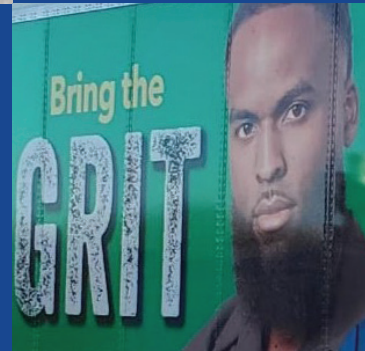




MISSION POSSIBLE



Land of Lincoln Goodwill Industries, Inc.

'23 COMMUNITY REPORT

OUR MISSION

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



MISSION PROGRAMS



Dear Friends of Land of Lincoln Goodwill Industries,

As we organize, assess, and share our successes and opportunities of the past year, I want to begin by offering my sincere appreciation of the following: To the communities in which we serve, thank you for welcoming our stores and services into the landscape of your cities. Without your generous donations of items and your enthusiastic shoppers, our mission could not be sustained. To our volunteers, thank you for taking the time to show your support, and thank you to our business partners as we work together to stimulate local economic growth and employment opportunities. Thank you to our dedicated staff of employees, who are the backbone of our organization, and to our Board of Directors whose leadership and wisdom are crucial to our operations.

Our mission of providing people the skills and resources to become self-sufficient through the power of work begins with members and staff of our most long-standing program, Adult Services. Our clients, some of whom have been in the program for over 25 years, along with staff members, work side by side each day, learning and perfecting life skills as well as building employability skills.


Our Youth Services program is the program of the future. Without dedicating precious time, effort, skilled mentoring and coaching, and opportunities for growth to the emerging adults in our schools and communities,

we miss the very point of our position and mission in Central Illinois. This is a most critical and important facet of our community service.

Our Donated Goods Retail program comprises our largest and most talent-diversified body of employees, working together to continuously improve and streamline our ability to provide excellent products and customer service in our stores. By diverting literally millions of pounds of salvage goods, those items we're unable to sell in our stores, we are pleased to contribute to environmental preservation by keeping items out of landfills.

Our Career Services office is a continuous resource for individuals with barriers to employment, as well as a center for learning crucial skills that lead to greater employability.

As you will see in the following pages, Land of Lincoln Goodwill Industries has experienced much improvement in 2023. Our Annual Report to the Community is a testimony to the great works accomplished, along with supporting statistical data. As we enter 2024, our vision is to continue to build an even more solid foundation; to strengthen our organization, and to serve more and more individuals long into our future.

In gratitude, 



RON CULVES
President & CEO

**FROM GOODWILL
LEADERSHIP**

RETAIL STORES & DONATIONS

WE CELEBRATED THE OPENING OF OUR NEW CHATHAM STORE WITH AN OFFICIAL RIBBON-CUTTING CEREMONY WITH THE CHATHAM CHAMBER OF COMMERCE, NOV. 2023.



Donated Goods Retail Division (DGR): 2023, Mission Driven and Environmental Responsibility

The purpose of the DGR Division is to financially generate enough revenue and in return support our Mission Services. Secondly, we continue working on initiatives to support a more circular economy through our focus on a zero-waste process and environmental stewardship.

Our Donated Goods Retail Division (DGR) continues operating one outlet and 14 regular retail stores with donation centers throughout

our Central Illinois territory. In November, we relocated our Chatham Store to a 17,000-square-foot newly constructed facility with a more efficient sales floor and backroom layout. Also, we changed the layout in the production area of the Outlet Store to increase productivity, better attend to our loyal shoppers and support the community we serve through our Mission Services.

In August, we completed the implementation of the “DGR Optimization through One Touch” in our last store. We started this initiative in February of 2022 which resulted in a leaner and more efficient approach to production. This new process creates safer environments for our employees allowing us to focus on higher quality items being sent to the sales’ floors.

During this year, we delivered more mission-integration to the retail environment. Our Adult Services Program is now working hand-in-hand with our store’s team in Wabash and soon to be expanding into our Dirksen and Chatham stores.

