TOGETHER,
WE’RE
CHANGING
LIVES

With the completed merger of the central and southern Indiana Goodwills, 2017 was an exceptional year marked by continued planning and rapid growth.

The Excel Center opened its 12th location, in Clarksville, and Goodwill received charters for four more locations. There are nearly 3,700 adults enrolled in our schools. Goodwill’s Nurse-Family Partnership grew from serving six counties in early 2017 to 30 today. We also helped place more than 1,350 job-seekers into new positions, a 61% increase over last year.

With the support of the community, our mission services are empowering more Hoosiers to change their lives than ever before. Your impact is demonstrated in people’s stories as well as the overall outcomes highlighted throughout this report.

ONLY 36.9% OF HOOSIERS WITH A DISABILITY ARE EMPLOYED COMPARED TO 81.2% WITHOUT A DISABILITY.

26.2% OF HIGH SCHOOL DROPOUTS LIVE IN POVERTY, COMPARED TO 12.2% OF GRADUATES.

INDIANA RANKS 44TH IN INFANT MORTALITY — THE SEVENTH WORST RATE IN THE UNITED STATES.

MORE THAN HALF OF THE NEARLY 3,800 PEOPLE WE EMPLOY HAVE ONE OR MORE BARRIERS, INCLUDING A DISABILITY, CRIMINAL HISTORY OR LACK OF A HIGH SCHOOL DIPLOMA.


2,471 FAMILIES HAVE BEEN SERVED BY NURSE-FAMILY PARTNERSHIP SINCE THE PROGRAM WAS IMPLEMENTED IN 2011.

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2 U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates
I can’t imagine a more rewarding job than what I get to do at Goodwill of Central & Southern Indiana every day. Between our employees, students and other program participants, there are more than 9,000 individuals who are part of this organization, and I’ve had the opportunity to meet more remarkable people than I’m able to recount in the space I have here, but I’m inspired daily.

Some of the people we serve have overcome extraordinary barriers, like Debora Holmes, the Nurse-Family Partnership Administrative Assistant at our corporate office. If you’ve visited us, Debora may have welcomed you with an enthusiastic greeting in her previous role as our receptionist.

In 1975, just three weeks after Debora graduated from high school, she experienced an unthinkable tragedy. She and her mother were victims of gun violence, both of them shot — her mother, fatally. The oldest of 14 children, Debora adopted six of her siblings. Relatives cared for the other seven, allowing the family to stay together. She selflessly placed her own life on hold.

Now able to focus on herself, Debora has taken a number of steps toward her own goals. She worked with Goodwill Guides, our career and life coaches, for help with budgeting, retirement planning, credit management and more. Recently, she earned an associate of arts in business foundations from the University of Phoenix and is considering a future in accounting. She funded a private tutor with a scholarship she received from Goodwill.

When you support Goodwill, you’re empowering people like Debora to increase their independence and reach their potential. This Annual Report introduces you to just some of the individuals whose lives have changed after working with Goodwill, but the need is still great. With your help, we’re taking advantage of opportunities to expand our mission services to even more people. Together, we are changing lives.

Thank you,

Kent A. Kramer
President & CEO
Goodwill of Central & Southern Indiana
When Dylan Snell connected with Goodwill in 2012, he faced a number of obstacles to achieving independence. At just 18 years old, he was homeless and had dropped out of high school. A criminal history left him deeply in debt and with limited job opportunities. His transportation was unreliable, and he had little support from his family.

“My parents were struggling, so I had to take care of myself at a young age,” Dylan said. “I was 15 when I started bouncing around from couch to couch, relying on the goodwill of friends, hoping I wouldn’t wear out my welcome at any one place. I don’t pity myself, because it made me who I am today.”

Dylan learned about The Excel Center, Goodwill’s high school for adults, from a friend who was enrolled at the Anderson location. Dylan didn’t need many credits to graduate and decided earning a diploma was a good first step forward, but he still struggled.

44.7% of individuals released from incarceration who lacked a high school diploma and a job were reincarcerated within three years.
“When Dylan enrolled at The Excel Center, he lacked support, opportunities and experience, and had to make a lot of big life decisions on his own,” said Miriam Henry, Director at the The Excel Center in Anderson.

