Goodwill’s primary goal has been to empower people to change their lives. We directly employ more than 4,000 people — 56% with a barrier, like a disability, criminal history or limited education — and provide opportunities to earn a job certification, build an employment history, receive hands-on training and more.

What we learned over decades of experience is that many of the people we serve lack a high school diploma — a challenge that job training alone cannot solve. Thus, the idea of a Goodwill-operated high school was born, modeled to address barriers to completion, including flexible scheduling, child care, transportation and more — all at no cost to students.

While serving traditional-age students and adults is important, the first three years of life are actually the most critical for developing learning skills as well as social and emotional skills. In 2011, when Goodwill implemented the first Nurse-Family Partnership program in Indiana, it was to address this learning gap.

Together, these cradle-to-career services illustrate Goodwill’s mission to change lives by empowering people to increase their independence and reach their potential through employment, education and health.
Imagine you’re one of the half million working-age Hoosiers who dropped out of high school. You work a full-time job but struggle to cover the basics and still rely on public assistance. You know you need a diploma to earn more, but where will you find the time? Who will care for your child while you’re in class? How will you get back and forth? As the barriers pile up, returning to school seems more and more impossible.

People often face multiple, interrelated challenges that require a range of supports to overcome. Goodwill calls these supports wraparound services, and they’re the foundation of our raise-your-hand culture, which encourages employees, students and others who participate in our programs to ask for help when they need it.

In this annual report, you’ll meet people like India Daye, a Nurse-Family Partnership graduate who earned her diploma from The Excel Center® while her daughter attended the free, onsite child care center. In each story, people were empowered to change their lives and, today, illustrate the independence that can be achieved when barriers are removed.

Each day, we serve thousands of people, and we’re always looking for ways to serve more. Goodwill of Central & Southern Indiana currently operates 14 Excel Centers, with plans to open more, including one in Bloomington this summer. A new Commercial Services production facility in Bloomington and a new Retail Outlet in Clarksville — the first in southern Indiana — will provide more employment opportunities and mission services to those communities. We’re also currently serving more than 1,000 first-time, low-income moms across 30 counties in central and southern Indiana through Goodwill’s Nurse-Family Partnership.

However, there is still work to do. Indiana ranks among the worst states for infant mortality. Nearly one million Hoosiers lack the basic skills necessary for employment and far too many don’t have a diploma. There are many communities in Indiana that lack access to the services we provide, and our challenge is to find ways to reach them, but we can’t do it without you.

The successes in this report wouldn’t be possible without the support of the community, including the Hoosiers who donate and shop at Goodwill, financial contributors, employer partners, and civic and other community leaders who help advance our mission. Your continued support empowers people to change their lives.

Thanks for all you do.

Kent A. Kramer
President & CEO
Goodwill of Central & Southern Indiana
Angel Beyersdorfer struggled with drug addiction for a decade before she finally hit rock bottom. She lost her home, car and driver’s license and couldn’t hold down a job.

“My life was a wreck,” Angel admitted. “My main motivation for turning things around was when I went to jail and the Department of Child Services took my kids.”

She was released to a halfway house and after five months of sobriety, got a job as a donation attendant at Goodwill, where she was quickly promoted to cashier. She also worked with a Goodwill Guide — career and life coaches who help employees, students and other participants in Goodwill’s programs increase their employability and overcome other barriers.

Angel’s Guide helped prepare her to interview for a job promotion to a leadership role at Goodwill, and she is now responsible for overseeing and ensuring the safety of 40 employees each shift.

“I’m grateful that Goodwill provided me with an opportunity and trusted me,” Angel said. “One day, I want to manage my own store, so I can help people like Goodwill helped me.”
Not only has Angel regained custody of her children, but they’re also on the honor roll at school for the first time. She got her driver’s license reinstated and purchased a car. She also celebrated three years of sobriety in January 2019.

