

Report to the Community



OUR GOODWILL® MISSION

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

OUR MISSION PROGRAMS



OUR DIVERSITY, EQUITY AND INCLUSION STATEMENT

LLGI recognizes our employees' 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.



From Goodwill Leadership

Dear Friends of Goodwill,

We began fiscal year 2021 (July 1, 2020 – June 30, 2021) operating at reduced capacity limits in our retail locations. Family and friends faced fear, panic, and uncertainty as a result of the devastating effects of the COVID-19 crisis. Yet through it all we were able to navigate these challenges and uncertainty by banding together and facing adversity with innovation and reinvention.

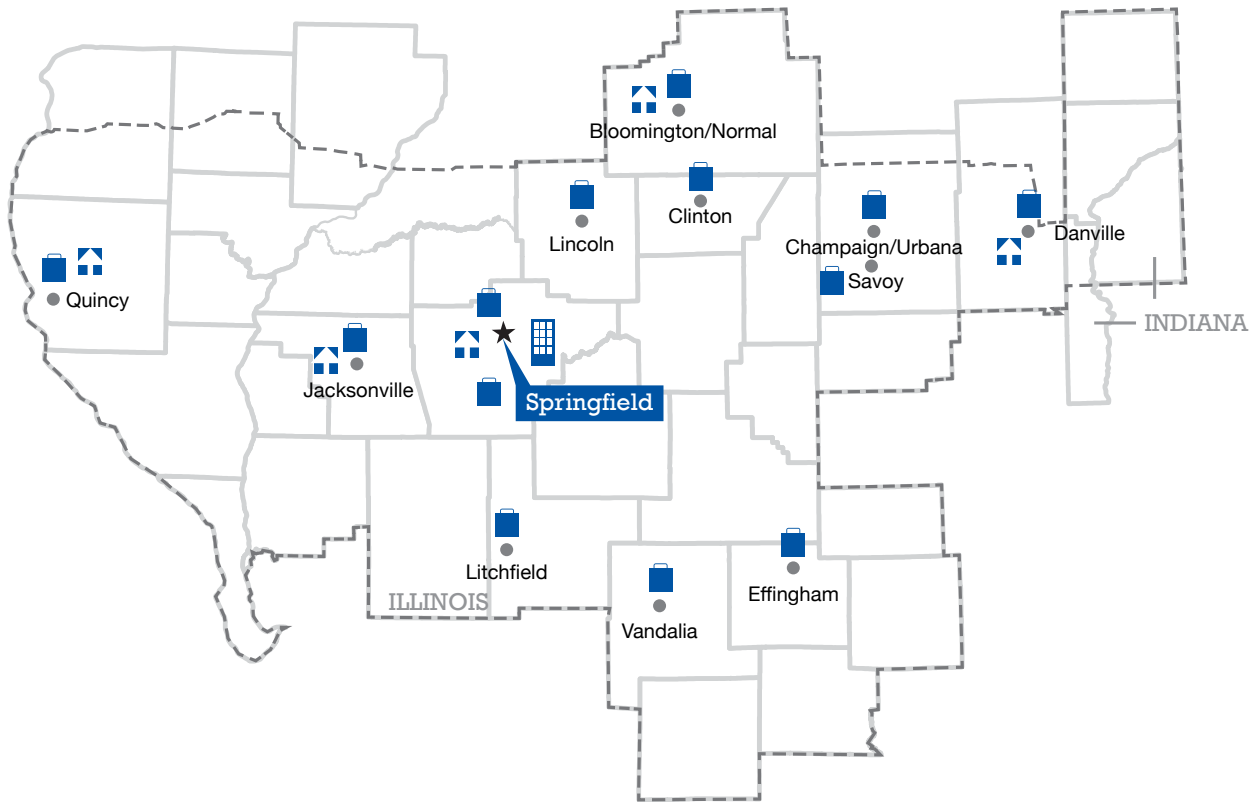
Even in these challenging times Land of Lincoln Goodwill Industries saw many successes. Our adult services program applied a safe and collaborative approach as they transitioned back, bringing fresh new ideas and a commitment to the individuals we serve. Our youth services division partnered with community leaders and continued to excel, increasing staffing and expanding its reach into other communities. Lastly, it was through creativity and innovation that we continued to expand and improve career services, reaching a broader base through virtual services and community partnerships.

We are especially grateful this year for the leadership of our Board of Directors, and the commitment and dedication of our staff. A special thank you to everyone who continued to donate, shop, volunteer, and partner with our organization. It was your support that has allowed us to continue to grow and support those in our communities.

