



Land of Lincoln Goodwill Industries, Inc.

20
22

REPORT TO THE COMMUNITY



OUR 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 Land of Lincoln Goodwill Industries (LLGI),

As we come to the end of another remarkable year, I want to take a moment to reflect on the outstanding achievements during the fiscal year 2022 (July 1, 2021 – June 30, 2022).

Our Career Services have continued to provide invaluable support to individuals seeking employment and looking to improve their job skills. Through career coaching, job application assistance, and skills training, our Bloomington/Normal Career Center has served over 3,755 people, providing them with the tools they need to succeed in the workforce. Your dedication to helping others find meaningful employment is truly inspiring.

In our Adult Services division, we have remained steadfast in our commitment to providing training, skills, and employment opportunities for individuals with intellectual and developmental disabilities. By transitioning away from the subminimum wage model and focusing on creating job opportunities and vocational training, we have empowered these individuals to lead fulfilling lives and contribute to our organization and community. The expansion of our e-book scanning stations has further increased job opportunities, allowing even more individuals to thrive.

This year, we have seen tremendous success in our Youth Services division as well. By offering a safe and supportive environment, we have helped them overcome challenges, develop their potential, and work toward their individual goals. Your dedication to being positive role models and mentors is truly commendable.

Respectfully,



RON CULVES

President & CEO, Land of Lincoln Goodwill Industries, Inc.

In our Donated Goods Retail (DGR) Division, we have achieved significant milestones. We expanded our footprint by opening a newly remodeled building in Danville, which not only increased our sales floor space but, also added a state-of-the-art Career Center. Our Outlet store, thanks to your tireless efforts, exceeded expectations and was awarded the Store of the Year for 2022. This recognition is a testament to the commitment and passion our employees bring to work every day. By selling donations at the Outlet, we not only generate revenue to support our mission but, also contribute to a greener environment for our community. Our warehouse and logistics departments continue to do an excellent job leading our communities with landfill diversion efforts and following the principles of the circular economy. As a result, our organization diverted 10.7 million pounds from the landfill in 2022.

I would like to express my heartfelt gratitude to our Board of Directors for their leadership and to each of our staff members for the dedication and hard work they have demonstrated throughout the year. These efforts not only propel our organization forward but continue to make a positive impact on the lives of countless individuals in our community.

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.

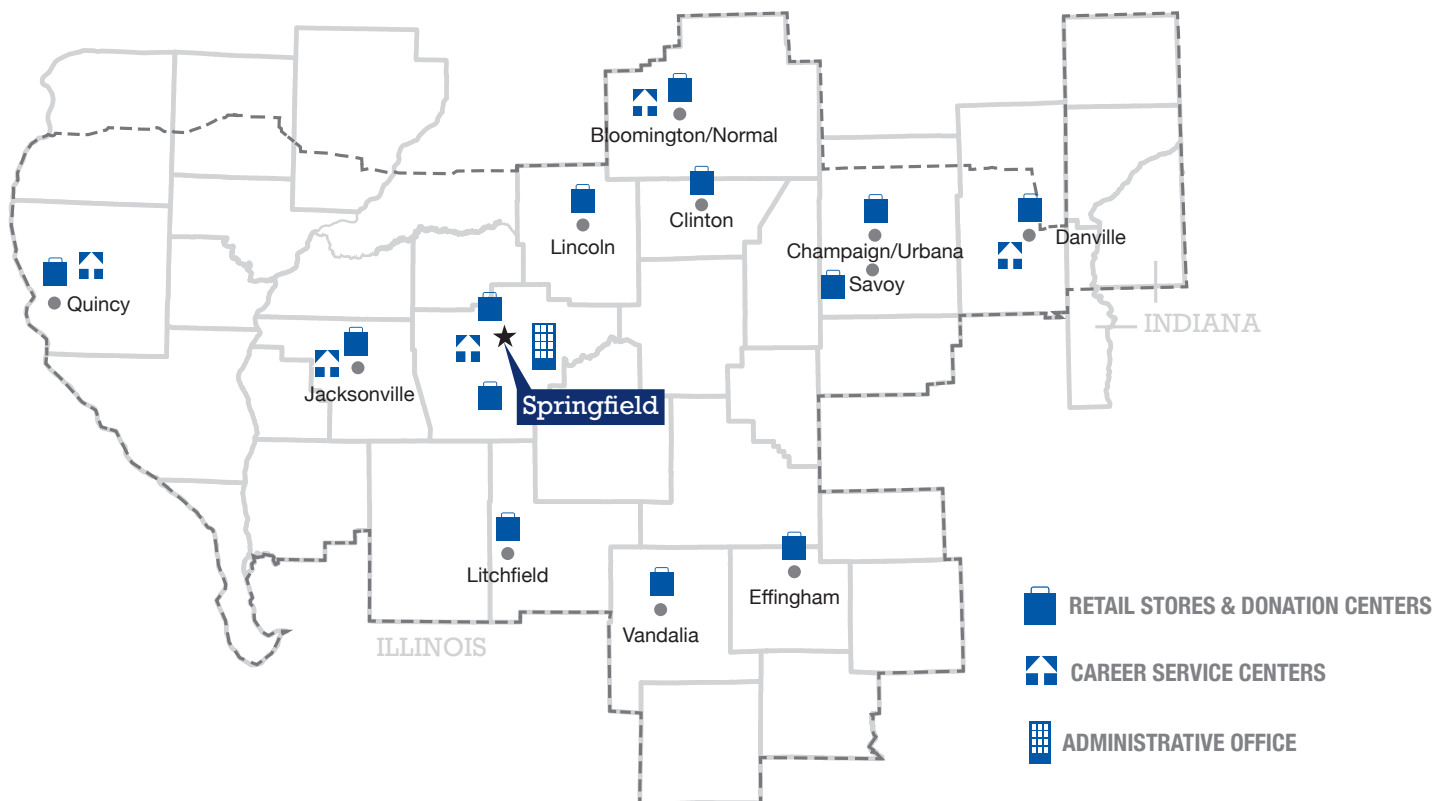
I am excited about the possibilities that lie ahead and thank you for your outstanding efforts.

