

GOODWILL OVERCOME



2020 ANNUAL REPORT



Goodwill 
Western Missouri & Eastern Kansas

Mission and Vision, Agency Leadership	2
Service Impact Metrics	3
Programs & Services	4
Artemis Institute Launch – Coming in 2021!	5
Success Stories: Pandemic Response	6
Success Stories: Pandemic Response	7
Donors & Grantors	8
2020 Financial Summary	9
Mobile Workforce Unit – Coming in 2021!	10
Coverage Map and Retail Locations	11

MISSION

Goodwill empowers people to discover their potential and adapt for the future through the power of work.

VISION

Together, we build sustainable and prosperous communities

BOARD OF DIRECTORS

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LEADERSHIP STAFF

Edward Lada, Jr President and Chief Executive Officer
Laura Ritterbush Vice President of Mission and Workforce Development
Jay Ketterling Chief Financial Officer
Trent Wunstel Vice President of Data Analytics and Strategy
Luke Meyers Vice President of Retail Operations

TABLE OF CONTENTS

SERVICE IMPACT METRICS

Facing store closures and the loss of donations and subsequent revenue, our agency's resolve and passion for our mission helped us serve more marginalized and under-served populations than ever before.



16,320,957
POUNDS OF DONATED
MATERIAL TO RESELL,
REUSE OR RECYCLE



12,065
PEOPLE SERVED



744,598
SHOPPER
TRANSACTIONS



601
JOBS SECURED



378,924
PEOPLE DONATED
USED GOODS



96%
SATISFACTION RATE
OF PEOPLE SERVED



17,755
SERVICES PROVIDED
TO EMPOWER OUR
COMMUNITY



14
RETAIL STORES WITH
DONATIONS CENTERS

PROGRAMS AND SERVICES

Goodwill is a nonprofit organization that serves the Greater Kansas City community and surrounding areas. All programs and services are available to our clients at no cost and are developed to overcome each individual's specific barrier to employment.

Digital Skills Training

classes are offered at various Goodwill locations, as well as other partner organizations. Training includes basic computer skills, internet basics, and social media. Additional software training is available for Windows 10, MacOS, Google Drive, and various Microsoft programs.

Goodwill's Employment Services offers one-on-one career support to individuals with barriers to employment, including physical disadvantages, a mental health diagnosis, substance abuse, criminal backgrounds, or developmental disabilities. We assist with job matching, soft skills training, mock interviews, job development and negotiation, access to job leads, job coaching, and case management. These services are provided by appointment at Goodwill's **GoodWORKS Career Resource Centers** in North Kansas City and Blue Springs, MO.

Goodwill's Reentry Services

offer career support to individuals who have been incarcerated and/or currently involved with the criminal justice system. Job seekers meet weekly with a Goodwill Career Navigator to provide support towards obtaining employment, including access to occupational training credentials.

Through the **Federal AbilityOne Program**, individuals with disabilities enjoy full participation in their community and can market their skills into other public and private sector jobs. Goodwill participates in AbilityOne with custodial service contracts at the Richard Bolling Federal Building in downtown Kansas City, MO and Fort Leavenworth, KS.

Essential Skills Training provides career planning and employment readiness courses. Participants have the opportunity to explore their career options through online training covering:

- You and Your Career
- Getting a Job
- Success in Work

This training helps participants identify the next steps toward their career goals by improving interview skills and honing soft skills to earn and keep employment.

New in 2021! The **Artemis Institute Bridge to Technology Program** will offer the opportunity for adult learners to enhance their digital skills for tech-driven work. Learners will participate in an 8-10 week cohort of online and onsite computer lab/classroom learning.



ARTEMIS INSTITUTE – COMING IN 2021!!



ARTEMIS
INSTITUTE



LAUNCH YOUR CAREER INTO THE TECH INDUSTRY!



FREE Training

Most of our training is free to qualified applicants.



Career Support

One-on-one career guidance with comprehensive support services.



Job Placement Services

Job placement assistance and employer connections.

For more than 125 years, MoKan Goodwill has had a rich legacy of service for job seekers in our communities. Today, we continue to operate out of the same sense of urgency—responding to the needs at hand as well as the coming requirements of the 4th Industrial Revolution.

