



2018
Annual Report

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MISSION

**Changing lives through
Employment, Training, and
Housing.**



THANK YOU!

Being the largest health, human and direct social services nonprofit organization throughout our five-county area of Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties comes with a wide range of responsibilities that Gulfstream Goodwill® Industries takes seriously.

Everyone recognizes the Smiling G, impressive thrift stores and a place to donate unwanted items. However, very few have an awareness of what “changing lives” means to the 15,697 individuals that Gulfstream Goodwill assisted in 2018. It means a different life, a better life, a new life of independence.

For some individuals, it could be their first job or training to keep a job through our employment services. Others, who are homeless, may find affordable housing or learn to live successfully on their own. Graduating from our Transition to Life Academy charter school may have been the road to adulthood. Someone may be in need of specialized services to overcome visual impairment, blindness, deafness or building a new life after a traumatic brain injury.

Whatever the unique needs and abilities a person may have, Gulfstream Goodwill is the organization that is dedicated to moving individuals from a life of dependency to one of independence and self-sufficiency. Our professional teams meld all 42 programs and services into a plan unique for each individual to achieve independence. You can learn more about our programs and services on our website.

Because of you, whether through your planned giving, financial contributions, shopping in or donating at our retail thrift stores, we can continue to accomplish our work, while keeping our administrative costs below 11 percent! Again, thank you for helping us achieve our many great successes.

On behalf of all program participants who have benefited from Gulfstream Goodwill Industries’ programs or services, we thank you for your support!



Keith Kennedy
President and CEO



Robert "Bert" Premuroso
Chairperson, Board of Directors

EMPLOYMENT

Unaware he had a rare genetic condition, Edward entered our Supported Employment Program in September 2013 and began working with our Placement Services North team to secure part-time employment. Edward showed great initiative and, with Goodwill's help, took steps in the direction of improving his circumstances. He was active in assisting his employment consultant with searching for employment and returned to school to secure his GED.

About nine months after starting the program, Edward began experiencing debilitating headaches. Since he was reading a lot more than usual after his return to school, he thought the reading must be the cause of the headaches. But after dealing with the headaches for months, including taking medication prescribed by his doctor, there was no improvement.

The doctors decided to take a closer look and scheduled Edward for an MRI. What they discovered is that a rare genetic condition called Moyamoya, a disease that affects the arteries in the brain, was the cause of the headaches. Edward underwent surgery for the condition. Edward's participation in our program was put on hold -- with an open invitation to return once he was feeling better.



Edward continued to face many challenges on his road to recovery after a second brain surgery at Shands Hospital in Gainesville in 2015. But, by the following year, Edward was eager to join the workforce and his doctor cleared him to seek light duty employment. Edward began building his resume with volunteer service at Indian River Medical Center's Out-Patient Pavilion.

TRAINING

After experiencing family illness and hardship, Freddie lost the home in Miami-Dade County where he had been living with his aunt. They relocated to Palm Beach County and began living out of a suitcase in a family member's living room.

With a Special Diploma in hand and previous time spent in work experience programs before graduating from high school, Freddie enrolled at the Gulfstream Goodwill Academies Transition to Life Academy charter school in 2015. With an expressed interest in the food service industry, he was accepted into the school's Food Service Training Program and learned food preparation skills.

The most important skills Freddie said he learned in the program were, "helping customers, selling products and working as a team."

During Freddie's last year of eligibility for school services under the Individuals with Disabilities Education Act, at age 22, his Goodwill employment consultant began working with him to obtain competitive employment in the community. They applied and interviewed at various restaurants.

Although Freddie had successfully acquired food service skills through the school's program that were certain to lead him to employment within the field, he had a change of heart. Freddie learned about The Home Depot Program, which



provides an onsite job trainer who follows the student to ensure success. The Home Depot also provides ongoing support, which integrates both the program participant's family and the organization's support staff.