Retail Stores & Donations

Our Donated Goods Retail (DGR) Division continues operating one outlet and 14 regular retail stores with donation centers throughout our central Illinois territory. In January, we relocated our Danville store to a newly remodeled building, adding sales floor space and a top-of-the-line built-in Career Center to continue providing our free services to the loyal community of Danville and the surrounding areas. We expanded the selling space footprint of our Outlet store by 5,000 sqft and changed the operating hours to better serve our community. We budgeted the Outlet for an increase of 25% in revenue over 2021. This expectation has been exceeded by our team members. Due to their dedication and support, the Outlet was awarded the Store of the Year for 2022, giving back more than \$260,000 in return to the Mission. Selling donations at the Outlet allows us to give the unsold merchandise from the store another chance to extract more value while generating revenue to support our Mission services. Also, it helps us create a greener environment for our community.

During the year 2022, the uncertainty of the pandemic imposed staffing challenges for our retail locations. We set expectations that would allow

us to generate and gain support for the Mission. It was difficult for our employees and overall staff, but they worked hard and overcame the obstacles they faced along the way. In conjunction with Goodwill Industries International, we began the implementation of the DGR Optimization Initiative in February. With this initiative, we are creating safer environments for our employees, and expect to generate more revenue while returning more to the Mission. This approach calls for higher quality donations to be sent to the sales floors and a world-class customer service approach. We have been fostering a culture of safety, transparency, leadership, talent development, customer service improvement, employee satisfaction, and accountability. We encourage all the employees to have a voice and be active members of our organization. We recently became members of the Innovation Affinity Group created by Goodwill International, which focuses on supporting our stakeholders through more collaborative and innovative approaches to our business strategies.



Career Services

Our Bloomington/Normal Career Center was able to offer virtual and in-person services to: unemployed and underemployed individuals; ex-offenders; veterans; community service participants; seniors underserved populations; and youth. Our Career Services Mission supports our vision through workforce-readiness programs such as career coaching, job application assistance, interviewing and resume help. LLGI Career Centers are valuable community resources that provide convenient access to tools and technology to those looking for work or preparing to enter the workforce for the first time. We offer individualized services to people seeking employment as well as

those who are looking to improve their job skills. Some of those services include job search planning, defining employment objectives, change management and soft skills training, resume development, cover letter support, interviewing skills, and computer and technology skills. By the close of the fiscal year more than 7,468 services were provided to the 3,755 plus people who took advantage of our program. The LLGI Bloomington/Normal Career Center remains second in the country for persons served through the Skills To Succeed program.

