

GULFSTREAM GOODWILL INDUSTRIES



ANNUAL REPORT
2021



PRESIDENT'S MESSAGE

Greetings Gulfstream Goodwill friends and family.

Over the next few pages, we present our annual report for 2021. 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 2021.

KEITH KENNEDY

President/CEO



EXECUTIVE TEAM

KEITH KENNEDY
President/CEO

KAREN DAVIDSON
CAO/CFO

KEVIN BENDER
Chief Operating Officer

LAURA CONTRERA
VP of Human Services

MARY FLACK
VP of Marketing and Communications

KARL TOMECEK
VP of Information Technology

SHANNON MCGHEE, PHD
VP of Education and Development



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, 56 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:



BLUEBOX
The Reseller's Best Kept Secret



BOARD OF DIRECTORS

JOAN MCCABE

Board Chair
Independent Trustee, Carlyle Tactical Private Credit Fund

LAUREL BAKER

Palm Beach Chamber of Commerce

JOHN BANISTER

John R. Banister, P.L.

DANIEL BARSKY

Holland & Knight, LLP

ORLANDO CHIANG

OC Physical Therapy

MICHAEL COWAN

Gardens Wealth Management

WILLIAM "CHIP" CORLEY

Author, Endurance Athlete, Money Manager

JULIZA KRAMER

Vice-Chair of the Leadership Business Council

CARL NICOLA

Board of CARP and Gratitude House

DONNA SMOLENS

Board of Trustees of Fordham University

CLIVE STUART-FINDLAY

Sotheby's International Realty

AMY TESTA

Max Davis Associates

CEDRICK THOMAS

Sigma Security and Investigations Solutions

DOROTHY (DEDE) TREFTS

Retired from Aon

KATIE YOUNG

Mutual of America

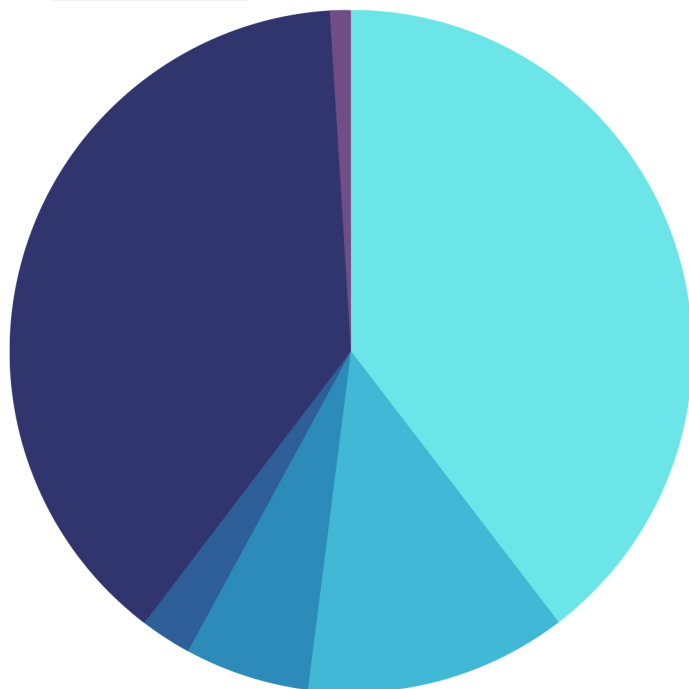
MARTIN ZIPERN

Attorney

2021

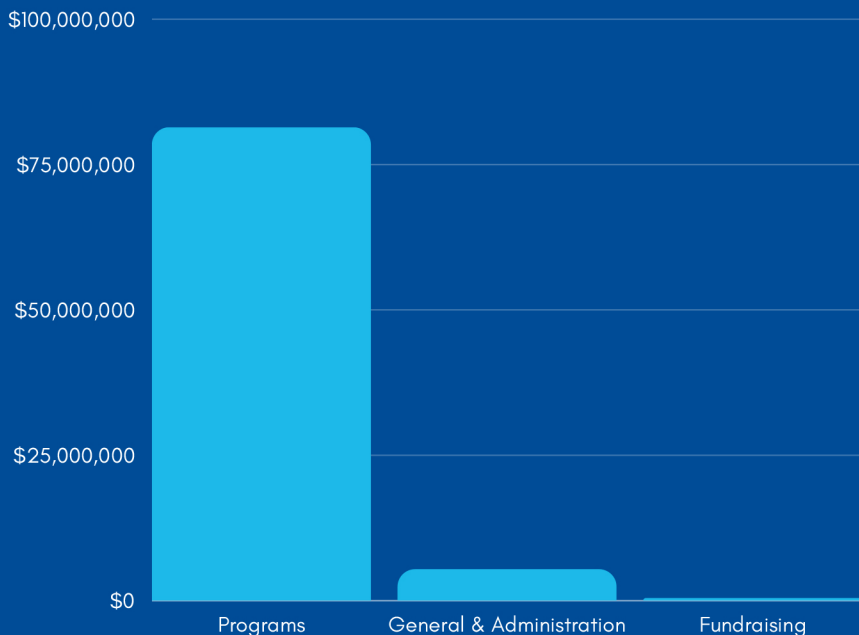
FINANCIAL OVERVIEW

TOTAL SUPPORT TO GULFSTREAM GOODWILL



- RETAIL**
\$35,971,857 39.6%
- MISSION & COMMUNITY CONTRACTS**
\$11,290,373 12.4%
- INDUSTRIAL COMMUNITY CONTRACTS**
\$5,366,149 5.9%
- PUBLIC SUPPORT**
\$2,208,415 2.4%
- DONATED GOODS REVENUE**
\$35,119,493 38.7%
- ADMINISTRATIVE REVENUE**
\$903,752 1%

GOODWILL SUPPORT TO THE COMMUNITY: \$87,520,765



- PROGRAMS**
\$81,294,037
- GENERAL & ADMINISTRATIVE**
\$5,294,875
- FUNDRAISING**
\$331,853

93.6%

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

Communicating professionally, allowing opinions to be heard, acknowledging that each person has their own morals and ethics

APPRECIATION

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

ACCOUNTABILITY

Accepting responsibility for tasks and actions

INTEGRITY

Conducting business with a high degree of honesty and fairness; not engaging in acts of a dishonest or fraudulent nature; alignment of one's promise and reliability to complete expectations; open and effective communication

INNOVATION

Cultivation of new ideas and business strategies

SERVICE EXCELLENCE

Servant leadership; service delivery beyond the recipient's expectation