JANET KIRBY, PH.D.
Board Chair

RON CULVES
President & CEO

 RETAIL STORES & DONATION CENTERS
 CAREER SERVICE CENTERS
 ADMINISTRATIVE OFFICE



RETAIL STORES & DONATIONS

Our DGR (Donated Goods Retail) Division continues operating one outlet and 14 regular retail stores with donation centers throughout our central Illinois territory. We expanded the selling space footprint of our Outlet store and budgeted for an increase of 10% over 2019. This expectation has been exceeded by our team members. Selling donations at the outlet allows us to give the unsold merchandise from the store another chance and extract more value from it while generating revenue to support our Mission. It also helps us create a greener environment for our community. The uncertainty of the pandemic imposed staffing challenges for our retail locations. We set high expectations that would allow us to generate gain to support the Mission. It was difficult for our employees and overall staff, but they worked hard and overcame the obstacles they faced along the way.

The donations surge that started last year with the pandemic seems to be on a continuous trend placing a strain on our donation processors and logistics teams. We have noticed lower foot traffic in some stores compared to prior years, but we have managed to increase our average sales per transaction by 21% higher than 2019. This has been done with a more productive utilization of our donations and sending more reasonably priced treasures to the sale floors. There were changes in Leadership and store operations that are still in progress. Since May 2021, the Division in alignment with the Organization has been fostering a culture of safety, transparency, leadership talent development, customer service improvement, employee satisfaction, and accountability, encouraging all the employees to have a voice and be active members of the organization to support our Mission. Streamlining the process in our store back-room operations has been another of our focuses.

WAREHOUSING, SALVAGE AND RECYCLING

We received 343,873 donations during Fiscal Year 2021. We are very grateful for the support of our community. Every donation helps us deliver in our Mission of assisting people to acquire the necessary skills to reach independence through the power of work. The donations are the lifeblood of our Goodwill. Our Warehouse and Logistic Departments faced some restructuring and changes in management during this Fiscal Year. There was a need for a reorganization of duties and staff in general. The steady rather high trend of donations plus the lack of sufficient workforce in the department put us out of our comfort zone, and we started approaching and doing things differently. We renegotiated our contract with Dell-Reconnect which allowed us to reduce the labor per hour invested into sorting this category. A similar approach was taken with cardboard recycling. The diversification of vendors also allowed us to sell salvage and other commodities at a faster pace increasing the average monthly revenue to numbers that exceeded budget by more than 50% in the last months and bringing the inventory close to par level. Our warehouse teams worked hard to make this happen, and they are still working with continued improvement. Because of our overall operations in Fiscal Year 2021, LLGI diverted 79% of the pounds of donations from local landfills. Each pound of donation diverted helps the planet to become a clean and safer place for all to live.

CAREER SERVICES

Our Career Centers in Springfield, Jacksonville, Danville, and Bloomington/Normal began the year using a virtual service model to counsel, train and educate those needing a hand up in the employment area. Many of the clients they served, such as veterans, individuals with criminal backgrounds and those with disabilities, had barriers to employment. Our Career Coaches worked with them to obtain employment or enhance their job skills. As the year progressed, the Coaches continued to offer virtual services but also began a transition back to the Career Centers by appointment only with COVID safety protocols in place. By the close of the fiscal year more than 16,000 services were provided to the 3,600 plus people who took advantage of our program.



ADULT SERVICES

Providing training, skills, and employment opportunities for 35 individuals with intellectual disabilities is a mainstay of our Mission at Land of Lincoln Goodwill. Many of the individuals in our program are employed in our Goodwill stores, earn wages and learn new skills. 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. Due to the pandemic, the Goodwill Vocational Rehabilitation Program remained closed until September 2021 when the Illinois Department of Human Services began allowing statewide funded Community Day Service Programs to begin a soft reopening, allowing some of their individuals to return to work with mandated safety procedures required to ensure the health and safety of the individuals and staff. Goodwill was able to bring back five of their Supported Employment individuals during that soft reopening. In April 2021, when Goodwill started to return more individuals to the program. Unfortunately, due to a staff shortage and continued pandemic restrictions, all but six individuals have been able to return to the program.