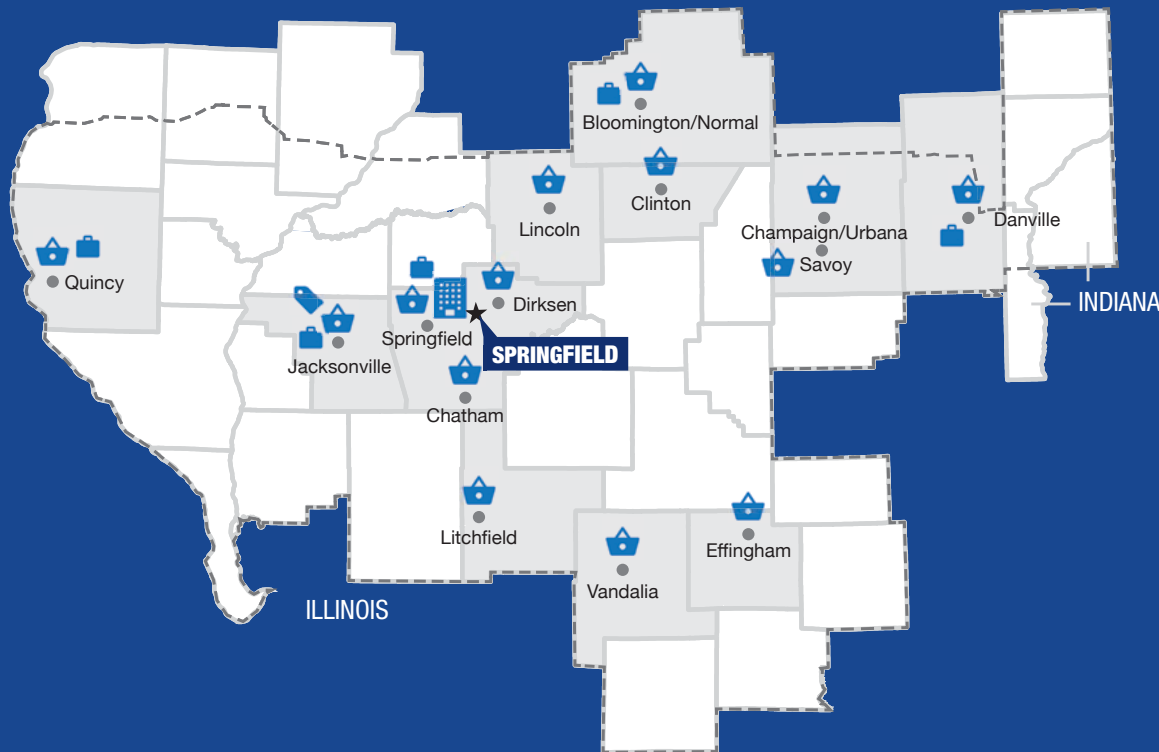
We experienced an increase in donations of 8% compared to last year. We are honored and blessed to have such great support from our communities. Every donation helps us deliver on our Mission of assisting people to acquire the necessary skills to reach independence through the power of work. Through a partnership with Re-supply, a non-for-profit organization founded and run by Veterans, we added a new home pick-up program. Also, we partnered with the University of Illinois in Champaign for their “Dump and Run” program with the students who donated 17,000 pounds of unwanted items at the end of the school year. At our annual donation drive event with the Lincoln Library Alliance in May, we collected 23,000 pounds (books, media, and computer related electronics).

We are being very intentional in improving our waste reduction and sustainability approach to support the idea of a greener and safer planet. Recycling, Reusing, and Repurposing are fundamental components of the Triple bottom line that focuses on People, the Planet, and Prosperity. With a Diversion rate of 85%, more than 11M pounds of material have been diverted from our local landfill this year. Because LLGI manages this 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 collecting, sorting, and giving donated items another chance that otherwise would have ended up in local landfills.

During the year 2023, LLGI, in partnership with other organizations, continued researching future possibilities for repurposing different commodities. Plastic waste is polluting natural systems, including rivers and oceans. The production and disposal of plastics creates significant greenhouse gas emissions throughout the different

stages of the plastic value chain. With that in mind, this year we are recycling items that were segmented into the category of Domestic Plastic in partnership with one of our salvage partners. This initiative helps reduce the negative impact of trashing plastic. Another viable and efficient recycling partnership is Salvage for Good. A Goodwill funded online marketplace which focuses on supporting the circular economy through collaboration with world-wide salvage partners that are intentionally converging on promoting zero-waste for a greener world.



