

Opportunity has a new address

2015 COMMUNITY REPORT





OUR MISSION

Changing Lives Through the Power of Work!

OUR VISION

All people in our region have the opportunity to develop to their fullest potential through family sustaining employment.

OUR CORE VALUES

Goodwill RISES to reach its mission by demonstrating these core values:

RESPECT: We value the contributions of every individual.

INTEGRITY: We meet the highest ethical standards.

SERVICE: We make life better for individuals, families and communities.

EXCELLENCE: We embrace continuous improvement, bold creativity and positive change.

STEWARDSHIP: We are stewards of our community by being socially, financially and environmentally responsible.





LETTER FROM THE PRESIDENT AND CEO

We all have dreams. To turn those dreams into reality requires courage. It requires a belief that you are worthy of those dreams. And, it requires a resolute commitment to do the hard work it takes to create a new reality. Last year, 1,582 individuals who came through our doors looking to gain greater economic opportunity for themselves and their families, realized a major step toward their dreams by landing new jobs in the community.

Their dreams are becoming a reality because of their determination to overcome barriers that most of us cannot imagine. With the support and encouragement of our caring staff, they overcame the barriers and fears of the past and began to hope for, and work for, a better tomorrow.

In many ways, the story of Goodwill here in the Southern Piedmont is the same. In 2012, we began to dream of creating a place where individuals with barriers to employment could receive a comprehensive array of services and resources from many different organizations, in one easy-to-access location.

Today, that dream of assisting thousands of individuals in our community on their journey toward family sustaining employment and greater economic opportunity is turning into a reality. It's called the Goodwill Opportunity Campus.

Our dreams and the dreams of our clients are becoming a reality because of the generous support of this community. Whether you donate household items, make a financial contribution, shop in our stores, hire a Goodwill client, or volunteer your time... You are making it possible for hope to grow and for dreams to be realized. Thank You!

Michael Elder
President and CEO



Goodwill

Industries of the Southern Piedmont



(From left to right) Executive Director of Common Wealth Charlotte, Darren Ash; Former Executive Director of Charlotte Community Health Clinic, Caroline Chambre-Hammock; President & CEO of Goodwill Industries of the Southern Piedmont, Michael Elder; EVP of Workforce Services & Organizational Development of Goodwill Industries of the Southern Piedmont, Chris Jackson; AVP of Member Resource & Retention of Charlotte Metro Credit Union, Susan Coughlin; and The Center for Community Transitions board chair John A. Tate III sign the steel beam for the Goodwill Opportunity Campus.

PARTNERS *for* OPPORTUNITY

Goodwill has strategically partnered with community-leading organizations to provide wraparound services for clients under one roof in the Leon Levine Opportunity Center.



CHARLOTTE METRO CREDIT UNION



- Charlotte Metro Credit Union (CMCU) is a full-service financial institution open to anyone in the community.
- CMCU provides the unbanked and those needing to rebuild or re-establish their credit history the opportunity to develop a banking relationship with Fresh Start checking accounts, automatic transfer programs designed to build savings, and specialty loan programs.

"When the partnership opportunity with Goodwill arose, we immediately jumped at the chance to be a part of this incredible campus and an integral aspect of the financial empowerment model that positively influences the economic mobility of those within our community."

- Susan Coughlin, AVP of Member Resource & Retention

CHARLOTTE COMMUNITY HEALTH CLINIC - WEST



- In 2015, the clinic began offering services on-site at Goodwill's Career Development Center to provide quality, accessible health services to low-income and uninsured adults residing in Mecklenburg County.
- The clinic offers primary care, behavioral health services, and health & wellness education services.

"The impact we are making on individual and community levels is enormous. We are identifying and treating pre-diabetes, diabetes, hypertension and other chronic medical problems that, left untreated, would have an exponential financial impact on the health care system...It seems especially appropriate that CCHC has paired with an organization that is dedicated to getting individuals back on their feet. Together, we are able to solve the problems of unemployment and access to care, which go hand-in-hand."

- James Robson, Nurse Practitioner at Charlotte Community Health Clinic-West

THE CENTER FOR COMMUNITY TRANSITIONS



- Goodwill and The Center for Community Transitions refer clients to each other for employment services and provide re-entry assistance to former offenders. They also offer a two-week course for former offenders focused on becoming employment ready, as well as re-integration and dynamics of family life.
- Goodwill referred 519 clients to The Center for Community Transitions in 2015.

"The Center for Community Transitions' staff has worked closely with the Goodwill team to develop an integrated service delivery approach that will serve both our clients well."

- Myra Clark, Executive Director of The Center for Community Transitions

COMMON WEALTH CHARLOTTE



- Common Wealth Charlotte teaches a three-hour class each month broken into one-hour sessions on financial literacy, understanding your credit, credit usage and behaviors.
- Administers a loan fund for clients who have secured employment to bridge expenses for special needs to help individuals remain employed.

"By combining workforce development and financial capability services, our partnership to date is really enhancing the upward mobility of Goodwill's hardworking clients."

- Darren Ash, Executive Director of Common Wealth Charlotte

OPPORTUNITY

has a new address

The new Goodwill Opportunity Campus and enhanced services will provide the area's most comprehensive collection of resources and opportunities for individuals facing multiple barriers to employment. Team members have been hard at work in 2015 preparing for a new Goodwill that increases long-term support for clients in their journey to earn a family-sustaining wage. Here are just a few ways that Goodwill is bringing new OPPORTUNITY to the region.

