

# 2021

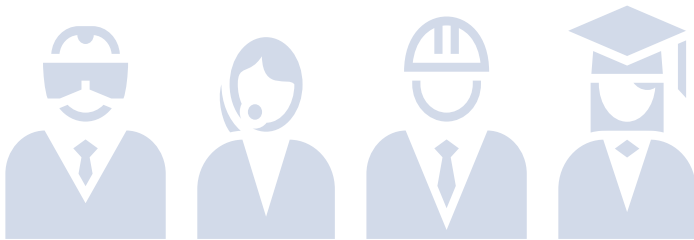
Annual Report



**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, 82% of whom are not working compared to only 34% of the non-disabled population.
- 25% of this population live below the poverty line.



## How We do It

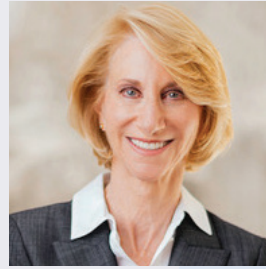
We are a unique Social Enterprise, operating nonprofit businesses that help fund our human services mission while actually employing many of the people that we are focused on helping.

## Our Needs

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

## Driven to Making a Difference

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



## Chair and President Report

Dear Friends of Goodwill,

The year 2021 is best described as the year of bouncing back, resiliency, and recovery through continued hard times as reflected in this year's annual report theme.

We focused on improvement in each and every area. We came together as a group, stronger and more united, knowing that we each are a part to a greater whole.

Throughout 2021 we faced continuing challenges; however, we were able to employ over 2,500 and serve over 5,800 people in our community.

We had an incredibly successful year in the stores, reaching our all-time high of \$68 million in revenues, including the best October and Halloween in history.

It required a lot of creativity to operate in these challenging times and maintain positive cash flow.

Success in our social enterprise was accompanied by success in fundraising. Our good friends at Badia Spices stood by our side, and we had continuing support from Ryder System, our other partners and board members who came through with significant donations.

Our incredible board members and the work they did on the board committees brought great expertise and insights to Goodwill South Florida.

Goodwill leadership reflects the heart and soul of Goodwill, keeping businesses operating fully, and meeting the demands of the customers while employing those with disabilities and other barriers to work.

Barbara Shrut  
Chair

David Landsberg  
President & CEO

# 2021 Year in Review

**As we experienced our second year of COVID, the team continued to lead facing abstract circumstances,... and they continued to do so, with resiliency and excellence. Here are a few of this year's highlights:**

- We brought in 3 new senior executives in apparel manufacturing, laundry services and information technology.

## In Donated Goods

- We successfully navigated a challenging COVID-19 environment by posting record revenue results of \$67.6 million.
- We delivered average sales with an increase of +5%.
- Customers responded positively with sales rising 12% with Seasonal/Holiday presentations.
- Our Central Store hit the milestone all time high in sales for the first time in history, and three other stores posted their record highs as well.
- We implemented a number of controls that regulate expense, increase productivity, and maximize resources throughout the division.
- Retail Store customer satisfaction survey achieved a cumulative score of 87%, and achieved a score of 95% on the condition of stores.

## In Apparel Manufacturing

- We continued our drive for efficiency by converting more products to Cell Manufacturing rather than Straight Assembly line Manufacturing.
- This reduced Work in Process Inventory from 5 weeks 5 days in all of the lines that were converted.
- We Increased the Embroidery Capacity from producing 3,000 pieces per week with 3 machines to producing 6,500 pieces per week with one machine.
- We again passed our audit and continued our ISO Certification.

## In Janitorial

- We established ourselves as an expert in Covid disinfection with \$900,000 in revenue.
- We successfully renewed all of our custodial contracts \$10.6 million in revenue.
- Our custodians maintained an average salary of \$13 dollars per hour and benefits of \$3 dollars per hour, for a total hourly wage of \$16 dollars, well above the competitive market standard.



## In the Laundry

- We provided a competitive wage rate to Laundry team members.
- We instituted an employee of the month program.
- We retained the UM business for an additional year.

