



2020

Annual Report

Goodwill South Florida, a nonprofit organization, whose mission is training, employment and job placement for people with disabilities and other barriers to work in Miami-Dade, Broward and Monroe.

Community Needs

- There are 4.6 million people in Miami-Dade and Broward counties, 3.7 million of whom are working age.
- 12.2% of this population have some form of a disability that challenge their ability to find and retain work.
- This is an extraordinary 457,000 people, 81% of whom are not working compared to only 34% of the non-disabled population.
- 23% of this population live below the poverty line.



How We do It

We are a Social Enterprise, operating nonprofit businesses that help fund our human services mission while actually employing many of the people that we are focused on helping.

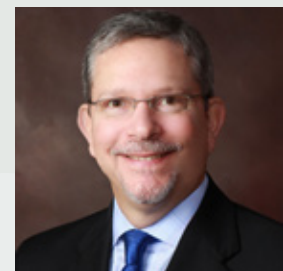
Our Needs

While primarily self-funded, Goodwill South Florida still struggles with funding that allows us to vocationally train, place and employ more people.

Driven to Making a Difference

Despite being 96% self-supporting, we are looking for supporters who are excited about financially participating in our mission.

**PPE mask manufactured at Goodwill for frontline workers.*



Chair and President Report

Dear Friends of Goodwill,

As we all know, 2020 was a year that will go down in infamy. It was the year the world was forced to slow down, reprioritize, stay apart, and yet come together.

This year's annual report reflects how the 2020 pandemic affected the organization and the people it serves. The front cover features a mask, which undoubtedly represents the year we've had. As part of our ability to shift gears, be a team player and stand up to the demands of the community, this is the mask we made in our apparel manufacturing division with leftover fabric from the U.S. military uniforms we manufacture daily. We produced over 200,000 masks and shipped them to frontline workers at a time when there were no masks available.

Goodwill touches the lives of over 7,000 local residents each year. We have all been greatly impacted, and nonprofits may be even more so. The year as we planned it, changed, drastically. We shut down two of our major operations, furloughed 2,800 of our employees, met continuously to shift, rethink, stand strong, work smart and work hard. We have survived this pandemic year by tightening our belts. We have managed to stay afloat, without Federal aid due to our size.

We invite you to please read through our 2020 Annual Report for a look at how we navigated the year including accomplishments and challenges.

Barbara Shrut
Chair

David Landsberg
President & CEO

2020 Year in Review

HUMAN SERVICES



- Created new policies and work place conditions to comply with COVID-19 regulations.
- Transformed training and services to virtual formats.
- Our facility was sanitized daily, temperatures were being taken for all persons entering the building and six-foot distancing was enforced for everyone's safety.
- Emphasis was placed on serving more persons in the diversity groups of Veterans, Homeless, Ex-Offenders and Refugees. 719 persons were served in this diversity grouping.

DONATED GOODS & E-COMMERCE



- Closed all of our 34 stores for two months and prepared them for a Safe-Reopen.
- Had double-digit increases in donations due to Stay-At-Home Orders which taxed our reduced crew.
- Implemented using tablets to capture donor information digitally in all of our donation centers.
- Our sustainability initiative helped us reduce our waste by 67% and diverted 32 million pounds from the landfill.
- We deployed solar-powered trailers bringing us to 13.
- e-commerce remained open during the pandemic and, despite it, we managed to finish the year at 15% over LY

LAUNDRY



- Struggled to supply core items and secure linens from overseas but leveraged relationships and was able to supply scrubs and gowns to clients.
- Lost 58% of total linen volume and 22% of our revenues.
- Successfully aligned operating costs with reduced volumes and ended with a positive margin as a result.
- Implemented a five phase emergency action plan for COVID and resulted in nominal cases of COVID.

IT



- IT staff worked hard to help with logistical challenges and been responsive to new needs for remote working, while still maintaining daily tasks.
- Implemented cloud-based applications and virtual private networks to support effective and secure operations, at a time when workers were displaced to their homes due to social-distancing rules.
- Implemented more video communication options to support our services
- Increased endpoint security and monitoring to reduce cyber threats

FINANCE



- We completed the unwind of the New Market Tax Credit used to renovate the Laundry building which generated a gain of \$895,000 for the organization.
- We completed the process of implementing a software that will automate procurement, requisitions, accounts payable invoicing and expense management.
- Capital equipment loan from of \$8.7 million for the laundry division was paid off in October 2020.
- We were not able to receive any PPP or Main Street loans because of our number of employees and inability to meet the criteria.