Due to Freddie's level of family support, it was determined that he would be a good candidate for the Ken's Krew Program at The Home Depot. Freddie applied for and was accepted into the program. He works 25 hours each week as an associate in the Garden Department. He has remarked that he loves helping customers and makes recommendations for landscaping ideas.

Freddie has been quite successful during the past two years of his employment, and has several accolades to show for his hard work and dedication. He received a "Homer Badge" for helping a customer find their misplaced cell phone after his shift had ended. He was selected as "Employee of the Month" in September 2017 for "Leveling Up." He also received a profit sharing bonus in October 2017 for helping customers after Hurricane Irma hit our area.

When Freddie was asked if he regrets not getting a job in the food service industry after having been so successful with his training, he replied, "No, I like what I do at [The] Home Depot and learned a lot in the food service training that I use every day. I can cook on a grill, cook and prepare food for myself. I learned great customer service skills and how to sell things."

Freddie is a testament not only to the adaptability and versatile applicability of the skills taught in the Transition to Life Academy's Food Service Training Program, but to the spirit in each of us to take what we can from the opportunities presented to us and make them work to the best of our benefit.



HOUSING



After a fire completely devastated his family's trailer, Romeo sent his wife and three children to stay with relatives while he looked for a place to live and a means to rebuild their lives. During his period of homelessness and without transportation, Romeo was unable to see his children.

He painfully recalls, "I went eight months without seeing my kids; I couldn't hug them or nothing."

On the streets, Romeo faced the many challenges and threats each night. After learning he did not meet the criteria for other programs, the Palm Beach County Homeless Outreach Team referred Romeo to Gulfstream Goodwill's Homeless Residential Services Program.

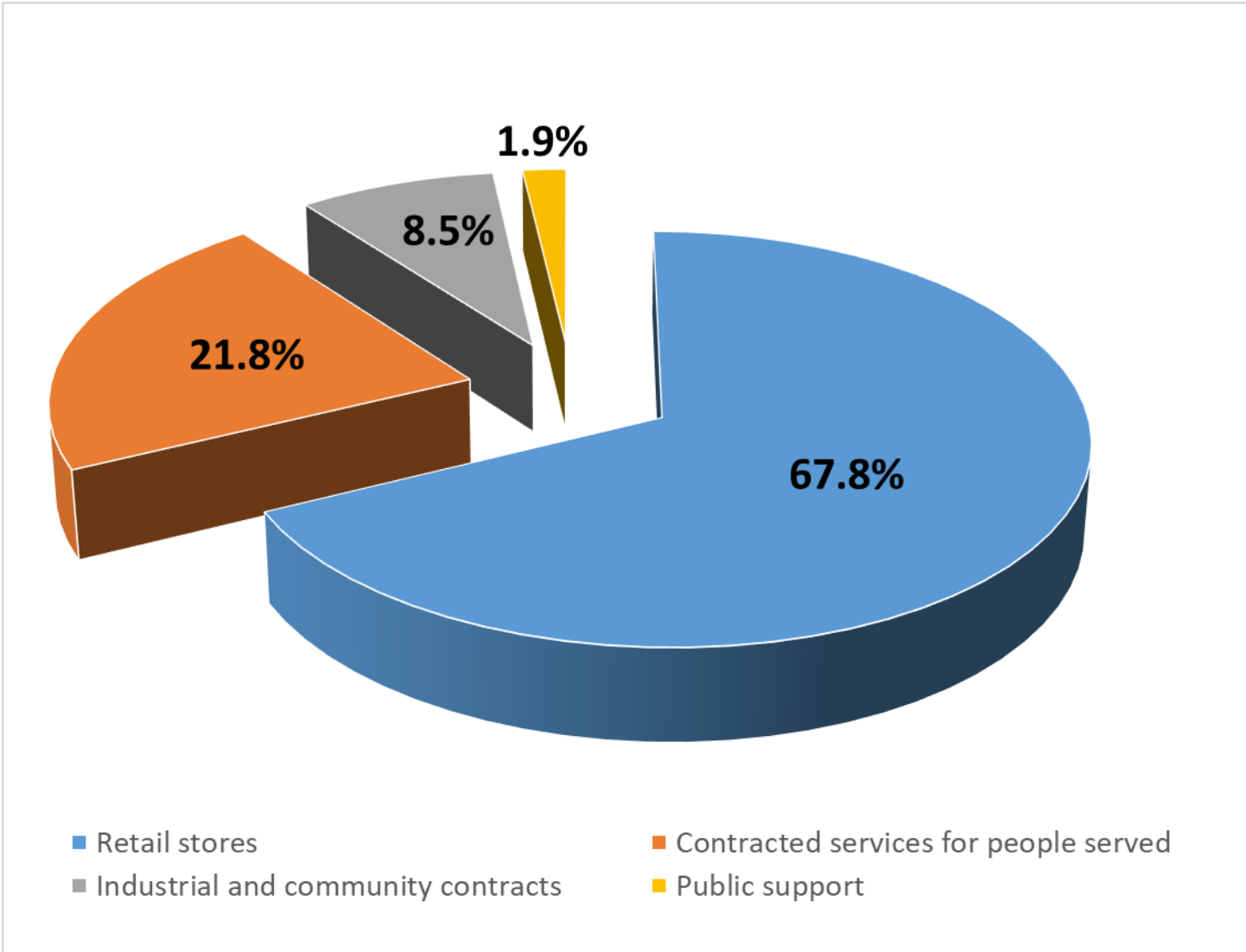
A short time later, Romeo had a roof over his head and decided he was not going to waste any time reassembling the pieces of his life. Romeo fully engaged in all services offered through Goodwill. He prepared himself to take any opportunity that came his way by learning new skills and exploring various employment possibilities.