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

Investing in ourselves; professional development to achieve optimal performance

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

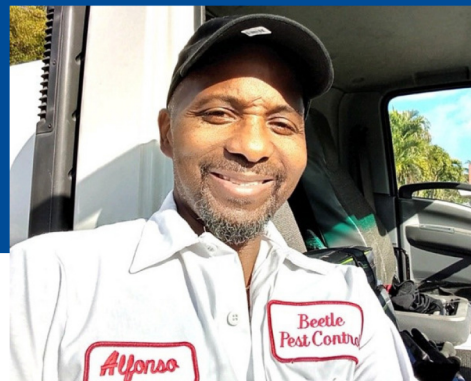
V. Telling Our Story

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: ALFONSO REESE



When you first meet Alfonso, you will see a kind and warm person. Alfonso stated that he was not always like that and has made some poor choices in his past. Alfonso felt as if his life was over when he was sentenced to 25 years in 1996. He believed he was not going to be able to have a future after his release. He had no direction or guidance on how to rebuild upon reentering the community. Alfonso then met with one of the Gulfstream Goodwill Industries (GGI) case managers during a pre-release meeting. It was at this point; Alfonso saw the guidance and support he needed to re-establish himself. Because of the hope he saw, Alfonso decided to turn his will and life over to God and to commit to all the education and training that he could obtain while incarcerated for an opportunity to advance post release. He was able to complete his GED and obtained an AA Degree in Psychology with Honors amongst many other certificates.

Once Alfonso was released, he started working with a GGI case manager in the community and was excited to start his new journey with the support from the program. Since enrollment in Adult Reentry Services, Alfonso has continued to seek help from a higher power to make great resourceful strides to not only improve his life but make an impact on his community. He was able to start detailing cars and landscaping, to carry out his entrepreneurship. Alfonso purchased a van to store his landscaping equipment, pressure cleaning and subcontractor materials through his money earned with GGI support.

Alfonso reported, "without the help from Gulfstream Goodwill I would not have been able to rebuild my life". In the passing months, while landscaping and pressure cleaning homes in his community, Alfonso applied to a Pest Control company and secured a full-time position with health benefits. It is evident that Alfonso was able to improve his life after re-entering the community. Alfonso recently began writing an autobiography to uplift others. He hopes that his story would save others from life without hope.

"I hope and pray that this book will be an inspiration and an enlightenment to someone who may be going down the wrong path. To someone who may be doing time in the system with hopes and dreams to change. I want them to know that there is a life after doing time in the system. I want them to know that there is a way out after doing time and there is a way out of the madness of crimes, jails, prisons and the corruptions of this world system."