MARKETING & DEVELOPMENT



- Launched COVID Employee fundraising campaign.
- Celebrated the 10th anniversary of our award-winning For Once in My Life film.
- Initiated a virtual mission awareness 5 day Facebook Live programming event.
- Created Safety Communications campaign and marketing materials to welcome customers and employees back.
- Received media coverage – mission, fundraising, new businesses and safety messages.

CUSTODIAL



- Received CIMS-GB Certification with honors for quality service.
- Added two large COVID-19 Electrostatic Disinfectant Contracts.
- Were able to maintain staff due to increase in demand and cleaning with existing custodial contracts.

APPAREL MANUFACTURING



- Created production line to tend to community needs with PPE (masks).
- Added a senior executive to the team.
- Focused on continuous improvement to increase efficiencies and lower costs.
- Focused on being more competitive to create more business, more jobs and ultimately upward mobility.

3PL -THIRD PARTY LOGISTICS



- Started performance on a ballistic vest repurposing effort, a flagship opportunity that repurposes legacy Army vests into a new design.
- Started kitting operations for direct-to-soldier fulfillment of the Army's new working dress uniform, for male and female soldiers.
- All programs were impacted by manufacturing delays across multiple producers as a result of the pandemic, shifting most program starts to later in 2020 and revenues to 2021. This led to increased expenses and a longer start-up cash burn than expected.

Program Impact

We are one of the most cost-effective nonprofits in the U.S. with 96% of our expenses going toward funding programs.

Every day, the men and women that we serve at Goodwill wake up with the opportunity to focus on their many capabilities, while dealing with their disabilities. Through our mission of employment, training, and job placement for people with disabilities and other barriers, Goodwill gives them hope, a sense of purpose and a life changing experience. Here are last year's results:

Services Provided

348	Admissions
2680	Distribution of Information and Referrals
1241	Employed at Goodwill while receiving training & services
419	Provided Placement Services
156	Programs for Developmentally Disabled
13	Conducted Vocational Evaluation
141	Provided Certified Vocational Training
95	Supported Employment through VR and APD
142	Pre Placement Skills Training provided
676	Support to People with Barriers to Employment

Primary Disabilities

561	Developmental Disabilities
1576	Psychiatric, Emotional and Behavioral Disabilities
307	Orthopedic/Mobility Impairments
128	Hearing, Speech and Visual Impairments
306	Other Disabling Conditions
1979	Disadvantaging Conditions

PARTICIPANT DIVERSITY

59%	Hispanic or Latino
14%	African American - Other Black
7%	Haitian
3%	White
17%	Other



4,857

TOTAL PEOPLE SERVED

5,911

UNITS OF SERVICE



730

PLACED IN GOODWILL JOBS

141

PLACED IN OUTSIDE COMPETITIVE JOBS

SATISFACTION SURVEYS

Participants	99.7%
Parents	100%
Referral Sources	100%

Rehabilitation Services

Vocational Rehabilitation is the foundation of Goodwill's programs that helps individuals develop their work readiness to achieve their potential and overcome their barriers to employment.

Human Services and Programs:

- When entering the program the majority of persons begin with a **vocational evaluation** which helps to identify the type of employment or training that a person is best suited for and to determine the person's interest areas.
- The **Work Activities Center/Adult Day Training** provides work experience and social development to people with Developmental Disabilities. This program enhances work skills and behaviors so that the participants can move upwardly through other programs available to them.
- The **Vocational Training Programs** are taught by Miami-Dade County School instructors in the areas of Environmental Services, Sewing Automation, Retail/Customer Services and Adult Basic Education.
- The **Job Development and Placement Department** works with individuals who are seeking employment. This program works to improve the person's employability skills and then match jobs in the community with the skill sets and preferences of those served.
- The **Work Services Program** is designed to provide employment opportunities within Goodwill for those participants who continue to need follow along and support services for a longer period of time. This provides work experience and makes it easier for the individual to be placed in outside employment afterward.