EXPANDING SERVICES THROUGHOUT THE TERRITORY

- Opening of the new Job Connection and GoodWork Staffing in Rock Hill.
- Relocation of the Job Connection in Gastonia for greater client access and integration of partner agencies.



OFFERING CHILD CARE DROP-IN SERVICES FOR CLIENTS

- New Play N' Learn center integrated into services offered at the Goodwill Opportunity Campus.



MORE DONATING, SHOPPING AND EMPLOYMENT OPPORTUNITY THROUGH ON-SITE RETAIL

- Opening of two retail stores on the campus:
 - GW - boutique store.
 - Second Editions - outlet store.



ENHANCED CURRICULUM AND TRAINING COURSES THROUGH GOODWILL UNIVERSITY

- Customer, Administrative & Business Services
- Construction Skills
- Forklift & OSHA Certifications
- Hospitality & Tourism



DELIVERING AFFORDABLE FOOD & BEVERAGE OPTIONS FOR COMMUNITY, CLIENTS AND STAFF IN CONJUNCTION WITH JOB TRAINING

- The campus' on-site Community Table Bistro will offer healthy and homemade affordable meals while also serving as job training for clients enrolled in our food service programs.



EMPHASIS ON WELLNESS FOR CLIENTS, STAFF & CAMPUS VISITORS

- Fitness Center, Meditation Room and Mother's Room within the Leon Levine Opportunity Center.
- Tobacco-free campus site.



GOODWILL CLIENTS - BY THE NUMBERS

CLIENTS IMPACTED IN 2015

OF CLIENTS SERVED

11,939



OF CAREER-READY CLIENTS
PLACED INTO EMPLOYMENT



1,582

TOTAL EARNED INCOME

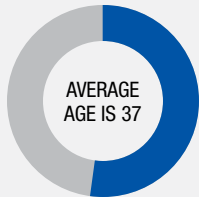


\$15,145,060.65

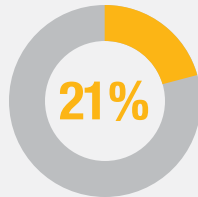
WHO WE SERVE - CLIENT DEMOGRAPHICS

GENDER

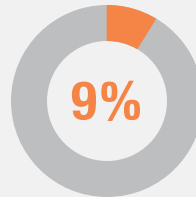
49% FEMALE 51% MALE



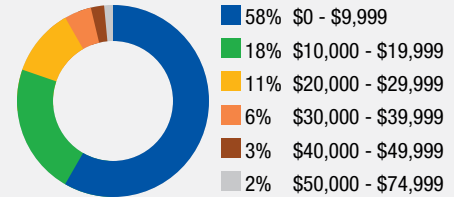
**CLIENTS WITH A
CRIMINAL RECORD**



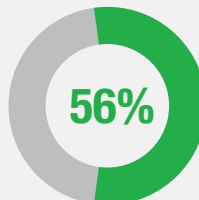
**CLIENTS WITH A
DISABILITY**



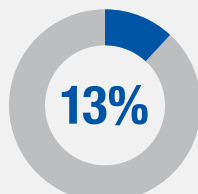
AVERAGE HOUSEHOLD INCOME



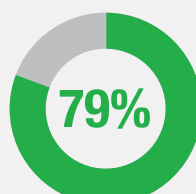
% OF FIRST TIME CLIENTS



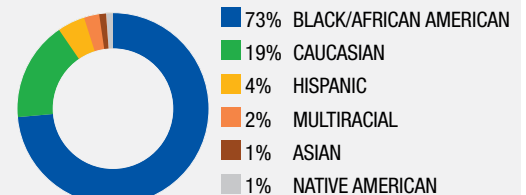
**CLIENTS WITH NO
HIGH SCHOOL
DIPLOMA OR GED**



**CLIENTS UNEMPLOYED
FOR MORE THAN ONE
YEAR**



ETHNICITY





9
50
YEARS
Celebrating 50 Years

Goodwill
Name: [Name]
Title: [Title]
[Other details]

Goodwill

DERRICK'S STORY

Demonstrating strong interpersonal and soft skills is beneficial in finding and maintaining employment. Lacking these skills can prevent someone from landing a job, which was a barrier that Derrick often faced in his job search.

More than 20 years ago, Derrick visited his vocational rehabilitation counselor, who helps individuals facing disabilities live meaningful, independent lives by assisting them in securing gainful employment. He was referred to Goodwill Industries of the Southern Piedmont to help develop his interpersonal, soft and job skills.

Once Derrick arrived at Goodwill's Career Development Center in 1995, he was surrounded by people who cared about him and were ready to support his personal and professional journey. He completed an evaluation and was assigned to a job coach who worked closely with him over the course of a year. During that year, Derrick worked in Goodwill's employment training program in which he went to work every day at Goodwill's warehouse. There, he learned basic interpersonal and job skills

that prepared him for his future career such as the importance of being on time to work, how to interact with other employees, how to receive and execute work instructions, and how to work both independently and as a team player.

"I learned to express myself and have independence. I got the feel on how to become a good employee and, of course, how to be more honest and truthful," he said. "They believed I would be a viable worker in the future."

After working with a job coach and in employment training for a year, Derrick was hired to work at Goodwill's retail store on Albemarle Road. Derrick has maintained full-time employment at the Albemarle Road store as a donation processor for over 20 years now. Throughout his career, Derrick has grown both as a person and as an employee.

"I feel like a leader since I've been working year after year. I always try to show management that I can do my job in a timely manner, show great customer service, and be considerate of people's needs and wants with the things they don't have," he said.