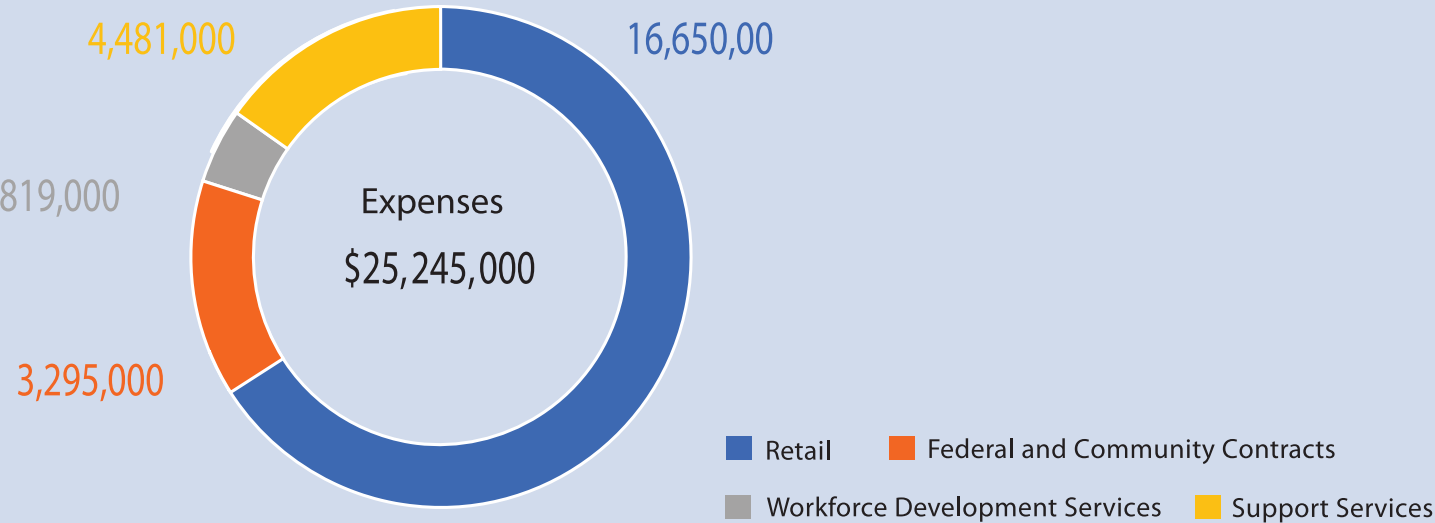
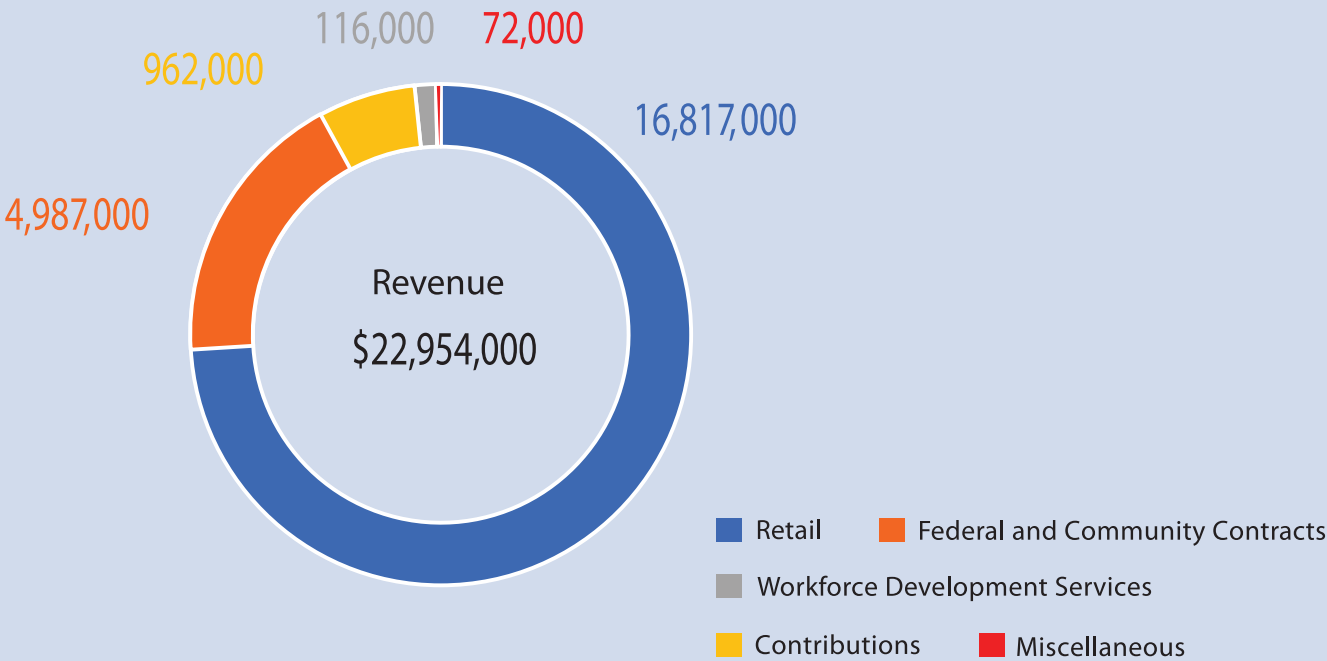
Rapidly changing technologies such as artificial intelligence, robotics, and 3D printing, are drastically shifting how we work and the skills that will be important to employers in the future. Goodwill wants to ensure that everyone has the opportunity to benefit from the well-paying careers currently available within the IT field as well as the future state jobs that are being created.