This division collaborates with the broader community including:

- State agencies
- Public education
- United Way
- Veteran's organizations
- Homeless shelters
- Other organizations to provide needed and coordinated services



Manufacturing PPE masks



When people with disabilities come through Goodwill's doors they are looking for a chance, like the rest of us - eager to work, succeed, and lead fuller lives. We understand that disabilities don't define people. That is at the core of our philosophy. Our work with populations with disabilities is always through a lens of capability. Goodwill South Florida makes that possible by providing vocational rehabilitation, training and employment services.

Jessica Trujillo

Jessica Trujillo was referred to the Goodwill School Transition Program (STP) in 2008. Despite developmental disabilities, the bilingual 33-year-old worked to improve her work-related performance and develop a positive attitude toward receiving criticism. She was often described as curious and friendly.



Upon graduation, Jessica transferred to the Work Services Program as a team member sewing U.S. military uniforms in the Manufacturing Department. Over time, Jessica's self-independence, job performance, and social skills improved to help her achieve personal and professional goals. She demonstrated flexibility and understanding, so much so, that she achieved full time work status.

She was very excited for this positive change. Her father said he is extremely proud of her achievement and that she can continue working full time, which offers emotional benefits and independence. Jessica is a perfect example of not letting her limitations become a barrier to a better future. She also demonstrates the profound effects of the power of work.

Jessica at Goodwill's Work Services Program.

Ralph Leroy Hayes

Ralph Leroy Hayes, 57, is the perfect example of the power of self-improvement. Leroy, a Pembroke Pines resident who had never been employed due to psychosis and a behavioral condition, started attending behavior modification and counseling sessions at Goodwill South Florida in April 2020. After many hours of learning employability skills, his behaviors and habits began to improve, and he applied for a position within the community. With his job coach's assistance, Leroy was hired for a custodial position at CW Resources and began working 20 hours per week at \$11.60 an hour.



At first, Leroy had a difficult time adjusting to his new work environment. But after two months of daily intervention and guidance from his Goodwill job coach, Leroy apologized to his employer for his inappropriate behavior and declared that he wanted to better himself. Shortly after, Leroy began to prove his dedication to self-improvement by showing impressive progress with his work demeanor.

Today, with the support of Goodwill and CW Resources staff, Leroy has maintained his employment and has received commendations for his progress on work productivity and positive behaviors. He says he now has more good days than bad and is happy that everybody is pleased with him.

Ralph, on the job as a custodian at CW Resources.

2020 ACHIEVERS

Robert Pantaleo

Robert Pantaleo, 33, is a dedicated employee from Hollywood, FL. Robert started attending Goodwill Industries of South Florida's Adult Day Training program in August 2017. Despite his autism, he focused on employability skills such as following instructions and accepting constructive criticism. When a new project came into the department that involved sorting different pieces of brand name Legos, from non-Lego brand pieces, Robert was excited and took great interest – he even taught other workers how to differentiate the pieces.



Courtesy of Sharon Socol Photos: Pedro Wazzan & Diana Espin

Robert at Goodwill's Adult Day Training program.

After being so successful with this skill, Robert began working part-time for Goodwill's e-commerce department in March 2018. Two years later, he was officially transferred to the department as a Material Handler making \$10/hour. He has shown his dedication through his love for Legos, one of the most popular brand items for customers and collectors. As a result of his sorting expertise, Robert helped contribute to more than 1,000 sold Lego listings on the e-commerce website and assisted Goodwill Industries in bringing in over \$47,000 in sales in 2020.

Robert has learned important work habits and continues to improve. His supervisors describe him as a hard worker who is dedicated to his interests. His support system is thrilled that he has a job that he not only excels in, but also loves.

Cheryl L. Baldwin

Cheryl L. Baldwin, 45, has overcome many challenges in her life, from being in foster care for 11 years to raising five children, of which three are living at home, while suffering from bipolar disorder and learning disabilities. Due to her disabilities and barriers to work, she received SSI and SSDI for many years. But, in March 2019, she was referred to Goodwill South Florida for community employment services, where she was introduced to a whole new world of opportunities for her and her children.



Cheryl, on the job as an operating room tech at Baptist Aspire Program.

After several weeks of receiving job placement services, training and counseling at Goodwill, she was presented with the opportunity to join the Baptist Aspire Program for a 12-week internship with the Surgical Team, making \$12 hour, 20 hours per week. Although the fear of losing her benefits loomed over her, Cheryl took a leap of faith into the prospect of a sustainable career. After her internship completion in April 2020, Cheryl was offered a full-time job with benefits as an Operating Room Tech. Since then, she has been doing wonderfully. Cheryl's Director of Surgical Services commented that she has become a great asset to her department. She has even shown her dedication as a frontline worker by being the first to volunteer to clean up after COVID positive surgeries.

