

2021



IMPACT REPORT



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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.

Goodwill Leadership Team

Edward Lada Jr., *President & Chief Executive Officer*

Jay Ketterling, *Chief Financial Officer*

Anita Davis, *Chief Mission Officer*

Trent Wuntzel, *Chief Operations Officer*

Board of Directors

Chair, Jameson Auten

Deputy CEO & COO, Kansas City Area Transportation Authority

Vice-Chair, Beth Ward

Senior VP of Supply Chain & COorporate Officer, Hallmark Cards, Inc.

Treasurer, Andrew Place

Director of Financial Planning and Analysis, GEHA Health

Secretary, Steve Hamilton

Retired Attorney

Manny Abarca IV

Ghadeer Garcia

Sandra Garcia

Bruce Hart

Lisa Schubert Hickok

Sheri Johnson

Carlanda McKinney

Christian Scharosch

Kelly Schemenauer

Jason Spacek

Carolyn Vertovec

Mike Collins

Kolette Schneider

Awais Sufi



18,590,680

pounds of donated material to resell, reuse, or recycle.



4,840

people served.



1,026,383

shopper transactions.



811

jobs secured.



464,767

people donated used goods.



96%

satisfaction rate of people served.



8,898

services provided to empower our community.



15

retail stores with donation centers.

Recognized as an “Employer of Choice” with a GuideStar Seal of Transparency, our agency operates regional retail stores and donation centers that generate funds to support our Mission, with 88¢ of every dollar earned committed to empowering local job seekers. As a Kansas City Industrial Council (KCIC) gold medal winner, MoKan Goodwill is also recognized as a leader in sustainability, annually diverting more than 18 million pounds of donated materials to resell, reuse or recycle.



Scan to learn more

Melva's Story

"I didn't have my son here anymore to guide me through the technology world—I was lost. I became a Bridge to Technology student and I really have learned so much in this class."



Scan to learn more

Fernando's Story

"I lost my job. That was hard, that was for like a year... I got this connection with Goodwill, for this awesome program—Bridge to Technology, and now I see more chances to educate myself and be successful with what I want to do."



Scan to learn more

Julius' Story

"Once upon a time I became homeless and being homeless is awful hard. Goodwil... asked you if you wanted to work, if you wanted to go through our program. So I finally decided, Yes, I'll try, and it worked out to my advantage."

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.

Essential Skills Training provides career planning and employment readiness courses. Participants have the opportunity to explore their career options through online training to identify their career goals by improving interview skills and honing soft skills to earn and keep employment.

Goodwill's Employment Services offers one-on-one career support to individuals with barriers to employment who are interested in achieving career success. We assist with job matching, skills training, mock interviews, job development and negotiation, access to job leads, and case management.

Digital Skills Training classes are offered in person at Goodwill's Mission Support Center in Kansas City and off-site in our Mobile Workforce Unit. 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. To request an appearance by our Mobile Workforce Unit, visit mokangoodwill.org.

Goodwill's Reentry Services, funded by the Missouri Department of Corrections, offer one-on-one career support to individuals who have been incarcerated and/or are currently involved with the criminal justice system. Job seekers meet weekly with a Goodwill Career Navigator who provides support towards obtaining employment, including access to occupational training credentials.

The Artemis Institute Bridge to Technology course offers the opportunity for adult learners to enhance their digital skills for tech-driven work. Learners participate in an 8-10-week cohort of online and onsite computer lab/classroom learning focused on digital skills, academic prep, introduction to the 4th Industrial Revolution, 21st-century critical thinking, and career exploration into the tech industry.

Through the **Federal AbilityOne Program**, Goodwill provides custodial service at the Richard Bolling Federal Building in downtown Kansas City, MO, and Fort Leavenworth, KS. These jobs provide people with significant documented disabilities the opportunity to acquire job skills and training, receive good wages and benefits and gain greater independence and quality of life.