## In 3PL



- The Third Party Logistics (3PL) Division received a milestone, five-year, \$242 million contract, to provide 3PL support services to the US Army to re-manufacture and warehouse ballistic vests.
- Goodwill South Florida is sourcing, kitting, and shipping the Army's Law Enforcement Ensemble Kit (LEEK) for issuance to the Military Police.

## In Human Services



- Our Rehabilitation Programs obtained new grants to provide digital in-person or virtual training to people with disabilities.
- Thanks to the Agency for People with Disabilities (APD) initiative, CDR Health provided 540 participants, parents and employees with double doses of COVID-19 Vaccine.
- Our Counselors additionally helped employees during COVID to obtain Unemployment, Food stamps, Rent Payment Assistance Funds, Section 8 Housing, and Funeral Assistance.
- Our Rehabilitation Programs maintained compliance with funding sources, certification and contracted agencies goals and reporting requirements.

## In Finance



- We were able to close on a Small Business Administration PPP loan for \$8.7 million as we became eligible due to the changes made under the American Rescue Plan. Goodwill is currently working on getting the loan forgiven.
- As part of our legacy and strategy to create a permanent reserve, we moved cash to long-term investments. We created an investment policy and committee to oversee the investing of these monies. These funds will provide safety and security, but more importantly, they will help provide the necessary working capital to invest in operational growth-focused projects that facilitate our mission of training and hiring for people with disabilities and other barriers.
- We extended our \$2.9 million new market tax credit loan that expired in 2020 and were able to reduce the interest rate. We paid off a temporary \$1 million loan received from our bank to get us through COVID. In addition, we renewed our \$6 million line of credit which is used for working capital.

## In IT



- We completed the migration to Office 365 Cloud Services for our email, document sharing, and Office services.
- We consolidated antivirus solutions and discontinued Avast and Cisco AMP to simplify our technology landscape.
- We installed 150 closed circuit cameras throughout our headquarters to improve security and risk management.
- We completed an upgraded fiber connection to our 3PL warehouse.
- We started the deployment of smart UPS technology to better manage our retail stores.

## In the Community



- We launched a COVID-19 Recovery Fundraising Campaign to establish financial stability.
- We launched a Virtual Tour to promote mission awareness and appeal to a broader audience.
- We received our highest single private donation of \$1 million by Badia Spices and a \$200,000 Bequest.

# 2021 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:

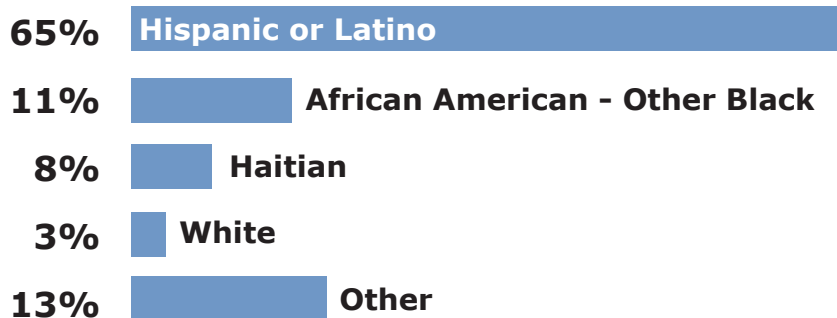
## Services Provided

- 316** Admissions
- 2757** Distribution of Information and Referrals
- 1902** Employed at Goodwill while receiving training & services
- 487** Provided Placement Services
- 153** Programs for Developmentally Disabled
- 102** Provided Certified Vocational Training
- 37** Supported Employment through APD & Medwaiver
- 117** Pre Placement Skills Training provided
- 739** Support to People with Barriers to Employment

## Primary Disabilities

- 372** Developmental Disabilities
- 1303** Psychiatric, Emotional and Behavioral Disabilities
- 331** Orthopedic/Mobility Impairments
- 76** Hearing, Speech and Visual Impairments
- 388** Other Disabling Conditions
- 2205** Disadvantaging Conditions

