



ANNUAL REPORT
2023

PRESIDENT'S MESSAGE

Greetings Gulfstream Goodwill friends and family.

Over the next few pages, we present our annual report for 2023. Each year we use this document to provide a snapshot of our overall impact in the community. It allows us to inform and educate our various stakeholders and to provide a window into the culture, fiscal health, and overall well-being of the organization. But what it is unable to do is adequately depict the depth of the passion, sacrifice and commitment of each and every member of our staff, friends/family, and volunteer board. Numbers and charts help quantify our impact, but it is the people that have chosen to serve and give back to their community that is the real story.

Please enjoy our recap from a very busy and successful 2023.

KEITH KENNEDY

President/CEO



EXECUTIVE TEAM

KEITH KENNEDY
President/CEO

KAREN DAVIDSON
CAO/CFO

ERIN KOZLOWSKI
CDO

KEVIN BENDER
COO

LAURIE S. MEYER
Vice President People & Culture

SHANNON MCGHEE, PHD
VP of Education and Development

KARL TOMECEK
VP of Information Technology



ABOUT: GULFSTREAM GOODWILL INDUSTRIES

Our local Goodwill Industry, Gulfstream Goodwill Industries Inc. (GGI), was founded in 1966, by former Mayor of West Palm Beach, Marvin Pope "Ham" Anthony. Now, 57 years later with over 900 employees, GGI serves as the largest health, human and social services nonprofit in the Palm Beach and Treasure Coast area collectively. While the times have indeed changed, basic service needs still exist. GGI is extremely proud of our years as a leading nonprofit organization and community partner that continues to uphold the legacy of the Goodwill brand while helping people with disabilities and other barriers to become self-sufficient working members of the communities served.



Powered by Gulfstream Goodwill Industries:



BOARD OF DIRECTORS

JOAN MCCABE
Board Chair
Independent Trustee, Carlyle Tactical Private Credit Fund

DANIEL BARSKY
Board Vice Chair
Holland & Knight, LLP

AMY TESTA
Secretary
Max Davis Associates

KATIE COLON
Treasurer

MARK AITKEN
Consultant

LAUREL BAKER
Palm Beach Chamber of Commerce

JOHN BANISTER
John R. Banister, P.L.