Romeo was offered and accepted a job in the maintenance department at Christian Manor Apartments. While he had no previous experience in this field, he eagerly learned the ropes and exceeded his employer's expectations. Romeo subsequently received a promotion and became

2018 REVENUE

\$49,499,964
Unaudited

Retail Stores	\$33,555,843
Contracted services for people served	\$10,814,388
Industrial and community contracts	\$4,203,762
Public support	\$925,971

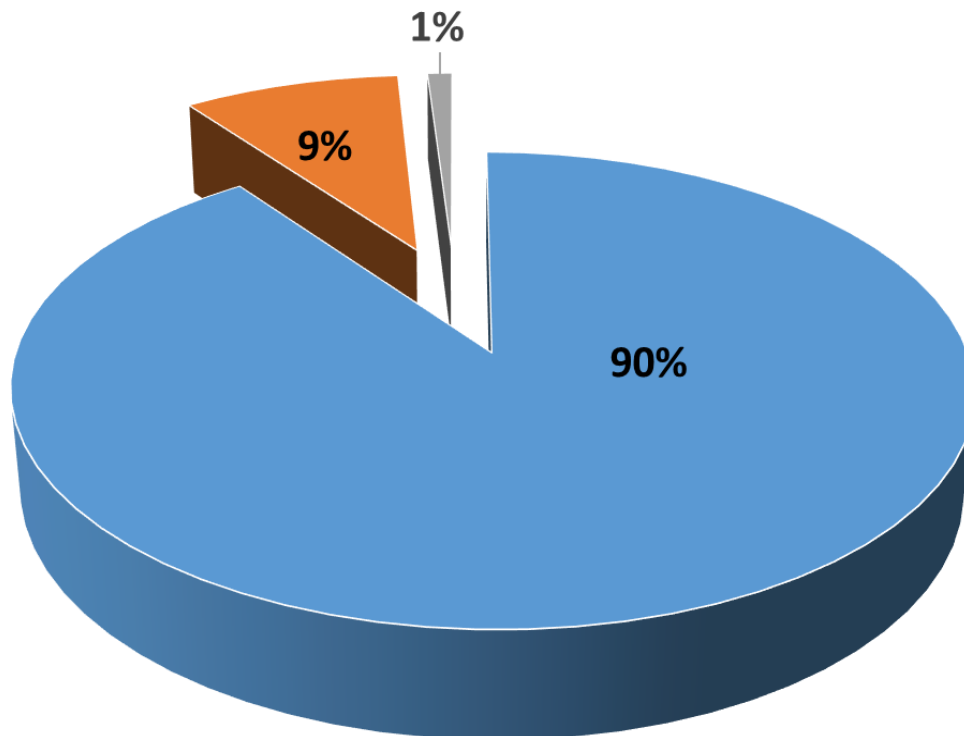


2018 SUPPORT TO THE COMMUNITY

Expenses: \$49,235,807

Unaudited

Programs and services, employment and training	\$44,242,494
General and administrative expense	\$4,502,111
Fundraising expenses	\$491,202



- Programs and services, employment and training
- General and administrative expenses
- Fundraising expenses

**90% of every dollar goes directly to Gulfstream
Goodwill Industries' programs and services.**

DONATIONS

851,753

Number of donations collected

34,070,120*

Pounds of merchandise donated

23,035,443*

Pounds of merchandise repurposed

11,034,677*

Pounds of merchandise sent to salvage

* Estimated Weights



4 THE



YOUR DONATIONS MAKE A DIFFERENCE.

**You create jobs in your community and
reduce your environmental impact.**



Thank You!

DONATE

The easiest (and most fun!) way for you to support all the good work we do for people in need in our community is to donate and shop at any one of our 28 retail locations, including five boutiques and two outlet centers, or more than 20 standalone donation centers in Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties.



