



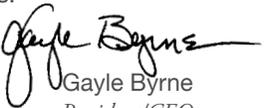


## President's Report

This year I will celebrate my 35th year with Southern Oregon Goodwill and I have enjoyed every minute. I have learned so much about the people we serve and how incredibly talented, kind, funny and honorable they are. Every day I am privileged to be a part of the growth process as our clients learn and move toward their goal of obtaining a job and becoming independent.

In my three decades here, I have watched many thousands of clients enter our program. They are a little frightened of something new, not knowing what to expect and then, in the blink of an eye they become confident workers moving into a job in the community. Of course it doesn't happen quite that quickly – it only seems that way to me.

As graduates make the transition to independence we see over and over what a difference a paycheck can make. The people you see in this report are just a few inspiring examples of individuals who have conquered obstacles and found meaningful work. Read their stories. These are their successes more than ours.

  
Gayle Byrne  
President/CEO

*Every day I am privileged to be a part of the growth process as our clients learn and move toward their goal of obtaining a job and becoming independent.*



### Board of Directors

#### Top Row:

VALERIE RINKLE, Asante Health System  
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, Rogue Federal Credit Union  
JERI KEETON, Board Vice Chair, South Valley Bank  
MARIE WEHAGE, MD, Board Chair, Community Health Center  
GAYLE BYRNE, Board President, Southern Oregon Goodwill  
TIM ALFORD, Retired, Rogue Federal Credit Union

#### Not Pictured:

LEND A EEK, Secretary/Treasurer, Premier West Bank  
BOB HIRT, Retired, Boise Cascade  
DAVID INGALLS, Hornecker, Cowling, Hassen & Heysell, LLP  
DORIS RHODES, Emeritus, Jackson County Education Services District  
BEN SMITH, Fire Mountain Gems & Beads

### Goodwill Executive Staff

GAYLE BYRNE, President/CEO  
LISA WHITING, Executive Assistant  
LINDA MERFELD, Chief Operations Officer  
SUZY LEWIS, VP of Sales & Operations  
BETTY WELDEN, VP of Mission Services  
DONNA SACK, Senior Director of Human Resources  
SHAE JOHNS, Director of Mission Services  
STEVE MARTIN, Director of Risk Management  
ROBERT ROSAS, Director of Information Technology  
TOM WARE, Director of Finance  
JULIE FLETCHER, Marketing Manager

## Meet Debbie...

Before coming to Goodwill, Debbie Stubblefield was an unemployed single mother of a special needs child, who struggled to hold a full-time job. Just caring for her daughter Megan was a full-time commitment. Megan was born with a defect causing her not to breathe while sleeping and Debbie couldn't leave her day or night; until a charity intervened to offer overnight care providers. When Debbie was ready to get a job she came to Goodwill for career guidance, life skills and parenting classes.

"Goodwill's programs have given me an inner strength." Debbie participated in the "Steps to Success" family strengthening program working closely with her case manager, Deena Harrison. "Debbie decided to finish her degree in criminology—this was the only time she asked for financial assistance," Deena explained. Goodwill chipped in where financial aid had left off and Debbie was able to graduate. The next step was to learn to create a resume and to interview.



"They taught me to take little steps in order to succeed at my goals—for education, parenting and career goals," Debbie said.

Debbie now holds an associates degree in criminology and is able to work and care for her daughter to maintain consistent and meaningful employment.



## Meet Daniel...

"When I found myself climbing from the despair of health problems and lost employment and in need of support, Southern Oregon Goodwill trusted in me and in my potential to work and contribute to society," said Goodwill graduate Daniel Owens. After suffering a relapse of his bipolar disease, he was unable to work and facing bankruptcy. When his health improved, Oregon Vocational Rehabilitation Services

referred him to Goodwill and the Work Strengthening Program.

"Because Daniel had a strong background in business, we offered him a part-time position as a reception assistant at our office in Medford," said Pam Ogden, Goodwill Program Specialist, who served as Daniel's case manager. He excelled at his duties and was recognized for his attitude and motivation. "I felt like I was a part of a team and grew to love my work and the people in the Goodwill community," he said.