"I feel like a leader since I've been working year after year. I always try to show management that I can do my job in a timely manner, show great customer service, and be considerate of people's needs and wants with the things they don't have."

"Derrick loves to make sure his job gets done correctly and timely, and he always double checks to make sure it is done right. We are very fortunate to have Derrick as our teammate," said Hyrum Timmons, Derrick's former supervisor.

With Derrick's 20-year career has come additional opportunities for him to grow as a person. For example, Derrick moved out of his parents' house two and a half years ago and now lives on his own. He said that he enjoys living independently and likes the satisfaction he gets from managing his own budget and keeping records of his own expenses. His current goal is to

continue on his journey towards independence and self-sufficiency by getting his driver's license.

Derrick feels grateful for the opportunities that both Goodwill and God have given him, and he hopes to use those blessings to help others.

"I feel totally blessed by God and the gifts he has given me, and I hope to use those gifts to help others. I want to continue doing good work, not only for Goodwill but also for the honor and glory of God."

ADELINE'S STORY

For someone moving to the United States for a chance at a better life, navigating the process of finding a job can be difficult and intimidating. Obstacles to finding employment can include language barriers, limited resources, and lack of skills and experience needed to find suitable employment.

When Adeline moved to the United States from West Africa in 2004 for an opportunity to pursue the American Dream, she found herself in this exact situation. She did not speak a word of English, had never been employed, had never used a computer, and did not know anyone. In her first few years in the U.S., Adeline gave birth to two children. Financially unstable and with no family nearby, she made the difficult decision to move her two young sons back to West Africa to live with her mother while she stayed in the U.S. to try to make a life for herself. Though this decision was the most difficult one Adeline ever had to make, it proved to be her driving force.

"Leaving my kids and wanting to give them a better life was my motivation," she said. "It made my fears seem so small."

In 2008, a friend told Adeline about Goodwill. She came to Goodwill's Career Development Center on Freedom Drive and enrolled in the hospitality and tourism occupational skills training program. During the course, Adeline gained an understanding of the hospitality and tourism industry, learned basic computer skills, built her resume, learned valuable job-search skills, and gained

confidence through interview preparation. Towards the end of the skills training program, Adeline and her classmates attended a job fair at a nearby hotel. From that job fair, Adeline was hired to work at the Renaissance Charlotte SouthPark Hotel. In fact, she was not able to attend her graduation ceremony because it was her first day at her new job.

Eight years later, Adeline is still employed in the hospitality industry. Since finding employment, Adeline has learned how to establish

credit, bought a car, bought her own house, and in 2011, moved her two sons and mother back to the U.S. to live with her.

Adeline is very proud of her accomplishments and incredibly grateful to Goodwill for giving her the opportunity for a better life.

"I do not even have the words to describe what I feel inside," Adeline said. "Goodwill was a great help and the stepping stone I needed to get a good job and still be doing what I'm doing today. I'm very grateful, to Goodwill and to God."

Adeline's advice for anyone facing a difficult situation?

"It's okay when things get hard and you don't know what to do. You just have to be courageous and look at the positive that can come from everything. You can do anything – it's going to take some work, a lot of work, but you just have to be courageous and look at the positives."

"I do not even have the words to describe what I feel inside... Goodwill was a great help and the stepping stone I needed to get a good job and still be doing what I'm doing today. I'm very grateful, to Goodwill and to God."





OPPORTUNITY *for* LEARNING



Goodwill University is newly redesigned to realize modern learning opportunities for clients and team members. It offers a variety of training both online and in the classroom. Additional services are integrated into Goodwill University's curriculum to ensure equal access to critical skills development necessary to achieve family sustaining employment and personal growth.

TRAINING FOR CLIENTS

In 2015, Goodwill University conducted comprehensive course refreshes and redesigns in several key areas in its efforts to remain current with varying employment industry trends and increased opportunities for clients to succeed in the marketplace.

Computer & Employability Skills Workshops:

Clients may enroll in weekly classes to develop skills in areas such as:

- Computer basics
- Microsoft Word
- Navigating the Internet
- Resume writing
- Interview skills

NEW AND REDESIGNED COURSE CURRICULUMS IN OCCUPATIONAL SKILLS TRAINING:

Goodwill University offers the following multi-week courses to train clients for positions in the following in-demand industries.

NEW Customer, Administrative & Business Services:

- Trainings: Call center simulations, administrative skills, keyboarding proficiency, Internet tools and social media etiquette.
- Certifications: National Career Readiness Certification and Microsoft Office Specialist Certification.
- Careers: Customer service, call centers, administrative support and financial services.

REDESIGNED Hospitality & Tourism:

- Trainings: Customer service, conflict resolution, banquet set-up and service, four-star and three-star diamond level service.
- Certifications: ServSafe® Manager & ServSafe® Alcohol Certification, Working Smart Certification and Certified Guest Service Professional and Certified Front Desk Representative from the American Hotel & Lodging Educational Institute.
- Careers: Hotels, banquets, restaurants, front office, safety and security.

Construction Skills – Beginner & NEW Intermediate:

- Trainings: Construction math, blueprint reading, hand and power tool use, safety training, drywall repair, doors and hardware, trim on windows/doors/floors/ceilings, and forklift and OSHA-10 training.
- Certifications: NCCER (National Center for Construction Education & Research) Certification, OSHA-10 (Occupational Safety & Health Administration) Certification, North Carolina General Industry Forklift Certification and National Career Readiness Certification.
- Careers: Apprentice, laborer, carpenter, supervisor, estimator, project manager.

