



GOODWILL INDUSTRIES INTERNATIONAL  
**2019 ANNUAL REPORT**



## ABOUT GOODWILL INDUSTRIES INTERNATIONAL

### Mission

Goodwill® works to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity and helping people in need reach their full potential through learning and the power of work.

### Vision

We at Goodwill Industries® believe that every person has the opportunity to achieve his or her fullest potential and participate in and contribute to all aspects of life.

### Values

Respect      Stewardship      Ethics      Learning      Innovation

### Structure

Goodwill was established in 1902 to improve the quality of life of people with disabilities and other disadvantages, such as unemployment, illiteracy or lack of work experience. Each local Goodwill organization is a separate 501(c)(3) corporation. In the United States and Canada, 157 organizations comprised the Goodwill network as of December 2019. Goodwill also has a presence in 12 other countries.

All Goodwill members are independent, community-based nonprofit organizations that provide job placement, job training, and career and supportive services for people of all walks of life.

Goodwill Industries International (GII) provides Goodwill members with various services, including consulting for workforce development, retail and commercial operations; financial and management information; education and training; public relations and marketing; and government relations support information.



# EXPERIENCE SUCCESS THROUGH THE POWER OF WORK<sup>SM</sup>

For nearly 120 years, community-based Goodwill organizations have helped people find jobs, support their households and feel the satisfaction that comes from experiencing the power of work. People use Goodwill services to build skills, connect with jobs, advance their careers and care for their families.

## 2019 NATIONAL AWARD WINNERS

The Kenneth Shaw Graduate of the Year and the Achiever of the Year are two shining examples of the millions of people who look to Goodwill organizations for career services and related support.

**Dylan Snell**  
2019 Graduate of the Year



**Watch: 2019 GII Graduate of the Year: Dylan Snell**

The Kenneth Shaw Graduate of the Year Award honors an outstanding person for completing a Goodwill Industries® career program and becoming competitively employed by a non-Goodwill employer in the community.

**Robert Frank**  
2019 Achiever of the Year



**Watch: 2019 GII Achiever of the Year Robert Frank**

The Achiever of the Year Award honors a person who has shown great progress and accomplishment in overcoming challenges to finding employment, and who still benefits from the Goodwill work environment or receives services to support employment at a community site.

Visit our [My Story](#) blog to discover more stories about individuals who have achieved success with help from Goodwill.

# GOODWILL'S **IMPACT**

**Every 31 seconds of every business day, a person served by Goodwill earns a good job.**



[Watch "Why Goodwill?"](#)

For the past several years, the workforce has rapidly evolved, and technology and automation are shaping the future of work and employment. Individuals across the United States and Canada are looking to upgrade their skills to be resilient in the changing workplace and bridge the widening gap to opportunity.

Emerging jobs and careers require a workforce skilled in technology and social intelligence that is ready to work and collaborate both in-person and virtually. Industries such as information technology, health care, online and brick-and-mortar retail, hospitality, manufacturing, construction and automotive services are expected to boom, with more positions opening in the coming decade.

As work changes, Goodwill organizations and our partners are building the resources, training and connections job seekers and career advancers can use to prepare themselves for the careers of today and tomorrow.

**Goodwill helps people of all backgrounds to improve their quality of life and reach their potential through learning and the power of work.**

- More than 24 million people used mobile and online services from Goodwill to build skills and connect with jobs in their communities.
- Nearly 1.5 million people engaged in face-to-face services with local Goodwill organizations to advance their careers and build financial assets.
- More than 230,000 people used Goodwill services to earn jobs. One out of every 275 people who went to work in the United States did so with the help of Goodwill.
- Goodwill organizations diverted nearly 4.6 billion pounds of usable goods from landfills.

## **Goodwill was involved in one out of every 275 U.S. hires.**

More than 230,000 people used Goodwill services to connect with employment in 2019, which is equivalent to one out of every 275 job placements in the United States (based on data from the U.S. Bureau of Labor Statistics). The estimated total annualized earnings of these individuals placed in employment are \$4.6 billion.

---

## **More than 24 million people strengthened their skills through Goodwill's online and mobile services.**

Across North America and around the world, people are using virtual tools to strengthen skills and advance their careers.