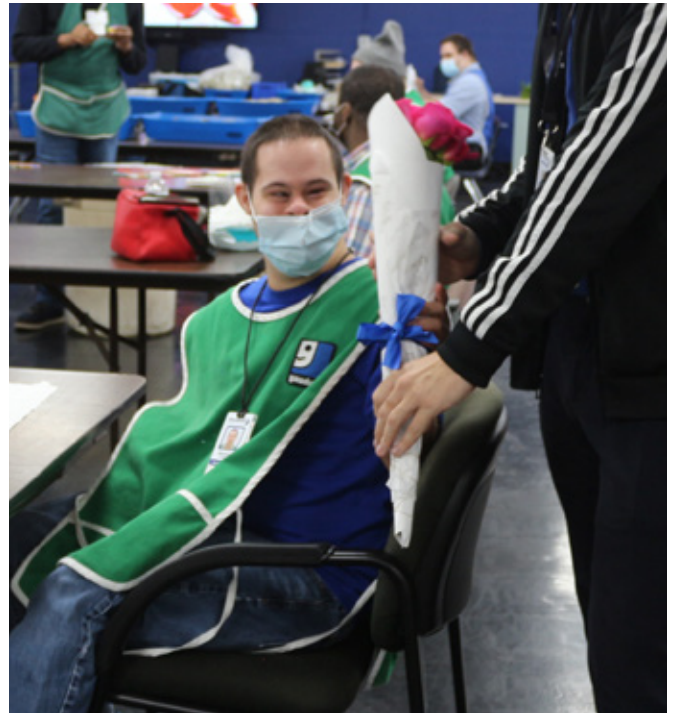
Thanks to the training and opportunities she has received, Cheryl now has a career she loves and a way to care for her family.

Goodwill Hope and Opportunity

It has been the people and the shining faces across the organization that make this place so special and unique. We embrace the Spirit of Goodwill. As work is done, social bonds are created, and there is a sense of a connection to purpose and a bigger family. We care about our participants' well-being far beyond the job.



Some photos taken pre-COVID



Goodwill In Memoriam

Much like the rest of the world, Goodwill too has had its share of loss. It is with a great sense of respect and gratitude that we remember those who we have lost to COVID-19:

Gladys Sabillon

Altagracia Cortedano

Pilar Leon

Luisa Vargas

Cecilia Acosta

Elussia Lima

Thomas Cassell



Social Enterprise

Goodwill engages in a unique social enterprise model which funds services and employment for over 7,000 persons. Although most known for its Goodwill donation centers and retail stores, the organization's other entrepreneurial businesses directly train and employ a large number of people while providing mission funding.



Stores and Donated Goods

Donate Stuff. Shop. Create Jobs. Your donations and support of our stores, donation centers, and online e-commerce (shopgoodwill.com), fund programs that assist people with disabilities and other barriers, basically, putting people previously unemployable to work.



Apparel Manufacturing

For over twenty five years, Goodwill has manufactured military apparel for the U.S. Department of Defense. With a workforce of over 1,200 people, today, we produce caps, combat coats, shirts, combat trousers, dress slacks, and U.S. Interment flags. This significant work creates opportunities for people with disabilities. Our customers include: Defense Logistics Agency, U.S. Department of Veterans Affairs, SourceAmerica, U.S. Army, the State of Florida, Peckham, and ReadyOne.



Custodial Services

Goodwill's custodial services offer groundskeeping, porter service, food attendant, cashiering, food preparation, and janitorial/custodial combined to employ over 200 people with significant disabilities. Goodwill's customers include the majority of federal, state and local government entities also including National Oceanic and Atmospheric Administration, U.S. Air Force, U.S. Coast Guard, U.S. Navy, U.S. Army, and the U.S. Department of Agriculture.



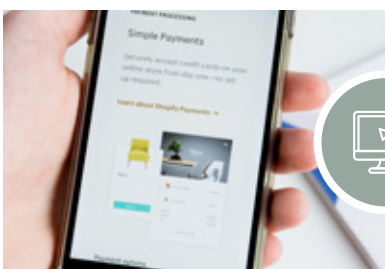
Laundry Services

The Goodwill Laundry Services operation was built to create more jobs in our community; especially, the Liberty City area. It is a state-of-the-art automated facility, energy-efficient and environmentally friendly. We currently process 38 million pounds of linen per year and employ 240 workers.