Dell Reconnect

LLGI recycles cardboard, metal, and computer electronics. We have a solid partnership with Dell Technologies through the Dell Reconnect program for all computer electronic recycling. Dell Technologies is committed to fostering a circular economy, and Dell Reconnect is the name of the partnership with Goodwill Industries. They offer responsible recycling options for consumers that benefit the consumer, Goodwill, and Dell. This program provides Land of Lincoln Goodwill Industries with a new revenue stream to support our Mission, and provides a safe recycling option for the items that have little to no-use. In addition, the program gives Dell the ability to recover plastics and metals to reuse in new products.

We continue to seek new recycling and salvage partnerships where it benefits consumers, Goodwill, our communities and our planet.

How it works:



Pack up your technology



Take to a participating Goodwill®



Your technology is recycled responsibly

The impact of your donation:



Sustainable jobs are created



Divert e-waste from landfills



Members of your community get skills training



Responsible and safe recycling
Plastics collected are recycled into new Dell computer parts

Dell.com/reconnect



Dell and Goodwill Industries® do not accept liability for any personal data or software on your electronic equipment. You are responsible for backing up any valuable information and erasing sensitive data from the hard drive before donating it to a participating Goodwill®. To completely erase the hard drive, you may find a number of free services available online.

Career Services

CAREER SERVICES IS AVAILABLE TO HELP THOSE LOOKING TO HELP THEMSELVES AND THEIR FAMILIES THROUGH THE POWER OF WORK.

In 2023, The Bloomington/Normal Career Center provided program services to 1,200 justice impacted individuals while working with Illinois Department of Corrections as part of the Reentry Summits' Events. The Career Center partners with the IDOC each spring and fall to connect with all incarcerated individuals, throughout central Illinois in the reentry program, that will soon be released within 1 month to 1 year of time. These events are held in the correctional facilities on a bi-annual basis and virtually on a bi-monthly basis.

In 2023, the Career Center received a grant from Goodwill Industries International as part of the Project oVeRcome to provide employability training to the justice impacted individuals by means of a virtual reality platform. These headsets are being used for virtual mock interviews. They are real life interviews that have built-in questions and answers pertaining to the justice impacted person. They are taught how to overcome the barriers of their past situations and how to gain employment. Our Career Center Coach is a committee member for the local McLean County Reentry Council. This council is a group of local organizations and citizens of McLean County, Illinois that provide resources to those that have been justice impacted.

The Career Center has a partnership with WIN Recovery in the Chicago area, to provide computer training to their clients. This training is provided through a platform called Northstar, which allows users to gain computer skills and certifications. While enhancing their skillsets, these opportunities will assist them in gaining viable employment. WIN Recovery provides a safe home for justice involved women and individuals in recovery while equipping them with vital life skills to transform their world.

The Career Center has provided employment skill building workshops and events to over 900 local high school and college students in the Bloomington/Normal area. These employment skills and training topics range from mock interviewing workshops to providing employment training resources.

During 2023, the Career Center received a grant from Accenture & GII that was awarded to the highest overall new learner for the "Skills to Succeed" employability online platform. This is the 4th year that our Career Center has been awarded this grant funding for overall new program usage. The Bloomington/Normal Career Center is ranked #2 in the United States for program usage.

In 2023, we updated our LLGI Volunteer Program. In 2024, we will be growing our partnership with the Secondary Transitional Experience Program or (STEPS) vocational volunteer program. Many area high school and local organizations that serve students with disabilities will be involved. The plan includes providing hands-on employment training to their students/clients as they become volunteers in our Retail store locations.

MISSION SERVICES

Adult Services

Providing training, skills, and employment opportunities for 33 individuals with intellectual and developmental disabilities is a mainstay of our Mission at Land of Lincoln Goodwill. Several of these 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 apartment, but all enjoy “coming to work” at Goodwill with their peers, mentors, and coaches. In September 2023, Land of Lincoln Goodwill Industries created a plan to integrate more participants, who were working in the Adult Services Program, into the retail stores.

In order to accomplish this, a new position was created called Retail DSP. This position was critical in making sure the Mission Program and the retail portion of Goodwill worked hand-in-hand. This has proven to be extremely successful allowing several adult service participants the opportunity to gain new skills and perform different job tasks. The goal is to carry this concept into several more stores throughout the LLGI territory. Goodwill has remained committed to providing quality vocational skills training and job development skills for the individuals we serve.