GCFGlobal's web-based programs, owned by the Goodwill Community Foundation and operated by Goodwill Industries of Eastern North Carolina (Durham), provide online learning opportunities in English, Portuguese and Spanish. The content produced by GCFGlobal is leveraged by at least 45 local Goodwill organizations as well as nearly 700 other organizations, including libraries, schools, employers, faith organizations, senior centers and correctional facilities. The platform features more than 2,000 lessons that attracted more than 24 million users in 2019.

Through virtual career fairs and online learning tools, Goodwill organizations are helping even more individuals and families around the world build skills for in-demand careers and strengthen their financial well-being.

## **Goodwill continues its legacy of serving those who have served by equipping and connecting veterans and military family members to opportunities.**

As more than 200,000 service members transition to civilian workforce each year, 75,762 veterans and military families used Goodwill services in 2019 to support their transition, build skills and strengthen their finances. With multi-year investments from the Walmart Foundation, Goodwill operates Operation: GoodJobs to provide those services. United Services Automobile Association (USAA) enhanced Operation: GoodJobs services with funding to address needs for housing, work clothing and equipment, child care and transportation.

Ten local Goodwill organizations operate Operation: GoodJobs across areas with high veteran density in California, North Carolina, South Carolina, Texas and Washington state. These Goodwills leverage community partnerships to support individualized career plans that address employment needs, financial strengthening and skills gaps. Services are designed to advance equity for women veterans and underserved veteran subgroups through partner collaboration, upskilling, employment placement and holistic supports.

Veterans are using Goodwill services to close the wage gap in career pathways that support long-term job retention and financial stability. Individuals using Operation: GoodJobs services earn an average beginning wage at placement of \$16.37. More than 2,785 veterans and military family members earned credentials in industries such as health care, IT, security, manufacturing, hospitality, and transportation and logistics.

## The Goodwill Digital Career Accelerator® equips a resilient workforce with digital skills.

The job market is rapidly changing, and we need a resilient workforce. That is why Goodwill partnered with Google.org and Grow with Google to launch the Goodwill Digital Career Accelerator. The initiative prepares communities, job seekers and career advancers with the digital skills needed to succeed in entry-level to advanced positions across almost every sector.

Google.org kick-started this initiative with a \$10.3 million grant and the support of 1,000 Google volunteers. Local Goodwill organizations across the United States are working together to equip more than a million job seekers and career advancers with digital skills by the end of 2020. Goodwill's collaboration with Google.org won a Silver Halo award for Best Employee Engagement: Skilled Volunteering at the 2019 Engage for Good Conference.

Throughout 2019, 98 local Goodwill organizations operated the Goodwill Digital Career Accelerator across 38 states to help underserved populations gain the digital skills they need to thrive in the workforce. By the end of 2019, the Goodwill Digital Career Accelerator equipped more than 679,000 learners with digital skills awareness training and connected more than 100,000 job seekers with employment.

Together, Google.org and Goodwill are making a difference as more individuals are using these services to change their lives and advance their careers.



### Meet Violet Stevenson

In early 2019, Violet Stevenson was unemployed, facing foreclosure and caring for her elderly mother on her own. After visiting her local Mississippi WIN Job Center, she learned about the digital skills training offered at Goodwill Industries of Mississippi (Ridgeland, MS).

Violet hoped new skills would help her find a job that would allow her to pay her bills, save her home from foreclosure and take care of her mother.

After completing training, Violet was hired as a U-Haul customer service agent. In this role, she uses her digital skills to work from home and care for her mother. After only a few months on the job, Violet was told she is being considered for a promotion to assistant manager.

Reflecting on the training and services she received at Goodwill, Violet says, **"Everyone should know about this program."**

## Goodwill provides holistic services to help people reenter their communities after incarceration.

According to the U.S. Department of Justice, more than 10,000 people return to their communities from America's state and federal prisons each week. Of those, approximately two-thirds are rearrested within three years of release.

Rapidly connecting people who have been impacted by the criminal justice system with sustainable employment and caring mentors supports their successful community reintegration. Through earn-and-learn opportunities, Goodwill organizations are uniquely equipped to provide holistic transition services to those who are returning home from incarceration.