Forklift & OSHA-10 Training:

- Trainings: Lift truck design, vehicle safety inspections, moving with and without a load, picking up and stacking a load, and safety with trailers, ramps, elevators and pedestrians.
- Certifications: North Carolina General Industry Forklift Certification and OSHA-10 Certification.
- Careers: Manufacturing, transportation, warehouse.



TRAINING FOR STAFF

In December 2014, Goodwill University launched Goodwill's Learning Management System, a technology system that can be utilized to access training, meetings and course offerings remotely, making training easy and convenient for team members.

Computer Training:

Team members may enroll in weekly classes to develop computer skills.

- Trainings: Microsoft Excel, One Note, Cloud Tools.

School of Retail and School of Retail Management:

Team members hired to work at one of our retail locations must complete School of Retail or School of Retail Management training, depending on their position. This program is designed to teach new hires and recently promoted team members about retail operations so that on their first day in their new role, they know what to expect and how to perform their job duties.

CPR Training:

Team members learn how to properly administer CPR.

Genuine Leadership Training:

The training series gives team members the opportunity to learn about leadership and enhance their leadership skills.


Safety Training:

Safety is of utmost importance at Goodwill. We prepare team members with knowledge and training in the event of a safety incident.

- Training: Slips, trips and falls, incident reporting, de-escalation, personal safety.

REGIONAL FOOTPRINT

RETAIL STORES

 * All retail stores listed below also serve as donation drop-off locations.

Mecklenburg County, NC

- 19710 Kunkleman Drive (Cornelius)
- 9305 Albemarle Road (Charlotte)
- 16025 Lancaster Hwy (Charlotte)
- 3710 W. W.T. Harris Boulevard (Charlotte)
- 2905 Mt. Holly-Huntersville Road (Charlotte)
- 10118 Johnston Road (Charlotte)
- 1909 Sardis Road North (Charlotte)
- 6607 South Boulevard (Charlotte)
- 12716 South Tryon Street (Charlotte)
- 9605 N. Tryon Street (Charlotte) - The GRID
- 1725 Harris Houston Road (Charlotte)
- 5808 University Pointe Boulevard (Charlotte) **(NEW in 2016!)**
- 14420 N. Statesville Road (Huntersville)
- 2515 Plantation Center Drive (Matthews)

Cabarrus County, NC

- 5511 Poplar Tent Road (Concord)

Cleveland County, NC

- 445 Earl Road (Shelby)

Gaston County, NC

- 2549 W. Franklin Boulevard (Gastonia)
- 1004 S. Church Street (Lowell)

Lincoln County, NC

- 510 Vaughn Way (Lincolnton)

Union County, NC

- 4109 West Highway 74 (Monroe)

Lancaster County, SC

- 1142 Highway 9 Bypass (Lancaster)

York County, SC

- 1926 Mt. Gallant Road (Rock Hill)

 **Second Editions** **(NEW in 2016!)**

Mecklenburg County, NC

- 5301 Wilkinson Boulevard (Charlotte) - GW, Clothing & Home Decor Boutique and Second Editions, A Goodwill Outlet Store

DONATION SITES*

ATTENDED DONATION CENTERS:

Mecklenburg County, NC

- 9121 Bryant Farms Road (Charlotte)
- 1805 Rama Road (Charlotte)
- 2901 Randolph Road (Charlotte)
- 6231 Fairview Road (Charlotte)
- 1133 N. Wendover Road (Charlotte)
- 2226 Park Road (Charlotte) **(NEW!)**

Union County, NC

- 1900 Providence Road South (Waxhaw)

York County, SC

- 1600 Gold Hill Road (Tega Cay)
- 111 N. Cherry Road (Rock Hill) at Winthrop University **(NEW!)**

MINI DONATION CENTERS:

Mecklenburg County, NC

- 2301 Westinghouse Boulevard (Charlotte)
- 10215 University City Boulevard (Charlotte)
- 8010 Cambridge Commons Drive (Charlotte)

Cabarrus County, NC

- 150 Concord Commons Place SW (Concord)
- 3501 US 601 S (Concord)

Gaston County, NC

- 202 Market Street (Cramerton)

Union County, NC

- 4420 US 74 West (Monroe)

JOB CONNECTIONS

LOCATIONS:

Mecklenburg County, NC

- 5301 Wilkinson Boulevard (Charlotte) **(NEW in 2016!)**

Gaston County, NC

- 116 Armstrong Street (Gastonia) **(NEW in 2016!)**

York County, SC

- 566 N. Anderson Road (Rock Hill) **(NEW!)**

COMMUNITY SERVICE SITE

LOCATIONS:

Mecklenburg County, NC

- Ada Jenkins Center
212 Gamble Street (Davidson)

Cleveland County, NC

- Cleveland County JobLink Career Center
404 East Marion Street (Shelby)

GOODWORK STAFFING

LOCATIONS:

Mecklenburg County, NC

- 5301 Wilkinson Boulevard (Charlotte)

Cabarrus County, NC

- 5511 Poplar Tent Road (Concord)

