

Ways to make your impact:

- Make a donation to Goodwill South Florida using the self-addressed donation envelope provided in this report.
- Make your online donation by visiting goodwillsouthflorida.org or by scanning the code below with your cell phone to go to Goodwill's donation page.
- Join the Goodwill Gift Societies by filling out a pledge card today and setting up yearly payments.

For stock, IRA distributions, endowment, corporate sponsorships, in-kind gifts, naming opportunities, memorial and tribute gifts, planned giving or more information please contact:

Vanessa Sanchez (305) 326-4173 or vsanchez@goodwillmiami.org

Scan code to donate online:



Goodwill Accreditations

Demonstrating our commitment to the highest standards of quality, public accountability and transparency.

CARF – The Commission on Accreditation of Rehabilitation Facilities
Accredits Vocational Rehabilitation Programs.

Qlarant – Agency for Healthcare Administration
Accredits Developmental Disabilities Services.

COE – Council on Occupational Education Committee
Accredits Vocational Adult and Basic Education Programs.

ISO 9001:2015
Registered and certified by TUV NORD in the areas of design and manufacture of textile goods including military uniforms, flags and accessories.

HLAC (Healthcare Laundry Accreditation Council)
This is a nonprofit organization that inspects and accredits laundries that process reusable textiles for hospitals, nursing homes and other healthcare facilities. Our accreditation substantiates, that we have been independently inspected and adhere to professionally recognized infection control procedures and policies.

CIMS Certified (Cleaning Industry Management Standards)
This certification applies to Management, Operations, Performance systems and processes that demonstrate we are structured to deliver consistent quality services to meet customer's needs and expectations. It sets forth processes, procedures and supporting documentation proven to be characteristic of a customer driven organization.

Sarbanes-Oxley Act
Goodwill is in compliance with the Sarbanes-Oxley Act, including an independent Board of Directors' Audit Committee and Compensation Committee in compliance with IRS Regulations.



Goodwill Industries of South Florida, Inc. is an independent and autonomous nonprofit organization governed by a Board of Directors from Miami-Dade, Broward and Monroe counties. Goodwill Industries of South Florida, Inc. is a member organization of Goodwill Industries International, Inc. in Washington D.C.

Goodwill loves Green

Goodwill knows the power donations can have on people and the planet.



For over 100 years, Goodwill has been a pioneer of the "reduce, reuse, repurpose" practice. Your donated goods are not only a great contribution to our mission, but they are also creating a healthier environment.

Together we can have a powerful impact on our world.

Give It to Goodwill

Keep decluttering, organizing and staying green and "Give it to Goodwill". Last year, we kept 28 million pounds of resold goods out of our landfills and used the proceeds to fund programs for people with disabilities and other barriers.



Creating Job Opportunities for People With Significant Disabilities

Known as the AbilityOne Program, the Javits-Wagner-O'Day Act was federally enacted to provide diverse employment opportunities for people who are blind or have other significant disabilities on product and service contracts.

Today, our Goodwill affords AbilityOne federal customers a wide array of quality services and products, while providing jobs for people with significant disabilities, many who lived below the poverty line and were previously unemployable.

Goodwill salutes the AbilityOne Commission, SourceAmerica, and our Federal customers for excellent jobs in Miami-Dade, Broward and Monroe counties that truly employ people with significant disabilities.

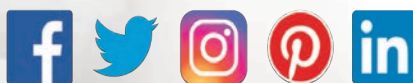
Annual Report concept, design and layout produced in-house at Goodwill South Florida.

Goodwill South Florida goodwill

Goodwill South Florida, a nonprofit organization, whose mission is training, employment and job placement for people with disabilities and other barriers to work serving Miami-Dade, Broward and Monroe counties.

2121 N.W. 21 Street
Miami, Florida 33142
(305) 325-9114

2104 W. Commercial Blvd.
Ft. Lauderdale, FL 33309
(954) 486-1600



@GoodwillSFL

goodwillsouthflorida.org