3rd Party Logistics Solutions

Our premium location near air and sea ports in the South Florida market provides our customers with an efficient warehousing and distribution partner. In addition to traditional warehousing services, we perform e-commerce fulfillment, kitting, integration, remanufacturing, assembly, and sustainable recycling/upcycling as part of our full-service logistics management solutions. Goodwill South Florida's 3PL Division is a cost-effective business partner to help get products into the hands of consumers.



E-Commerce

The Goodwill e-commerce operation was built as a means to enter the digital world and continue to provide the thrift store prices and benefits to a broader audience. This division was critical during the pandemic and resulted in double-digit increases.

Directors and Trustees

Goodwill is grateful to our volunteer directors, who are active and generous supporters of the mission. They, too, are driven to make a difference and experience something real. They ensure adherence to the highest standards of efficiency, quality, service, ethical conduct, public accountability and transparency.

Officers

Barbara L. Shrut

Chair, SLB Advisors

Julie Greiner

Vice Chair, Retired Executive

Michael L. Burnstine

Secretary & Chair – Business Services Committee
Vice President Lockton Companies, LLC

Allison P. Shipley

Treasurer,
Pricewaterhouse Coopers, LLP

Peter L. Bermont

Chair - Investment
The Bermont Advisory Group

George L. Pita

Chair – Audit Committee
Executive Vice President & CFO, MasTec

Tomás P. Erban

Chair - Development, Retired Executive

Charles M. Rosenberg

Chair – Governance Committee,
Attorney, Carlton Fields Attorneys

Edward Manno Shumsky

Chair – Compensation Committee,
Retired Executive

Irma Rebozo Solares

Chair – Human Services Committee,
Attorney at Law, Carlton Fields Attorneys

David Landsberg

President & CEO, Goodwill South Florida

Jayne Harris Abess

Chair Emeritus,
Partner, ThinkLAB Ventures

Directors

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Chief Financial & Administrative Officer,
H.I.G. Capital

Mark Burstein

President and Chief Strategy Officer,
NGC Software

Michael Elkin

Forensic, Advisory and Valuation Services
Practice Leader, Kaufman Rossin

Rosary Plana Falero

Senior Private Banker, Wells Fargo

Jorge A. Fernandez-Ceballos

Retired Executive

Sophia Galvin

Executive Director, Talent and Culture,
Broward College

Heather Gatley

Vice President & Deputy General Counsel,
Ryder System

Wifredo Gort

Law Offices of Richard Kuper, P.A

Joseph P. Lacher

Retired Executive

Danet Linares

Blanca Commercial Real Estate

Mark Sessions

Royal Caribbean Cruises Ltd

Merrett R. Stierheim

Retired Executive

Trustees

Sarah N. Artecona

Retired Executive

William Beames

Retired Executive

Robert Bromberg

Retired Executive

Laurence Deets

Chief Financial Officer, Butler, Buckley, Deets

James M. Fraser

Vice President and General Manager,
Turner Construction Company

Dr. Wilbert "Tee" Holloway

Retired Executive

Sherrill W. Hudson

Retired Executive

Rudy Kranys

Retired Executive

Debra D. Owens

Intergovernmental Affairs State Manager,
Dante Fascell Port of Miami-Dade

Leslie Pantin, Jr.

President, Beber Silverstein/Pantin Group

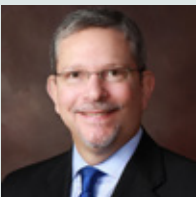
Jorge R. Villacampa

President, Community Bank, Wells Fargo
Company

Victoria E. Villalba

Founder & President, Victoria & Associates
Career Services

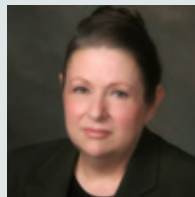
Senior Leadership



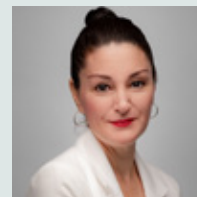
David Landsberg
President & CEO



Mauricio Hernandez
Chief Operating Officer



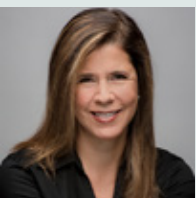
Bridget Pallango
Sr. Vice President,
Human Services