SPOTLIGHT FROM 2023



LEGOS!

We have a few exciting highlights from this past year, new job opportunities are always exciting. We've added sorting Legos! As the price of Legos continue to soar, so does our Lego sorting activity. Tubs and tubs of Legos needed to be separated. Along with the Legos, we have had the opportunity to help with jewelry, sorting ear rings, necklaces and bracelets. And we can't forget the integration of Adult Services into Retail. All of the participants love working out in the retail store.



IT'S NOT A
DISABILITY
IT'S A DIFFERENT
ABILITY
@ABILITYMINISTRY



Family Perspective

The following was written by Jean Ann Mies, guardian and Mother of service participant, Jonathan Mies.

A few weeks ago, Jonathan received a certificate in a frame recognizing four years of working at Goodwill on Wabash.

and that. As a parent, I appreciate others caring for Jonathan as a person, not just an employee.



As a parent, I appreciate others caring for Jonathan as a person, not just an employee.

An expression of thank you by a company is always welcomed and appreciated by an employee. A gesture like this inspires the employee to continue to work. Medals were given at the employee recognition night. Again, this pleases an employee. The nurse won an award and I complimented her. She, too, expressed appreciation for the award. I feel this is one reason people enjoy working for Goodwill, as appreciation is shown.

A month ago, I received a call regarding Jonathan's hurting knee. The staff was just asking if it was better. There has been other communication of calls or notes about this

When I pick up Jonathan at various times, I always comment about the smiles I see. The employees are happy and that is so important. Of a morning, coworkers greet Jonathan with a smile and a hello. Being happy at work, is important. We are pleased to see the smiles.

As a parent, you want the company to appreciate the work Jonathan does, show appreciation, and have a happy environment. We are pleased this is being achieved.

Thank you,
Jean Ann Mies

BRINGING HOME THE MEDALS

Two 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 that were held in Bloomington.

William came away with a Bronze medal in the 50-meter run and Jeff came home with 2 Silver medals for the 200-meter run and the Softball Throw. Goodwill is proud of both athletes and the coaches for their hard work, dedication and representation of Land of Lincoln Goodwill Industries.



Youth Services

On behalf of our Youth Services Team, we want to thank all the youth, their families, mentors, volunteers, community partners, and donors who made 2023 a successful year for the Youth Services' Programs. Furthermore, in 2023, 142 individuals were served through our Youth Services' Programs with 42 mentors/volunteers assisting them with reaching their goals. The Teen REACH GoodGuides program had 11 youths graduate high school. Colleges attended by these young adults include the University of Notre Dame, Illinois College, Illinois State University, Greenville University, and Lincoln Land Community College. Moreover, one graduating youth enrolled in the Workforce Equity Initiative at Lincoln Land Community College and became a Laborer as part of the Local 477 union.

Our City of Springfield AmeriCorps Volunteers/Mentors were highlighted by Serve Illinois for their continued support of the youth in the program. The mentors gave countless hours mentoring the youth and supporting them in their extra-curricular activities throughout the year. The AmeriCorps Volunteers/Mentors traveled with the youth on enrichment trips to Tennessee, Missouri, Kentucky, Oklahoma, Kansas, and Ohio. They were responsible for assisting each youth on the college campuses they visited and for taking them to historical landmarks such as Black Wall Street and the Civil Rights Museum in Memphis, Tennessee.

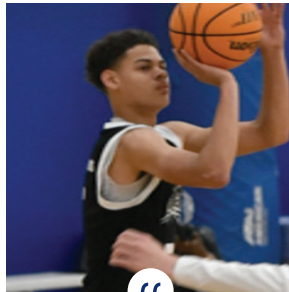
The Youth Services Team came together and believed our first Thanksgiving dinner since the pandemic would be a great time to honor all of our partners and youth. The pandemic taught us to never take anything for granted and to appreciate every day you can serve. Therefore, our



Thanksgiving Dinner photo at our Youth Services office in Springfield. We had a great turnout!