“Angel is relentless in her positivity and dedication to personal and professional development — not just for herself, but also for the employees she manages,” said Edward Rickenbach, Angel’s Guide. “There’s no doubt in my mind that she’ll achieve any goal she sets her mind to.”
Finding New Beginnings After Incarceration

Greg Perry beamed with pride as he stood at the podium at his graduation from Goodwill’s New Beginnings program, recounting the experiences that led him to prison as well as those that changed his life. New Beginnings is a six-month, re-entry program that helps those who were recently incarcerated adjust to society after their release.

“I grew up around drugs, gangs and abuse,” Greg recalled. “I’ve been shot on two separate occasions and almost died. I spent 10 of the last 30 years of my life in prison. I had to change for myself and my kids.”

As part of New Beginnings, Greg worked full-time at Goodwill’s Commercial Services production facility in Indianapolis. He earned a forklift certification through the program and received on-the-job training. He did so well, Goodwill offered him a full-time position as a forklift operator.
“Greg is committed to meeting deadlines, providing a consistent, quality effort and developing positive work relationships with co-workers,” said Steve Newburg, Greg’s supervisor. “He continues to grow in his current position by being adaptable and willing to take on more responsibilities over time.”

In addition to a full-time job, New Beginnings participants spend a day each week in class, learning skills to help remove barriers that people exiting the criminal justice system often encounter. These skills include behavior modification, résumé writing, interviewing for a job, using a computer, getting a driver’s license reinstated, applying for health insurance and much more.

“In the beginning, my primary motivator to continue with the program was just a desire to stay out of prison,” Greg admitted. “But then I realized they cared about me, even when I didn’t care about myself. They showed me that I was valuable, and people depended on me. It changed my life.”

Greg keeps himself busy these days. In addition to working toward acquiring a Commercial Driver’s License, he has taken on a second, part-time job.

“I’m amazed at how much I’ve overcome since I was released less than two years ago,” Greg said. “I want to be an example — for my kids and other people — and show them that the opportunity is there, if they work for it.”

Goodwill offers New Beginnings through our Commercial Services division as well as in our four retail outlet facilities. To learn more, visit goodwillindy.org/employment-services.
Mohammed Alhamwi was 18 years old when his family fled Syria, after enduring famine, drought, disease, chemical warfare and death. They sought refuge in Jordan for three years until their permanent placement in Indianapolis in 2016.

After just a few months in the U.S., Mohammed enrolled at The Excel Center, Goodwill’s high school for adults. In addition to working a full-time job to help support his family, Mohammed was an English-language learner who was beginning his educational journey with zero credits. He knew he would need to put in more work than the average student.

“On the first day of school, the staff told me what to expect and how to be successful,” Mohammed said. “They were like a family.”

Mohammed graduated in less than two years, earning a 3.2 GPA and a Certified Clinical Medical Assistant (CCMA) credential.

“The CCMA credential is one of the most difficult certifications we offer,” said Hannah Wannemuehler, Life Coach at The Excel Center. “The curriculum is incredibly rigorous, but Mohammed was determined and worked hard to achieve his goal.”

Upon graduation, Mohammed began working with a Goodwill Guide — a career and life coach who helped him enroll at Ivy Tech Community College, where he is currently pursuing a nursing degree. With his certification, he was able to secure a full-time job as a medical assistant at Eskenazi Health, where he had previously completed an externship coordinated by Goodwill.

“Not only did I get a diploma, I also got support in choosing a career and going to college,” Mohammed said. “The Excel Center changed my life.”
Do you know an adult who needs a high school diploma? Visit excelcenter.org to learn more.

“The Excel Center changed my life.”
As Daesha Cottrell nears the end of her senior year at Indianapolis Metropolitan High School, she is raising the bar for students who follow in her footsteps, exemplifying leadership, while preparing for college and beyond.

Daesha maintains a 3.85 GPA and is involved in several extracurricular activities, including volleyball, basketball, and track and field. Daesha has a passion for American Sign Language (ASL), in which she is mostly self-taught. She worked with the school to launch a course on ASL — partially because she wanted to learn more, but also because she wanted others to communicate with.
“I’m passionate about sign language because I want to break down the communication barrier between the deaf and hearing,” Daesha said.