East 63rd St. Store Opening



Stores and Donation Centers

Outlet Store/ROC

1800 N. Corrinton
Kansas City, MO 64120
(816) 743-7660

North Oak

4824 N. Oak Trafficway
Kansas City, MO 64118
(816) 453-9950

Lee's Summit

440 SW Ward Road
Lee's Summit, MO 64081
(816) 554-6227

St. Joseph

3615 Faraon
St. Joseph, MO 64506
(816) 232-0197

Blue Springs

926 S. Highway 7
Blue Springs, MO 64014
(816) 229-2782

Liberty

9740 N. Cedar Avenue
Kansas City, MO 64157
(816) 883-2790

East 63rd Street

8648 E. 63rd St.
Kansas City, MO 64133
(816) 867-0661

Shawnee

10611 Shawnee Msn Pkwy
Shawnee, KS 66203
(913) 962-7500

Lawrence

2200 West 31st Street
Lawrence, KS 66047
(785) 331-3908

Bonner Springs

525 S. 129th Street
Bonner Springs, KS 66012
(913) 441-5701

Topeka

5515 SW 21st Street
Topeka, KS 66604
(785) 228-9774

Leavenworth

104 S. Broadway
Leavenworth, KS 66048
(913) 782-5714

Overland Park

7241 West 135th Street
Overland Park, KS 66223
(913) 402-7226

Manhattan

421 E. Poyntz Avenue
Manhattan, KS 66502
(785) 320-7850

Pittsburg

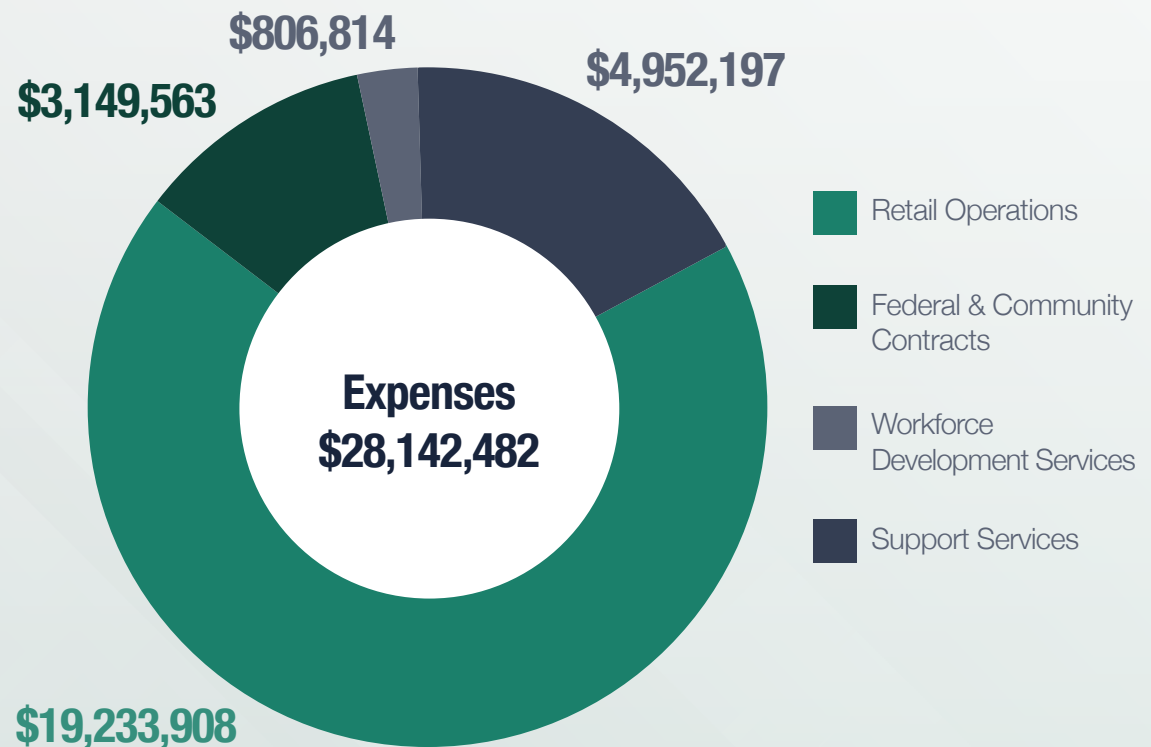
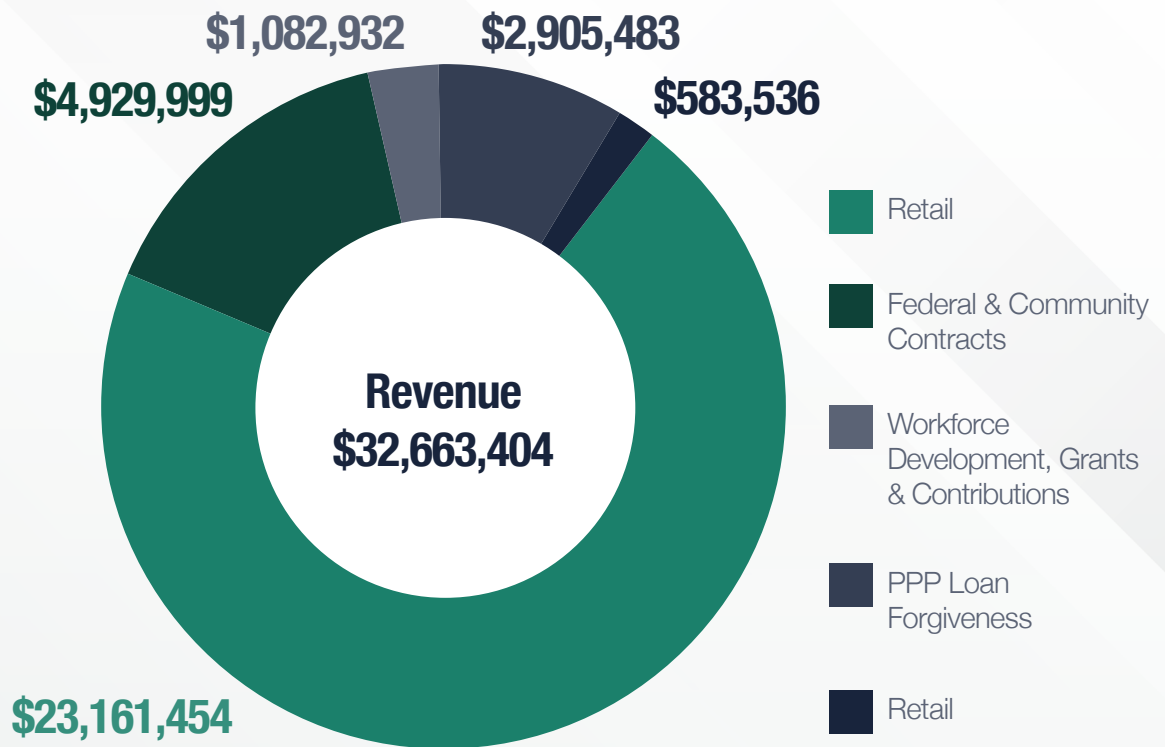
2412 N Broadway
Pittsburg, KS 66762
(620) 220-5450

Leawood ADC

12910 State Line Road
Leawood, KS 66209
(913) 748-7760

Headquarters

800 E 18th Street
Kansas City, MO 64108
(816) 842-7425





800 E. 18th Street | Kansas City, MO 64108
(816) 842-7425 | 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.