Logistics and Sustainability Efforts

We received 360,000 donations during the year. We are honored and blessed to have such great support from our communities. Every donation helps us deliver on our Mission of assisting people to acquire the necessary skills to reach independence through the power of work. Our Logistics Department keeps evolving and adapting to our new operating strategy and supporting the retail stores during the conversions to the DGR (Donated Goods Retail) Optimization initiative. In January, we met to convey our new strategic plan for the years 2022 to 2024. We are being very intentional in improving our waste reduction and sustainability approach to support the idea of a greener and safer planet for the future. Recycling, Reusing, and Repurposing are fundamental components of the Triple Bottom Line that focuses on People, the Planet, and Prosperity. Because Goodwill

manages a tremendous amount of material, we have a fantastic opportunity to become leaders of the circular economy. Throughout the years, we have developed a unique system of sorting and giving donated items another chance better than being trashed in local landfills. This would not happen without the support of our communities. During the year, LLGI in partnership with other Goodwill organizations began researching future possibilities for repurposing plastic, breakables, and wood. This likely future line of business will not only help build a healthier environment but also will support the creation of new jobs for the communities and strengthen the return to the Mission. Rather, this year LLGI became a member of the Goodwill Industries International Sustainability, Textile, and Innovation Affinity groups, The Illinois Recycling Foundation, and The National Recycling Coalition.

Adult Services

Providing training, skills, and employment opportunities for 31 individuals with intellectual and developmental disabilities is a mainstay of our Mission at Land of Lincoln Goodwill. Several individuals in our program have jobs in our Goodwill stores and in the community. Most live in group homes, with guardians, or independently in their own apartments, but all enjoy “coming to work” at Goodwill with their peers, mentors, and coaches. Goodwill has remained committed to providing quality vocational training and job development skills for the individuals we serve.

In July 2022, the Land of Lincoln Goodwill Industries ended the 14(c) Subminimum Wage Certificate with the Department of Labor.

The goal was for all Service Participants, who were making a subminimum wage, to transition to making a minimum wage. Also, this transition occurred on July 22, 2022. Despite the dismal DSP vacancy rate in the State of Illinois, Land of Lincoln Goodwill has been extremely fortunate to be fully staffed with both DSPs and Case Managers.

One exciting highlight from this year has been the expansion of the e-book scanning station for participants. We added two additional book scanning stations. The two new stations have provided additional job opportunities for the participants.



BRINGING HOME THE MEDALS

Two of our service participants earned their way to the state games this year by winning medals at the local level. William Skaggs and Jeff Castleman both earned gold medals and advanced to the state games held in Bloomington. William came away with a bronze

medal in the 50-meter run and Jeff came home with two (2) silver medals for the 200-meter run and the softball throw. Goodwill is proud of both athletes and coaches for their hard work, dedication, and representation of LLGI.



When asked if I would submit a testimonial on how Goodwill has made a difference in my sister's life, my answer was a resounding "Yes!"

Connie was originally at SPARC and they did a magnificent job with her at that point in her life. However, she reached a time when she needed more of a challenge to help her grow, then came Dennis Maberry and Goodwill. Dennis had worked with Connie at SPARC and felt that Goodwill could be just what she needed and so began her career and our family "partnership" with Goodwill.

Like all of us, she needed time to adjust. A new schedule, new people, new rules, new building, a different bus to ride with people she didn't know, a new job to learn...challenges we all face but, magnified for an individual with special needs. Through it all, the team members at Goodwill were supportive, encouraging, calm, and patient.

With their guidance and praise, Connie has become more confident in her abilities. They challenge her to do her best and have come up with ways to get her and keep her on track when she becomes bored or is clearly more interested in socializing than working. They've helped her understand how working hard leads to making money which leads to more shopping trips and lunches at McDonalds. And again—the patience!

They have worked with her through many struggles and have my never-ending appreciation. She continues to learn how to be better at handling her frustration and coping with the opinions and actions of others (still a work in progress). She has learned that her behavior and words can have both

good and bad consequences; she is more patient and productive and continues to work on understanding that everything does not revolve around her, other people have feelings and needs too.