**Donate, Shop,
Change a Life!!!!**

Store and Donation Centers

Palm Beach County

Belle Glade

541 SW 16th St, 33430
(561) 992-4142

*Boca Raton Boutique

1662 N Federal Hwy, 33432
(561) 362-8662

Boca West

11427 W Palmetto Park Rd, 33428
(561) 488-7780

Boynton Beach

9796 S Military Trl, Ste D1, 33436
(561) 740-4407

Delray Beach

1640 N Federal Hwy, 33444
(561) 278-3205

Greenacres/Woodbridge

6601 Forest Hill Blvd, 33413
(561) 964-5841

Greenacres/Woodlake

5821 Lake Worth Rd, 33463
(561) 967-5525

Jupiter Super Store

1280 W Indiantown Rd, 33458
(561) 748-6614

Lake Worth Outlet Center

701 Boutwell Rd, Ste B1, Lake Worth 33461
(561) 833-1693

•Palm Beach Boutique/Embassy

210 Sunset Ave, 33480
(561) 832-8199

PB Gardens Store & Vintage Shoppe

4224 Northlake Blvd, 33410
(561) 622-2910

Riviera Beach/Broadway

3500 Broadway, 33404
(561) 842-9112

Royal Palm Beach

9920 Belvedere Rd, 33411
(561) 784-2830

*Wellington Boutique

13833 Wellington Trce, 33414
(561) 784-9596

West Palm Beach/Gulfstream

4895 Okeechobee Blvd, 33417
(561) 478-8824

West Palm Beach/South Dixie

5400 S Dixie Hwy, 33405
(561) 832-8893

Martin County

Jensen Beach

3491 Federal Hwy, 34957
(772) 497-1069

Palm City

3078 SW Martin Downs Blvd, 34990
(772) 283-0412

Stuart

1892 SE Federal Hwy, 34994
(772) 287-3666Z

St. Lucie County

Ft. Pierce

2569 S Federal Hwy, 34982
(772) 461-9727

^Ft. Pierce Outlet Center

815 S Kings Hwy, 34945
(772) 461-7092

Port. St. Lucie/Gatlin

1082 SW Gatlin Blvd, 34953
(772) 807-5510

Port St. Lucie East

9086 S Federal Hwy, 34952
(772) 398-8448

Port St. Lucie West

1665 NW St. Lucie West Blvd, 34986
(772) 336-7142

Indian River County

Sebastian

13415 US Hwy 1, 32958
(772) 228-9222

Vero Beach

1066 US Hwy 1, 32960
(772) 770-3330

Vero Beach/Oslo

3535 Oslo Rd, 32968
(772) 564-8668

Okeechobee County

Okeechobee City

3278 US Hwy 441, 34974
(863) 467-2223

KEY

Mon-Sat: 9 a.m. - 9 p.m.

Sun: 8 a.m. - 5 p.m.

* Mon-Sat: 9 a.m. - 7 p.m.,

Sun: 10 a.m. - 6 p.m.

• Mon-Sat: 8 a.m. - 5 p.m.,

Sun: Closed

^ Mon-Sat: 9 a.m. - 5 p.m.,

Sun: 10 a.m. - 5 p.m.



LEGACY

Join our Legacy Society through planned giving! The Legacy Society recognizes those who have chosen to remember Gulfstream Goodwill Industries in their wills to further our mission well into the future. Add your name to Gulfstream Goodwill's Donor Recognition Wall.



The Platinum Legacy: \$25,000

Founder's Club: \$10,000

Business of Changing Lives Society: \$5,000

Friends of Goodwill: \$1,000