With the guidance of staff, Dylan didn’t just earn his diploma — he gave the commencement speech at graduation and eventually accepted an employment offer from Kent Kramer, then-Vice President of Retail Operations at Goodwill.

Dylan was employed as a cashier at the Anderson Goodwill store when he started working with the Goodwill Guides program, which provides career and life coaching services to retail employees. The Guides worked with Dylan to help him create a budget, secure housing and prepare for new employment opportunities.

After several promotions and four years at Goodwill, Dylan began considering external opportunities with the assistance of TalentSource, Goodwill’s team that connects qualified candidates to jobs with employer partners. Dylan’s qualifications and experience were a great fit for Kirby Risk Electrical Supply, where he accepted a position as a Commodity Sales Support Representative in August 2017.

Dylan now mentors others facing the same obstacles he has overcome, taking what he learned and paying it forward.

“The people I’ve met at Goodwill have been life-changing,” Dylan said. “I’ve grown more than I ever anticipated. It’s my responsibility to give back.”

Although Courtney Person earned a certificate of completion in high school, a learning disability prevented her from receiving a diploma. Courtney studied dental careers at the J. Everett Light Career Center as a high school student, but without a diploma, she could not pursue her plan to become a dental hygienist. It was a devastating blow.

In 2012, Courtney was hired by Goodwill Commercial Services for a janitorial role at the Minton-Capehart Federal Building. She worked her way up to Team Leader and is now responsible for managing three other employees. In 2016, encouraged by the support of Goodwill staff, Courtney enrolled at The Excel Center to give her diploma another shot.

“After more than two years of coursework, I will walk across the stage in May,” Courtney said. “It’s exciting. I’ve come a long way.”

This achievement is especially gratifying for Courtney because she is back on track for the dental career she always wanted.

“As soon as I graduate, I will begin a Dental Radiology Certification course and start looking for career options in my preferred field,” she said.

Not only is Courtney’s career growing — so is her family. She is getting married and expecting her second child this year.

“Courtney’s resilience, tenacity and perseverance set her apart,” said Shontovia Atkinson, former Employee Resource Development Specialist and current New Beginnings Supervisor at Goodwill. “With her motivation to succeed, the possibilities are limitless.”

AND TEACHERS

Sarah Schwartz earned a bachelor’s degree in education from Indiana University Southeast in 2014. After graduating, she worked as a math tutor as she sought teaching positions and also part-time at the Goodwill store in Clarksville.

“I was at a town hall meeting in December 2016 when I learned The Excel Center, Goodwill’s high school for adults, was opening a location in Clarksville,” Sarah said. “I couldn’t wait to apply.”

In May 2017, Sarah accepted a position teaching math and was one of the four primary staff members tasked with recruiting students for the new school, which operates on five, 8-week terms throughout the year and now serves nearly 200 students.

“As a first-year teacher, it was challenging,” Sarah said. “Our staff reflects on ways to improve after each term.”

Outside of work, Sarah is dealing with her own personal challenges. She was recently diagnosed with muscular dystrophy, which causes progressive weakness and loss of muscle mass. She is working with her doctor to control the symptoms.

“On the occasions when I spontaneously fall, my students and the staff are helpful and supportive,” Sarah said. “They try to keep book bags and other items I could trip over out of the way.”

The staff also came together to support Sarah when her mother fell ill. The school organized a benefit and raised money to help with her medical bills.

“The support I have here is phenomenal,” Sarah said. “They know about my limitations and work around them. We’re like family.”

34% OF GOODWILL’S NEARLY 3,800 EMPLOYEES HAVE A DISABILITY.
Pency Engmawii grew up with 11 siblings in a small Burmese village where education was difficult to acquire without wealth. Education is also approached differently in her home country.

“The educational system in Burma is based on memorization, while the U.S. system promotes individual critical thinking,” Pency said.

Burma (now known as Myanmar) is not a free country. Pency’s family sent her to Malaysia as a refugee for an opportunity at a better life. She left her support system behind, struggling for two years on her own until she was admitted to the United States in 2011, at 21 years old.

In 2012, she learned about The Excel Center from the pastor at a friend’s church and enrolled. English is not Pency’s first language, which made passing some of the required tests particularly challenging.