DOUG CAMPBELL
Campbell Real Estate Advisory Group, Inc. Ex

ORLANDO CHIANG
OC Physical Therapy

WILLIAM "CHIP" CORLEY
Author, Endurance Athlete, Money Manager

MICHAEL COWAN
Gardens Wealth Management

CLIVE STUART-FINDLAY
Sotheby's International Realty

CARL NICOLA
Board of CARP and Gratitude House

DONNA SMOLENS
Board of Trustees of Fordham University

CEDRICK THOMAS
Sigma Security and Investigations Solutions

DOROTHY (DEDE) TREFTS
Retired from Aon

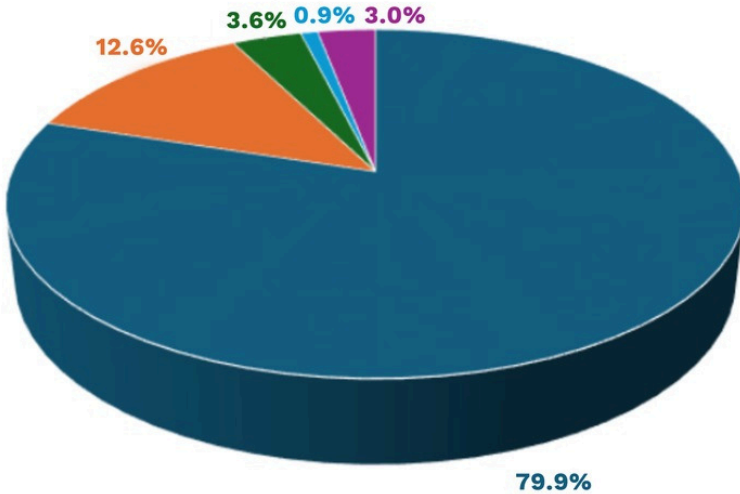
MARTIN ZIPERN
Attorney

RAY ZUCARO
RVX Asset Management LLC

2023

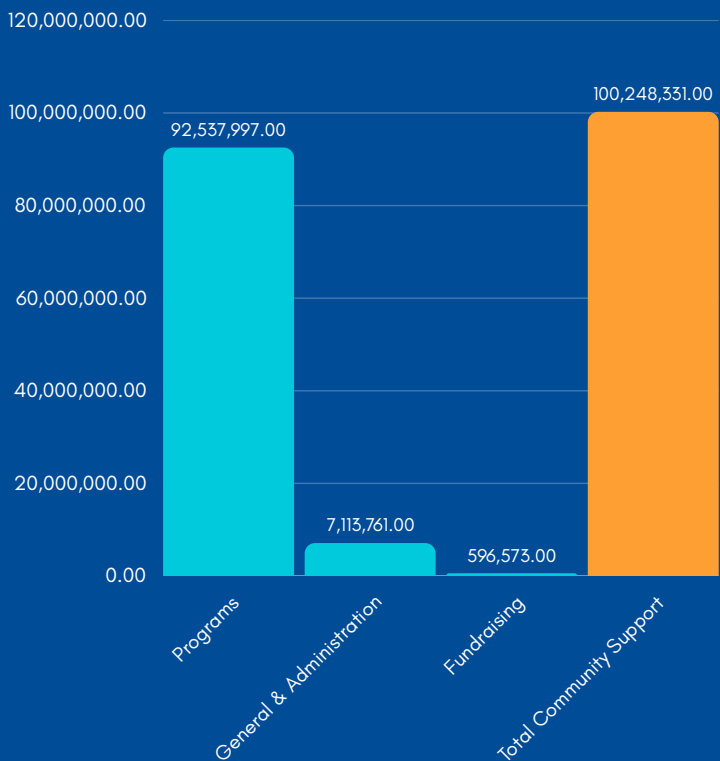
FINANCIAL OVERVIEW

TOTAL SUPPORT TO GULFSTREAM GOODWILL



- RETAIL**
77,584,402 79.9%
- MISSION & COMMUNITY CONTRACTS**
12,206,102 12.6%
- SOCIAL ENTERPRISE**
3,518,339 3.6%
- PHILANTHROPY**
864,367 0.9%
- ADMINISTRATIVE REVENUE**
2,932,174 3.0%

GOODWILL SUPPORT TO THE COMMUNITY: **\$100,248,331**



PROGRAMS
92,537,997

GENERAL & ADMINISTRATIVE
7,113,761

FUNDRAISING
596,573

92.3%

of every dollar goes directly to Gulfstream Goodwill Industries' programs and services

STRATEGIC PLAN

MISSION

Changing Lives through Housing,
Training, Education, and Employment

VISION

Vibrant communities, free of poverty,
homelessness, and unemployment

RESPECT

We treat people the way we want to be treated.

APPRECIATION

Employees as well as the organization will seek ways to positively reinforce other employees.

ACCOUNTABILITY

We accept ownership for our actions and for our work.

INTEGRITY

We do the right thing even when no one is looking.

INNOVATION

We choose to lead rather than follow.

SERVICE EXCELLENCE

We deliver our best always.

EQUITY

Supporting and encouraging employees to enhance their skills; modeling the behavior expected from all employees of Goodwill; inclusivity of all team members and persons served.

EMPOWERMENT

We invest in ourselves and each other.

I. Fiscal Health and Sustainability

We will strengthen the fiscal health of the organization by exercising sound business and finance/investment strategies. We will prioritize the strategic building of operational reserves and organizational assets.

II. Growing/Diversifying Revenue and Strengthening Net

We will grow revenues in donated goods through donor market penetration, ecommerce innovation and operational efficiencies. We will diversify and grow revenues by creating new social enterprises in our contracts and mission program areas.

III. Enhancing Mission

We will enhance our mission services with a focus on education, training and employment as pathways out of poverty.

IV. Investing in Ourselves

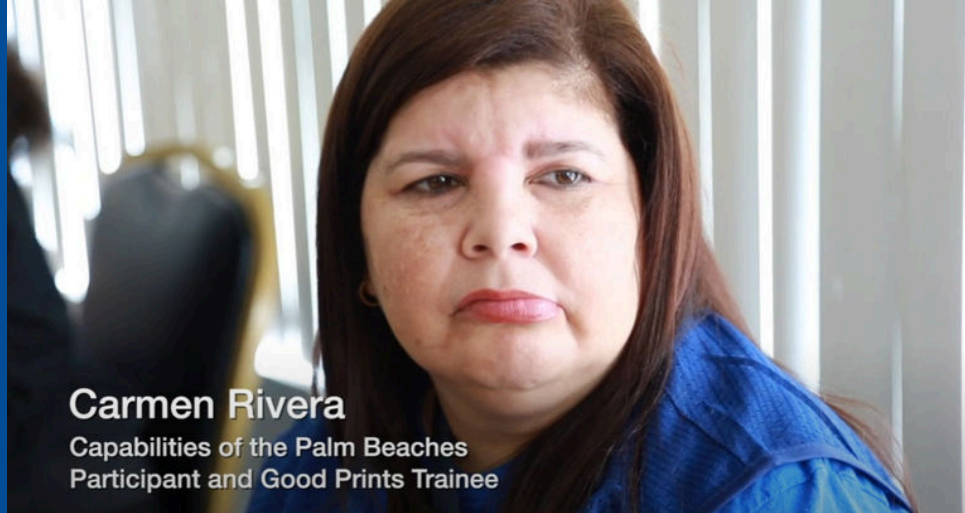
We will invest in our infrastructure to compete in today's marketplace. This includes equipment, technology, asset acquisition and most importantly our people

