



2017
Annual Report

Changing Lives through Employment, Training,
and Housing

MISSION

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 17,500 individuals that Gulfstream Goodwill assisted in 2017. 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 26 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: gulfstreamgoodwill.org.

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 10 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!



Marvin A. Tanck
President and CEO



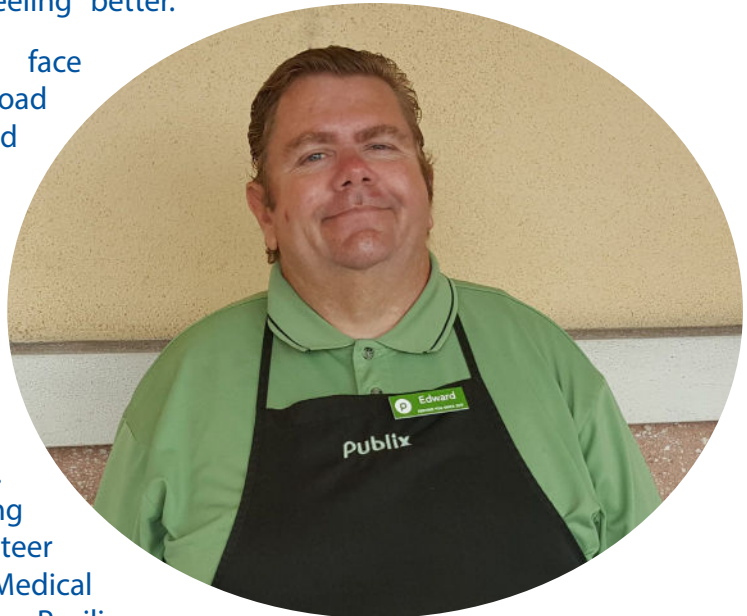
Denise McDonald
Chairperson, Board of Directors

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.



EMPLOYMENT

2017 Employment Services

Sessions of job readiness:	1,939
Sessions of occupational skills training:	1,365
Number of days paid on-the-job training:.....	1,080
Number of job placements:	369



Feeling more determined than ever to secure employment, Edward wasn't going to let his disability hold him back. With Goodwill's assistance, he obtained a part-time job as a front service clerk at Publix. After the long road it took for Edward to get where he is, he proudly wears his Publix uniform and ID. The positive attitude and winning smile he displays every day are assets to his success.

Outside of work, Edward enjoys staying active and is involved with the choir at Westminster Presbyterian Church in Vero Beach.

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"A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles."

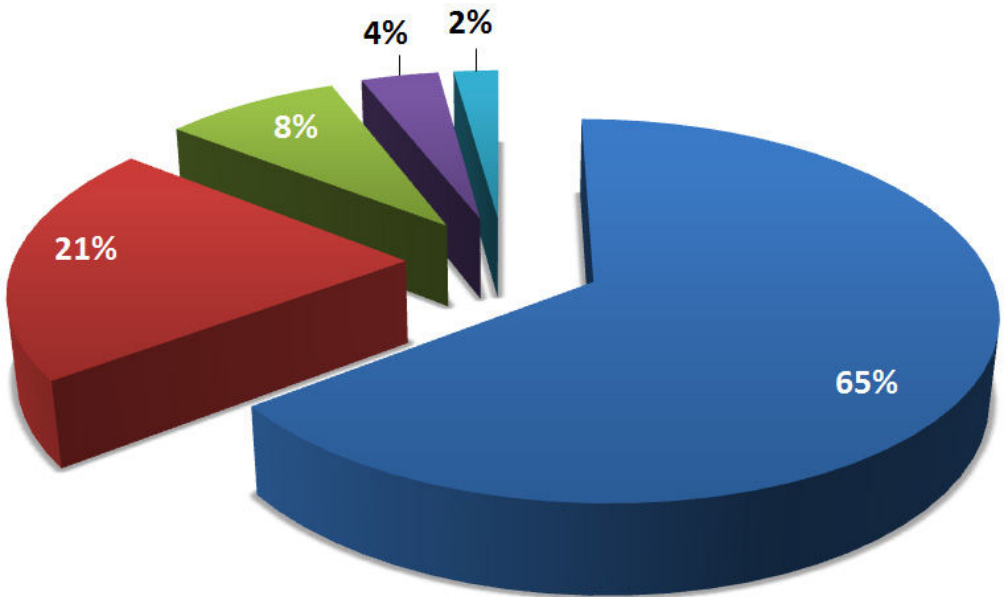
Christopher Reeve

2017 REVENUE

\$47,047,011

Unaudited

Retail stores	\$30,446,397
Contracted services for people served	\$9,812,423
Industrial and community contracts	\$4,000,308
Salvage and recycling	\$1,771,841
Public support	\$1,016,042