“Her perseverance despite repeated setbacks is what really separates Pency from other students,” said Jessamon Jones, Pency’s former English teacher and now her Education Guide at Goodwill. “Her geographical journey gives her a unique appreciation of education that motivates her to continue even in the face of adversity.”
Pency worked a full-time job to support herself while maintaining a full-time schedule at The Excel Center. She spent most weekends doing homework, often requesting extra assignments to practice her English. There were nights when she only got three hours of sleep.

“Pency refuses to accept failure,” Jessamon said. “She is an inspiration for anyone who thinks their barriers to earning a diploma are insurmountable.”

Pency expresses gratitude for the teachers and staff at The Excel Center who encouraged and helped her when she was struggling. She has inspired an entire community of Burmese refugees to enroll at The Excel Center.

“Earning a diploma has changed my life. I now teach other immigrants English and help them communicate with teachers and staff at The Excel Center,” Pency said. She graduated in 2017 and is now enrolled at Ivy Tech, pursuing a bachelor’s degree in accounting.

“Goodwill’s mission says we change lives, but sometimes students change our lives,” Jessamon said. “Pency’s success provided staff with a renewed optimism and reinforces that our work is important.”

467,264 WORKING-AGE HOOSIERS LACK A HIGH SCHOOL DIPLOMA.  

$9,828 THE TOTAL INCREASE IN JOB PROSPECTS AND WAGE GROWTH OF AN EXCEL CENTER GRADUATE.  

6 U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates.  

7 Center for Evaluation and Education Policy (2017).
When Chris Pack was preparing to enter high school, his mother, Judy, was concerned that the high school in their neighborhood was not an ideal environment for him. Another parent recommended Indianapolis Metropolitan High School, prompting Judy and Chris to take a tour.

“I like that Indianapolis Met has smaller classes,” Judy said. “It’s a family-oriented atmosphere.”

His freshman year, Chris joined the track and field team — an experience that had a lasting impact.

“It allowed me to open up and show my personality,” he said. “I loved the team environment and wanted to become involved in more activities.”

He joined the robotics team and took on the role of videographer for the boys’ basketball team. Chris is also the editor-in-chief of the school newspaper, gaining valuable experience in graphic design, his primary field of interest.

“He was instrumental in getting the newspaper started,” said Shelly Bright, Math Teacher at Indianapolis Metropolitan High School. “He and another student wrote all the stories, took all the photos, laid out the content and got it printed.”

With a 4.147 GPA, Chris has also led his class academically all four years of high school. Additionally, he has earned college credits taking courses at IUPUI, even earning a perfect score on one of his final exams.
“Chris was always a good student, but Indianapolis Met allowed him to excel in other areas as well,” Judy said.

Chris will enroll in college this fall to pursue a visual communications degree. Ultimately, he hopes to work for ESPN or Paper Leaf, a graphic design company.

“Chris’s maturity, intelligence and kindness make him a role model to other students,” Shelly said. “They see his success and want to emulate it.”

Chris emphasized that Indianapolis Metropolitan High School is different in its approach to education than what he previously experienced.

“The staff at Indianapolis Met cares about your future,” he said. “They aren’t just trying to get you to graduation. They help you plan for college and a career.”

As a result of his experiences at Indianapolis Metropolitan High School, Chris considers himself more well-rounded and prepared to deal with life’s challenges.

“Through all the struggles I experienced I learned how to become more resilient, determined and faithful in my beliefs,” Chris said.
Mansa Samlafo was a permanent resident of the United States for nearly three years when she traveled to her home country of Ghana to marry her longtime fiancé. Upon returning to the U.S., she learned she was pregnant. Realizing her husband wouldn’t be there to support her through her pregnancy left Mansa feeling vulnerable and alone.

“In Ghana, your mother comes to live with you and shows you how to hold, feed and bathe your baby. She helps you cook and manage other responsibilities for a few months,” Mansa said.

At the recommendation of a friend, Mansa enrolled in Goodwill’s Nurse-Family Partnership, a program for eligible first-time moms. She was paired with Abby O’Connor, a registered nurse who visited frequently, usually by phone to accommodate Mansa’s busy work schedule. Abby answered questions about her pregnancy and helped her prepare for delivery.