YOUTH SERVICES

Land of Lincoln Goodwill's Youth Services division provides programs and services designed to promote opportunity and positive choices for youth and young adults who come from diverse backgrounds. Whether it is improving educational performance at school, athletic team-building skills, service-learning projects, or volunteering opportunities, the Youth Services program at Goodwill has something for every youth in our community. During the pandemic, youth needs were especially high but our mentors and Youth Services staff kept the program going by providing tools and training for virtual classes, skill and employment training, and food for families. In addition, the Youth Services Division assisted students in transitioning back to in-person learning.

The work of our mission programs cannot succeed without the efforts and loyalty of our more than 327 employees throughout the entire Land of Lincoln Goodwill organization. 2021 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 2021 for obvious reasons. However, we did recognize them in person.



Our Mission programs and services receive **93%** of revenues we create through our retail stores, our salvage operations, donations and grants.

Whereas our mission services are free to those we serve, they are costly programs to operate.

REVENUES FY2021	Total Retail & Salvage	\$ 14,569,020
	Total E-Commerce (shopgoodwill.com)	\$ 1,287,170
	Contract Revenue	\$ 138,105
	Contracted Services for People Served	\$ 125,015
	Monetary Donations	\$ 113,244
	Non-Monetary Donated Goods	\$ 9,325,800
	Grants - Unrestricted	\$ 653,735
	Grants - Restricted	\$ (444,799)
	Other Revenue	\$ 152,645
	TOTAL REVENUE	\$ 25,919,935

EXPENSES FY2021	Mission Programs & Services	\$ 23,917,459.00
	Support Services (Management, General, Fundraising)	\$ 2,130,598.00
TOTAL EXPENSES	\$ 26,048,057	

EMPLOYEE OF THE YEAR

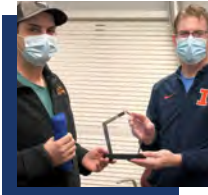


TAWNY ENGLAND
General Manager
Clinton

INNOVATION AWARD



TINA KLOPFER
General Manager
Jacksonville



RYAN GENTRY
Maintenance Technician

LEADERSHIP AWARD



BETTY STONE
Assistant General Manager
Quincy



JASON DELONG
General Manager
Effingham

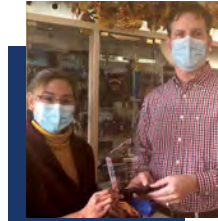
QUALITY SERVICE AWARD



BLAKE WHITE
Sales Associate
Lincoln



LOGAN RECK
Sales Associate
Litchfield



APAPORN CLOTFELTER
Human Resources
Coordinator

MISSION FOCUS AWARD



TRAVIS GRINKEY
Material Associate
Outlet



MARY FOSTER
Processor

DIVERSITY AWARD



TOSHA TAYLOR
General Manager
Chatham

**ONE MISSION ONE TEAM AWARD:
WAREHOUSE TEAM**



Dalton Jones, Warehouse Supervisor	Jacksonville
Elizabeth Thien, Safety Captain/Material Handler I	Jacksonville Warehouse
Naomi Benson, Material Handler II	Jacksonville
Mike Gernand, Warehouse Supervisor	Champaign
Terrence Cypress, Team Lead	Dirksen Warehouse
Thomas King, Director of Logistics	Jacksonville Warehouse
Terrence Nelson, Material Handler II	Champaign Warehouse
Bobbie Loeschner, Material Handler I	Jacksonville Warehouse
Edward Radaker, Material Handler I	Jacksonville Warehouse

STORE OF THE YEAR:

Jacksonville

BOARD OF DIRECTORS

JANET KIRBY, PH.D.

Board Chair
Millikin University

JOHN GEYSTON

Vice-Chair
TROXELL Insurance

KEVIN SCHULTZ

Treasurer
Hickory Point Bank

SHANNON JONES

Past Chair & Director
Bank of Springfield

MAUREEN MARX

Director
Western Illinois University, Retired

PATRICK MOORE

Director
Lincoln Land Community College

CHERI PLUMMER

Director
Lee/O'Keefe Insurance Agency

EXECUTIVE LEADERSHIP TEAM



RON CULVES

President & CEO



ANDREA JENKINS

Vice President,
Information Technology
& Asset Protection



MICHELLE SANDIDGE

Vice President,
Administrative Services



ESTHER DOE

Vice President, Special Projects
& Chief Diversity Officer



WALLY PROENZA

Vice President,
Retail Operations



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

Vice President,
Human Resources,
Corporate Compliance
Officer



JASON GOODMAN

Vice President,
Finance



Land of Lincoln Goodwill Industries, Inc.

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