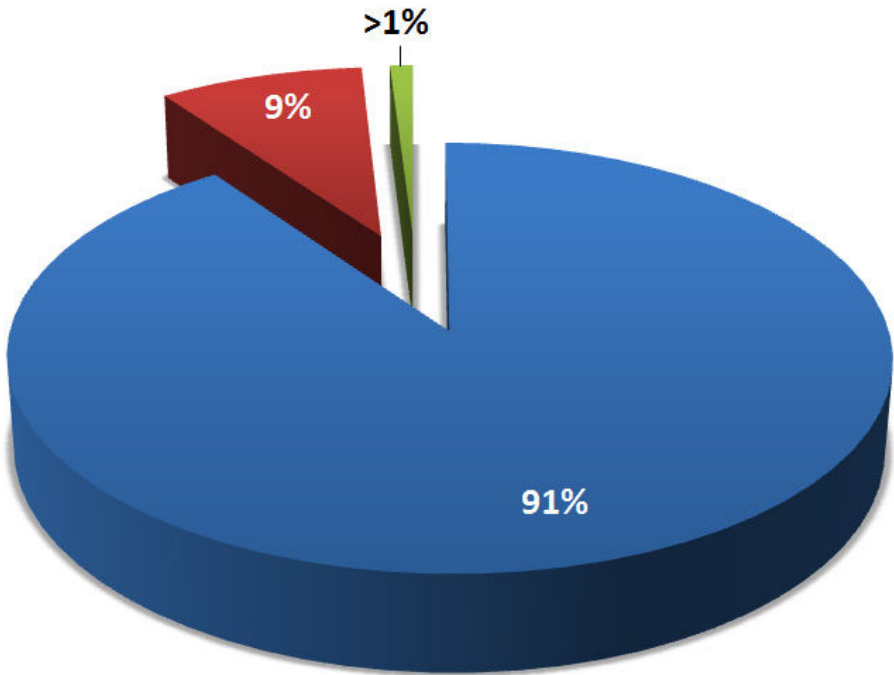
- Retail stores
- Contracted services for people served
- Industrial and community contracts
- Salvage and recycling
- Public support

2017 SUPPORT TO THE COMMUNITY

Expenses: \$46,690,988

Unaudited

Programs and services, employment and training	\$42,089,114
General and administrative expenses	\$4,137,681
Fundraising expenses	\$464,193



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

91% of every dollar goes directly to Gulfstream Goodwill Industries' programs and services.

TRANSITION TO LIFE ACADEMY CHARTER SCHOOL

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.

“Choose a job you love, and you will never have to work a day in your life.”

Confucius

TRAINING



Romeo shares his story with Gulfstream Goodwill governing board members.

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 the head of maintenance.

Romeo entered services desperate to rebuild his life, reunite with his family and move into independent housing with his wife and their three young children. Today, Romeo feels well on his way to reaching his goals. Inspired by the help he has received through Goodwill, Romeo embraces the value of helping others as he has been helped, so he volunteers twice a week at a local school.

If you are fortunate to meet Romeo, he will be happy to share with you his touching story ... and the happily ever after that is well within his grasp.

JOB CONNECTION

Gulfstream Goodwill Industries Job Connection offers a full menu of free career-related services for Palm Beach County residents and employers.

Services for job seekers include:

- Individualized career counseling
- Positive and supportive environment
- Resume and cover letters designed to the job seeker's experience
- Access to Internet job postings, including the "hidden" job market
- Phone/Fax/Copy center for communication with employers
- Onsite interviews with employers
- Employability skills workshops
- Career fairs



Employment Consultant Gayle Harrell assists job seeker, Luis, with his job search at the West Palm Beach Job Connection office.

Employer staffing services provide local businesses with the right employees. The Gulfstream Goodwill Industries Job Connection assists employers with securing qualified workers for long-term, short-term and seasonal positions.