She also works at Puma Sips, the school’s student-run coffee shop, and participated in Jobs for America’s Graduates (JAG) — a program that helps students determine whether they’ll go to college, enter the workforce or join the military after high school.

“I told the JAG administrators I was interested in ASL, and they matched me with an internship,” Daesha said. “It cemented my passion for sign language.”

In addition, Daesha is a 21st Century Scholar, which provides Indiana students up to four years of undergraduate tuition. She represented her school in Washington, D.C. at the Close Up civic engagement camp and is also taking a college course at IUPUI. She plans to attend Indiana University and to pursue a career as an ASL interpreter.

“Daesha has excelled in so many ways, but what really sets her apart is her sensitive, caring nature,” said Mark Radke, Daesha’s pastor. “I have no doubt she will end up working in a capacity that allows her to help others.”
India Daye was a senior in high school when she first learned she was pregnant. She lacked stable housing and worked part-time at a fast-food restaurant through her pregnancy to help support her family.

“I was struggling to balance school and work, along with figuring out where me and my baby were going to live once she was born,” India said. “I was forced to temporarily leave high school.”

She enrolled in Goodwill’s Nurse-Family Partnership, a program that pairs first-time, low-income moms with a registered nurse who makes home visits from pregnancy until the child is 2 years old, helping to prepare families for delivery and beyond.

“India took on a lot of responsibility for someone her age and didn’t have much material support,” said Kasey Barnes, India’s Nurse Home Visitor. “She returned to work just two weeks after giving birth by C-section.”

Nurse Kasey helped guide her through the application process for low-income housing, and shortly after giving birth, India moved into her own apartment and has since been living independently. She also enrolled at The Excel Center, Goodwill’s high school for adults,
where she received free child care for her daughter, while completing her education. In February 2018, India became the first in her immediate family to earn a diploma.

“I’m the oldest of my siblings, and I want to set an example for them as well as my own children,” India said.

In spring 2019, India plans to enroll at the Walker Career Center, where she will pursue a Certified Clinical Medical Assistant credential.

“India isn’t deterred by barriers,” Kasey said. “She is resilient and steadfast, always pushing through to achieve her goals.”

To learn more about Nurse-Family Partnership, visit goodwillindy.org/nfp.
As a small city in rural, southern Indiana (population <7,000), Scottsburg has the same challenges larger cities have but fewer resources available to address them. Of the 12% of Scottsburg residents who didn't graduate from high school, an astonishing 44% over the age of 25 live below poverty level. Other common barriers include criminal history, addiction and homelessness.

“After my daughter passed away, I was devastated and didn’t know how to cope with my grief,” Robin Bellamy recalled. “I ended up getting into trouble and going to prison for two years.”

Although she earned her GED while incarcerated, Robin struggled to find work after she was released. “Nobody wanted to hire me because I’m a felon,” she said.

After hearing that Goodwill considers applicants with a criminal history, Robin applied at the Scottsburg store and was offered a job. It’s been two years since she started as a part-time cashier. She has since learned all of the various roles of an associate.

“Robin was upfront with us about her challenges,” said Crystal Johnson, Site Leader at the Scottsburg Goodwill. “We’re all about second chances. We want to be a positive force in the community.”

In addition to employment, the store has provided employees with transportation, food and even helped them secure housing.

“I didn’t think I would be able to get an apartment with my criminal history,” Robin said. “But Crystal contacted a local complex that she has a relationship with, and I got approved.”

In June 2018, the Scottsburg store moved to a new location — a space twice as large as its previous home, with the capacity to staff twice as many employees, which means even more opportunities.

“My co-workers are like family,” Robin said. “They’re what I love most about working here.”
My co-workers are like family. They're what I love most about working here.
Financials

Goodwill of Central & Southern Indiana, Inc. | GW Commercial Services, Inc.
Goodwill Education Initiatives, Inc. | Goodwill Industries Foundation of Central Indiana, Inc.

