



Land of Lincoln Goodwill Industries, Inc.

# 2020

**Report**  
to the Community

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# Our Goodwill® Mission

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*Providing people the skills  
and resources to become  
self-sufficient through the  
power of work.*

## OUR DIVERSITY, EQUITY AND INCLUSION STATEMENT

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*LLGI recognizes our employee's differences in age, disability, veteran status, ethnicity, national origin, language, race, religion, family and marital status, social-economic status, gender identity, sexual orientation, political affiliation and other unique attributes. The individual differences, life experiences, knowledge, innovation, unique capabilities and talent our employees bring to the workplace represents an essential part of our culture.*

## OUR MISSION PROGRAMS

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# 2020

## An Extraordinary Year

Our fiscal year 2020 (July 1, 2019 - June 30, 2020) began well with growth in our mission programs, retail, and donations looking to exceed forecasts. By the end of the fiscal year our organization and our employee teams were wrestling with the ever changing landscape caused by the worldwide pandemic. To say 2020 was an extraordinary year is no understatement as Land of Lincoln Goodwill continues to modify our operations as the pandemic continues.

Extraordinary is a word that can have two distinct meanings: good and bad. Whereas the current climate has impacted our revenue stream significantly, we continue to find unique methods to extend our mission work serving at-risk youth, those with intellectual disabilities, veterans, and those needing career guidance, support and training. Likewise, our employees have stepped up to the challenge, doing more

with less, working as a team to support one another and carrying on our mission in central Illinois. To each of them, we are grateful for their dedication and service. That too is extraordinary.

Our Board of Directors, leadership, employees, and those who support us will continue to weather these changing times by being creative, finding new ways to continue our work, and focusing on the future. The ancient Greek philosopher Heraclitus said, "The only constant in life is change," and that is no less true today. Regardless of the amount of change necessary, Land of Lincoln Goodwill will continue to adjust and grow and support those in our communities looking for a hand up.

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**JANET KIRBY, PH.D.**  
Board Chair

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**RON CULVES**  
Chief Executive Officer

## RETAIL STORES & DONATIONS

We continued operating 15 retail stores and donation centers throughout our central Illinois territory. Expectations were high at the beginning of the year until the pandemic spread resulting in the temporary shutdown of all our locations in the spring. Once we were able to reopen under

strict safety guidelines and reduced occupancy, our retail teams picked up where they left off. Donations surged during the spring and summer and the necessary quarantine efforts were put into place, however the surge in donations placed a strain on our donation processors and logistics teams.

## WAREHOUSING, SALVAGE AND RECYCLING

Our 100,000 sq. ft. warehouse received an organizational makeover in 2020. All stored donated goods were physically reorganized according to a new, more efficient and safer floor plan. Warehouse teams worked hard and long to accomplish this reorg in record time. The result is a much more efficient approach to the storage of donated

goods as well as a safer method for retrieving goods to be sent to our retail stores. The increase in donations at our retail stores also caused an influx of items into the warehouse that required new quarantine protocols. In fiscal year 2020 our warehousing operations diverted more than 6.6 million pounds from local landfills including 1.1 million pounds of recycled textiles, electronics, and metal.

## CAREER SERVICES SUPPORT

Our Career Centers in Springfield, Jacksonville, Danville, Bloomington/Normal and Quincy began the year strong serving hundreds of veterans, individuals with criminal backgrounds, those with disabilities, and all others looking for work or needing to upskill themselves. When the

pandemic hit, our Career Coaches quickly and amazingly switched over to a virtual, online service model and maintained their ability to counsel, train and educate those needing a hand up in the employment area. By year's end more than 5,500 people took advantage of our Career Services and the special support of our Coaches.

## ADULT SERVICES

Providing training, skills and employment opportunities for 53 individuals with intellectual disabilities is a mainstay of our Mission. Many of the individuals in our program have real jobs in our Goodwill stores, earning a real wage and learning new skills along the way. Most live in group homes, with guardians, or in special care facilities, but all enjoy "coming to work" at Goodwill with their peers, mentors and coaches. Unfortunately,

the pandemic changed all that in early spring. Group homes and facilities quarantined many of their residents and the State of Illinois Department of Human Services shut down many of the programs they fund, such as ours. The goal of course, was to maintain the safety and health of these individuals, many of which have underlying health issues. We look forward to resuming our programs to support these special members of our Goodwill family.

## YOUTH SERVICES

Goodwill's Youth Services program engages both junior and senior high school students who are in need of educational and life skill development through mentoring activities and team athletics. Youth in the program come from diverse backgrounds and can be at risk of not finishing their educational goals or preparing to enter the workforce. The Youth Services program offers a variety of educational, team building,

and volunteer activities through the AmeriCorps, Teen Reach, and the Student Athlete programs. Many previous mentees have gone on to college, returned to mentor other youth and assist in volunteering within the community. During the pandemic, youth needs were especially high, but our mentors and Youth Services staff kept the program going with tools and training for virtual school classes, skill and employment training, and food for needy families.