Gaston County, NC

- 116 Armstrong Street (Gastonia) **(NEW in 2016!)**

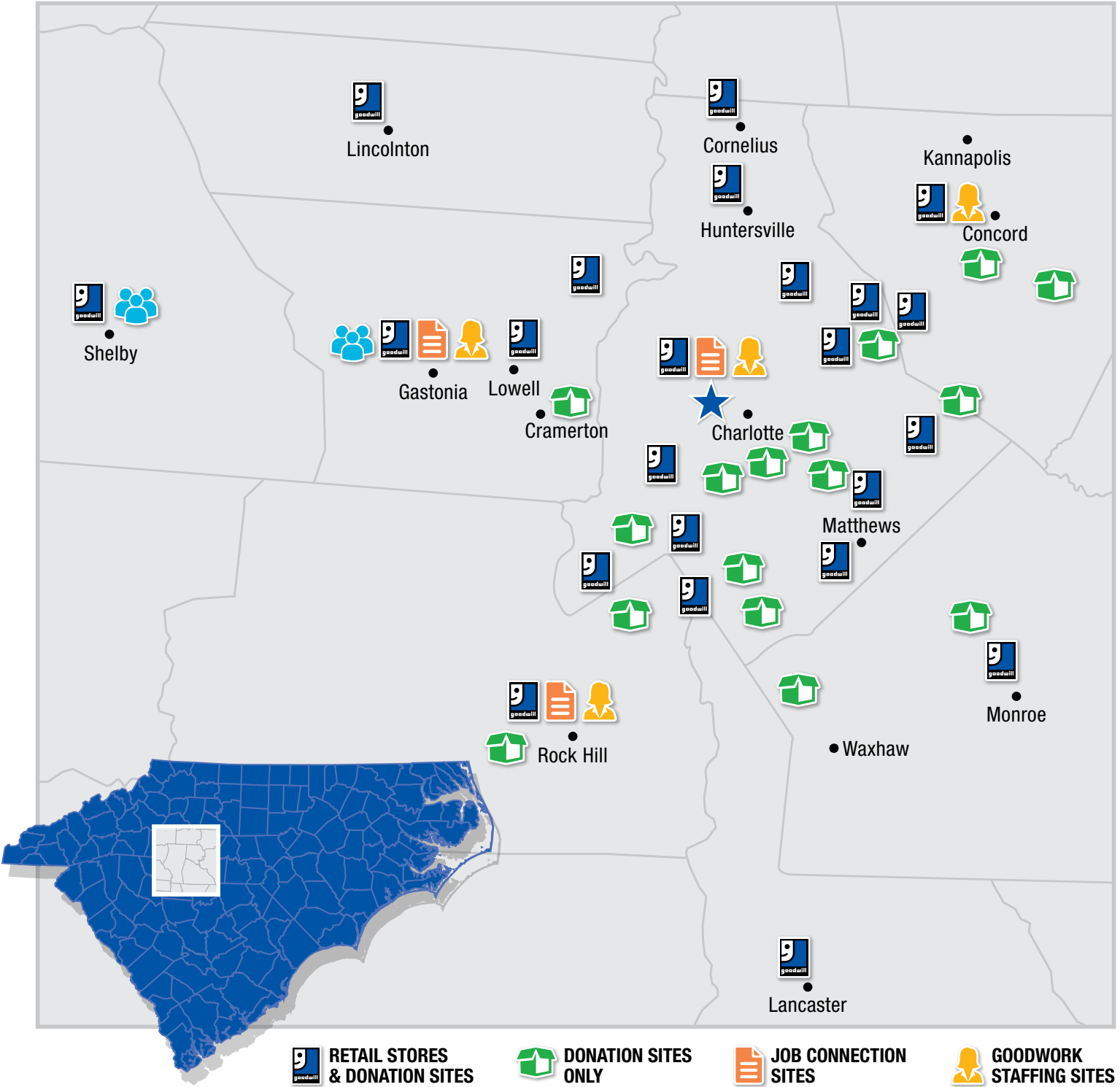
York County, SC

- 566 N. Anderson Road (Rock Hill) **(NEW!)**

GOODWILL OPPORTUNITY CAMPUS

LOCATION:

- Leon Levine **Opportunity Center**
- 5301 Wilkinson Boulevard (Charlotte) **(NEW in 2016!)**



GOODWILL ENTERPRISES - BY THE NUMBERS

TOTAL HOURS OF EMPLOYMENT
THROUGH BUSINESS ENTERPRISES

2,065,837



RETAIL

OF SHOPPERS

2,772,376



OF DONATIONS

1,029,662

DONATE



OF NEW DONATION
CENTERS

• PARK RD & WINTHROP
UNIVERSITY

2

OF ITEMS SOLD

12,027,192



OF DONATION DRIVES

27



OF HOME & CORPORATE PICKUPS

(2,978 HOME / 565 CORPORATE)

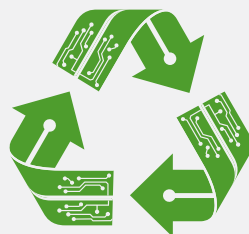
3,543



GOODWILL RECYCLING

POUNDS OF E-WASTE DONATIONS
COLLECTED AND RECYCLED

1,937,083



GOODWORK STAFFING

BUSINESSES EMPLOYED GOODWILL
CLIENTS TO FULFILL THEIR
TEMPORARY STAFFING NEEDS

63

CLIENTS ASSIGNED
TO TEMPORARY JOBS

1,615

GOODWILL CONSTRUCTION SERVICES

PROJECTS COMPLETED

31



CLIENTS RECEIVED
FORKLIFT & OSHA
CERTIFICATONS

162



CLIENTS WORKED ON RESIDENTIAL &
COMMERCIAL CONSTRUCTION PROJECTS

18



ONLINE BOOK SALES

OF BOOKS SOLD



80,415

TOP 10 WAYS

you can create more

OPPORTUNITY

#1 ADVOCATE

Be a champion for those with barriers to employment.