- Excerpt from "Overcoming" by Alfonso



VICTORY STORY: DEVANTE DEPUY



In June 2019, the Gulfstream Goodwill Industries (GGI) Going the Distance Mentoring program was invited to host a presentation of the program with our partners at the Delray Probation office. When the GGI Team arrived, one of the probation officers wanted them to meet a youth that had been involved in serious altercation at school and was at risk of being expelled from the school district. When they laid eyes on this particular youth, he appeared very excited and looked extremely harmless. However, the team didn't know that he was being bullied that made him decide to take a knife to school to defend himself.

At 13 years old, Devante was in desperate need of a positive role model to help guide him to redirect anger and aggression towards something positive. Devante is bi-racial and was bullied at school for it. In addition, the team learned that he resided with his grandparents and never had someone that could take him under their wings and boost his self-esteem. On August 8, 2019, the GGI Team identified and matched Devante with mentor, Jerone Farewell, who is also bi-racial and faced similar issues growing up.

The very next month on September 18th, 2019, as the GGI Team attended court for Devante, they were willing to work with him and give him an opportunity to change under the care of the GGI mentoring program. The journey between Devante and his GGI mentor Jerone began very quickly as they conducted several one-on-one pro socials together. They went above and beyond the requirement by conducting pro socials every week. Their relationship grew stronger and stronger, and Devante finally found that big brother he was yearning for. Meanwhile, Devante never was re-arrested and participated in several community service projects. As a result, on January 30th, 2020, Devante was successfully discharged from probation and successfully completed nine months in the mentoring program.

"We would like to take this opportunity to thank you for the support and guidance you have given to Devantae and know you will continue to give. Your program the Gulfstream Goodwill mentoring program has been a blessing in his life. He is so excited to hear that he will be going on a field trip or even doing community service. Never in a million years would we have thought he would love doing community service but with everything you do with him he gets excited to want to go. How could I ever express my thanks for your mentorship program, truly we have been blessed to have you all in our grandsons life".

- Devante's Grandmother



OUR IMPACT

COMMUNITY IMPACT

<p>EMPLOYMENT</p> <p>336</p> <p>Individuals with barriers that secured employment through Gulfstream Goodwill Industries</p>	<p>TRAINING</p> <p>71,944</p> <p>Total hours of training for individuals experiencing barriers to employment through our Community Contracts, Capabilities Programs, and Career Academy</p>	<p>HOUSING</p> <p>6,486</p> <p>Resources and support to Individuals at risk of or experiencing homelessness</p>
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GULFSTREAM GOODWILL INDUSTRIES GREEN IMPACT

<p>DONATIONS RECEIVED</p> <p>702,183</p> <p>Number of individual donations received and processed to support the mission programs in our five-county service area</p>	<p>POUNDS DONATED</p> <p>28,111,320</p> <p>Number of pounds donated and resold through our retail stores and ecommerce</p>	<p>ENVIRONMENTAL IMPACT</p> <p>9,817,261</p> <p>Pounds of donated material diverted from local landfills</p>
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DONATED GOODS RETAIL & MICROENTERPRISES



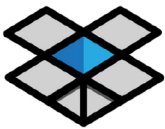
Gulfstream Goodwill Industries operates 26 retail thrift stores, 2 outlet centers, and 35 donation centers in five counties. Our retail and donation locations can be found in Palm Beach, Martin, St. Lucie, Indian River, and Okeechobee counties.



Our GoodFriend Discount Club continues to flourish, with two tiers: Gold and Silver Memberships. Gold members love the 25% off savings and multitude of additional perks they receive for a \$25 annual fee. We love the ability to reach a large audience with texts to drive sales, make important announcements and connect with our valued guests and donors.



During times of life transition, Gulfstream Goodwill Industries' Estate/Downsizing Services can coordinate your entire donation process at no cost to you. 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.



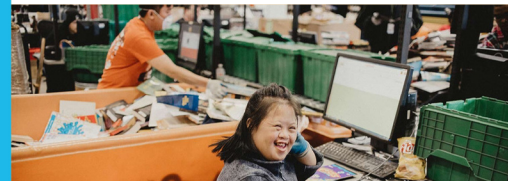
Good Prints is a social enterprise of GGI. Participants are given the

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

Good Grub is another 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.



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
- Microenterprise

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

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 <

* In partnership with Palm Beach County and GL homes
 < In partnership with Palm Beach County





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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GoGGI.org