2018 Summary Financial Statements

BALANCE SHEET
December 29, 2018

<table>
<thead>
<tr>
<th>Goodwill Consolidated</th>
<th>Dollars in Thousands</th>
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<tbody>
<tr>
<td>ASSETS</td>
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<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
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INCOME STATEMENT
For the Year Ended December 29, 2018

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<th>Goodwill Consolidated</th>
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<td>Retail Sales—New &amp; Used Goods</td>
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<td>43</td>
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<tr>
<td>NET INCOME</td>
<td>($4,189)</td>
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It’s an exciting time to begin my service as chair of Goodwill’s board of directors and to build on the momentum that was established under the leadership of our former chair, Scott Enright. As evidenced by the successes detailed throughout this report, the organization continues to make steady progress on the objectives outlined in its Strategic Plan. Implemented in 2016, the overarching goal of the plan was to expand mission services to more people, and I’m encouraged by the results of these efforts.

As the Scottsburg store illustrates, the merger between the central and southern Indiana Goodwills spawned new opportunities. Larger stores result in a better shopping experience for customers and more employment opportunities for the community, both of which support Goodwill’s broader mission.

Building on its wraparound services model, Goodwill has partnered to provide workforce housing in downtown Indianapolis. These apartments will provide affordable rent to essential employees like police, firefighters, teachers and nurses, beginning in 2020.

Goodwill is also making great strides through philanthropy, with the Goodwill Foundation of Central & Southern Indiana reporting its most successful annual fund yet, along with a substantial $2.4 million gift from the estate of Peggy Miller, whose mother was a pioneering clinical psychologist at Goodwill. These generous gifts, along with your support, enable us to continue refining the Goodwill approach and extending our reach to even more people.

Thank you for your commitment to changing lives.

Donald L. Palmer
Chair, Board of Directors
Goodwill of Central & Southern Indiana
Leadership

Lists reflect active board members and officers as of December 31, 2018.

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Elizabeth Bracken Wiese

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Elaine E. Bedel

Honorary Director
Malcolm W. Applegate
Thank you to the following donors who changed lives with their gifts in 2018.

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- Jean Blackwell and Kim Williams
- Janet Carrington
- Central Indiana Community Foundation
- Columbus Regional Health Foundation
- Community Health Network
- Betsy T. Dustman
- Glick Fund, a fund of Central Indiana Community Foundation
- Heritage Fund, the Community Foundation of Bartholomew County
- Indiana University Health
- The Indianapolis Foundation, a CICF affiliate
- Kanzie Academy, Inc.
- Lanham Family Charitable Fund
- Lumina Foundation
- Metro United Way
- Peggy Miller*
- Netherleigh Fund
- Nina Mason Pulliam Charitable Trust
- Nurse-Family Partnership National Service Office
- Mike and Susan Smith
- Sullivan Commercial
- Charlie and Peggy Suthphin
- United Way of Central Indiana

**$5,000–$9,999**
- Anonymous (3)
- Bowen Family Foundation, Inc.
- Katherine L. Davis
- Marianne Glick and Michael Woods
- James L. Kincannon
- Kyle and Sally Lanham
- Philip and Wendy Larman
- March of Dimes
- Jim and Jane McClellan
- Ralph and Connie Meyer
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- Ralph Meyer-Teetor Fund, a fund of CICF
- Steve Robinson and Kristin Girk-Robinson
- Dick and Jamie Schulte
- David and Anne Shane
- Jack and Susanne Sogard
- Fred C. Tucker, III

**$2,500–$4,999**
- Anonymous
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- Matt and Janice Cohoat
- Scott and Lorraine Davison
- Dan and Lisa DeHayes
- Keith and Sarah Faller
- Fraternal Order of Eagles
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- Earl B. Harris*
- John and Leigh Ann Hirschman
- Joined for Good
- Lilly Endowment Inc.
- Don and Carolyn Palmer
- David Phillips
- Richie and Elizabeth Pilnik
- Matthew Robinson
- Strada Education Network
- William and Susan Tolbert

