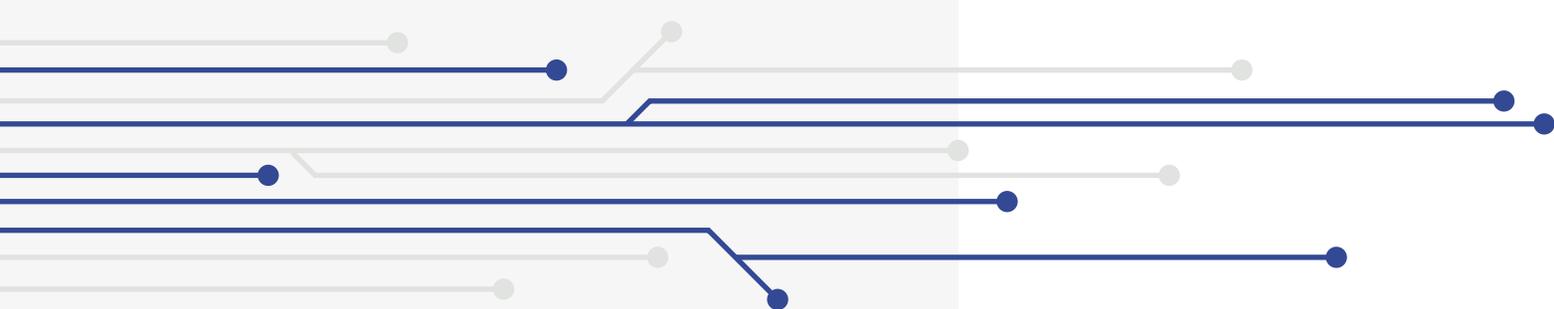




REMOVING BARRIERS

to the Jobs of the Future



2019
ANNUAL REPORT

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Welcome

Dear Goodwill Friends,

Through the years since our founding in Brooklyn more than 100 years ago, Goodwill NYNJ has responded to the most pressing employment needs. Our founders trained people who were poor or disabled to mend clothes and furniture they could sell to support themselves. Last year, we responded to the increasing demand of the changing workplace. We grounded our core services to provide “Good skills for the changing workplace: Removing barriers to the workforce jobs of the future,” the theme that guided us. Life as we knew it was rapidly changing – the way we do basic things like shopping, commuting, meeting, traveling all requiring technology skills that didn’t even exist years ago.

You will read ahead about how we believe that a diverse workforce is the future of the technology economy. We don’t have any pre-conceived ideas about what people can do. We know that their dreams and passion can guide them to ultimate success – Goodwill is here to provide the support, skill trainings, job coaches, wellness to get them there. This year we’ve highlighted several stories that connect to technology companies, skills and future of work. You can read about how we are committed to everyone being a part in our community.

For our stores, this past year we focused on making shopping convenient with staff picks and dedicated areas for quick #sustainablefashion as part of Curated. We expanded our offerings on ShopGoodwill.com and grew our Ecommerce department. All of our retail efforts are the fuel for our mission work.

We can’t do it alone. We are grateful to the more than one million individual goods donors, event coordinators, and corporations who collected donations to fuel our mission of empowering individuals with disabilities and other barriers to employment to gain independence through the power of work.

We believe that everyone has hire potential and nobody should be left behind that is why we served over 26,000 of our neighbors, friends, and classmates. Together, we are creating a world with no employment barriers for all!

Sincerely,



KATY GAUL-STIGGE
President & CEO



HENRY E. GOOSS
Board Chair

**Goodwill ensures no one
is left behind and will
be prepared in our ever
changing job market.**

- Katy Gaul-Stigge
President & CEO



**The
barriers
we have
broken:**



1/1hr

Goodwill NYNJ helped one person get a job every hour of every business day.



679

Temp workers are sent to work each day by GoodTemps, our temporary staffing division



26,437

Residents of New York and New Jersey received job placement, training, on-the-job coaching, and retention services.



1,962

People secured a job, including 780 individuals with disabilities outside our stores at NY or NJ hospitals, tech firms and public agencies.



7,397

Out of the 26,437 are individuals with disabilities.



40%

Of those seeking public assistance has been provided training by Goodwill NYNJ, placing approximately 1 out of 4 individuals referred for job placements.



Retail Is Our Fuel

Our retail stores exist to support our mission. Without them we cannot continue to provide training, coaching, placement and other services for people on their journey to finding employment. The ever expanding thrift industry is growing - projected to generate over \$40 billion over the next five years. In order for Goodwill NYNJ to ensure growth, we invested in our shopping and donation experiences.

