

# *Your Donations At Work*

Changing Lives, One Job At A Time



# GOODWILL INDUSTRIES OF SOUTHERN OREGON



# President's Report

Benjamin Franklin could have been referencing Southern Oregon Goodwill when he said, "Without continual growth and progress, such words as improvement, achievement, and success have no meaning." 2012 was that kind of year.

- Jackson County Mission Services launched a Job Connection program
- The Central Point store was relocated expanding from 5,300 to 7,200 sq. ft.
- Goodwill acquired 2 ½ acres with a 12,500 sq.ft. building on Fir Street expanding our Medford headquarters
- Lake County Mission Services was relocated to accommodate program expansion
- Chambers Communications came to our rescue in Klamath County providing a building for family strengthening and Job Connection programs
- Of the 154 Goodwill agencies nationally, our agency ranked in the top 5 in Critical Performance Factors for the year

There is so much more but I want to mention our wonderful staff who made all this happen: Bob Rosas and his IT staff, Suzy

Lewis and her excellent retail and operations staff, Betty Welden and her Mission Services staff, Julie Fletcher for expanding marketing, Donna Sack and Sandra Hutton for HR, Steve Martin for loss prevention, Linda Merfeld, Tom Ware and the dedicated finance staff, Lisa Whiting who keeps me in line ... I could go on and on.



Thank you to the Goodwill Board of Directors and the Klamath Advisory Committee members for their dedication. A special thank you to Ken Ogden, Principle of Ogden, Roemer, and Wilkerson Architecture for the many months he volunteered to help Goodwill plan for our future expansion.

Last but definitely never least is a heartfelt thank you for the support of the wonderful people of Southern Oregon and Northern California. Without your support none of this could happen. Thank you all!

  
Gayle Byrne  
President/CEO

## Board of Directors

### Top Row:

VALERIE RINKLE, Health Revenue Assurance Associates  
SUSU MAHOOD, Bicoastal Media  
JUDGE LORENZO MEJIA, Jackson County Courts  
MARK VONHOLLE, Sustainable Solutions  
TED RISSER, Retired, Rogue Community College  
GREG BREEDLOVE, Beauty Supply of Grants Pass

### Bottom Row:

BARRY EDWARDS, Retired, Rogue Federal Credit Union  
JERI KEETON, Board Vice Chair, Washington Federal Bank  
MARIE WEHAGE, MD, Retired, Community Health Center  
GAYLE BYRNE, Board President, Southern Oregon Goodwill  
TIM ALFORD, Retired, Rogue Federal Credit Union

### Not Pictured:

LENDA EEK, Secretary/Treasurer, AmericanWest Bank  
BOB HIRT, Retired, Boise Cascade  
DAVID INGALLS, Hornecker, Cowling, Hassen & Heysell, LLP  
DORIS RHODES, Emeritus, Retired, Jackson County ESD  
BEN SMITH, Fire Mountain Gems & Beads



## KAC Advisory Council

### From Front Left:

TONI HAND, Quality Electric  
JOHN PROSNIK, Consultant  
AMBER GOMES, Sterling Savings Bank  
ART DILLARD, Retired  
AMY HATHAWAY, Microtel  
KIMBERLY PRICE, Isler  
TRACEY LEHMAN, Oregon Tech

### Not Pictured:

RYAN WEIDER, Windermere Real Estate



## Goodwill Mission Accomplishments

**84%** Percentage of revenue contributed to support Goodwill's Mission

**1,650** Number of people who received employment services

**257** Number of people placed into new jobs

**\$9.53** Average hourly wage earned by Goodwill graduates

**\$429,869** Total wages and benefits paid to Goodwill program participants

**\$66,100** Value of clothing vouchers issued to partner agencies in 4 counties

**54** Number of agency partners who received vouchers to distribute to more than 3,000 people

### Your Goodwill Put to Work

Last year, 1,650 people came to Goodwill for job training and career services in Douglas, Jackson Josephine, Klamath, Lake, and Siskiyou counties. Goodwill stores are the backbone of our work skills training programs – providing an ideal setting to learn basic job skills including customer service and production.

# 2012 Annual Report Figures

*Program Participant Wages*

**\$429,869**

## Combined Income Statement

	REVENUE	EXPENSES
Donated Goods	\$1,538,208	\$0
Sales and Recycling	\$11,927,646	\$9,717,740
Mission Services	\$2,339,817	\$2,846,699
Business Contracts	\$485,860	\$507,033
Other	\$184,262	\$2,137,825
<b>Total</b>	<b>\$16,475,793</b>	<b>\$15,209,297</b>

## Statement of Financial Position

### *Current Assets*

Unrestricted Cash and Equivalent	\$3,066,625
Restricted Cash	\$5,948
Accounts Receivable	\$306,932
Year End Inventories	\$148,417
Prepaid Expenses	\$347,279
Total Current Assets	\$3,875,201
Property and Equipment (Net of Depreciation)	\$5,719,591
<b>Total Assets</b>	<b>\$9,594,792</b>

### *Current Liabilities*

Accounts Payable	\$220,669
Accrued Expenses	\$617,603
Total Current Liabilities	\$838,272
Long Term Debt	\$3,467,423
<b>Total Liabilities</b>	<b>\$4,305,695</b>

### *Net Assets*

Unrestricted	\$5,283,149
Temporarily Restricted	\$548
Permanently Restricted	\$5,400
<b>Total Liabilities and Net Assets</b>	<b>\$9,594,792</b>

## Goodwill Job Connection Centers Open Doors to Employment



Goodwill took a positive step in addressing the stagnant unemployment rate in Southern Oregon by opening a Job Connection center at 11 W. Jackson Street in Medford in the fall of 2012. The first of five planned for the region, Job Connection centers provide free access to computers and internet, as well as staff resources for resume preparation, interviewing tips, and basic computer skills. By the year's end, more than 1,000 job seekers had benefited from the free services. In 2013, new Job Connections will open in Josephine, Klamath, and Lake Counties.