In 2019, nearly 78,000 people impacted by the justice system used Goodwill reintegration services to achieve their education and employment goals. Goodwill is enhancing partnerships with community-based organizations and employers to strengthen support networks for justice-involved youth, adults and their families.

Goodwill's approach to supporting the success of people who have been involved with the justice system is based on sector research and local Goodwill field experience. Key components include assess and plan; equip with education and training; and connect to support stabilization, employment and advancement.

Goodwill Industries International engages local Goodwill organizations to provide reentry services with the support of \$14.5 million through three grants from the U.S. Department of Labor. One of these grant-funded projects serves more than 500 young adults, ages 18 to 24, who have been involved with the justice system; two grants fund services for nearly 1,200 recently incarcerated adults.\*



### Meet Karl Little

Karl Little always strives to be a "light in the midst of darkness." This mindset helped him during his incarceration and after his release when he visited Goodwill Industries of Greater Detroit.

At Goodwill, Karl completed training offered through the Adult LifeLaunch grant. After dedicating hours to research and planning, he transformed from trainee to business owner when he founded his own trucking company, Truck Dynasty.

As an advocate for providing second chances, Karl's company employs individuals who have been impacted by the justice system. He also created a nonprofit organization to support returning citizens.

Karl now has ambitions to grow his business to include a brokerage company and a trucking school.

\*In operation from 2016-2019, the Goodwill® Young Adult LifeLaunch Reentry Program was made possible by a \$4.5 million grant from U.S. Department of Labor Employment and Training Administration, representing 87 percent of service delivery costs. Goodwill contributed leveraged funding valued at \$668,179 to cover the remaining 13 percent of operational costs.

Awarded in 2017, the Goodwill® Adult LifeLaunch Reintegration Program is made possible by a grant award of \$4.5 million from the U.S. Department of Labor Employment and Training Administration that covers 74 percent of service delivery costs. Goodwill is contributing leveraged funding valued at \$1.6 million to cover the remaining 26 percent of operational costs.

Awarded in 2018, the Goodwill® Reentry Opportunities to Work (GROW) Program is made possible by a grant award of \$4.5 million from the U.S. Department of Labor Employment and Training Administration that covers 92 percent of service delivery costs. Goodwill is contributing leveraged funding valued at \$373,275 to cover the remaining 8 percent of operational costs.

Awarded in 2019, the Goodwill® Young Adult LifeLaunch 2.0 Reentry Program is made possible by a \$4.5 million grant award from the U.S. Department of Labor Employment and Training Administration that covers 88 percent of service delivery costs. Goodwill is contributing leveraged funding valued at \$597,241 to cover the remaining 12 percent of operational costs.



## Goodwill is an entrepreneurial leader, environmental pioneer and social innovator.

Goodwill is founded on the triple bottom line principles of people, planet and prosperity, demonstrating sustainability leadership and innovation, creating thousands of jobs and contributing to the economic health of communities while preserving resources and the environment.

The textile Industry is a major contributor to the current environmental crisis as the second-largest consumer of the world's water supply and producer of 10 percent of the world's carbon emissions. Through the sale of donated goods, Goodwill provides a key solution to this environmental threat. Goodwill has a nearly 120-year history of environmental sustainability through the promotion of reuse and circularity. In 2019, Goodwill collected more than 4.6 billion pounds of clothing and household goods — extending the life of usable items, lessening the amount of material sent to landfills or incinerators, and decreasing reliance on the extraction and production of virgin materials.

Goodwill's social enterprise is founded on the principal of maximizing the value of people and things. Goodwill's more than 130,000 team members work together to scale our collective community and environmental impacts. Goodwill develops employees with relevant job skills to improve performance and equip them for career advancement.

Goodwill continues to embrace a business model that creates value consistent with the long-term preservation and enhancement of its social, environmental and financial capital for the stewardship of the planet and the people and communities who receive Goodwill services.



## Goodwill operates in the United States, Canada and 12 other countries.

Goodwill Industries of Korea continued to grow operations by opening a new store in Seoul, and it expanded to the tenth-largest Korean city of Seongnam with a new store in the Bundang neighborhood. It continues to be Goodwill's largest international partner, operating a total of 19 stores throughout the country and employing more than 300 people with developmental disabilities.