## Participant Diversity



**5,871**  
UNITS OF SERVICE



**96**  
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 program. It helps those we serve develop work readiness, overcome their barriers to employment and achieve their fullest potential**

## Human Services & Programs:

- When entering the program the majority of persons begin with an admission process, which helps to identify the type of services 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** in the areas of Environmental Services, Sewing Automation and Digital Skills.
- The **Job Development and Placement Department** works with individuals who are seeking competitive 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 **Supported Employment** services also facilitates employment for individuals with the most significant disabilities and limitations for whom competitive employment has not occurred, or it has not been successful; and need ongoing support services to help them perform their job.
- 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 of Miami
- Veteran’s organizations
- Homeless shelters
- Other organizations to provide needed and coordinated services

## Goodwill In Memoriam



*Bridget Pallango, Sr. VP of Human Services for 54 years.*

With profound sadness, last fall we announced the passing of Bridget Pallango, Senior VP of Human Services at Goodwill South Florida, who served the organization with dedication and passion for almost 54 years. She leaves behind seven adult children and countless friends and Goodwill coworkers who loved and respected her dearly. We thank you for living out our mission and for touching the lives of so many.

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:

**Bridget Pallango**

**Yldefonso Maldonado**

**Peltro Morange**

**Elussia Lima**

**Jose L. Merida Velazquez**

**Tonya Holloway**

# 2021 ACHIEVERS OF THE YEAR

## Farleyne Volmar



Farleyne Volmar, 44, is a determined and hardworking woman who has 24 years of training and work experience at Goodwill South Florida. She has experienced many challenges due to her mental and physical disabilities, but has worked hard to push beyond her barriers, prove to herself and others that she can do whatever she puts her mind to, and is now an example to her peers.

Farleyne, who lives at home with her mother and grandmother, was referred to Goodwill by Miami-Dade County Public Schools and started at the Work Activity Center (WAC), where she received daily training to increase her work skills. In February 1998, after a few months of training, she was transferred to the Work Services Program and was hired as a flag trimmer in the Flag Manufacturing Department. In January 2007, her steady progress as a trimmer and improved speed and quality of work got her promoted to the Trouser Trimming Department.

With hard work and the hands-on training she has received at Goodwill South Florida, Farleyne has overcome many barriers, gained confidence in herself and has increased her productivity at work. She is now learning to sew to become a Sewing Operator while lending her skills to the Manufacturing Department in the trimming and buttons area. Farleyne is an excellent example of how proper support and training people can be productive and effective in this world, which perfectly exemplifies Goodwill's mission.

Courtesy of Sharon Socol Photos: Pedro Wazzan & Diana Espin

## Andre St. Hilaire



Andre St. Hilaire, 22, is a polite, well-mannered, soft-spoken young man with an intellectual disability who experienced an unfortunate tragedy and hurdles to overcome. Andre was involved in a serious car accident where he lost both of his parents and suffered head trauma. Since then, he has lived in a Miami Gardens group home with roommates and supportive administrators who he considers family. Today, he is thriving and overcoming challenges thanks to his excellent work ethic and determination and the help of his support system and Goodwill South Florida.

Andre was initially looking for a job but had to pause his search when the pandemic hit. Once things began to normalize, Andre decided to restart his job search and turned to Goodwill South Florida for assistance. Goodwill helped him complete online applications and provided him with in-person and virtual mock interview training.

On June 22, 2021, Andre was hired as a part-time bagger at Publix Supermarkets in Coral Way. He loves his job as a bagger and has already started taking on other duties, such as pushing carts and cleaning windows. Andre has gained the respect and admiration of his peers and his supervisor considers him one of the best employees and an example to others. Andre aspires to continue growing within Publix Supermarkets and aims to become an assistant to a Team Leader in the near future.

Courtesy of Sharon Socol Photos: Pedro Wazzan & Diana Espin

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.