Thanksgiving dinner had a record 175 people attend and it was great to see past and present GoodGuides youth, mentors, volunteers, donors, and community partners come together to acknowledge the achievements of all the people who made this program successful. The Youth Services Team looks forward to a great 2024 and expanding our service to serve more youth and families across our region.

MISSION IMPACT



The program has helped me learn and become better in many aspects of life, as well as, make new connections with new people.

MASEN JOHNSON

Teen REACH
GoodGuides Mentee/
Student-Athlete Program



The Jacksonville community has been blessed by the Goodwill GoodGuides Mentoring Program down through the years. It has been an amazing journey seeing youth achieve their dreams as the program has continued to provide support so that all youth have a voice and an opportunity for success.

SAMUEL HOLMES JR.

CEO/Founder
Humble Bee Ginnings Inc
Humble Horizons Inc
Student Athlete Program
Director
Former Land of Lincoln
Goodwill GoodGuides
Program Manager



The program has not only helped put food on my table for over 10 years, but has provided me with father figures to support me along my journey to college. The GoodGuides have showed genuine interest in my well-being through constant support, a characteristic I have experienced unlike any other programs.

PASSION HOOD

GoodGuides Alumni
and Teen REACH
GoodGuides Youth
Leader
Notre Dame Freshman



The program has taught me to remain focused and to always be open to learning new things. Also, the importance to constantly have a desire to learn more emphasizes your growth for the future.

CHRISTIANN GOODSON

Former GoodGuides
Alumni and Mentor
Tennessee State
Graduate
Fifth Third Bank/
Financial Institutions
Group/Corporate
Banking Analyst



Being a part of the program has never been temporary, ever since I joined, I joined a family that has my back through thick and thin! GoodGuides is more than a program, it's a family!

NARKEL LEFLORE

GoodGuides Alumni/
Student-Athlete
Program Supporter
UT-Martin
Student-Athlete

MISSION SERVICES



Led by Head Coach, Doug Collins, and Assistant Coach, Tony Daniel, the Lanphier Girls Basketball team was given a Service Award at our Annual Thanksgiving Dinner for their volunteerism to the Land of Lincoln Goodwill Youth Service Programs and the Springfield community over the years.

Youth Services has a strong Partnership with the City of Springfield and the AmeriCorps Volunteers and Mentors.



AmeriCorps

City of Springfield AmeriCorps Program



E-COMMERCE

The E-Commerce department was established in 2006 to expand into the online realm and to generate employment opportunities. Initially, the department had only two employees in 2006, but has since grown to over 8 employees.

We now have a team of mission-based individuals who assist in sorting jewelry, LEGOs, super heroes and trading cards. Over the years, our department has experienced significant growth, actively contributing to the sale of various items, both in bulk and individually, to support our mission. E-Commerce is continually evolving and adapting to changes to keep pace with the evolving landscape.



History of Diversity, Equity, and Inclusion of LLGI

Land of Lincoln Goodwill has historically prioritized the values of diversity, equity, and inclusion through its programs and operations. In July 2020, after the current CEO Ron Culves took office, he committed to embracing and expanding DEI throughout the day-to-day operations of the organization establishing the Diversity, Equity, and Inclusion Department.

In the formation of the department, a Chief Diversity Officer was hired. A Diversity, Equity, and Inclusion Committee, and a Steering Committee were established. The DEI Committee reflects a diverse representation of employees from across the organization and The Steering Committee includes The CEO, The Chief People Officer/ Corporate Compliance Officer, The VP of Retail Operations, and the Chairman of the Board of Directors.

Our strategy for DEI is both inward and outward-facing, but in the first two years, we were more employee-focused. We have established partnerships with community

organizations and will continue to build more collaborative relationships as they play pivotal roles in the values of our mission. Our goal is to create a safe and inclusive space to listen to our stakeholders, create a forum for shared experiences, and advance the practices of diversity, equity, and inclusion within our workforce and the communities we serve. We believe it is critical to lead by example, assess our progress to determine if we are on task, communicate results, and take action to ensure we are living up to the Goodwill values and Mission.



We have established partnerships with community organizations and will continue to build more collaborative relationships as they play pivotal roles in the values of our Mission.