#6 VOLUNTEER

Your time, talents and skills are the keys that open doors for job seekers.



#2 SHOP

Every purchase you make leads to family sustaining employment.



#7 BE A BENEFACTOR

Your planned gift to Goodwill ensures a legacy of hope to job seekers.



#3 HIRE

Hire a Goodwill graduate. You get a motivated and qualified employee. They get back into the workforce.



#8 GET SOCIAL

Share a post. Like. Watch. Subscribe to our blog on goodwillsp.org. Join the conversation online and use our hashtag #alittlegood.



#4 DONATE

One bag of gently used clothing equals one hour of resume development for a job seeker.



#9 REFER A JOB SEEKER

Is someone you know out of work? Our training and placement services will set them on the path towards a fulfilling career.



#5 SPONSOR

Sponsor a table and become part of our round table and celebration events by inviting others to learn more about Goodwill.



#10 HOST A DONATION DRIVE

People in your community or at your place of business will thank you for making donating even easier.



OUR SUPPORTERS

Goodwill would like to recognize and thank the following individuals, foundations and corporate donors who made gifts and pledges to the Goodwill **Opportunity** Campus Capital Campaign in 2015.

The Leon Levine Foundation works to ensure everyone in our community, who has the desire and motivation, has an equal opportunity for success. By providing critical workforce development services, Goodwill Industries of the Southern Piedmont supports individuals who want to improve their lives and the lives of their families. We are particularly excited about the new Leon Levine Opportunity Center as it combines job skills training with access to other needed services, including a health clinic and a child drop-in center, in a beautiful setting that can be used by many in our community.



\$500,000+

Bank of America Foundation
Howard R. Levine Foundation
The Leon Levine Foundation
Eric and Lori Levine Sklut
United Way of Central Carolinas

\$150,000 - \$500,000

American Airlines
Bissell Family Foundation
Charlotte Community Health Clinic
Childress Klein
The Dickson Foundation
The Dowd Foundation
NCFI/Barnhardt Foundation

\$75,000 - \$150,000

Anonymous
Tom and Kim Barnhardt
Michael Elder
Electrolux
David E. Looper and Company
Parker, Poe, Adams
and Bernstein, LLP
Piedmont Natural Gas
Piedmont Companies
Wells Fargo

\$25,000 - \$75,000

Darren and Katherine Ash
Bragg Financial Advisors
David Belk Cannon Foundation
The Cannon Foundation
William C. and Norma C. Cannon Foundation
Carolina Tractor
Coca-Cola Bottling, Consolidated
Kieth and Serena Cockrell
Bob and Peggy Culbertson
First Citizens Bank
Griffith Real Estate Services Company
David and Nancy Haggart

Ben and Kathy Hill
Holland and Hamrick Architects
Steve and Cheryl Keller
Lee Armstrong and Michael Lumpkin
Shelco, LLC
Steelfab
Triad Foundation
Wayland H. Cato, Jr. Foundation
Robert and Joan Zimmerman

\$10,000 - \$25,000

Anonymous
LaRita and Sam Barber
Gary and Janet Barrett
Robin Carson
Wayne Dozier
Tom and Julie Eiselt
Charles and Laura Greer
Paulette Griffin
Chris and Renee Jackson
LJ Investments, LLC
Barbara Maida-Stolle
Jay Norvell, III
Sara Garces and Dan Roselli
Dean and Sara Sellers
Bill and Tessa Sturges
Bill and Rita Vandiver
Jean Veatch
Estate of Margaret Rose
Wiegandt
Adam and Beth Zembruski

\$1,000 - \$10,000

Advantage Truck Leasing
A.O. Smith Foundation
Anonymous
Carol Ashby
Mikhail Ayrumyan
James G. and Mary Lou Babb
Pearl Dixon Bathis Foundation
Lauren and Taylor Batten
George W. and Ruth R.
Baxter Foundation
Steve and Joanne Beam
Sharon Beamon
Paul Betzold
Jeff Bise
Phillip Boger
Charles Bond
Roberta Bowman
Kwain Bryant

Donna Burns
John Burns
Charlotte Metro Credit Union
Brad and Amanda Cherry
Laura Casoni
Leslie Chestnut
Joan Marie Corkery
Jesse Cureton
Martha Davis and
Russell Sage
Patrick Darrow

Horack, Talley, Pharr
& Lowndes, P.A.
Thomas M. Higgins, Jr.
Mia Hines
Stephanie and Brian Hoffman
Anne and Godknows Ibekwe
Melissa Jackson
Jon Joffe
Amy Jordan
Jennifer Keeter
Kay King

Deepa Naik
Tonya Nations
Don and Jill Olmstead
Brian Otto
Pearl Dixon Bathis Foundation
Henry Neal Pharr, III
Positec, Inc
John Quinn
The T. Rowe Price Program
for Charitable Giving
Rappahannock Goodwill
Industries
Mr. Rednecheck
Roper Physical Therapy
Schneider National
Foundation, Inc.
Renee Alexander Sherrod
Jennifer Schwarz
Clarence Scott
Jim and Lori Skibbens
St. Matthews Catholic Church
Barbara Smith
Tony and Laurie Smith
Keitha Stewart
SunTrust Foundation
TEGNA, Inc. - WCNC
Claire and John Tate, III
Kathryn and Mark Thompson
Daniel Tobin
Camilla and Robert Turner, III
Sara Trexler
Richard and Rene Walker
Kilby and Michael Watson
Diane Weekley
Stuart and Erin Wernikoff
Regina and Nick Wharton
Michael Whitener
Mike and Chris Wiggins
Greer Williams
Velva Woollen
Mark Wyatt
William McDonald