Goodwill Suomi (Finland) celebrated its fifth anniversary in 2019 with a strong year for operations. It opened two new stores for a total of seven Goodwill stores across Finland. Goodwill Suomi continues to grow the Goodwill concept and increase market penetration with a strong focus on using social influencers to reach younger generations with sustainability messaging.

Goodwill Goiás in Goiania, Brazil, also continues to grow, serving more than 15,000 people in 2019 through its Goodwill social enterprise and other mission services programs.

Meanwhile, Goodwill Venezuela continues to support its local community despite hyper inflation and the country's current economic crisis. In 2019, Goodwill Venezuela placed 31 individuals with Intellectual disabilities in employment and provided training to more than 135 people with disabilities.



# GOODWILL'S FINANCIALS

## GOODWILL INDUSTRIES INTERNATIONAL, INC. AND RELATED ENTITIES CONSOLIDATING STATEMENT OF FINANCIAL POSITION

December 31, 2019, with 2018 Totals

	2019				2018
	GII/LLC	GMJCS	Eliminations	Total	Total
<b>ASSETS</b>					
Cash and cash equivalents	\$2,076,826	\$917,672	–	<b>\$2,994,498</b>	\$3,517,376
Investments	14,734,349	–	–	<b>14,734,349</b>	14,868,284
Accounts receivable, net	815,141	–	(21,216)	<b>793,925</b>	680,119
Pledges receivable, net	1,560,243	–	–	<b>1,560,243</b>	156,500
Grants receivable	5,069,211	–	–	<b>5,069,211</b>	4,656,810
Prepaid expenses and other assets	728,922	293	–	<b>729,215</b>	570,890
Notes receivable	–	99,868	–	<b>99,868</b>	1,004,320
Property and equipment, net	7,248,225	–	–	<b>7,248,225</b>	8,383,116
<b>Total assets</b>	<b>32,232,917</b>	<b>1,017,833</b>	<b>(21,216)</b>	<b>33,229,534</b>	<b>33,837,415</b>
<b>LIABILITIES AND NET ASSETS</b>					
Liabilities					
Accounts payable	5,579,146	21,216	(21,216)	<b>5,579,146</b>	6,533,987
Accrued expense	2,801,982	–	–	<b>2,801,982</b>	2,236,824
Deferred revenue	397,840	–	–	<b>397,840</b>	454,247
Notes payable	–	–	–	<b>–</b>	1,010,189
<b>Total liabilities</b>	<b>8,778,968</b>	<b>21,216</b>	<b>(21,216)</b>	<b>8,778,968</b>	<b>10,233,247</b>
Net assets					
Without donor restrictions	12,757,880	996,617	–	<b>13,754,497</b>	14,539,703
With donor restrictions	10,696,069	–	–	<b>10,696,069</b>	9,064,465
<b>Total net assets</b>	<b>23,453,949</b>	<b>996,617</b>	<b>–</b>	<b>24,450,566</b>	<b>23,604,168</b>
<b>Total liabilities and net assets</b>	<b>\$32,232,917</b>	<b>\$1,017,833</b>	<b>\$(21,216)</b>	<b>\$33,229,534</b>	<b>\$33,837,415</b>

**GOODWILL INDUSTRIES INTERNATIONAL, INC. AND RELATED ENTITIES**  
**CONSOLIDATING STATEMENT OF ACTIVITIES**  
*Year Ended December 31, 2019, with 2018 Totals*