The Good That Keeps Us Going.



**Thank you,
Your pre-loved
goods are the
engine that fuel
our mission.**

Goodwill helps High school graduates with autism secure their first job. People with mental illness stay healthy, out of hospitals and on the job. Welfare recipients get a job, support their families and reach financial stability.

Revenue from our stores and ecommerce operations fuel our mission. Our generous donors and shoppers make possible for us to provide careers services for individuals with disabilities and other barriers to employment.

Expanding our Retail Operations.

Goodwill NYNJ is investing to make the shopping experience easier and more convenient. Starting this year and thanks to strategic partnerships, online shoppers can now compare the price of the items they are looking for and buy it on our shopgoodwill.org site at a lower price.

As climate-change concerns grow, the market for secondhand clothing has expanded. 70% of consumers have bought or are now willing to buy secondhand.

We are amplifying our message of mission, fashion and sustainability to reach new, younger and long-term shoppers and donors through our social media channels. We've seen follower growth across all major social platforms, leading with a 25% increase on Instagram in 2019.

Learn about in-store celebrity guest events, openings, promotions, and the nearest donation center to you.

Follow us: [@goodwillNYNJ](https://www.instagram.com/goodwillNYNJ)



43 Million

Pounds of pre-used clothing and goods kept out of New York and New Jersey landfills to be recycled, refashioned, re-loved.

1,089,759

People have dropped their donations at our stores in 2019.

1,043,303

Pounds of sportswear collected from runnings during a 7-year partnership with Department of Sanitation & New York Road Runners at the TCS New York City Marathon.



Our Goodwill Success Stories

Photo: Google HQ



Employment success with technology skills.

Ying's Story

Before coming to Goodwill NYNJ, Ying Zheng knew where his interests lied: Technology. He had taught himself at home how to use computers, and smart phones and boards. He spent hours online researching things, looking up fast food restaurants and the fastest way to get there.

Still, after graduating from high school with an IEP (Individualized Educational Program) diploma at age 21 in June 2012, Ying, a man with Autism Spectrum Disorder (ASD), joined our Bridges to Success program to find a job. He needed someone who would help him make the connection between technology and a career. Our staff assessed his skills and noticed that he was good at memorizing -that's how he learned the steps to research online.

So when the time was right, our Supported Employment program (SEMP) team found him paid internships to explore job options. He worked in diverse companies and positions - the Rubin Museum, Sephardic Nursing and Rehabilitation Center, Meals on Wheels. These internships were an eye-opener -he enjoyed the job responsibilities and his coaches and job developers found a place for him to apply.

Ying was hired as a data entry specialist at St. Francis Xavier High School on July 2015. There he updates student and other demographic information. Staff at the high school are very supportive and praised his performance. Last June, Ying was transferred to the Goodwill NYNJ Next Steps program, which is designed for adults with severe disabilities who are working. Next Steps offers recreation and socialization activities, as well as activities focused on helping workers with disabilities make the next steps in their lives. Ying continues to receive support during his days off of work, socializes with his peers and is working on achieving a more self-sufficient life. He wants to live on his own - true independence!

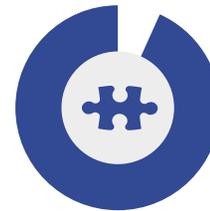
Developmental

Disability Programs

We believe that all people with an intellectual or developmental disability, including persons on the autism spectrum, deserve the opportunity to achieve their maximum potential.

We offer a wide variety of options to build skills such as travel, socialization, money management, communication and other daily tasks to help individuals live richer, more independent lives while creating a path to employment.

Facts to overcome:



14%

Of adults with ASD held paid, community-based jobs perhaps as a result of only one-fourth of these individuals having community employment as a goal in their service plan.



54%

Participated in an unpaid activity in a facility (where most other workers had disabilities).

Mental health

treatment & job security.

Jennifer's Story

Jennifer had endured years of mental health issues when she came of age to enter the workforce, and nothing was going to stop her from attaining this dream. Regardless of the ups and downs from her illness, she persevered and was unstoppable. She says: "My strength and fortitude in the recovery I was able to make enabled me to overcome any challenge. I was able to learn the skills necessary to manage and problem-solve difficulties as they arose."