To achieve this goal Goodwill will launch the Artemis Institute, in partnership with area technology companies, to train adults so they are well prepared for the next wave of industry. Through a combination of virtual and in-person classes, our instructors and expert advisors will help students understand and explore the skills and careers that are advancing in future state technologies.

Our Goal Is To Provide You With A Quality, Career Focused Education.

goodwillartemisinstitute.com

2020 FINANCIAL SUMMARY



MOBILE WORKFORCE UNIT - COMING IN 2021!



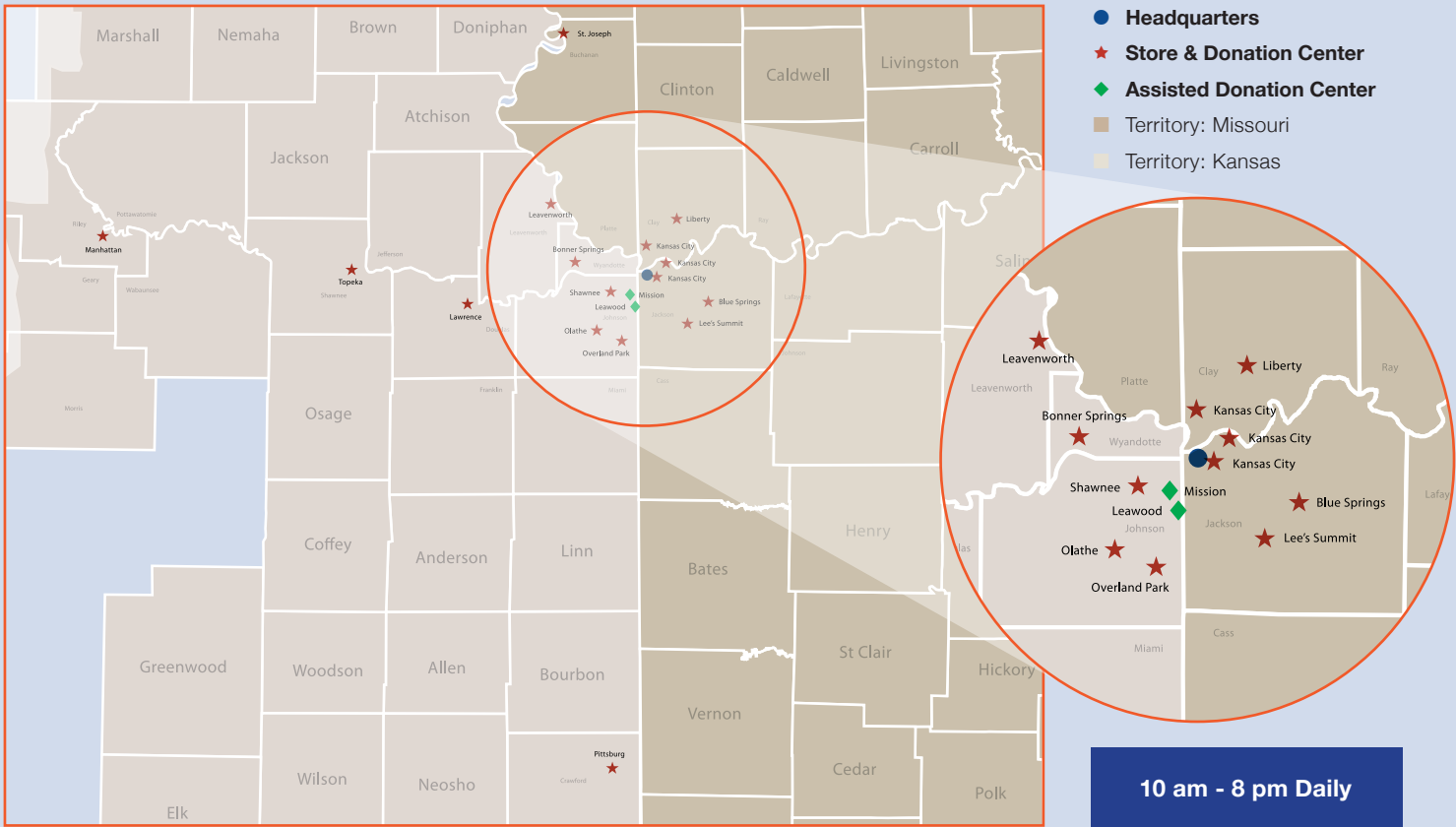
Equipped with 10 computers, Wi-Fi internet, and presentation screens to connect people to jobs, training, and other online resources.