**$1,500–$2,499**
- Anonymous
- Anthem Blue Cross Blue Shield
- Balcon Enterprises, Inc.
- Jon and Julia Birge
- BMWC Constructors
- Matt and Leslie Carter
- Terrence and Peggy Cody

Cludia E. Cummings
Karen K. Glaser
Cindy and Mike Graham
Richard Horn
Bob and Troy Kassing
Mike and Peggy Kennedy
Alma and Stephen Lathrop
Rob Martinson
John and Carolyn Mutz
Anne and David Nobles
Jack Pence
Ted and Sara Pollack
Daniel J. Riley
Francis D. Sheski
The Bon-Ton Stores, Inc.
Truist
James R. Tuerk
Richard and Susan Van Frank

Thanks to **Hoosiers who support Goodwill...**

**Angel took control of her life.**
Greg's criminal history didn't hold him back.

$1,000–$1,499
Anonymous (2)
Wilton Aebersold
Mike and Amy Alley
Dan and Kate Appel
Adam Arceneaux
Kevin Ray Armstrong
Nancy Ayres
Bedel Financial Consulting, Inc.
Mary Behe
Ted and Peggy Boehm
Charles Schwab Foundation
Shane A. Cody
Betsy K. Delgado
Nancy Dunn
Lori Efroyimson-Aguilera and Sergio Aguilera
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Gordon M. Graham
Gregory & Appel Inc.
Dawn Griffin
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Jeff and Celia Harrison
Perry Hines
Sue S. Hirschman
Douglas E. Huff
Helen K. Jolly
April S. Long

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Mickey and Janie Maurer
Rose Mays
Bruce and Jamie McCaw
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Dan and Rita Sink
Tony Snider
The Taylor Family Foundation
Mike and Susan Wells
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Jean Wojtowicz and John von Arx, III

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Eliese Davis
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Nancy and Berkley Duck
Bill and Edie Enright
Michael and Kristin Fruehwald
Kristine Green

Mohammed built a new life.
$250–$499
Anonymous (2)
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Nick and Gita Baker
Christopher and Abby Bean
Beef & Boards Properties LLC
Rebecca and Rodney Byrnes
Christopher and Bettie Caldwell
Dan and Kathryn Cantor
Christian Church Foundation, Inc.
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Dean Grubbs
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Nicholas Ison
Olive M. Johnson
Thomas and Elizabeth Jones
Ashley Jones
Tom and Verletta King
Stephen and Susan Kraabel
Bernie and Thelma Lesniak
Inell Lumsey
Marion North Rotary Club
Stephan Downs and Anne Mejia-Downs
Joyce M. Mitchell
Joshua Moore
Shari L. Morey
Sara L. Morris
Network For Good
Sam and Abby Perry
Sara Pollard
Jane G. Pratt
Matthew Presley
Eugene W. Pride
Purdue University
Jason Spilbeler
Stella Healthy Vending, LLC
Bill and Carol Stephan
Daniel S. Stevens
The Arthur J. Gallagher Foundation
The Cleveland Family Foundation
Don and Polly Trainor
United Way of Monroe County
Matt T. Waggoner
Mary Rose Walker
Mary Cushman Wood

$100–$249
Anonymous (3)
Sy and Lucille Ali
David and Mary Allen
Constance S. Alexander
AmazonSmile Foundation
Anderson University
Mal and Connie Applegate
Michelle Barrett
Todd Becht and Michelle Barrett
Lauren Behe
Donald and Carla Bennett
Steve Biggerstaff
Carolyn Black
Scott E. Bova
Charles and Joyce Bozman
Harry D. Brickley
Tyson Brown
Nigel Bruce
Mary E. Busch
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Matthew and Monica Cambridge
Shirley B. Carpenter
Nancy Christy
Sean Cimino
John and Alissa Cohout
Jo R. Coleman
College Park Church, Inc.
Paul and Frances Corsaro
Lillian Crabb
John and Kristin Crisp
Elise Densborn
Denise C. Dillard
Stephanie Dodds
Megan Drew
Tyler Droste
Leslie Duvall
Chelsy Fields
George and Alice Flanagan
Kevin M. Flood
Bill Fortune Jr. and Joseph Blakley

Daesha got to pursue her passion.