“
It feels good to be receiving benefits and a 401k. I bought myself a car, and I'm able to pay my bills and put food on the table. It feels good to have my own things.”
- Lorenzo
Construction Skills Training

Edward Driggs
FreeMoreWest Partners
Lisa Gamble
Harvey and Cindy Gantt
Marshall B. Gilchrist
Clay and Deidre Grubb
William Hall
Laura Hampton
Herb and Karen Harriss
Charlene Hendricks
Sharon Herrmann

Rosalie Kirkley
Bev and Jim Kothe
Luis Linares
Linda Lockman-Brooks
John McCann
William McDonald
Sherri McGirt
Robert L. Mendenhall
Arrington Mixon
Kaye Moore
Masila Mutua

\$1,000 and below

Jeffrey Adams
Jerome Adams
Mark Adamson
Rodolfo Alfaro
Alliance One International, Inc.
Brenda Almond
Kenneth B. Amman
Charitable Fund
Angela Amos
Sandy Anderson
Marie Antoine
Donnie Armstrong
Beverly Arthur
Alesia Ashcraft
Timothy Ashworth
Bertha Atalaya
Marlin Atkins
James Autry
Jehnel Bannister
Douglas Barnes
Lillian Barrett
Leticia Barron
Sharon Beamon
Laura Belcher
Cynthia Bennett
Barbara Biddix
Marlene Bishop
Douglas Blakeney
Lisa Bolon
Billy Bonny
Samoan Bowden
Jenna Brackett
Amy and Jeremy Bradley
Robert Brown
Joseph Bryant
J. Douglas Buchanan
Kim Burton
Janet Cameron
Brandon Canterbury
Sandra Carnes

Danyiel Champlain
Darius Chapman
Tabitha Chappell
Kim Chase
Leslie Clay
Roger Coates
Emily Coble
Danielle Coleman
T.E. Collins
Danielle Comte
Tracy Costner

Katherine Edwards
April Elam
Kevin Elde
Brianna Eskridge
Damien Evans
Irwin Fairly
Chien Fang
Shirley Fiedler
Elizabeth Foster
Michael Foster
Erik and Karen Garrett

Keith Hampton
Queen Hampton
John Hamrick
Pia Harrison
Ed Hawes
Gregory Hawes
Ashlynn Hawkins
Dana Henderson
Eva Henderson
Betty Hendricks
Bobby Ray Hendricks
Verona Hendrix
Hadassah Henry
Marquis Herman
Jessica Herrick
Nikasha Hills
Maria Divina Himongala
Jessica Hoffman
Donna Holtzclaw
April Hood
Cassandra Horne
Jance Hughes
Thomas Hungate
Brad Ingram
Rosalyn Allison-Jacobs
and David Jacobs
Michelle Jamison
Judy Jaro
Micah Javier
Brian and Sarah Jenest
Gloria Johnson
Karen Johnson
Zachary Johnson
Robert Johnson, III
Mahalia Jones
Tony Jones
Larry Jordan
Todd Jordan
JustGive
Craig Kalhagen
Calvin Kearney
Marvin Kelley

“ Goodwill has really opened things up for me. Working with people, learning how a business works, and it’s validating to be able to bring home a paycheck. ”

- Calvin
Job Coaching

Toma Cox
Wandia Creswell
Cynthia Cummings
Margaret Curbeam
Clayton S. Curry, Jr.
Leslie Curry
Michelle Daley
Barbara D’Arcy
Andrew Davila
Charlotte Doby
Shannon Drolet

Elisa Gaulden
Ervin Gentry, Jr.
Bobby Gidney
Eli Givens
Derrick Glass
Brenda Goodson
William Gordon
James Goulding
Cornelia Grabowski
William B. Hamel, Sr.
Willie Hamlin

Tonia King
Heather Kinley
Shelly Kinley
Sue Korenstein
Acena Lane
Ingrid Lawrence
LaToya Lowery
Samantha Lutkus
Jeanette Lyle
Scott Lurie and
Anne Essaye
Michael MacDonald
Michelle A. Mait
Charitable Fund
Saidah Malik
Maribeth Marciniak
Malcolm Markos
Melissa Martinez
Lillian Mason
Vera Mason
Irina Masters
Vanessa McCants
Nora McIntyre
William McNamara
Robert McNeil
Sammie McQuiller
Natasha McRae
Cynthia Meeks
Angela Mercer
Edward Meyer, Jr
Constance Mitchell
Calvin Montgomery
Marvin Mungo
Jessica Murphy
Mythic
Katherine Oates
Loretta Odom
Kristin and Tate Ogburn
Buenaflor Olazo
Lania Oliver
Mindy Pacer
Shamauri Pegues

Alcides Perez
Robert Perry
Shay Perry
Victoria Perry
Berta Pineda
Lineth Del Pitti
Kimberly Poindexter
Jay Potter
Vicki Powe
H. David Powell
and Kim Powell

Alma Gean Rittenberry
Debbie Roberts
Loretta Robinson
Meredith Robinson
Patricia Rogers
Gloria Ron
Virginia Ryan
Waheed Salama
Wieslawa Samplawski
Mallory Seymour
Ishedia Sinclair