WORK

DONATIONS

851,753

Number of donations collected

34,070,120*

Pounds of merchandise donated

23,035,443*

Pounds of merchandise re-purposed

11,034,677*

Pounds of merchandise sent to salvage

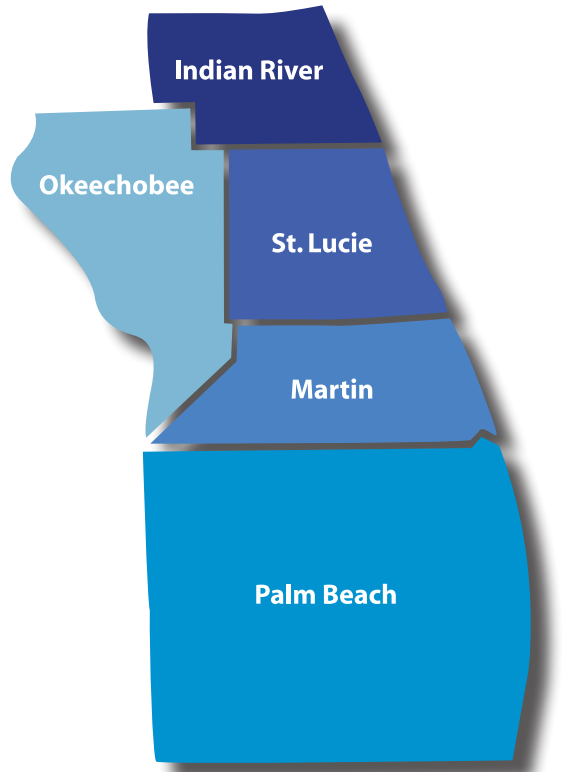
*Estimated weights



RECYCLING

DONATE, SHOP, CHANGE A LIFE!

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.



Stores and Donation Centers

Hours of Operation: Mon - Sat 9 a.m. - 8 p.m.
Sunday 10 a.m. - 6 p.m.

Palm Beach County

- * Belle Glade
201 W Ave A, 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, 33437
(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 Boutique/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 Boutique
1107 NE Jensen Beach Blvd, 34957
(772) 497-1069
- Palm City
3078 SW Martin Downs Blvd, 34990
(772) 283-0412
- Stuart
1892 SE Federal Hwy, 34994
(772) 287-3666

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
1551 S 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

To schedule a free home pick-up

Palm Beach County: (800) 645-8164
Martin, Okeechobee, Indian River and St. Lucie counties: (800) 257-3305
West Palm Beach: (561) 833-1693
Ft. Pierce: (772) 461-4513
Commercial Donations: (561) 891-8257

Donation Centers

Hours of Operation:
Mon-Sun 8:30 a.m. - 4:30 p.m.
***Extended Hours of Operation:**
Mon-Sat 8:30 a.m. - 6:30 p.m.
Sunday 10 a.m. - 6 p.m.

Palm Beach County

- * Boca Raton
9704 Clint Moore Rd, #A-111, 33496
- * Boynton Beach
9846 S Military Trl, 33436
- * Boynton Beach
3499 W Woolbright Rd, 33436
- * Jupiter
4050 S US Hwy 1, #305, 33477
- * Lake Worth
7577 Lake Worth Rd, 33467
- * Royal Palm Beach
11997 Southern Blvd, 33411
- Wellington
1925 Birkdale Dr, 33414
- * West Palm Beach
4085 N Haverhill Rd, Ste C5, 33417

Indian River County

- * Sebastian
1451 Sebastian Blvd, #110, 32958
- * Vero Beach
842 S US Hwy 1, 32962
- Vero Beach
6200 20th St, 32966

Martin County

- Hobe Sound
11050 SE Federal Hwy, 33455
- Jensen Beach
2087 NE Dixie Hwy, 34957
- Palm City
4125 SW Martin Hwy, 34990
- Stuart
3800 SE Dixie Hwy, 34997
- Stuart
1101 NW 21st St, 34994
- Stuart
7317 SW Gaines Ave, 34997
- Stuart
5893 SE Federal Hwy, 34997

St. Lucie County

- Jensen Beach
9751 S Ocean Dr, 34957
- Ft. Pierce
5009 Turnpike Feeder Rd, 34951
- Port St. Lucie
6900 Hancock Dr, 34952

For more information
or to donate online:

gulfstreamgoodwill.org

* 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.

Join our Legacy Society through planned giving!

The Legacy Society recognizes those who have chosen to remember Gulfstream Goodwill Industries in their wills to help further our mission well into the future.

Add your name to Gulfstream Goodwill's Donor Recognition Wall ...



Friends of Goodwill: \$1,000

Business of Changing Lives Society: \$5,000

Founder's Club: \$10,000

The Platinum Legacy: \$25,000

We thank you!

We are grateful for the support of our donors, sponsors and partners. For more information or to donate, please visit gulfstreamgoodwill.org/support-goodwill.

Please visit gulfstreamgoodwill.org for listings of those who supported our mission in 2017.

LEARN MORE AT GULFSTREAMGOODWILL.ORG

FIND GULFSTREAM GOODWILL INDUSTRIES ON:



[@GulfstreamGoodwill](https://www.facebook.com/GulfstreamGoodwill)



[@GulfstreamGW](https://twitter.com/GulfstreamGW)



[GulfstreamGoodwill](https://www.youtube.com/GulfstreamGoodwill)

Contact our community engagement team at marketinginfo@gulfstreamgoodwill.org.

They can help you learn more about Goodwill through our "Goodwill Works!" presentation and tour at our organization headquarters in West Palm Beach.

Shop online at:



shopgoodwill.com

shopgoodwill.com/gulfstream



1715 Tiffany Dr E
West Palm Beach, FL 33407



Palm Beach County
Reentry Initiative

DONATE ONLINE AT GULFSTREAMGOODWILL.ORG/DONATE!