V. Telling Our Story

We will engage our community at every opportunity to tell our story. We will establish strong community relationships through our network of ambassadors to grow philanthropic investment that perpetuates our mission services



VICTORY STORY: CARMEN RIVERA



Carmen Rivera

Capabilities of the Palm Beaches
Participant and Good Prints Trainee

Every day, Carmen Rivera wakes up at 6:30 AM. She gets ready in a hurry, preparing for the day ahead, then waits for the bus that will take her to work. She lives with her aunt and uncle, who have cared for her since she was four years old. Carmen's journey has not been easy, but she is determined to make the most of every opportunity.

Carmen spends her days as a participant in the Capabilities Adult Day Training Program, which offers a person-centered approach to help individuals set and achieve their own goals. When Carmen first joined, she had trouble building friendships, maintaining healthy behaviors, and even making eye contact. But over time, something remarkable happened: she grew.

Carmen's greatest joy is when Capabilities goes to work at the Good Prints Shop, part of Gulfstream Goodwill Industries, a social-enterprise designed to provide employment for adults with intellectual disabilities. The shop helps people, like Carmen, who face barriers to employment, to become more independent and contribute to their communities. It is not just about the work; it is about building self-esteem and dignity.

Born in New York, Carmen had a tough start in life. Diagnosed with an intellectual disability when she was young, she struggled in school, finding it difficult to read and focus. She was also very hyperactive, making it hard for her to settle down. But Carmen is a unique personality—she is warm, loving, and always ready to lend a hand.

Today, Carmen loves her work at Good Prints. "It's not that hard to do a good job," she says with a smile. "You just have to try your best every day." And when she does, it makes her happy. The sense of accomplishment that comes from doing her best fills her with pride.

But there is one day that always stands out—the day of the paycheck. It is a day of excitement and emotion at the Good Prints Shop, as the participants proudly tell the staff that it is pay day! They cannot wait to receive their hard-earned wages. Everyone in the program receives minimum wage for their time at the print shop, which gives them a real sense of value and purpose.

For Carmen's family, the opportunity to have a job is a privilege. They are deeply grateful to Gulfstream Goodwill for providing these services and helping Carmen become more self-sufficient. They have seen firsthand the positive impact the program has had on her life.

The staff at Goodwill often talk about the dignity of work, and the pride that the participants feel when they are working in the print shop is something truly special. It is not just about the paycheck—it is about growth, independence, and a deep sense of pride in a job well done. Carmen's story is one of progress, joy, and the incredible power of opportunity.

VICTORY STORY: SCHNNEYDER RAMIREZ



Schnneyder Ramirez always looks forward to his time at Good Grub, a culinary social enterprise, powered by Gulfstream Goodwill. Good Grub provides an opportunity for students at Gulfstream Goodwill's charter school, the Career Academy of the Palm Beaches, to learn important kitchen skills through a paid student internship. In Good Grub, Schnneyder has found a place to truly thrive. He appreciates the balance of independence and support from the teachers and staff. They give him the space he needs to feel confident but are always there for him when he needs their support. Without that trust, he is not sure if he would have developed the same level of confidence in himself.

He has been a student at the Career Academy for three years, and over the past year, he entered the culinary program. When Schnneyder first arrived at the school, he was quiet and reserved. He was not sure where he fit in. But everything changed when he stepped into the kitchen. At first, he was nervous and unsure of himself, but now, instead of feeling anxious, he takes on each new task with excitement and determination. He actively seeks to complete each task to the best of his ability, constantly looking forward to what comes next and figuring out how to be successful.

In the kitchen, Schnneyder feels a sense of pride and accomplishment. "On event days, when I'm out in the community, I feel awesome," he says. He has spent months honing his skills—measuring, cutting, and cooking. Despite having an intellectual disability, Schnneyder has excelled in the Good Grub program. Every day brings a new opportunity to learn, and he feels like he has truly discovered his purpose. At the beginning of the year, he made a list of goals he hoped to achieve, with one major goal in mind: he wanted to be hired by Good Grub when he graduated. Now, that goal has come to fruition.