## Ryan Brodie



Courtesy of Ryan Pinder Photography: Ryan Pinder

Ryan Brodie, 29, is a friendly and polite young man with Autism who lives with his parents and twin brother. Thanks to his thirst for learning, enthusiasm towards work, the support from his family and the guidance he has received at Goodwill South Florida, he has overcome the work barriers placed by his disability and is now an example to his peers.

Ryan began attending Goodwill South Florida's Adult Day Training (ADT) program in May of 2017, where he started by performing packing and kitting processes. In 2018, he was trained in an E-Commerce position as a Picker. He learned to locate and pull items from shelves according to single and multiple order slips, which consisted of reading a long series of numbers and letters, handling materials with care and fulfilling orders quickly and efficiently.

During his training, Ryan did such a good job that the E-Commerce Department offered him a part-time position as Item Picker, which he successfully holds to this day. His performance and productivity have been so exemplary that, at a departmental meeting, his manager told all employees in the department that he expected them to be as productive as Ryan.

## Kelly Hotaling



Courtesy of Ryan Pinder Photography: Ryan Pinder

Kelly Hotaling, 52, is a resilient and determined woman with Down-Syndrome who has overcome significant challenges in her life yet risen to success. Kelly lived with her mother and older sister until early 2019, at age 50, when she decided to move to the group home where she currently resides, seeking more independence.

As a young woman, despite her many barriers to employment, Kelly was determined to graduate from high school and seek employment. She came to Goodwill seeking help and was provided with Community Supported Employment, which includes extended job coaching and counseling. With dedication and efforts, and guidance from a Goodwill job coach, Kelly has maintained employment as a part-time office clerical assistant at Atlantic Technical College, Arthur Ashe Campus in Oakland Park, Florida. Her primary job duties include sorting mail, collecting documents that need to be shredded, and weighing and stamping outgoing mail items for the entire office.

Kelly initially had fears of being unable to handle her assignments or accepting assistance from others at work, but now she has overcome that fear and is thriving. She has become a dedicated and highly reliable employee, having earned several recognitions from her supervisor and coworkers.

# 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.



Know someone with a disability looking for a job? Scan code to get started.





# Social Enterprise

Goodwill engages in a unique social enterprise model which funds services for over 5,800 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. [Scan above to find stores & donation centers near you.](#)



## 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.



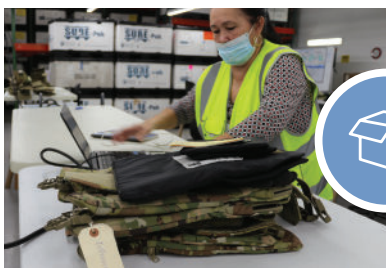
## Custodial Services

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.



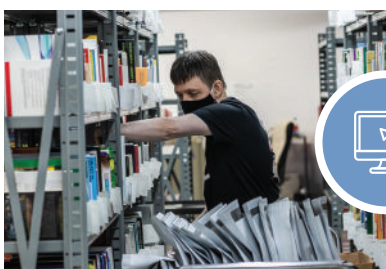
## Laundry Services

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 34 million pounds of linen for a number of hospitals per year and employ 200 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 & 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 through guidance, expertise and fundraising efforts. They ensure adherence to the highest standards of efficiency, quality, service, ethical conduct, public accountability and transparency.