ESTHER DOE
VP Chief Diversity Officer

DIVERSITY, EQUITY, AND INCLUSION ANNUAL REPORT

We like to reflect and highlight the Land of Lincoln Goodwill Industries' achievements and community involvements around diversity, equity, and inclusion in 2023. Thank you to our Diversity, Equity, and Inclusion Committee, and to employees who volunteered or provided support during our community partnership and engagement efforts.

- We update our website monthly with different DEI and health awareness topics. Our employees, stakeholders, and community learn from reading the articles.
- Our number one priority is to provide DEI training on various topics to employees and we achieved this goal at 100%. We provided virtual and in-person training and received great feedback from participants.
- We partnered with the Human Resources department in sourcing and selecting management-level and leadership positions.
- We surveyed our employees to identify common themes to help guide and address concerns about our ongoing work in diversity, equity, and inclusion.
- We participated in two DEI panel discussions, The State of Illinois - Central Management System/HR Panel, and the Goodwill Industries of Central Illinois Panel.
- This report provides a snapshot of the work we are doing, but it's not a complete account of our efforts. We will continue to educate and nurture our workforce and create more community partnerships as we strive to strengthen our organization's diversity, equity, and inclusion culture.



PICTURED CLOCKWISE FROM TOP:
Esther Doe,
Felicia Washington,
Ginger Wehrle,
Tosha Taylor,
Ursula Tone-Loercher,
Adrienne Wright,
Brittany Hibbs



OUR COMMITMENT TO OUR COMMUNITIES



92% of all expenses were used for Missions and Programs!

2023 REVENUES

Total Retail & Salvage	\$ 16,556,941
Total Ecommerce (shopgoodwill.com)	\$ 1,242,910
Contract Revenue	\$ 133,920
Contracted Services for People Served	\$ 364,923
Monetary Donations	\$ 71,690
Non-Monetary Donated Goods	\$ 10,572,729
Grants-Unrestricted	\$ 409,576
Grants-Restricted	\$ -
Other Revenue	\$ 208,503
TOTAL REVENUE	\$ 29,561,192

2023 EXPENSES

Mission Programs & Services	\$ 27,259,658
Support Services (Management, General, Fundraising)	\$ 2,254,669
TOTAL EXPENSES	\$ 29,514,327

EMPLOYEE AWARDS

EMPLOYEE OF THE YEAR



BETTY STONE
Assistant Store
Manager, Quincy

STORE OF THE YEAR



LINCOLN
Russ Loew
Store Manager

LEADERSHIP



SAMANTHA HAGAMAN
Floating Store Manager



ADRIENNE WRIGHT
Store Manager, Effingham



ELIZABETH THIEN
Warehouse Manager,
Jacksonville

QUALITY



GEORGE AHLERS
Janitor, Springfield -
Dirksen



ABBY WILHELM
Human Resources,
Springfield



DAVID HITES
Retail Associate,
Effingham



AARON BROWN
Information Technology
Support Specialist,
Springfield

SAFETY AWARD



BLAKE WHITE
Senior Safety Captain/Store
Production Team Lead,
Lincoln



RICHARD RUST
Material Handler II,
Jacksonville



RYAN GENTRY
Senior Maintenance
Technician, Springfield



ANGELINA MOORE
Store Manager, Springfield -
Dirksen



BLAKE WHITE
Senior Safety Captain/Store
Production Team Lead,
Lincoln

MISSION FOCUS



ROBERT KRSTULOVICH
Qualified Intellectual
Disabilities Professional,
Springfield - Wabash



LEIGH BRUCE
Direct Support Professional/
Job Coach II, Springfield -
Wabash



SIENNA QUICK
Direct Support Professional/
Job Coach, Springfield -
Wabash



GINGER WEHRLE
Store Manager, Vandalia



MARTELL RAY
Data Management & Reporting
Specialist, Springfield

DIVERSITY, EQUITY & INCLUSION



FELICIA WASHINGTON
Licensed Practical Nurse,
Springfield - Wabash



URSULA TONE-LOERCHER
Career Coach, Bloomington

INNOVATION



IVIEL DE LA VEGA LUIS
Store Manager, Jacksonville



ANTHONY DRURY
E-Commerce Lead,
Springfield - Wabash



TIMOTHY MCDONALD
Material Handler II,
Bloomington

2023 Key Metrics

8% increase in donations from our communities - big thank you!

Diverted **11 Million lbs.** of goods from the landfill.