Youth Services alumni prepare Thanksgiving food baskets for youth and their families.

***Our Mission programs & services receive 90% of revenues we create through our retail stores and our salvage operations. Whereas our mission services are free to those we serve, they are costly programs to operate.***

#### REVENUES FY2020

|                                       |                      |
|---------------------------------------|----------------------|
| Total Retail & Salvage                | \$ 13,375,480        |
| Total E-Commerce (shopgoodwill.com)   | \$ 1,171,877         |
| Contract Revenue                      | \$ 139,500           |
| Contracted Services for People Served | \$ 426,363           |
| Monetary Donations                    | \$ 149,657           |
| Non-Monetary Donated Goods            | \$ 8,834,940         |
| Grants - Unrestricted                 | \$ 1,740,206         |
| Grants - Restricted                   | \$ 444,799           |
| Other Revenue                         | \$ 158,689           |
| <b>TOTAL REVENUE</b>                  | <b>\$ 26,441,511</b> |

#### EXPENSES FY2020

|  |                      |
|--|----------------------|
| Mission Programs & Services                            | \$ 23,633,000        |
| Support Services<br>(Management, General, Fundraising) | \$ 2,369,688         |
| <b>TOTAL EXPENSES</b>                                  | <b>\$ 26,002,688</b> |



The work of our mission programs cannot succeed without the efforts and loyalty of our more than 300 employees throughout the entire Land of Lincoln Goodwill organization. 2020 was an especially difficult time for our employees and leadership, but the dedication of all served us well. Typically, we select and honor the brightest and best of our employees at our traditional Annual Employee Recognition Dinner. That was not the case in 2020 for obvious reasons. However, we did recognize them in person where we were able.

## 2020 EMPLOYEE AWARDS

### EMPLOYEE OF THE YEAR

Angie Clark  
Director of Safety

### INNOVATION AWARD

Laura Kuhl  
Career Coach

Ursula Tone-Loercher  
Career Coach

Janice Coleman  
Career Coach

### LEADERSHIP AWARD

Alisa Cooper  
Eastern District Manager

### QUALITY SERVICE AWARD

Brittany Hibbs  
Assistant General Manager

Betty Ann Perry  
Assistant General Manager

Nick Miner  
POS System Administrator

### MISSION FOCUS AWARD

Polly Antonacci  
Direct Support Professional

Kaye Miller  
Staff Accountant

### ONE MISSION ONE TEAM AWARD

Youth Services Division

### STORE OF THE YEAR

E-Commerce (shopgoodwill.com)



### PAM SCHONE AWARD

Lindsey Coonrod  
General Manager

CLOCKWISE FROM TOP LEFT: Angie Clark; Laura Kuhl; Ursula Tone-Loercher; Janice Coleman; Alisa Cooper; Brittany Hibbs; Betty Ann Perry; Nick Miner; Polly Antonacci; Kaye Miller; Youth Services Division - Ikenna Martin, Youth Services Director and Faraji Martin, Youth Services Manager; Lindsey Coonrod



## BOARD OF DIRECTORS

### JANET KIRBY, PH.D.

Board Chair  
Millikin University

### JOHN GEYSTON

Vice-Chair  
Troxell Insurance

### KEVIN SCHULTZ

Treasurer  
Hickory Point Bank

### DAN HOLDEN

Director  
State of Illinois

### SHANNON JONES

Past Chair & Director  
Bank of Springfield

### PATRICK MOORE

Director  
Lincoln Land Community College

### CHERI PLUMMER

Director  
Lee/O'Keefe Insurance Agency

### ROBERT SCOTT

Director  
Memorial Health System

## EXECUTIVE LEADERSHIP TEAM



### RON CULVES

President & CEO



### JASON GOODMAN

Vice President  
Finance



### MICHELLE SANDIDGE

Vice President  
Administrative Services



### PATRICK ANDERSON

Vice President  
Marketing, Communications  
& Mission Programs



### ANDREA JENKINS

Vice President,  
Information Technology



### KIM WULF WONNELL, SPHR, SHRM-SCP

Vice President Human  
Resources, Corporate  
Compliance Officer



### ESTHER DOE

Vice President Special Projects  
& Chief Diversity Officer



### LAUREN MILLIGAN-TURNER

Interim Vice President  
Retail



**Land of Lincoln Goodwill Industries, Inc.**

Administrative and Career Development Center  
1220 Outer Park Drive  
Springfield, IL 62704

217-789-0400 [www.llgi.org](http://www.llgi.org)



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