## 2021 Officers

### Barbara L. Shrut

Chair, SLB Advisors

### Julie Greiner Weiser

Vice Chair, Retired Executive, Macy's Retail

### Michael L. Burnstine

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

### Allison P. Shipley

Treasurer,  
Retired Principal, PWC

### Peter L. Bermont

Chair, Investment,  
The Bermont Advisory Group

### Heather Gatley

Chair, Human Services,  
VP & Deputy General Counsel,  
Ryder System

### David Landsberg

President & CEO, Goodwill South Florida

### George L. Pita

Chair, Audit Committee,  
Executive Vice President & CFO, MasTec

### Rosary Plana Falero

Chair, Development,  
Senior Private Banker, Wells Fargo

### Charles M. Rosenberg

Chair, Governance Committee,  
Attorney, Carlton Fields Attorneys

### Edward Manno Shumsky

Chair, Compensation Committee,  
Retired Executive

### Jayne Harris Abess

Chair Emeritus,  
Partner, ThinkLAB Ventures

## 2021 Directors

### Ruth V. Brophy

Senior Advisor H.I.G. Capital, L.L.C.  
Private Equity

### Mark Burstein

President and Chief Strategy Officer,  
NGC Software

### Michael P. Elkin

Principal - Forensic, Advisory and Valuation  
Services, Kaufman Rossin

### Tomás P. Erban

Retired Senior Executive,  
Bacardi International & Bacardi USA

### Jorge A. Fernandez-Ceballos

Retired Executive

### Sophia Galvin

Executive Director, Talent and Culture,  
Broward College

### Wifredo Gort

Law Offices of Richard Kuper, P.A

### Tammy Klein

Founder, Klein HR Solutions

### Joseph P. Lacher

Retired Executive

### Danet Linares

Executive Vice President,  
Blanca Commercial Real Estate

### Irma Reboso Solares

Chair, Human Services Committee,  
Attorney, Carlton Fields Attorneys

### Mark Sessions

Royal Caribbean Cruises Ltd.

### Merrett R. Stierheim

Retired (former) County Manager &  
Superintendent of MDCPS

## Trustees

### William Beames

Retired Executive

### Laurence Deets

Recently Deceased

### 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

Director, Gov. & International relations,  
Dante Fascell Port of Miami-Dade

### Leslie Pantin, Jr.

President, Beber Silverstein/Pantin Group

### Victoria E. Villalba

Founder & President, Victoria & Associates  
Career Services

## Senior Leadership



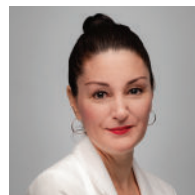
David Landsberg  
President & CEO



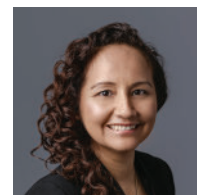
Mauricio Hernandez  
Chief Operating Officer



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



Beatriz Anazco  
Chief Financial Officer



Angelica Gomez  
Vice President, IT



William Eckler  
Vice President,  
Laundry Services



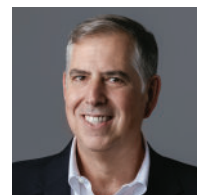
Harry Ramsarran  
Vice President,  
Service Contracts



Mark Marchioli  
Vice President,  
Business Development



Brett Bartschi  
Vice President,  
Donated Goods



Eduardo Dominguez  
Vice President,  
Apparel Manufacturing

# THANK YOU

## TO OUR CIRCLE OF FRIENDS

### Founder's Circle

**\$300,000+**

Badia Spices, Inc.  
United Way of Miami Dade

### Pillar Circle

**\$200,000-299,999**

Ryder System Charitable Foundation

### Cornerstone

**\$100,000-199,999**

Jayne & Leonard Abess  
The Leonard L. Abess &  
Bertha U. Abess Foundation  
Julie Greiner Weiser &  
Michael Weiser  
The Kathleen F. Olive Trust

### Diamond Circle

**\$50,000-99,999**

The Batchelor Foundation  
Comcast Digital Accelerator Grant  
Microsoft Digital Accelerator Grant

Barbara L. Shrut & Steven  
Gretenstein  
Stearns Weaver Miller Weissler  
Alhadeff & Sitterson, P.A.

### Platinum Circle

**\$25,000-49,999**

Norman Braman Philanthropic Fund  
Jorge M. Perez Family Foundation  
Mary N. Porter - Community  
Foundation of Broward  
Samuel E. and Mary W. Thatcher  
Foundation, Inc.  
Turner Construction  
(Golf Tournament)

### Gold Circle

**\$15,000-24,999**

Peter L. Bermont  
The Fine and Greenwald Foundation

Jill Kirshner  
Morrison, Brown, Argiz & Farra  
Charles M. & Gayle Rosenberg

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

Antonio L. & Concepción Argiz  
Bilzin Sumberg Baena Price & Axelrod  
The Cobb Family Foundation  
Joseph P. & Suzanne Lacher  
Enrique Liberman  
George L. Pita  
Santander Bank  
Shumsky Kronick Charitable Trust