Jennifer worked steadily at Kmart as a Customer Service Associate for seven years and, with that achievement under her belt, she was ready to improve her career prospects. Jennifer came to Goodwill's Seamark Pros program in February of 2018, at the age of 31, seeking to find a support system with mental health and employment services that would enable her to find a job that was more fulfilling and provided the opportunity for more work hours. She came just in time as her Kmart location closed their doors permanently and she had only a month to plan for a new career.

With her own extensive search efforts, resourcefulness, and devoted support from her Goodwill NYNJ Career Recovery Counselor Jewel, she found and applied for a highly competitive position at Amazon in Staten Island. After a lengthy interview process, she was hired and placed in their "picking" department. At her 3-month review, she was recognized as the most productive employee in her entire department—including managers. She picked over 57,000 items with only one error. These scores were even higher than her managers! Because of her hard work and consistency, she was promoted, received a significant pay raise, and was transferred to another department.

To ensure continued success, Jennifer was part of Goodwill's "Ongoing Rehabilitation Services." The support from her Goodwill team was critical as Jennifer worried she was slow or doing a poor job, and she had to overcome the obstacle of a long commute to work. Jennifer and her counselor Jewel practiced skills to plan ahead to ensure she had the energy for work, focus, and mental wellness required for these long days. They worked on a good bedtime routine, how to manage her energy level so she would be less vulnerable, and how to be assertive in her communication and not see feedback as criticism. In addition Jennifer received Benefits and Financial Management from Goodwill to assist in navigating the transition from Medicaid benefits to investing in a health insurance plan that benefits both herself and her husband.

Presently, she is working 30 hours a week. She receives full benefits for herself and her husband—including medical benefits, vision and dental, 401K, flex savings/spending, discounts to many partnering companies, 17 paid vacation days per year, paid sick and personal days, and commuter incentives. Not to mention, she gets a free Amazon prime membership and discounts. With all the support from Goodwill NYNJ, Jennifer now feels settled and confident in the work that she does at Amazon, and she has become an excellent communicator. She views this position as an opportunity for her to save to buy a home, to move up in a growing company, and to plan for retirement outside NYC. Finding what she considers a "real career" has been a cornerstone in moving her life focus from "getting by" to "thriving." For the first time in her adult life, she feels that she has the stability to focus on doing the hard work that allows her to find more happiness in her life.



Behavioral Health

Programs

The link of mental illness and unemployment is undeniable; because of that we support Behavioral Health Services for adults with serious mental illness and/or co-occurring substance use disorders.

Our comprehensive treatment and rehabilitation services support participants on their path to recovery. We aim to help them to gain the necessary skills to live independently in their own home, develop a supportive network in their own community, obtain an education, and get a job.

Facts to overcome:



30%

Of people served by the public mental health system are unemployed and want to work and only less than 2% of individuals with mental health diagnosis seeking work receive supported employment services



Digital skills as a foundation.

Janeem's Story

When Janeem fell on hard times and lost her job in the summer of 2018, she was no stranger to the field of social services and the helping work that Goodwill offers. Her life goal was always to be of help to anyone who needed it, and in the service of this goal, and providing for her four children while also raising her sister's daughter.

Janeem says when she arrived at Goodwill's Career Advance Program, it was like coming home to family. Every person she met smiled at her warmly and welcomed and helped her like kin. They cared if she was okay, and this made a lasting difference. They enrolled her in Goodwill NYNJ's Direct Support Professional course and the Community Health Worker course offered by CUNY York College. She also took classes that advanced her digital skills through our Google IT certification Course. Newly trained, Goodwill NYNJ helped her get a job as Adoption Specialist with Heart Share St. Vincent in September 2018. She has been there ever since.

In her work as an Adoption Specialist, Janeem took what she learned from Goodwill employees, the love and the caring, and is paying it forward. Believing "every child deserves a family", she places children with the most challenging histories with the right families who will provide the devoted care these children need.

Janeem isn't stopping there. Always believing that "if you put your mind to something it will pay off," she has enrolled in the graduate degree program at Hunter College to advance her career in social work and human services. She will graduate with a Master's Degree, and is eternally grateful to Goodwill for giving her the foundational support to make this dream attainable. Her career, she says, will be about "giving others a chance, like Goodwill gave her a chance."

Workforce

Developmental

Programs

At our core, we know that a job is within the reach of every person who comes through our doors – a world where there are no barriers to getting and keeping employment.

Our approach is unique – combining individualized person-centered support that removes each person’s barriers to employment (transportation, equipment, childcare) and adding that to the industry best-practice of sector-based placement. Knowing security, health care, retail and transportation fields, we design ways to enter those growing occupations.