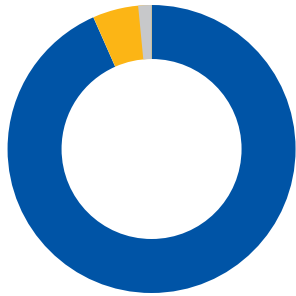
Edward Strain
Matthew Stringfield
Jean Stuart
Nina Stywall
James M. Talley and
Claire Y. Talley
Joan Taylor
Tynita Taylor
Berdie Tesseneer
Francis Thompson, II
Molly Thompson
Kimberly Thrower
Crystal Todd
Rose Towns
Rebecca Townsend
Carol Truesdale
Scott and LynnErin Tyler
Amanda Ussery
Kou Vang
Sally Wall
David Washam
Joe Watson
Debra and Gary Watt
Wanda Weeks
Eric Wells
Xavier Wells
Crystal Whitesell
John Whitley, Jr
Kenneth Whitworth
Reginald William
Diane Williams
Margaret Williams
Veronica Williams
Garry Williams, Jr
Charlotte Williamson
Kathy Willis
Mark Winslow
Rebecca Woods
Heather Wright
Robyn Wright

“
*Anybody that has
come from having nothing,
Goodwill can help you
get a job. It's possible.
They can help you.
If I can do it,
you can do it.*
”
- Raven
Beyond Employment Skills Training

Veronica Pride
Terri Prowell
Tereza Ramseur
Sandra Ramsey
Dennis Randolph
Macheal Reese
Charles Reid
Loren Resabala
Jennifer Ressler
Michelle Rice
Cynthia Ritchie

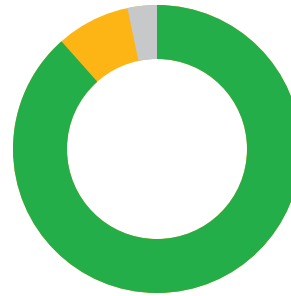
Bob and Caroline Sink
Dottie Smolen
Matthew Socha
Mary Somers
Jody Spaur
Rivera Spears
Stephanie Speece
Dayna Stacey
Erica Starkey
Kathleen Stewart
Tina Stokes

FINANCIAL SUMMARY



REVENUE SOURCES

- 95% Goodwill Enterprises
- 4% Capital Campaign Contributions
- 1% State & County Government



EXPENSES

- 90% Programs
- 8% Administration
- 2% Fundraising

FINANCIAL ACTIVITY

REVENUES	2015	2014
Business Enterprises	42,702,675	41,513,711
Workforce & Employment Services	8,891,707	8,728,726
Contributions - Other	147,365	164,146
Capital Campaign Contributions	1,903,148	3,910,219
Other Income	141,209	287,109
Total Revenues	53,786,104	54,603,911

EXPENSES	2015	2014
Wages, Taxes & Benefits to Clients & Staff	36,605,217	33,311,657
Occupancy & Depreciation	7,953,044	8,037,015
Supplies	2,462,457	2,769,674
Other Operating Expenses	5,532,820	6,288,399
Restricted for the Opportunity Campus	1,806,300	3,520,060
Addition to/(Use of) Working Capital	(573,734)	677,106
Total Expenses	53,786,104	54,603,911

FINANCIAL POSITION

ASSETS	2015	2014
Cash & Short Term Investments	17,511,678	19,103,353
Accounts Receivable	1,930,248	2,004,927
Capital Campaign Receivable	3,279,440	2,916,759
Inventory	3,644,086	3,495,506
Other Current Assets	716,922	449,707
Land, Building & Equipment (net)	35,540,392	25,472,447
Other Noncurrent Assets	6,376,496	814,276
Total Assets	68,999,262	54,256,975

LIABILITIES	2015	2014
Long-Term Debt & Lease Obligations	711,155	692,503
Accounts Payable & Accruals	6,055,780	3,903,912
Long-Term Debt & Lease Obligations	23,246,328	11,957,481
Other Noncurrent Liabilities	572,444	522,090
Total Liabilities	30,585,707	17,075,986
Net Worth (assets)	38,413,555	37,180,989
Total Liabilities & Net Worth	68,999,262	54,256,975

2016 BOARD ROSTER

OFFICERS



Marilynn Bowler
Chair
Southern Shows



Sara Garces
Vice Chair
Packard Place



Tony Smith
Secretary/Treasurer
Greer & Walker, LLP

BOARD MEMBERS

Renee Alexander Sherrod
Ramsey-Peele Corporation

Lee Armstrong Lumpkin
Community Volunteer

Wayne Dozier
Community Volunteer

Ed Driggs
Charlotte City Council, District 7

Helen Eggers
Bank of America

Renee Ford
Wal-Mart Stores, Inc.

Laura Hampton
The Employers Association

Reggie Isaac
Microsoft

Jon Joffe
Carolinas HealthCare System

Jay Norvell III
Wells Fargo

Brad Richardson
Stifel Financial

Shell Richardson
Elegant Connexions

Harry Smith
Novant Health

Bill Toole
Robinson, Bradshaw & Hinson
Law Firm

Jean Veatch
Duke Energy

Regina Wharton
Fifth Third Bank

Mike Wiggins
Crosland Southeast

Mark Wyatt
Community Volunteer

Adam Zemruski
Community Volunteer

EXECUTIVE LEADERSHIP TEAM

Michael Elder
President & CEO

LaRita Barber
SVP, Community Engagement

Gary Barrett
SVP, Organizational Support Services

Robin Carson
SVP, Employment Services

Paulette Griffin
SVP, Career Services

Chris Jackson
EVP, Workforce Services & Organizational
Development

Barbara Maida-Stolle
EVP, Business Enterprises



Goodwill
Industries of the Southern Piedmont



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