Connie has done very well in the Goodwill environment and that is due in HUGE part to the individuals you employ. She has a purpose, is among individuals like her, and enjoys the friendship and social get-togethers they have. Although she dislikes getting up early (who does!) she looks forward to going to work, earning money, and being a part of a community of her peers. Her life is enriched beyond measure by this organization and the team of people who carry out your vision.

Through it all, the team members at Goodwill were supportive, encouraging, calm, and patient.

My hope is that these words are shared with everyone at Goodwill and are not just heard by the Board members. Because every single day they show up to work—every job they do, every word they speak, every smile they share—means so much to these individuals. No matter what position you have—you are all part of an organization that makes a difference in their life and mine. You are all angels on earth.

With gratitude,

KATHY KACHANOSKI

Guardian and sister
of service participant
Connie Boggs





I use to live in a group home, but now I live in my own apartment without any roommates. I can do my own shopping and pick out my own groceries. At Goodwill, I have made a lot of friends. I've had a lot of jobs at Goodwill. I used to work on the janitorial crew and clean state buildings, now I work in production where I like to help everyone. I do lots of jobs like dropping textiles into gaylords to send to other stores. I also hang clothes onto racks for the Wabash store. Sometimes I'm needed to help clean the restrooms and breakroom. I also have other jobs, I deliver newspapers in the morning and I also work in the Shrine Circus.

WILLIAM BILL SKAGGS

Service Participant

Bill has been a part of Land of Lincoln Goodwill Industries for the past 17 years.

**ADULT
SERVICES
TESTIMONIALS**

Youth Services

Land of Lincoln Goodwill's Youth Services Division served one hundred and fifty-one youth and young adults paired with thirty mentors this year. Several Springfield, Decatur, and Jacksonville youth ages 12 to 25 have experienced difficulties while attending school and living in their home environments. The programs allow our youth to be mentored by a positive role model away from violence while having the opportunity to complete their homework, engage in career and job training, receive healthy foods, as well as participate in health and wellness activities. In addition, the youth visited colleges around the Midwest and had the opportunity to meet with college administrators. As a program

and an organization, we have learned that if you are willing to take the time to collaborate with these promising individuals, mentoring can motivate, teach, and heal old wounds.

Our program staff, City of Springfield AmeriCorps volunteers, and mentors believe that being present every day and having a constant positive figure in the lives of these individuals will demonstrate to the participants there are people in their community that care about them. Furthermore, each year the plan is to keep more youth safe, away from violence, and engaged in improving their mental health and wellness while working toward their individual goals.



I was enrolled in the GoodGuides Youth Mentoring program in 7th grade. The GoodGuides program provided a safe place for me to do my homework and meet with friends after school. Also, they took me to the gym to play basketball and work out. The mentors took me on field trips to learn more about what career I wanted to do after high school. Due to the mentoring program, as a senior in high school, I am ready for the real world.

DEMARCO HILL | Land of Lincoln Goodwill GoodGuides Mentee



I have been with the Goodwill GoodGuides program for over ten years. Also, during that time I have been mentored, played on the GoodGuides basketball team, and participated in the GoodGuides Summer Employment program as a youth. Goodwill GoodGuides, where do I begin? Since I have been around the program it's felt like nothing but family. I have learned so many lessons and life skills. I can't put into words what this program means to me. I honestly don't know where I would be right now without coach Ikenna and Faraji Martin. They both are great leaders/mentors who helped prepare me for the many challenges that life has thrown at me. This program is such an asset especially right now when it is needed most. There are so many good people around the program. I'm so happy to say I began as a mentee and now I'm an active mentor and employee. Thank you, Goodwill!

MARTELL RAY | Land of Lincoln Goodwill GoodGuides former mentee, Data Specialist, Teen REACH GoodGuides



The GoodGuides program has been helping my family since I was seven years old. My mother was a single parent of four and Christmas wasn't always very productive for her. Also, the GoodGuides program would come to my church and give out gifts to youth in the program to ensure all kids had something. As a teen, they helped me get a job building my job experience, and aided me in the process of applying for colleges.

PASSION HOOD | Land of Lincoln Goodwill Mentee, Peer Mentor, and Summer Employment Youth Leadership Program



In this life, personally and professionally, things tend to return full circle; however, the return for me is greater than the initial start. As someone who has spent my entire career in Social Services, I have dedicated my life to serving those with intellectual and developmental disabilities. After spending six (6) years as the Director of Adult Services at Land of Lincoln Goodwill Industries and voluntarily leaving in 2013 to pursue other interests, I was thrilled when I received a call to return to LLGI to serve in the same capacity 9 years later.