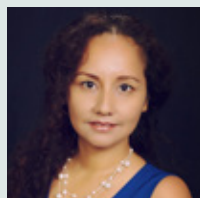
Beatriz Anazco
Chief Financial Officer



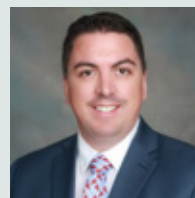
Brett Bartschi
Vice President,
Donated Goods



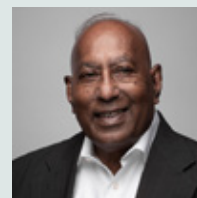
Lourdes de la Mata-Little
Vice President,
Marketing & Development



Angelica Gomez
Vice President,
Information Technology



Mark Marchioli
Vice President,
Business Development



Harry Ramsarran
Vice President,
Service Contracts



Ed Terris
Vice President,
Apparel Manufacturing

THANK YOU

TO OUR CIRCLE OF FRIENDS

Founder's Circle

\$300,000+

Badia Spices, Inc.

Pillar Circle

\$200,000-299,999

Suzanne & Joe Lacher
Ryder System Charitable Foundation

Cornerstone

\$100,000-199,999

Flamingo Kids, LTD

Diamond Circle

\$50,000-99,999

D&D Realty, LLC
The Irma & Norman Braman
Philanthropic Fund
KCL
Miami Dade Aviation Department
TCP Investment Group, LLC
Turner Construction Company

Platinum Circle

\$25,000-49,999

The Abess Family
Hunton, Andrews, Kurth LLP
Morrison, Brown, Argiz & Farra, LLC
The Jorge M. Perez Family
Foundation
Samuel E. & Mary W. Thatcher
Foundation, Inc.

Gold Circle

\$15,000-24,999

Allison Shipley Family Fund
The Fine & Greenwald Foundation
Sherrill W. Hudson
SOUTEC

Silver Circle: \$10,000-14,999

The Alvah H & Wylene P Chapman
Foundation
Bilzin Sumberg Baena Price & Axelrod
The Cobb Family Foundation
Julie Greiner Weiser & Michael Weiser
Gus Machado Family Foundation
Leight Foundation, Inc
Susan Kronick & Edward Manno
Shumsky
Barbara Shrut & Steven Gretenstein
Roxana & Jay Starkman
TD Bank
Bronze Circle: \$6,500-9,999
John Benbow
Kaufman Rossin & Co
Gayle & Charles Rosenberg

LOVE

\$5,000-6,499

2057 Building LLC
Allen, Norton & Blue, PA
American Associated Companies
Anonymous
Anonymous Donor Advised
Fund at The Chicago
Community Foundation
Kerrin & Peter L. Bermont
Nathan S. Brand
Ruth Brophy
DC Holdings
Florida Safeguard
Edward S. Goodman & Gina M. Fuzy
Anoly & David Landsberg
MGM Property Holdings
Jennifer & Joseph Natoli
Dennis Pastrana
George & Dalila Pita
Polo International
Irma Rebozo Solares, Esq.
Lynda Richards
Elena Carpenter Smith &
Michael B. Smith
Willard P. Soper II
Wells Fargo

DREAM

\$2,500-4,999

Asset Protection Department
William Beames
Kara & Michael L Burnstine
Coral Gables Community
Foundation
Wendy & Michael Elkin
Gryphon Partners
Jorge Hernando /
DOS Healthcare
Horizon Properties
LaRussa Family Fund
Danet Linares
Miami Gardens Drive
Bridget Pallango
Ferdinand Phillips
Reed Smith LLP
Linda & Michael Salzberg
Sharon & Howard Socol
Judy Cannon & Merrett R.
Stierheim
SVSC Corporation
Helena & Scott Weiser
Villaverde Properties
WM NC Philanthropic East

FRIEND

\$1,800-2,499

Anonymous
Eileen Ball Mehta
Linda DeMartino & Gonzalo
de Quesada

The Gems Group
Wendi & Alax Gittler
The Hull Family Foundation
Donna & Jim Inglis
Kimrey D. Newlin
Court T. Norris
Patricia Seitz & Alan Greer
William P. Stroud
Unity Grove
Bonnie Wheeler

SPIRIT

\$1,000-1,799

American Software
Beatriz Anazco
Diane M. Barrett
Brett Bartschi & Alpha Balde
Carlton Fields
Brian Donovan
Paula & Richard P. Donovan
Sandra & Tomas P. Erban
Galleria Farms
Heather Gatley
Mauricio Hernandez
Rita Hernandez
Robert Lozano
Timothy Noonan
Our Pride Academy, Inc.
Linda Paresky
Ken Sadowsky
Robert E Sanchez
Martin E. Segal

The Uppaluri Family
Yablick Charities, Inc.