Available to visit your location to assist with:

- **Hiring events** - use of computers for onsite job application submission
- **Digital skills training** - conduct sessions to teach individuals how to use a computer and gain knowledge about operating systems and software applications



COVERAGE MAP AND RETAIL LOCATIONS



Store #101
Outlet Store / ROC
1800 N. Corrington
Kansas City, Missouri 64120
(816) 743-7660
9 am - 7 pm (Mon - Sat)
11 am - 6 pm (Sun)

Store #103
North Oak
4824 North Oak Trafficway
Kansas City, Missouri 64118
(816) 453-9950

Store #108
Lee's Summit
440 SW Ward Road
Lee's Summit, Missouri 64081
(816) 554-6227

Store #110
St. Joseph
3615 Faraon
St. Joseph, Missouri 64506
(816) 232-0197

Store #118
Blue Springs
926 S. Highway 7
Blue Springs, Missouri 64014
(816) 229-2782

Store #123
Liberty
9740 N. Cedar Avenue
Kansas City, Missouri 64157
(816) 883-2790

Store #131
East 63rd Street
8648 E. 63rd St.
Kansas City, Missouri 64133
(816) 867-0661

Store #204
Shawnee
10611 Shawnee Mission Pkwy
Shawnee, Kansas 66203
(913) 962-7500

Store #205
Lawrence
2200 West 31st Street
Lawrence, Kansas 66047
(785) 331-3908

Store #206
Bonner Springs
525 S. 129th Street
Bonner Springs, Kansas 66012
(913) 441-5701

Store #211
Topeka
5515 SW 21st Street
Topeka, Kansas 66604
(785) 228-9774

Store #214
Leavenworth
104 S. Broadway
Leavenworth, Kansas 66048
(913) 782-5714

Store #220
Overland Park
7241 West 135th Street
Overland Park, Kansas 66223
(913) 402-7226

Store #222
Manhattan
421 E. Poyntz Avenue
Manhattan, Kansas 66502
(785) 320-7850

Store #
Pittsburg
2412 N Broadway
Pittsburg, Kansas 66762
(620) 220-5450

Donation Center
Leawood
12910 State Line Road
Leawood, Kansas 66209
(913) 748-7760
9 am - 6 pm (Mon - Fri)
9 am - 7 pm (Sat)
11 am - 6 pm (Sun)

Headquarters
Kansas City
1817 Campbell Street
Kansas City, Missouri 64108
Lobby Hours:
8 am - 4 pm (Mon-Fri)

Goodwill



800 E. 18th Street
Kansas City, MO 64108

www.MoKanGoodwill.org

Commission on Accreditation
of Rehabilitation Facilities
(CARF)



Goodwill maintains the highest level of CARF accreditation in our workforce development unit. Our workforce development staff is trained to offer services and referrals tailored to an individual's needs. By being CARF accredited, we demonstrate our commitment to continually improving our services.