Daniel also participated in the DreamSavers program, where he developed a savings and business plan to start a video production business to help people record family histories. "For two years, I saved \$83 a month and my savings were matched \$3 to every \$1 saved." In 2011, Daniel completed the program and purchased equipment and supplies from his business plan. Once unable to hold a job, he is now the owner and operator of Forget Me Not Productions and a shining example of how the power of work can change lives.

*"Southern Oregon Goodwill trusted in me and in my potential to work and contribute to society."*

## Meet Megan...

Diagnosed with autism at birth, Megan Naumes' parents sought the best resources to help her develop to her full potential. "She got through school but then we said, what's next?" said Megan's mother Ellen.

Oregon Vocational Rehabilitation Services connected Megan with small jobs and summer programs, but when she was referred to Goodwill in 2005 it was clear that Megan was where she needed to be. "It became apparent for us that Goodwill was going to be a real good fit," said Ellen. "She likes being around people, she likes being in a community, and she really likes to work."

Megan's goal was to work independently in the community. During skills assessment, her job coaches realized that Megan not only excelled at shredding documents but she found joy in doing the work. After she purchased a shredding machine, Goodwill paired her with the Department of Human Services (DHS). Megan has worked as



an independent contractor since 2007 shredding confidential files.

"Everyone at DHS loves Megan. Just going in the front door, you can see how much she loves the interaction," claims Deena Harrison, Goodwill Job Coach. "It's so much more than just shredding, it's community support that makes a difference in Megan's life."

## County Office Spotlights

### Douglas

The 22 program participants in Douglas County received new employment curriculum in 2011, challenging them to set goals and milestones for training and employment. They look forward to each and every training that gets them closer to a new job and a steady paycheck. Douglas County program participants enjoyed the option to visit the Wildlife Safari in Winston to see animals in the wild and to learn about their native habitats.

### Jackson

In 2011, Jackson County expanded work experiences through volunteer opportunities supporting four separate programs: American Red Cross, Medford Gospel Mission, The Humane Society, and Waterford Assisted Living. Volunteer work encompassed customer service, hanging clothing, caring for animals, and working with the elderly. The outcomes were valuable; program participants interacted in varied work settings, gaining insight into what type of jobs they could do – all while helping the local community members.

### Josephine

Josephine County Family Strengthening is involved in three annual community events. The Illinois Valley Children's Fair and Pet Parade, The Recovery Fair, and our 6th Annual Kids' Carnival. We successfully ran three community parenting classes and contract with Child Welfare, assisting parents with parenting tools to balance the demands of homelife with having a job. We provided classes once a week at Community Corrections to assist with job search, resumes, and resources.

### Klamath

In Klamath County we have been developing relationships with local employers, establishing employment activities, increasing awareness of Goodwill's services, and placing persons with disabilities into that "right fit" of community employment. Goodwill partnered with Mountain Valley Gardens and Marquis Care for volunteer and paid work experience. These opportunities are the springboard to furthering skillsets and increased community integration.

## Lake

Lake County has lost a few major businesses this last year, which impacted our options for community employment. We continue to look for job opportunities for our program participants. In 2011, we partnered with a local Rotary club and the Food Bank to grow produce in the Lakeview Community Garden, and sold handcrafted jewelry at the Wine Festival as a fund-raising event for Goodwill programs. We also sold hand-crafted items from our Redeaux boutique from our Lakeview storefront on E Street.

## Siskiyou

In August, we cut the ribbon to open a remodeled Mission Services office in Yreka, California where career services staff help 49 program participants gain work experience from industrial contracts in-house and at local businesses. We made work connections with Jim Wilson Ford and Fairfield Medical Center in Yreka. We also opened our creative boutique Redeaux, a small retail store featuring original artwork and items handmade by program participants. The store is supplemented with jewelry and a few repurposed items.

## Retail and Donations

People feel good when they can make a difference in their community. It's easy when you partner with Goodwill. You start by simply cleaning out your closet. Last year over 260,000 people chose to make a difference by starting the Circle of Hope – the circle of donating unwanted items to Goodwill and turning them into dollars to fund our job training programs.

Currently 33% of our workforce are people with developmental disabilities participating in our job training programs. Goodwill stores are the backbone of those training programs.