Opened new **17,000 Sq. Ft** facility in Chatham!

Our Bloomington/Normal Career Center is **ranked #2** in the nation among users of the “Skills to Succeed” employability online platform!

Over 900 high school and college students received employment skill building from the Bloomington/Normal Career Office.

We provided career program services to **1,200 justice** impacted individuals while working with the Illinois Department of Corrections.

Provided **33 individuals** with ongoing intellectual and developmental disabilities training, skills and employment.

3 medals were won in the Illinois State Special Olympics from two of our Adult Services super stars this year!

142 Individuals were served through our Youth Services Program with 42 mentors and volunteers helping along the way.

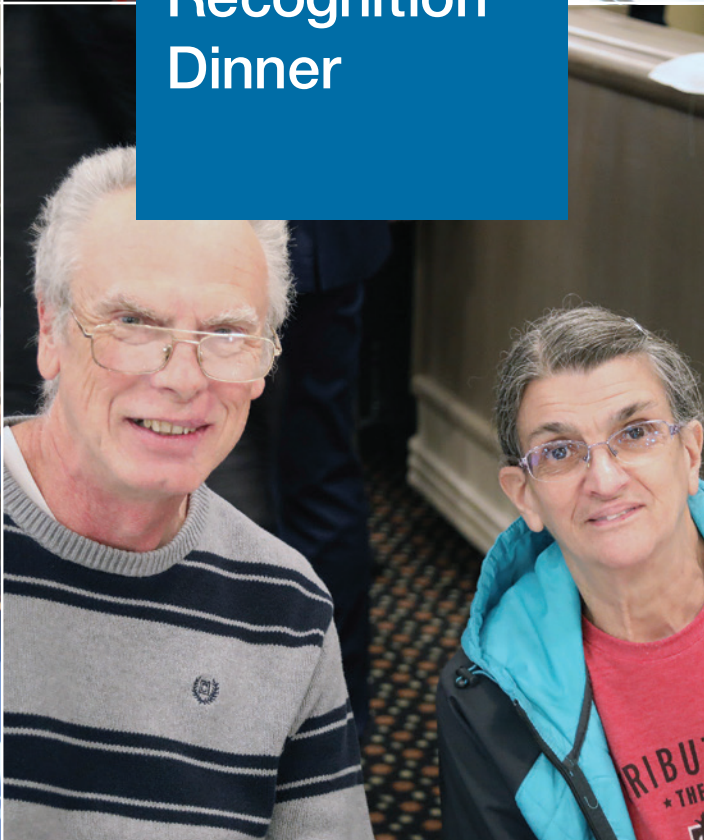
A record **175 people** attended the Youth Thanksgiving Appreciation Dinner.

11 youth graduated from high school and 8 enrolled in college.

85,804 lbs. of computer and IT related equipment were recycled in 2023 in the Dell Reconnect Program.



Annual
Employee
Recognition
Dinner



Board of Directors

JOHN GEYSTON

President / Chair
TROXELL

CONNOR ETHERIDGE

Vice President
Hickory Point Bank

CHERI PLUMMER

Treasurer & Secretary
Lee / O'Keefe Insurance Agency

JENNIFER ASCHER

Director
Administrative Office of the Illinois Courts

DAVISON BIDESHI

Director
Western Illinois University

KATIE DAVISON

Director
Northern Illinois University

MAUREEN G. MARX

Director
Western Illinois University, Retired

PATRICK MOORE

Director
Illinois Community College Board

KINSER WARGEL

Director
Field Level Agriculture



RON CULVES
President & CEO



AMANDA SANDNER
Chief People Officer
& Corporate
Compliance Officer



WALLY PROENZA
Vice President,
Retail Operations



ESTHER DOE
Vice President,
Special Projects &
Chief Diversity Officer



JASON GOODMAN
Vice President,
Finance



ANDREA JENKINS
Vice President,
Information Technology



SHELLEY F. SINGLETON
Vice President,
Marketing, Public Relations
& Fund Development



ANGIE CLARK
Vice President
of Health, Safety, Security
and Environment

**EXECUTIVE
LEADERSHIP TEAM**



Land of Lincoln Goodwill Industries, Inc.

ADMINISTRATIVE AND CAREER DEVELOPMENT CENTER

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Springfield, IL 62704

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