### Bronze Circle: \$6,500-9,999

Irma Solares Esq.  
Visit Films (Royalties)

### LOVE

**\$5,000-6,499**

2057 Building LLC  
A1 American f/k/a American  
Associated Companies  
Allison P. Shipley  
Bloomingdale's  
Brenda Tymecki  
Brian Bilzin Esq.  
Danet Linares  
David A. & Anoly Landsberg  
Eric Tullberg  
Lynda Richards  
Mark Sessions  
MasTec, Inc.  
Michael L. & Kara Burnstine  
Miguel B. Fernandez  
Morris Weiser Family  
Foundation  
Ruth V. Brophy  
Tammy Klein  
Wells Fargo Foundation

### DREAM

**\$2,500-4,999**

Anonymous (The Chicago  
Community Foundation)  
BDO USA

Broward College  
Court T. Norris  
Gryphon Partners  
Kaufman Rossin & Co  
Kimrey D. Newlin  
Lockton Cares, Inc.  
Merrett R. Stierheim  
Michael & Deborah Otner  
Navajo Air, LLC

### FRIEND

**\$1,800-2,499**

Anonymous  
(via Vanguard  
Charitable)  
Bridget Pallango (*deceased*)  
Friend Anonymous  
Heather Gatley  
Heidi Garwood -  
HUG Charitable  
John Benbow (*deceased*)  
Richard & Barbara Souviron  
Rudolph H. Fellman Trust  
William P. Stroud

### SPIRIT

**\$1,000-1,799**

Alison Miller

Bruce Marmar  
Carlton Fields Attorneys  
Diane M. Barrett  
Drew Dillworth  
Eileen Ball Mehta  
Gonzalo de Quesada  
Jaime Saavedra  
Manuel Becerra  
Michael Salzberg  
Michael Smith & Elena  
V. Carpenter Smith  
Peggy M. Hollander  
Regent Products  
Richard P. & Paula Donovan  
Rudy Kranys  
SOUTEC  
Tags & Labels Printing Inc.  
Yablick Charities, Inc.

### GOODWILL DONATION

**\$500-999**

Carlos Mauricio Hernandez  
Colleen Fain  
Diane Grob  
Dynasty Home  
Ed Terris  
Faegre Drinker Foundation  
Halpern Consulting LLC

Harvey R. Chaplin  
Helen T. Foden  
Jorge A. Fernandez Ceballos  
Joseph Fernandez  
Lee Lee Sandler  
Mark Burstein  
Mark Marchioli  
Maurice & Jean Hawa  
Morrie Siegel  
Patricia A. Temple  
Patricia Mosely  
Robert & Nancy Frehling  
Rosary Plana Falero  
Sharon Socol  
The Little Family  
The Uppaluri Family  
Tomas P. & Sandra Erban  
Tony Rodriguez  
William Beames

### IN-KIND DONATIONS

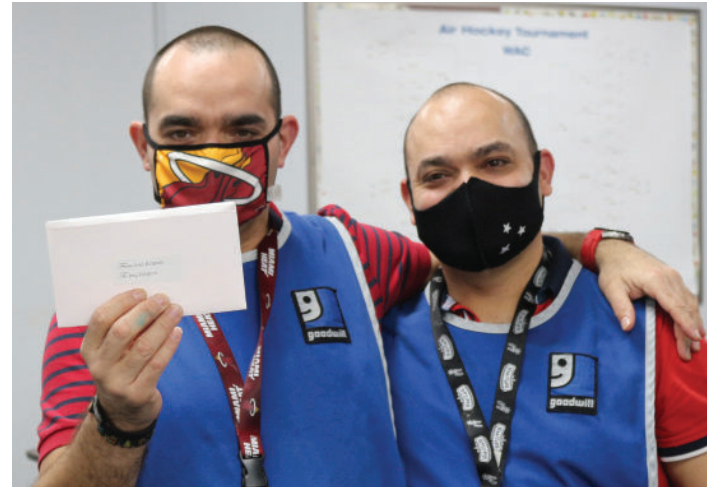
Broward College  
Galleria Farms  
Hunton, Andrews, Kurth, LLC  
Sharon Socol  
United Property Management  
- The Milton Family

# 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.

Our supporters are driven to making a real impact in helping the 82% of people with disabilities in Miami and Broward who are of working age – and unemployed.