Every time you and 975,000 others shop Goodwill, you are helping someone gain the skills and experience to earn a paycheck that is reinvested locally.

## Local Retail Stores and Donation Sites

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

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



## Join the Donate Movement!

Your donation of used goods can make a difference for people in your community, and help make a healthier planet as well. The Donate Movement, powered by Goodwill, challenges all of us to donate conscientiously and responsibly. Go to [www.donate.goodwill.org](http://www.donate.goodwill.org) to calculate your donation's impact.



# 2011 Annual Report Figures

## *Program Participant Wages*

**\$412,889**

## **Combined Income Statement**

|                     | REVENUE             | EXPENSES            |
|---------------------|---------------------|---------------------|
| Donated Goods       | \$1,524,108         | \$0                 |
| Sales and Recycling | \$10,866,547        | \$9,362,324         |
| Mission Services    | \$2,366,388         | \$3,008,405         |
| Business Contracts  | \$488,984           | \$531,461           |
| Other               | \$240,063           | \$2,055,463         |
| <b>Total</b>        | <b>\$15,486,090</b> | <b>\$14,957,653</b> |

## **Statement of Financial Position**

### *Current Assets*

|  |                    |
|--|--------------------|
| Unrestricted Cash and Equivalent             | \$2,402,784        |
| Restricted Cash                              | \$4,748            |
| Accounts Receivable                          | \$313,310          |
| Year End Inventories                         | \$152,855          |
| Prepaid Expenses                             | \$334,826          |
| <b>Total Current Assets</b>                  | <b>\$3,208,523</b> |
| Property and Equipment (Net of Depreciation) | \$4,867,859        |
| <b>Total Assets</b>                          | <b>\$8,076,382</b> |

### *Current Liabilities*

|                                  |                    |
|----------------------------------|--------------------|
| Accounts Payable                 | \$244,088          |
| Accrued Expenses                 | \$563,464          |
| <b>Total Current Liabilities</b> | <b>\$807,552</b>   |
| Long Term Debt                   | \$3,180,083        |
| <b>Total Liabilities</b>         | <b>\$3,987,635</b> |

### *Net Assets*

|   |                    |
|---|--------------------|
| Unrestricted                            | \$4,083,999        |
| Temporarily Restricted                  | \$548              |
| Permanently Restricted                  | \$4,200            |
| <b>Total Liabilities and Net Assets</b> | <b>\$8,076,382</b> |

## **We Love Being Green**

From our inception 110 years ago, nationally Goodwill has been an environmental pioneer and social innovator of the “reduce, reuse, repurpose” practice.

Last year Goodwill diverted more than 4.5 million pounds of household goods from local landfills by recovering the value in unwanted goods. We recycle 13 categories of everyday items, including: textiles, metals, books, baseball caps, toys, and stuffed animals to name a few.

As a partner with Oregon DEQ, Goodwill “E-cycled” more than 640,000 pounds of computers and TVs, providing a green solution for disposing E-waste. Recycling dollars fund our job development programs. Your donations do change lives!



# Mission Services

We serve Douglas, Jackson, Josephine, Klamath, Lake, and Siskiyou counties with our unique job training and employment services.

Last year more than 1,450 people came to Goodwill for job placement, veterans services, welfare to work programs, parenting and life skills classes, job retention, and independent living support.

While each participant's background and struggles vary, they share the dream to be financially and socially independent members of the community.

## Goodwill Mission Accomplishments

78%

Percentage of revenue contributed to support Goodwill's Mission

1,450

Number of people who received employment services

200

Number of people placed into new jobs

\$9.27

Average hourly wage earned by Goodwill graduates

\$412,889

Total wages and benefits paid to Goodwill program participants

\$67,900

Value of clothing vouchers issued to partner agencies in 4 counties

48

Number of agency partners who received vouchers to distribute to more than 2,000 families

***“In 2011, Goodwill placed 200 people into community jobs in six counties.”***



# GOODWILL INDUSTRIES

OF SOUTHERN OREGON

11 West Jackson Street  
Medford, Oregon 97501

## Mission

Helping Individuals and families build social and employment skills needed to achieve personal and economic independence.



*Our Business Is Changing Lives*

Serving Southern Oregon and Northern California