GOODWILL DONATION

\$500-999

Lawrence Apple
Barbara F. Burnstine
Lourdes De La Mata-Little
Orlando Duran
Faegre Baker Daniels Foundation
Helen T. Foden
Nancy & Robert Frehling
Diane Grob
F. Mitchell Howell
Sherri & Phillip Hungate
Claudia Kotchka
Diane Krieger & Bruce Kehrman
Leon Korol, Inc.
Bruce Marmar
Lorna McKenzie
Pippa Milne
Patricia Mosely
Debra D. Owens
Janice A. Pacheco
Regent Products
Patricia A. Temple
Diana R. Valencia
Tigre Wenrich
Zug Technology Group

Goodwill Giving Circles

It takes more than our Goodwill to keep up with this special and unique community. **We need your goodwill to make a difference.** We focus on abilities, not disabilities.

We offer many programs. Which of these interest you the most?

- **Job Training?** This program is taught by Miami-Dade County School instructors in a variety of areas including Adult Basic Education.
- **Adult Day Training?** This program enhances work skills and behaviors so that participants can move upwardly to other programs available to them.
- **Job Development & Placement?** This program works to improve the person's employability skills and match them with community jobs. Would you consider hiring one of our Goodwill graduates for your business?
- **Work Services Programs?** This program provides opportunities within Goodwill for those needing services for a longer period of time providing work experiences for outside employment.

We invite you to join our Goodwill Giving Circle – a group of special people who choose to give people with disabilities and other barriers hope, opportunity and a real chance of belonging to a bigger community.



2021 Fundraising Campaign

Due to COVID-19 Goodwill South Florida has been severely impacted and has endured a large financial downturn without any financial assistance from the government due to its large size. Goodwill needs a financial boost to continue to fund and offer the programs that help those we serve.

Our goal is to secure funds that will be used towards operations, expenses deferred into 2021, and the ongoing funding of our social service programs to the more than 7,000 people Goodwill South Florida serves each year.

Will you support the Goodwill Advancement Campaign to help someone find a job? Please use the envelope enclosed and join our circle of friends or donate online.

For recurring gifts, stock, IRA distributions, endowment, corporate sponsorships, in-kind gifts, naming opportunities, memorial and tribute gifts, planned giving or more information please contact:

Vanessa Sanchez (305) 326-4173
or vsanchez@goodwillmiami.org

Please consider joining Goodwill's Gift Societies:

- | | |
|--------------------------------------|---|
| Spirit \$1,000-1,799 | Gold Circle \$15,000-24,999 |
| Friend \$1,800-2,499 | Platinum Circle \$25,000-49,999 |
| Dream \$2,500-4,999 | Diamond Circle \$50,000-99,999 |
| Love \$5,000-6,499 | Cornerstone Circle \$100,000-199,999 |
| Bronze Circle \$6,500-9,999 | Pillar Circle \$200,000-299,999 |
| Silver Circle \$10,000-14,999 | Founder's Circle \$300,000+ |



Our Goodwill Giving Circle is a group of people who are driven to making a real impact to help the 82% of people with disabilities in Miami and Broward who are of working age – and unemployed.