	2019				2018
	GII/LLC	GMJCS*	Eliminations	Total	Total
<b>ACTIVITIES WITHOUT DONOR RESTRICTION</b>					
Revenue and support					
Federal awards	\$26,467,376	–	\$ –	<b>\$26,467,376</b>	\$25,579,428
Membership dues	21,565,262	–	–	<b>21,565,262</b>	20,866,228
In-kind contributions	15,727,560	–	–	<b>15,727,560</b>	21,550,345
Program service fees	2,522,130	–	–	<b>2,522,130</b>	2,353,103
Legacies and bequests	965,755	–	–	<b>965,755</b>	297,171
Rental	294,380	–	–	<b>294,380</b>	292,541
Contributions	236,488	–	–	<b>236,488</b>	140,892
Other income	24,503	12,616	(5,340)	<b>31,779</b>	82,932
Net Investment return – operations	109,696	–	–	<b>109,696</b>	123,099
Subtotal	67,913,150	12,616	(5,340)	<b>67,920,426</b>	72,285,739
Net assets released from restriction	7,408,058	–	–	<b>7,408,058</b>	7,411,584
<i>Total revenue and support</i>	<i>75,321,208</i>	<i>12,616</i>	<i>(5,340)</i>	<b><i>75,328,484</i></b>	<i>79,697,323</i>
Expense					
Program services					
Direct services to membership	37,952,561	6,558	(5,340)	<b>37,953,779</b>	42,827,032
Sponsored programs and grants	33,257,957	–	–	<b>33,257,957</b>	33,047,399
Support services to membership	875,012	–	–	<b>875,012</b>	1,048,502
<i>Total program services</i>	<i>72,085,530</i>	<i>6,558</i>	<i>(5,340)</i>	<b><i>72,086,748</i></b>	<i>76,922,933</i>
Management and general services					
General and administrative	4,103,652	–	–	<b>4,103,652</b>	4,115,493
Resource development	407,273	–	–	<b>407,273</b>	423,475
<i>Total management and general services</i>	<i>4,510,925</i>	<i>–</i>	<i>–</i>	<b><i>4,510,925</i></b>	<i>4,538,968</i>
<i>Total expenses</i>	<i>76,596,455</i>	<i>6,558</i>	<i>(5,340)</i>	<b><i>76,597,673</i></b>	<i>81,461,901</i>
Change in net assets without donor restrictions from operations	(1,275,247)	6,058	–	<b>(1,269,189)</b>	(1,764,578)
Net investment return – non-operating	483,983	–	–	<b>483,983</b>	(246,055)
<b>Change in net assets without donor restrictions</b>	<b>(791,264)</b>	<b>6,058</b>	<b>–</b>	<b>(785,206)</b>	<b>(2,010,633)</b>
<b>ACTIVITIES WITH DONOR RESTRICTIONS</b>					
Contributions	8,715,893	–	–	<b>8,715,893</b>	7,373,964
Net investments return – donor restricted	323,769	–	–	<b>323,769</b>	(68,354)
Net assets released from restriction	(7,408,058)	–	–	<b>(7,408,058)</b>	(7,411,584)
<b>Change in net assets with donor restrictions</b>	<b>1,631,604</b>	<b>–</b>	<b>–</b>	<b>1,631,604</b>	<b>(105,974)</b>
<b>CHANGE IN NET ASSETS</b>	<b>840,340</b>	<b>6,058</b>	<b>–</b>	<b>846,398</b>	<b>(2,116,607)</b>
Net assets, beginning of year	22,613,609	990,559	–	<b>23,604,168</b>	25,720,775
<b>Net assets, end of year</b>	<b>\$23,453,949</b>	<b>\$996,617</b>	<b>\$ –</b>	<b>\$24,450,566</b>	<b>\$23,604,168</b>

\* GMJCS = Goodwill Mission and Job Creation Services

# GOODWILL'S FINANCIAL SUPPORTERS

---

## 2019 INSTITUTIONAL FUNDERS

**Goodwill Industries International wishes to thank national corporate, foundation and institutional funders whose investments advanced the mission and impact of the Goodwill network in 2019:**

Accenture

The Annie E. Casey Foundation

Baker Hughes Foundation

Bank of America Charitable Foundation

The Dulin Foundation

General Motors

Google.org

Google.org Charitable Giving Fund of Tides Foundation

Indeed

Lowe's Company

Lumina Foundation

Lyft

Microsoft Philanthropies

U.S. Department of Labor: Employment and Training Administration

USAA

Walmart Foundation

**Goodwill Industries International appreciates the pioneer investors who make possible the Goodwill Mission and Job Creation Services loan fund to support the expansion of Goodwill's social enterprise and associated mission:**