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Sandra Henselmeier Funk
Steve and Katrina Gaerte
Ryan and Genevieve Gardner
Mark B. Gastineau
GE Appliance Giving Campaign
Richard and Anne Gohman
Dalecia Gomez
Roseann E. Green
Dr. Larry M. Greenbaum
and Ms. A. Cassia Margolis
Erika C. Greenwood
Colleen Grile
Louis S. Hensley
Larry and Eva Hinnergardt
Gordon A. Hobbs
Marilyn Hoffman
Ryan and Joni Hornaday
Melissa Howard
Rosalie S. Hurst
Mike and Rebecca Irons
Bonita Johnson
Harold and Sharon Kennedy
Michael O. Khalil
Curtis A. Kirkley
Joyce Kneisley
Jill and Raymond Kramer

* deceased
India was first in her family to graduate high school.
Give With Liberty
Lisa Glavan
Goodwill Industries International, Inc.
Dan and Cindy Grass
Michelle Gwin
Robert and Kathleen Hall
Charles E. Hallam
Coyene Halpern
Alexandra Hancock
Virginia Hart
Virgil and Florence Heater
Victoria Hedgepeth
Theodore Hesburgh
Ramona C. Hittle
Robert and Rosita Hittle
Tyler Hockett
Bruce and Sabine Hopkins
James Hopper
Matthew and Betsy Howard
Jones Lange Lasalle
Joslyn Juhl
Rajan and Samaneh Kalirai
Florence D. Kelly
George and Joyce Kimsey
Ross and Mary Kipka
Harold and Marcelee Konish
Ronald and Carolyn Kovener
John and Theresa Krakowski
Gail A. Laminack
Ned and Martha Lamkin
David and Lois LeVine
Shana Lewis
Barbara Lightfoot
Michael T. Lockard
Chizuki Lothamer
Dick and Charlene Lugar
Eddy Lux
James MacMillan and Josue Tejeda
Ralph McClury
James and Marianne McCusker
William McGowan
Bruce and Kaye McSpadden
Michael Molenda
Chahrzad Montrose
Mark J. Moss
Casey Mouser
Mt. Olive United Methodist Church
Amir and Kathleen Naghdi
Donald and Mary Jane Newby
Marlene and Frank Niccum
Ross Nixon
Oil of Joy Family Counseling LTD.
Hettie Perkins
Margaret Phelps
Chelsea Phillips
Angelo M. Poulos
Ronald Putnam
Barath Raman
Anant and V. Ramdas
Courteney Reeves
Sarah M. Roberts
Scott and Ellen Rogers
Denise Rush
Natalie Russell
Rebecca Schenk
Robert Sculthorp
James and Janice Seidensticker
Chris Seigel
Phil and Charlotte Slaughter
Harold and Mary Smith
Robert and Ava Smith
Kate Smith
Frank C. Springer Jr.*
Corinne St. Angelo
Kelly Stanley
Stanley Security
James and Phyllis Starks
Elizabeth Stiegemeyer
Sherri Tandy
Cathie L. Telfair
Mike and Elizabeth Terry
The Glick Gives Fund
Top Golf
Patricia A. Valentine
Camray Vican
Andrea Voisard
Alan Weaver
Joseph T. Wehlacz
Frances I. Wells
David L. Westol
Melinda Willard
David and Swathi Williams
Deanna Warren
Mark Willis
Rachel Wisler
Therese M. Wojcik

Every effort has been made to ensure the accuracy of this listing; however, if you notice an error, please let us know by contacting Rachel at rachel.eble@goodwillindy.org or Cindy at cindy.tow@goodwillindy.org.