Changing Lives Through an Innovative Future!

GoodFriend Discount Club

GoodFriend Discount Club is our retail program where members save 25% off every purchase for one full calendar year. In addition to these savings, members also receive sneak peeks, exclusive offers and invites to member only events. There membership fee is only \$25 per year.



Goodwill Bluebox—SUSTAINABLE, UPCYCLED, RESPONSIBLE



Bluebox originals is an original clothing line by Gulfstream Goodwill, sold through the Goodwill Bluebox platform. This line uses recycled clothing, sourced from salvage and damaged clothing and is repaired through acid washing, dyeing, and tailoring and is screen-printed with original designs. The recycled clothing is then sold on the Goodwill Bluebox website.

Gulfstream Goodwill Industries Adult Day Training (ADT) participants will be involved in sorting, preparation and screen-printing of the apparel. ADT participants will also play a key role in the listing of items for sale, inventorying, packing and shipping the items that have sold.



ShopGoodwill.com is our online auction site. Customers bid or purchase at “Bid Now” price on items donated to our Goodwill stores. Customers love the unique items to purchase knowing they are supporting the mission of Gulfstream Goodwill Industries.

A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION FOR GULFSTREAM GOODWILL INDUSTRIES, A FLORIDA BASED NONPROFIT (REGISTRATION NO. CH1734), MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL FREE 1-800-HELP-FLA (435-7352) WITHIN THE STATE OR VISITING AT [www.freshfromflorida.com or https://csapp.800helpfla.com/cspublicapp/giftgiversquery/giftgiversquery.aspx.] REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. GULFSTREAM GOODWILL INDUSTRIES, INC. RECEIVES 100% OF EACH CONTRIBUTION.

LEARN MORE

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@GULFSTREAMSHOPGOODWILL

**Goodwill
Works!**

Join us for lunch and learn about the mission of Gulfstream Goodwill Industries held on the third Thursday of each month. Contact mflack@gulfstreamgoodwill.org for more info.



1715 Tiffany Drive East, West Palm Beach, FL 33407



United Way of Palm Beach County



SUNTRUST



agency for persons with disabilities
State of Florida



Town of Palm Beach United Way

SourceAmerica

Dell
Reconnect

Technology recycling with Goodwill®



Palm Beach County
COMMUNITY SERVICES

Helping People Build Better Communities

DONATE ONLINE AT GULFSTREAMGOODWILL/ORG/DONATE