The Annie E. Casey Foundation

The Ford Foundation

The Kresge Foundation



## 2019 FINANCIAL DONORS

A Fair Appliance Parts & Services	Carol Allen	Eric Eitel	Valerie Kaden
Baker Hughes Foundation	Matthew Appleman	Leo Faddis	Denise Kasavich
Beautykind Foundation	Khalid Arain	Thomas Fader	Richard Kelly
BMO Family Office	Katlyn Arterburn	Shiloh Fallon	Jack and Kathleen King
Bowl America	Helen Babich	Nancy Farrell	Judith Kinsey
Bright Funds Foundation	Lee Baker	Jonathan Ferry	Stephanie Klein
Eldridge United Methodist Church	Susan Bedrosian	John Filosa	Allen Kline
Frank A. Fuerst Trust	Nathan Beinert	Luke Fitzpatrick	Wendy Koch
Jewish Communal Fund	Michael Berry	Everett Fleming	Daniel Kollay
Kay Family Foundation	Stephen Borsay	Jacob Florez	Thomas Kurkjian
Laurel Technologies Partnership	David Bouck	Anne French	Ron Kustowski
Laurel Technologies Partnership, In memory of Sandra Fisk	James and Elizabeth Bright	Frank Fuerst	Joseph Lacoppola
Mission Crest Elementary	Gilbert Brodsky	Jeremy Fuller	Marianne Laroche
Ocala Palms Residents Association	Luis Brooks	William Gardner	James Lebster
St. Regis Forest Products LLC	Matthew Broughton	Kathryn Gaston	Chungpei Lee
Team Kristen Schramme	Kevin Carroll	Howard Goldsmith	Deborah Lenz
The Cox Foundation	Samuel Chen	Sue Gordon	Ilya Levental
The Gift of Music Foundation	Barbara Cherekjian	Clifford and Andrea Greenberg	Eric Leviton
The Knapp Family Foundation	Shirley Christ	Justin Greene	Brian Lima
The Lunkenheimer Family Trust	Raleigh Cobb	Tyler Greene	Robert and Patricia Lind
The McKelvey-Daugherty Family Foundation	Priscilla Cobb	Maria Greig-Williams	Shelle Long DeBusk
The Rhoda and Seymour Sikov Philanthropic Fund of the Jewish Federation of Greater Pittsburgh	Ralph Cole	John Grincer	Eric Lucking
United Valet Parking	Roger Coleman, Jr.	Frank Gualillo	Steve Lufburrow
	Daniel Conklin	Joe Guith	Patricia Lunkenheimer
	Michael Covington	Cheryl Hager	Amy Luttrell
	James Crane	Russell Handzus	Janice Macy
	Deborah Cummins	Brandie Hansel	Stuart and Joan Madison
	William Daddio	Terrance Harter	Seth and Maria Malin
	Kathryn Dahlstedt	Michael Heinrich	Sandra Mansfield
	Ramin Damadzadeh	Edgar "Ned" Helms	Veronica Marmora
	Martin Darocha	Vicki Holschuh	Sylvester Martin
	Bill and Leah Doherty	Judy Honig	Sandra Masur
	Anthony Dotty	Dawn Hunt	Ronald Mathias
	Jo Edmiston	Paula Isla-McGill	Melody Mattox
		George Johnston	Joan McCabe-Eisleben
		Trudy Josephson	Bruce and Debra McHugh

Kelly McKenna	Arindam Raina	Laura Smith	Roberta van Haeften
Donna Meka	Neela Ramaswamy	Russell Smith	Maura Vebeliunas
Eric Miller	Adrienne Redding	Steven Smith	John Wade
Bradley Allen Miller	James Renn	Kaethe Solomon	Matthew Wadiak
Christine Milton	Gail Ritchey	Kathy Sons	Leo Wallis
Clyde Moore	Brenda Roden	K R Souweine	Mary Weast
Laraine Muller	Kimberly Roos	Sena Spofford	Donald Weigt
Margaret Nichols	Robert Rupinski	Allan Standen	Ronald Wertel
Melissa Nichols	Carolyn Ryan	Jeff Stehouwer	Ellen White
Nicole Nye	Amy Saar	Michele Sterner	Sarah White
Larry Oates, Jr.	Richard Saykosky	Linda Sussman	Tanya White
Rebecca Obrien	Denise Schellin	Carol Swan	Jim Wilde
Richard Otterbein	Phil Schlak	Joshua Tauber	Mriana Williams
Deborah Passerini	Kathryn Schumacher	Francis and Constance Taylor	Porscha Wilson
Patty Phillips	Mike Sekits	Debra Testa	Michael Winckler
Tracy Plass	Ellen Shiro	Andrew Tinklepaugh	Robert Witty
Emanuela Plesa	Dorothy Shiro	Jann Tompkins	Kevin Young
Steve and Molly Preston	Grady Shropshire	Arturo Trejo	Robert Zander
Robert Priest	Dorothy Simpson	Scott Tucker	Zandro Zapata
Anya Provident	Theresa Small	Cheryl Tunstill	Tammy Zonker