We help people learn new skills that employers want with customized training. And because of our Goodwill Guarantee we make sure to help people keep a job with post-employment support.

Facts to overcome:



\$29,580

The annual salary for entry level Health Care position.



26%

The unemployment rate for Americans ages 18-64 with a high school diploma only.²

OUR PARTNERS

Foundation and Corporate Funders

\$50,000 - \$150,000

Google, Inc.

\$10,000 - \$25,000

Johnson-Stillman Family Foundation
HUB International Limited

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The Sandra Atlas Bass and Edythe & Sol G. Atlas Fund
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Matter Real Estate
AllianceBernstein L.P.
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\$2,500 - \$4,999

ADP
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Nixon Peabody
M&J Edelman & Associates
Sterling Sanitary Supply Corp.
EmblemHealth Services, LLC
Marks Paneth LLP
Credit Suisse
Assured Guaranty

\$1000 - \$2,499

Lawrence Leaf
Entergy Corporation
DayBreak Staffing
Philadelphia Insurance Companies
Knights of Columbus
Google, Inc.
Balady Promotions
Search With Imagination
Upright Labs
Gensler
MJB Asset Management LLC

Public Funders

New Jersey Department of Labor, Division of Vocational Rehabilitation Services (DVRS)
New Jersey Department of Human Services, Division of Developmental Disabilities
Orange High School

New Jersey Regional Day School
Roselle High School
United States Social Security Administration (SSA)
New York State Industries for the Disabled (NYSID)
New York State Office of Temporary and Disability Assistance (OTDA)
New York State Education Department (NYSED), Adult Career and Continuing Education Services - Vocational Rehabilitation (ACCES-VR)
New York State Office of Vocational and Educational Services for Individuals with Disabilities (VESID)
New York State Office of Mental Health (OMH)
New York State Office for People with Developmental Disabilities (OPWDD)
New York City Human Resources Administration (HRA)
New York City Department of Youth and Community Services (DYCD)
New York City Department of Education (DOE)
New York City Department of Health and Mental Hygiene (DOHMH)
Town of Hempstead Department of Occupational Resources
New York State Office of Children and Family Services (OCFS)

Legacy Donors

Rutherford L. Moore Estate

Donors

Goodwill NYNJ thanks all of our generous individual donors. Individual donors listed above gave \$1,000 or more in 2019. While we cannot list all of our many loyal donors here, every dollar counts and we appreciate all of your support.

Ms. and Mr. Susan K. Allen
Mr. Eugene Assaf and Ms. Elizabeth McHenry
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**Indicates a member of the Goodwill NYNJ Board of Directors*

ANN INC.



MANHATTAN KIDS



stuytown



Help us keep the good going:

Join our list of partners to help support and expand our employment programs. Learn how, visit: goodwillnynj.org/donate/financial

For Financial Giving Opportunities: development@goodwillny.org

For Clothing + Goods Donations: donations@goodwillny.org

FINANCIAL STATEMENT

Full 990 available at www.goodwillnynj.org

Summarized Financial Position As of June 30, 2019

ASSETS

Cash and Cash Equivalents	24,755,167
Accounts Receivable and Pledges Receivables	11,000,526
Other Assets	12,922,102
Property and Equipment	4,008,604

TOTAL	52,686,399
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LIABILITIES AND NET ASSETS

Payables and Other Liabilities	25,605,076
Mortgage	887,297
Net Assets	26,194,026

TOTAL	52,686,399
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Summarized Financial Results for the Year Ended June 30, 2019

ORGANIZATIONAL REVENUES

Contributions	1,065,911
Contributions - Donated Goods	48,642,141
Sales of Goods and Contract Services	43,134,857
Fees and Grants from Governments	23,484,269
Tenant rent	1,649,459
Other	4,089,938

TOTAL	122,066,575
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ORGANIZATIONAL EXPENSES

Sales of Goods and Contract Services	83,179,406
Rehabilitation and Employment services	25,854,438
Management & General	11,008,565
Other Supporting Services	305,521
Fundraising	465,655
Residential Services	2,593,046

TOTAL	123,406,631
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NET INCOME	1,340,056*
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*Includes Sale of Property & Equipment, Investment and Other Non-operating Activity.

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Don M. Wilson III
Vice Chair

David C. Coquillette
Secretary

David Belkin
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Our Mission

Goodwill Industries empowers individuals with disabilities and other barriers to employment to gain independence through the power of work.

www.goodwillnynj.org