## It's the Ability that Counts

**Travis** came to Goodwill for skills training and to seek work opportunities. He had a four-hour a week job assembling pizza boxes but he wanted to earn a more sustainable income. Goodwill paired him with a local store of a national clothing retailer for a job where Travis realized his full potential.

He started working in the back production area unloading and sorting clothing onto a conveyor belt — a job that required a significant amount of speed and accuracy. Travis excelled as the fastest and most accurate employee at that task.

Store management and his Job Coach quickly realized that Travis' skills could be put to use for greater value. He was soon working out on the retail floor where he organizes the racks and interacts with customers. He is now training to operate a register, which was once out of his skill and personal comfort zone.

Travis now works four days a week, splitting his week between two jobs that he loves and where his contribution is more than recognized, it's valued by his boss and coworkers.



**Travis stepped outside his comfort zone and found opportunity and confidence that now abounds. The right job for the right employer can do that.**

## Ring the Bell for Alan's New Job

**Alan** claims two significant milestones associated with his favorite athletic club: being a member at Superior Athletic Club for over two decades and working there for a year. When he approached club management about a job, the response was always the same because there weren't job openings for his skill set. That's when Goodwill went to work for Alan.

Because he receives services through Goodwill's Adults with Disabilities Program, his Job Developer approached club manager, Penny Pons on his behalf. Together, they identified a need to clean specialty gym equipment which required special care. Penny was so excited to offer Alan a job, she came to Goodwill to make the offer in person and share the celebration as Alan rang the Goodwill Job Bell for his new placement.

As he has gained confidence, his responsibilities have expanded throughout the club. Alan found his perfect job thanks to his persistence and your support of Goodwill.



**Every time a Goodwill program participant lands a job, the new graduate rings the Goodwill Job Bell to signify a celebration.**

## A Job Above Par

For **Eric**, a man with mild mental retardation, Goodwill was the connection to new skills and working in an environment where he could thrive. A Goodwill Job Developer paired him with a job opening at Cedar Links Restaurant knowing it would be a perfect fit. Eric was ready for a job with more responsibility and greater community interaction.

In his new role, Eric's responsibilities grew from opening the restaurant and food preparation to earning certifications to serve customers at the bar.

Kelly Jantzer, General Manager of Cedar Links, says adding Eric to his small staff was an easy transition. "Hiring a Goodwill graduate was much easier than I anticipated," Kelly said. "Because of the Job Coach, I didn't have to take on training him." He smiles admitting that Eric seemed to know as many or more of the restaurant regulars as he did.

Because of his experience at Cedar Links, Eric has transitioned to a non-seasonal job elsewhere. He still golfs at Cedar Links, where everybody knows his name and his abilities.

**An avid golfer and member of a Special Olympics golf team, Eric was able to pair his passions when he joined the restaurant crew at his favorite golf course.**



**Thank You!**  
More than 260,000 people  
donated goods in 2012.  
Your donations change lives.

## Retail and Donations

You help people and the planet by repurposing things you no longer need. Donating to Goodwill is a green practice that extends the life of millions of items that would otherwise be sent to landfills. The items you donate are sold in our 14 area stores to fund Goodwill training, Job Connections centers, mentoring, parenting classes, and other life-changing services for those in need.

In 2012, more than 975,000 shoppers visited Goodwill and helped someone gain the skills and experience to get a good job and be self-sufficient.



*Goodwill Central Point celebrated a grand opening in a new, bigger location in August 2012 gaining over 2,000 sq. ft. in retail floor space.*

### Local Retail Stores and Donation Sites

For hours, locations and donations information, visit [www.sogoodwill.org](http://www.sogoodwill.org)

- ASHLAND
- CENTRAL POINT
- GRANTS PASS
- MEDFORD
- KLAMATH FALLS
- ROSEBURG
- SUTHERLIN
- ROGUE RIVER
- WHITE CITY

## Goodwill is a Good Partner for the Planet

Picture this:

- 2.6 million pounds of textiles
- 449 thousand pounds of books
- 187 thousand pounds of mixed metal
- 251 thousand pounds of shoes
- 68 thousand pounds of plastic toys
- 29 thousand pounds of stuffed animals

The above is just a small sampling of the 4.5 million pounds Southern Oregon Goodwill kept out of area landfills in 2012. For as many as 8-hours a day, six days a week, aggressive recycling is taking place behind Goodwill Outlet retail floors in Medford, Grants Pass, Klamath Falls and Roseburg.

We are a green partner with the Oregon DEQ's e-cycle program keeping over 800,000 pounds of ewaste out of local landfills. We take all electronics, working or not, at donation drop off centers in Ashland, Central Point, Grants Pass, Klamath Falls, Medford, Roseburg and White City.

Go to [www.sogoodwill.org](http://www.sogoodwill.org) for the site nearest you.