This framework is just not part of the executive leadership culture, but it is seen throughout the organization in your interaction with leaders and employees in general.

During my interview, I was pleasantly surprised to hear how the climate and culture had been refreshed with new leadership over the past few years. From my observation and experience

over the last 6 months since my return, LLGI has put forth the resources and embraces the framework to support Diversity, Equity, and Inclusion more than ever. This framework is just not part of the executive leadership culture, but it is seen throughout the organization in your interaction with leaders and employees in general. I was honestly looking forward to getting back into the same role not only because I love what I do, but because it was clear to me that Goodwill has embraced a culture of change. Land of Lincoln Goodwill is promoting a workplace culture that is welcoming to all people regardless of their race, ethnicity, sexual orientation, gender identity, age, abilities, national origin, religion, and veteran status. I am proud to provide leadership in an organization that values diversity, equity, and inclusion.

JILL DOMESCIK-RINK
Director of Adult Services



I am a Cuban native. On May 29 of 1996, at the age of 25, I left my country to start a new life in the USA. Miami, a city with a very high level of diversity, opened the doors for me. I worked in other roles including leadership roles with different organizations until I found Goodwill Industries of South Florida (Miami Goodwill) in October 2013. Goodwill Industries of South Florida provided me the opportunity to work as a Dispatcher/Assistant Manager in their Warehouse, Transportation, and Outlet Departments. I fell in love with the Mission of Goodwill immediately and I realized that I would make a great career in the organization. In August 2019, I became Director of Donated Goods Retail (DGR), with an obligation to support the Mission of about \$55M, which increased to \$61M within one year of my leadership.



At some point, I realized that for me to continuously grow as a leader and follow the next step in my career aspiration, I needed to move to another Goodwill organization. With the support of my former leadership team, I applied for the Vice President of Retail Operations at the Land of Lincoln Goodwill Industries (LLGI). I have to confess that when I visited the LLGI website and saw the pictures of the Executive Leadership Team (ELT), I worried a bit. I did not see a lot of diversity. I thought, well it looks like I would be the first Hispanic Senior Leader on the team. The fact that I was asked questions about DEI during the interview, and that there was a Chief Diversity Officer involved in the hiring process gave me enough confidence to think that LLGI was taking the proper steps toward building a more diverse organization and fostering a culture of equity and inclusion.

In May 2021, I was offered and accepted the position of Vice President of Retail Operations at LLGI. The onboarding process was very smooth, and I felt accepted and supported by everyone; from Ron Culves (CEO) LLGI until today, I have seen a huge improvement in our diversity commitment efforts. There has been training to promote learning on this important matter not only at the ELT level but also through webinars for all employees. We also have part of our website dedicated to DEI narratives and employees' stories that help us all understand diversity and respect our differences. The organization is being very intentional in creating awareness about implicit and explicit bias to help us understand the beauty of our distinctions. My direct reports, who at the beginning had to face the challenge of dealing with my accent, are already loving it (I think). My life has not always been a success. However, I can certainly say that every bump in the road that I have faced has helped me to succeed. Being part of a developing diverse community and team has helped me grow as an individual and professionally. LLGI is a firmer supporter of Diversity, Equity, and Inclusion, and the intentionality that this organization makes of it is very noticeable.

WALLY JORGE PROENZA
Vice President, Retail Operations

**DIVERSITY,
EQUITY AND INCLUSION
TESTIMONIALS**

FINANCIAL HIGHLIGHTS

Our Mission programs and 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.

2022 REVENUES

Total Retail & Salvage	\$ 17,018,523
Total Ecommerce (shopgoodwill.com)	\$ 1,264,338
Contract Revenue	\$ 133,920
Contracted Services for People Served	\$ 312,934
Monetary Donations	\$ 131,337
Non-Monetary Donated Goods	\$ 10,192,571
Grants-Unrestricted	\$ 382,326
Grants-Restricted	\$ -
Other Revenue	\$ 169,243
TOTAL REVENUE	\$ 29,605,192

2022 EXPENSES

Mission Programs & Services	\$ 26,103,860.00
Support Services (Management, General, Fundraising)	\$ 2,191,936.00
TOTAL EXPENSES	\$28,295,796.00

EMPLOYEE AWARDS

The work of our Mission programs cannot succeed without the efforts and loyalty of our employees throughout the entire Land of Lincoln Goodwill organization. Typically, we select and honor the brightest and best of our employees at our traditional Annual Employee Recognition Dinner. Due to Covid in 2022, we were unable to recognize our employees in person.