Scan code to donate online:



www.goodwillsouthflorida.org

Goodwill Financials

STATEMENT OF ACTIVITIES

For the Year Ended December 31, 2020

REVENUES AND SUPPORT:

Donated good sales	\$ 48,139,765
Apparel manufacturing	47,963,900
Laundry services	15,394,992
Custodial contracts	10,654,256
Business services	1,457,622
Mission services	2,104,787
Contributions	1,163,376
United Way allocation	342,878
Miscellaneous income	975,909

TOTAL REVENUES AND SUPPORT

\$128,197,485

EXPENSES:

Donated goods operations	47,184,790
Apparel manufacturing	49,369,286
Laundry services	15,510,718
Custodial contracts	9,279,462
Business services	2,012,323
Mission services	4,751,203
Management and general	5,199,291
Fundraising	406,393

TOTAL PROGRAM SERVICES AND EXPENSES

\$133,713,466

DECREASE IN NET ASSETS WITHOUT DONOR RESTRICTIONS (5,515,981)

DECREASE IN NET ASSETS WITH DONOR RESTRICTIONS (283,804)

DECREASE IN NET ASSETS

\$ (5,799,785)

STATEMENT OF FINANCIAL POSITION

December 31, 2020

ASSETS

Cash and cash equivalents	\$ 7,868,792
Accounts and other receivables, net	8,467,915
Inventories	16,621,655
Prepaid expenses and other assets	2,588,590
Land, building and equipment, net	37,256,665

TOTAL ASSETS

\$ 72,803,617

LIABILITIES AND NET ASSETS

Accounts payable	\$ 9,422,891
Accrued expenses and other liabilities	18,813,929
Mortgage notes, notes payable and lines of credit	12,937,486

TOTAL LIABILITIES

41,174,306

NET ASSETS

Without donor restrictions	31,552,866
With donor restrictions	76,445

TOTAL LIABILITIES AND NET ASSETS

\$ 72,803,617

Goodwill Accreditations

Demonstrating our commitment to the highest standards of quality, public accountability and transparency.

The staff of the Human Services Division is dedicated and highly qualified; they are professionals that adhere to the standards of three nationally recognized accreditation organizations.

CARF – The Commission on Accreditation of Rehabilitation Facilities
Accredits Vocational Rehabilitation Programs.

Qlarant – Agency for Healthcare Administration
Accredits Developmental Disabilities Services.

COE – Council on Occupational Education Committee
Accredits Vocational Adult and Basic Education Programs.

ISO 9001:2015
Registered and certified by TUV NORD in the areas of design and manufacture of textile goods including military uniforms, flags and accessories.

HLAC (Healthcare Laundry Accreditation Council)
This is a nonprofit organization that inspects and accredits laundries that process reusable textiles for hospitals, nursing homes and other healthcare facilities. Our accreditation substantiates, that we have been independently inspected and adhere to professionally recognized infection control procedures and policies.

CIMS Certified (Cleaning Industry Management Standards)
This certification applies to Management, Operations, Performance systems and processes that demonstrate we are structured to deliver consistent quality services to meet customer’s needs and expectations. It sets forth processes, procedures and supporting documentation proven to be characteristic of a customer driven organization.

Sarbanes-Oxley Act
Goodwill is in compliance with the Sarbanes-Oxley Act, including an independent Board of Directors’ Audit Committee and Compensation Committee in compliance with IRS Regulations.



Goodwill Industries of South Florida, Inc. is an independent and autonomous nonprofit organization governed by a Board of Directors from Miami-Dade, Broward and Monroe counties. Goodwill Industries of South Florida, Inc. is a member organization of Goodwill Industries International, Inc. in Washington D.C.

Annual Report concept, design and layout produced in-house at Goodwill South Florida.



GOODWILL LOVES GREEN

Goodwill knows the power donations can have on people and the planet.

For over 100 years, Goodwill has been a pioneer of the “reduce, reuse, repurpose” practice. Your donated goods have the power create a healthier environment – while saving you money and enjoying convenient recycling. Together we can have a powerful impact on our world.

GIVE IT TO GOODWILL

Keep decluttering, organizing and staying green and “Give it to Goodwill”. Last year, we kept 32 million pounds of resold goods out of our landfills and used the proceeds to fund programs for people with disabilities and other barriers.



Creating Job Opportunities for People With Significant Disabilities

Goodwill salutes the AbilityOne Commission, SourceAmerica, and our Federal customers for excellent jobs in Miami-Dade, Broward and Monroe counties that truly employ people with significant disabilities.

Thank you for our jobs.



Know someone with a disability looking for a job?



Find stores and donation centers near you.

2121 N.W. 21 Street
Miami, Florida 33142
(305) 325-9114

2104 W. Commercial Blvd.
Ft. Lauderdale, FL 33309
(954) 486-1600

goodwillsouthflorida.org



@GoodwillSFL

Goodwill 
South Florida 