## 2019 BEQUESTS

Donna Smith Trust  
 Doris Sandler Estate  
 Fritz Schneider Trust  
 Hal Holden Trust  
 Hugh Donaldson Trust  
 James Survivor Trust  
 Leroy E. and Rosciler D. Cox Trust  
 Marion B. Herrschaft Trust  
 Miles Revocable Trust  
 Palmela Mitchell Estate  
 Steven L. Conrad Estate

# GOODWILL INDUSTRIES INTERNATIONAL

## BOARD OF DIRECTORS

2019 – 2020



### CHAIR

**Amy Luttrell, CE**  
Goodwill Industries of  
Kentucky  
Louisville, KY



### PRESIDENT AND CEO

**Steven C. Preston**  
Goodwill Industries International  
Rockville, MD

### VICE CHAIR

**Edgar “Ned” Helms**  
Concord, NH

### TREASURER

**Anne Myong**  
Redwood City, CA

### SECRETARY

**Vicki Volpano, CE**  
Goodwill of Western and Northern  
Connecticut  
Bridgeport, CT

### BOARD MEMBERS

**Clark Brekke, CE**  
Goodwill Industries of the  
Inland Northwest  
Spokane, WA

**Debie Coble, CE**  
Goodwill Industries of Michiana  
South Bend, IN

**Ed Durkee, CE**  
Goodwill Central Coast  
Salinas, CA

**Kristin Goran**  
Primrose Schools Franchising  
Company  
Atlanta, GA

**Joe Guith**  
McAlister’s Deli  
Atlanta, GA

**Brenda Gumbs**  
Centennial, Inc.  
Cincinnati, OH

**Jackie Hallberg, CE**  
Goodwill Industries of  
Southeastern Wisconsin and  
Metropolitan Chicago  
Greendale, WI

**Vicki Holschuh, CE**  
Goodwill Industries of South  
Central Wisconsin  
Madison, WI

**Dale Jenkins**  
Covington, LA

**Jackson Jeyanayagam**  
The Clorox Company  
New York, NY

**Shae Johns, CE**  
Southern Oregon Goodwill  
Industries  
Medford, OR

**Kent Kramer, CE**  
Goodwill of Central and  
Southern Indiana  
Indianapolis, IN

**Steve Lufburrow, CE**  
Goodwill Industries of Houston  
Houston, TX

**Joan McCabe-Eisleben**  
Palm Beach Gardens, FL

**Akhil Nigam**  
MassChallenge, Fidelity  
Investments  
Cambridge, MA

**Edward Oxford**  
Gilbert, AZ

**Deborah Passerini, CE**  
Goodwill Industries-Suncoast  
St. Petersburg, FL

**Etienne Patout**  
Theo Chocolate  
Seattle, WA

**Bruce Phipps, CE**  
Goodwill Industries of the  
Valleys  
Roanoke, VA

**Bob Ravener**  
Franklin, TN

**Steven Roden**  
Guy Harvey Enterprises  
Fort Lauderdale, FL

**Bob Rosinsky, CE**  
Goodwill Manasota  
Bradenton, FL

**Michael Sekits**  
Strandview Capital  
El Segundo, CA

**Laura Smith, CE**  
Goodwill Industries of Hawaii  
Honolulu, HI

**Debra Testa**  
Lockton Companies  
Farmington, CT

**Richmond Vincent, CE**  
Goodwill Industries of South  
Mississippi  
Gulfport, MS

**Matthew Wadiak**  
Cooks Venture  
New York, NY

**Michael Winckler, CE**  
Goodwill Southeast Georgia  
Savannah, GA

### EMERITUS DIRECTORS

**Larry DeJarnett**  
Palm Desert, CA

**Bill Kacal**  
Houston, TX

**Lorna Utley**  
Detroit, MI