EMPLOYEE OF THE YEAR

JOHN UTTERBACK

Janitorial Services Manager

INNOVATION AWARD

KATHY WILSON

Office Assistant



AMY EAKER

Staff Accountant



LEADERSHIP AWARD



JILL DOMESCIK-RINK
Director of Adult Services



CALLI LASSITER
Assistant General Manager,
Litchfield



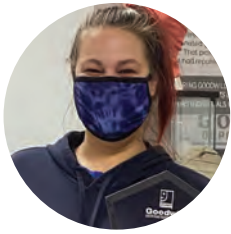
GINGER WEHRLE
General Manager,
Vandalia



JULIE KAUFFOLD
Assistant General Manager,
Jacksonville

2022 : EMPLOYEE RECOGNITION

QUALITY SERVICE AWARD



SALLY SMITH

Lead Donated Goods Processor,
Champaign



MARILYN GARLAND

Sales Associate,
Chatham



FRANKIE QUIROZ

E-Commerce Specialist,
Wabash



TIMOTHY MCDONALD

Material Handler,
Bloomington



MAURICE SMITH

Sales Associate,
Chatham



ELIZABETH THIEN

Warehouse Supervisor,
Jacksonville



DIANA MONROE

Sales Associate,
Jacksonville



DAVID ARNOLD

Sales Associate,
Dirksen



ANGEL SHOOP

Team Leader,
Quincy



WENDY BUTLER

Cashier,
Jacksonville

DIVERSITY AWARD

FARAJI MARTIN

Manager Youth Services



MISSION FOCUS AWARD



YAIMA SANTANA

DSP/Job Coach II,
Wabash



ANIYA BRYANT

Assistant General Manager,
Wabash



TODD WHITE

Crew Lead,
Janitorial Services

ONE MISSION ONE TEAM AWARD



STEPHANIE MORGAN
Savoy



TIFFANI CONAWAY
Danville



RASHAD SAVAGE
Danville



KOEN HOSKINS
Danville



GINGER WEHRLE
Vandalia



ROBERT KRSTULOVICH
Dirksen



RUSSELL LOEW
Lincoln



BROOKE SPENCE
Clinton



BRITTANY HIBBS
Wabash



TOSHA TAYLOR
Chatham

During 2022, there have been several instances where we were highly short-staffed in locations simultaneously. We almost had to change the operating hours of those stores. However, some of our team members stepped up and helped to cover different shifts in those locations. They gave up personal and family time and showed support for our mission. Great job! We could not be prouder! This is really what One Mission One Team is about.



SALLY SMITH
Champaign



SAMANTHA HAGAMAN
Dirksen



CINDY DANCE
Dirksen

STORE OF THE YEAR:
OUTLET



BOARD OF DIRECTORS*

JOHN GEYSTON

Board Chair
TROXELL

JANET KIRBY, PH.D.

Past Chair & Director
Millikin University

CHERRI PLUMMER

Treasurer
Lee / O'Keefe Insurance Agency

SHANNON JONES

Past Chair & Director
Bank of Springfield

JENNIFER ASCHER

Director
Administrative Office of the Illinois Courts

KATIE DAVISON

Director
Northern Illinois University

CONNOR ETHERIDGE

Director
Hickory Point Bank

MAUREEN MARX

Director
Western Illinois University, Retired

PATRICK MOORE

Director
Lincoln Land Community College

EXECUTIVE LEADERSHIP TEAM*



RON CULVES
President &
Chief Executive Officer



ESTHER DOE
Vice President,
Special Projects &
Chief Diversity Officer



AMANDA BERGDORF
Vice President,
Human Resources,
Corporate Compliance
Officer



WALLY PROENZA
Vice President,
Retail Operations



JASON GOODMAN
Vice President,
Finance



ANDREA JENKINS
Vice President,
Information Technology
& Asset Protection



MICHELLE SANDIDGE
Vice President,
Administrative Services



Land of Lincoln Goodwill Industries, Inc.

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

217-789-0400 www.llgi.org

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