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.



**At Goodwill, gifts are investments that become self-supporting. Please consider joining our Gift Societies:**

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



Interested in a leaving a legacy? We have naming opportunities and program sponsorships available. 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? Call
- **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.

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: [LLittle@goodwillmiami.org](mailto:LLittle@goodwillmiami.org)

Scan code to donate online:



[www.goodwillsouthflorida.org](http://www.goodwillsouthflorida.org)

# Goodwill Financials

## STATEMENT OF ACTIVITIES

For the Year Ended December 31, 2021

### REVENUES AND SUPPORT:

Donated good sales, net of sales discount	\$ 67,633,127
Apparel manufacturing	36,243,595
Custodial contracts	10,681,924
Business services	9,365,107
Laundry services	16,970,194
Mission services	2,324,964
Contributions	1,317,601
United Way allocation	387,533
Miscellaneous income	407,678
<b>TOTAL REVENUES AND SUPPORT</b>	<b>\$ 145,331,723</b>

### EXPENSES:

Donated goods operations	52,616,094
Apparel manufacturing	46,111,274
Custodial contracts	9,108,837
Business services	7,669,775
Laundry services	17,047,150
Mission services	5,001,104
Management and general	6,328,200
Fundraising	318,909
<b>TOTAL PROGRAM SERVICES AND EXPENSES</b>	<b>\$ 144,201,343</b>

INCREASE IN NET ASSETS WITHOUT DONOR RESTRICTIONS	1,130,380
DECREASE IN NET ASSETS WITH DONOR RESTRICTIONS	(76,445)
<b>INCREASE IN NET ASSETS</b>	<b>\$ 1,053,935</b>

## STATEMENT OF FINANCIAL POSITION

December 31, 2021

### ASSETS

Cash and cash equivalents	\$ 9,121,810
Accounts and other receivables, net	11,256,443
Inventories	13,421,765
Prepaid expenses and other assets	2,375,725
Investments	5,246,577
Property and equipment	35,859,445
<b>TOTAL ASSETS</b>	<b>\$ 77,281,765</b>

### LIABILITIES AND NET ASSETS

Accounts payable	\$ 7,236,080
Accrued expenses and other liabilities	14,597,718
Mortgage notes, notes payable and lines of credit	22,764,721
<b>TOTAL LIABILITIES</b>	<b>44,598,519</b>

### NET ASSETS

Without donor restrictions	32,683,246
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 77,281,765</b>

For audited report visit [www.goodwillsouthflorida.org](http://www.goodwillsouthflorida.org)

# 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.

## **QIarant – 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.



*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.*

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



## Goodwill Loves Green

As one of the country's original recyclers, Goodwill has a responsibility to lead the conversation around repurposing, waste reduction, and sustainability.

Our programs have given used goods new life, diverted waste from landfill, and helped support our broader sustainability efforts.

We have undertaken building and fleet retrofits, invested in repurposing campaigns, and expanded sustainability planning efforts to reduce our environmental impact as we work with you to reduce yours through donations and convenient recycling services. Together we can have a powerful impact on our world.



**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.*

**Goodwill gives jobs to people with disabilities and work barriers. Very few nonprofit organizations can claim to be an economic engine. We create jobs, and we match those jobs with people who need them most.**



**“Thank you helping me learn job skills, please scan the code, make a donation and help someone else just like me find a job too ”**



**We invite you to take our Goodwill Virtual Tour**



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

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

Commercial Laundry  
6201 N.W. 36th Ave  
Miami, FL. 33147

**goodwillsouthflorida.org**



@GoodwillSFL