$6.62 ESTIMATED RETURN FOR EVERY DOLLAR SPENT ON NURSE-FAMILY PARTNERSHIP INDIANA.8
“Although I was initially firm in my decision to have a natural childbirth, I discussed other birth options with my nurse,” Mansa said. “When my delivery wasn’t progressing and I had to have a C-section, I was relieved I knew what to expect.”

Abby also helped Mansa work through issues post-birth. When breastfeeding was painful, Abby encouraged Mansa to take her daughter, Dromo, to the doctor to have her mouth checked. They learned she was tongue-tied.

“The doctor performed a simple procedure and I was able to breastfeed comfortably, which was important to me,“ Mansa said. “I may not have known it was a medical issue without my nurse.”

Abby helped Mansa find high-quality child care and provided resources that will soon empower her to become a first-time homeowner.

“Being from Ghana, I wouldn’t have known any of these resources were available to me without Abby’s guidance and support,” Mansa said. “She is still my first point of contact when I have questions about Dromo.”

Abby also helped Mansa find a higher-paying job through TalentSource, Goodwill’s team that connects qualified candidates to jobs with employer partners.

“Mansa’s job prior to Goodwill was not commensurate with someone who possesses a college degree,” Abby said. “TalentSource matched her with a position as an Administrative Coordinator with Goodwill’s Information Technology department.”

Mansa’s responsibilities include purchasing items for the entire organization, managing purchasing contracts, routing invoices for payment and more.

“I’m proud to say I work at Goodwill. It’s a good company,” Mansa said. “I would recommend Nurse-Family Partnership to any expectant mother.”

2017 SUMMARY FINANCIAL STATEMENTS

Goodwill Consolidated
Dollars in Thousands

ASSETS
- Cash $14,243
- Accounts Receivable 6,311
- Inventories 6,017
- Land, Buildings & Equipment, Net 61,803
- Investments Held 46,481
- Other Assets 879
Total Assets $135,734

LIABILITIES
- Accounts Payable & Accrued Liabilities $9,939
- Bonds & Notes Payable 17,192
Total Liabilities $27,131

NET ASSETS $108,603

TOTAL LIABILITIES AND NET ASSETS $135,734

INCOME STATEMENT
For the Year Ended December 30, 2017

REVENUES
- Retail Sales — New & Used Goods $91,499
- Commercial Services 15,660
- Mission Services 7,333
- Education Services 28,510
- Community Support 10,522*
- Other 2,911
Total Revenues $156,435

EXPENSES
- Program Expenses $129,885
- General & Administrative 15,803
- Fundraising 771
Total Expenses $146,459

OPERATING INCOME $9,976

UNREALIZED GAIN ON INVESTMENTS 4,442
REALIZED GAIN ON INVESTMENTS 1,290
GAIN ON INTEREST RATE SWAP 125
NET INCOME $13,833

*Includes $7.6 million of net assets contributed from the 2017 merger between Goodwill Industries of Central Indiana, Inc., and Goodwill of Southern Indiana, Inc.
The information in this Annual Report offers the Board of Directors of Goodwill of Central & Southern Indiana a lot to be optimistic about. Goodwill’s leadership team continues to tackle the objectives of our Strategic Plan, making progress in every area of focus. Many of the gains have been driven, in part, by the merger between the central and southern Indiana Goodwills, now one year in the making.

The Excel Center in Clarksville will celebrate its first graduating class in June 2018 — around the same time that a new Excel Center will open in Muncie. Goodwill introduced the Guides program and expanded Disability Services in southern Indiana. The 11 stores that were renovated in southern Indiana reported an approximate net income gain of $1.5 million in 2017. It was also a banner year for Nurse-Family Partnership, which received $6.5 million in funding from the state, allowing the program to serve even more families over the next two years.

The remarkable successes outlined in this Annual Report would not have been possible in such a short amount of time without the support of Lilly Endowment, Inc. as well as our financial contributors and the people who shop and donate at Goodwill. However, there are many Hoosiers yet to serve and Goodwill relies on your support to continue our important work.

Thank you for your commitment to Goodwill’s mission.

J. Scott Enright
Chair, Board of Directors
Goodwill of Central & Southern Indiana
THANK YOU TO OUR SUPPORTERS

For a list of financial donors, please visit goodwillindy.org.