Upon graduation, Schnneyder was hired by Gulfstream Goodwill as a permanent team member at Good Grub. He will now play a vital role in ensuring the program's success. He is excited to set an example for future students who will join the program, knowing that he has the perfect opportunity to show them the way. For Schnneyder, Good Grub is much more than just a job—it is the best thing in his life. He feels both excited and grateful to come in every day, knowing that he is part of something special. He is thankful to Gulfstream Goodwill, the Career Academy of the Palm Beaches, and the Good Grub team for having confidence in him and giving him the chance to shine.

OUR IMPACT

COMMUNITY IMPACT

JOB READINESS
AND
EMPLOYMENT

1,152

Individuals with barriers that secured employment through Gulfstream Goodwill Industries

TRAINING

22,181

Total hours of training for individuals experiencing barriers to employment through our Community Contracts, Capabilities Programs, and Career Academy

SHELTER AND
HOUSING

More than

100,000

nights of safe shelter

GULFSTREAM GOODWILL INDUSTRIES GREEN IMPACT

DONATIONS
RECEIVED

742,499

Number of individual donations received and processed to support the mission programs in our five-county service area

POUNDS
DONATED

37,744,558

Number of pounds donated and resold through our retail stores and ecommerce

ENVIRONMENTAL
IMPACT

9,553,295

Pounds of donated material diverted from local landfills



Economic Impact

	<i>Total</i>
Jobs provided	986
Economic output	\$71.1 million
Local GDP	\$42.5 million
Increase in personal income due to job placements	\$3.7 million



DONATED GOODS RETAIL & MICROENTERPRISES



Gulfstream Goodwill Industries operates 25 retail thrift stores, 1 outlet center, and 33 donation centers in five counties. Our retail and donation locations can be found in Palm Beach, Martin, St. Lucie, Indian River, and Okeechobee counties.

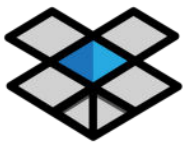


Good Grub is a social enterprise of GGI. Participants prepare and

serve food with the guidance of a supervisor to gain hands-on experience in food services. Future plans include catering services and a food truck.



During times of life transition, Gulfstream Goodwill Industries' estate/downsizing services can coordinate customers entire donation process. For less then the price of moving or disposal, our team will assist you with itemizing, packing, and moving your donation.



BLUEBOX
The Reseller's Best Kept Secret

Goodwill Bluebox is a sustainable clothing and jewelry wholesale shop developed by GGI. Our mission is to maximize the impact of community clothing donations by reducing exports and waste while offering unique clothing finds at a fraction of retail prices. Clothing that didn't find its match in our stores is redirected before becoming environmentally harmful landfill waste, or economically burdensome textile exports.



Good Prints is a social enterprise of GGI. Participants are given the

opportunity to learn the skills needed for quality screen printing and embroidery on promotional items.



E-Commerce
shopgoodwill.com



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 Goodwill to fund education and training for people with disabilities.

OUR SERVICES

EMPLOYMENT SERVICES

- Youth and Adult ReEntry Programs
- Community Contracts
- Ticket to Work
- Career Camps Youth Ages 14-22

DEVELOPMENTAL SERVICES

- Capabilities of the Palm Beaches
- Capabilities of the Treasure Coast

CAREER ACADEMY OF THE PALM BEACHES

- Students with disabilities, ages 16-21
- Work experience and credentialing programs
- Career exploration and job placement services
- Job coaching
- Job shadowing

* In partnership with Palm Beach County and GL homes

HOMELESS & RESIDENTIAL SERVICES

- The Senator Philip D. Lewis Center
- Lewis Center Annex
- Belle Glade Homeless Resource Center
- Lake Village at the Glades
- Project Succeed, New Avenues, & Beacon Place
- Youth Rapid Rehousing
- Adult & Youth Permanent Supportive Housing
- Home at J Street
- Project Home IV
- Home at Tamarind
- Senior Homeless Prevention Program
- Travelers Aid

MICRO-ENTERPRISES

- Good Grub
- Good Prints





PLEASE SUPPORT OUR MISSION

By donating to Gulfstream Goodwill Industries, you directly support individuals and families right here in our community. From assisting individuals with supportive housing, to providing job training skills, to providing reentry services, Gulfstream Goodwill Industries has been helping create communities that embrace and empower those who need a hand.

Whether your donation is monetary or in the form of a merchandise donation, or support through shopping at our retail and ecommerce stores, we appreciate your support. To make a monetary donation, please visit our giving portal at GoGGI.org/take-action or scan here.

Corporate Campus

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P: 561.848.7200 | F: 561.408.0737

GoGGI.org

