



2017 ANNUAL REPORT



Goodwill
SOUTHERN NEW ENGLAND



A Message from our President and Board Chair

**Board Chair Joseph Bartozzi, and
GWSNE President H. Richard Borer, Jr.**

A message from our President and Board Chair

2017 was a financially challenging year. We were not immune to state funding cuts, nor the "retail apocalypse." Despite these challenging conditions, we met our budgeted estimate of \$250,000 in net income for the year. This was accomplished through cost containment, including eliminating or freezing certain administrative and program positions, and reducing non-essential expenses across all departments. Additionally, our organization saw significant cost savings for workers compensation. This was the result of continued training and safety awareness, lower mod rates, and reduced claims. We were able to approve a 2% non-elective contribution of \$180,000 to our 403(b) retirement plan (historically a non-budgeted item) and still meet our budgeted net income target.

We also had to adjust to higher expenses, primarily the increase of the minimum wage, along with rising utilities and healthcare costs. We are expecting 2018 to be another challenging year especially in retail which continues to show slowed growth. Despite this, we are expecting to generate profit in 2018. We are implementing a new investment policy for our board-designated funds in order to improve returns. We are also investing in our infrastructure, including new point of sale (POS) registers, barcoding systems, and accounting/payroll systems to automate and provide more accurate data. Our new executive team members are highly engaged and enthusiastic about the organization, and our upcoming merger with Rhode Island. The environment we face today still gives us avenues for success and growth, but with a much more limited margin for error. We believe our strategy for 2018 provides the best opportunity for both short and long term financial success.

But, of all the ways Goodwill can measure success in 2017, the most important metric is also the most fundamental. It's the people we serve ... and the dignity, hope and sense of independence we provide by giving them the opportunity to work. They are clients like Laura, who began her career here in 1978 at the age of 21 and continues learning and growing... and Melanie, who brings to work every day a positive attitude

and eager to do her best at the Middletown Goodwill. Of course, none of what we do would be possible without the generosity of our donors... the support of our partners... and the loyalty, dedication and relentless hard work of our employees, who embody our mission every single day. We are grateful beyond measure for their contributions. As we look back on 2017, we always like to emphasize that it's not the things we do that are heroic, it's what the people we serve can achieve, using the tools we offer. When people are successful, it's because of their characteristics and determination. Goodwill is simply the catalyst.

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Rodney Snipes

CONSUMERS OF THE YEAR



Laura Passariello

Blended Program Participant

Laura began Goodwill in 1978 at the age of twenty one after graduating Celentano School. She was referred to Goodwill for vocational planning services. Over her many years within the group supported employment program Laura has held numerous jobs at companies such as Cablewave, KX Industries, Appicare and Goodwill. She currently works on packaging and delivering the Advisor newspapers on Mondays and Tuesdays.

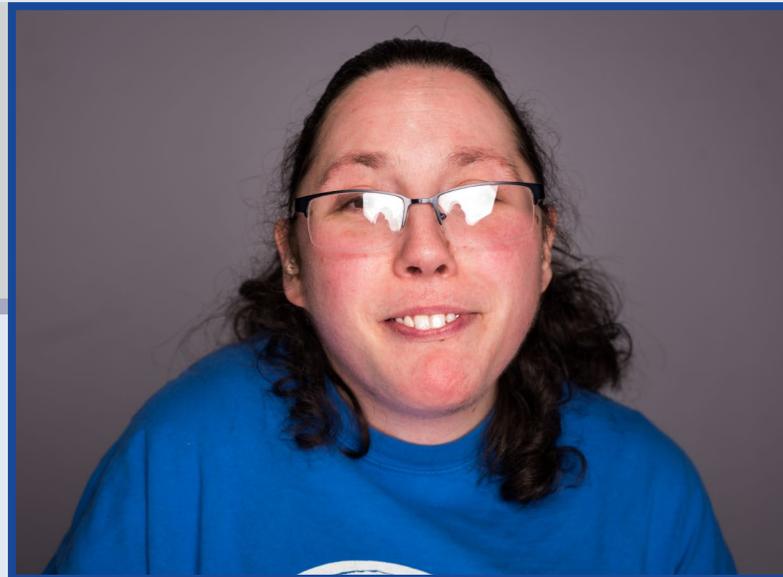
Laura was one of the first participants to begin attending our Blended Program at GWSNE. The Blended Program combines vocational opportunities with community activities. During her time within the Blended Program Laura enjoys dancing, holiday celebrations, arts & crafts, community outings, and spending time in the sensory room (or as she calls it the "country room").

Laura has made great improvements over the past year with her vocational and behavioral goals. She comes in to program each day with a smile, ready to participate in work or the scheduled Blended activity. Her Community Activity Specialist, Seretha Hodges commented "Laura is a pleasure to have at GSWNE and I have the pleasure to work with her every day."

Melanie Brennan

Community Employment Services Program Participant

Melanie makes an immense contribution daily to her Middletown Goodwill job site, in addition to others that are in need of her assistance. She has improved her interpersonal skills, encouraging and motivating her peers and coworkers throughout the day. Melanie is able to complete multiple tasks and has recently mastered tagging. Melanie attends work daily with a positive attitude, eager to do her best and reach any goals set for her and her team.



CONSUMER OF THE YEAR



Seth Bernblum

SPICE Program Participant

Seth has been a member of the SPICE program for the past twelve years. While in SPICE Seth actively participates in the community and in-house activities offered. He enjoys visiting the local senior centers, baseball games, museums, etc. Other activities participated in are in-house lunches, holiday celebrations and crafts.

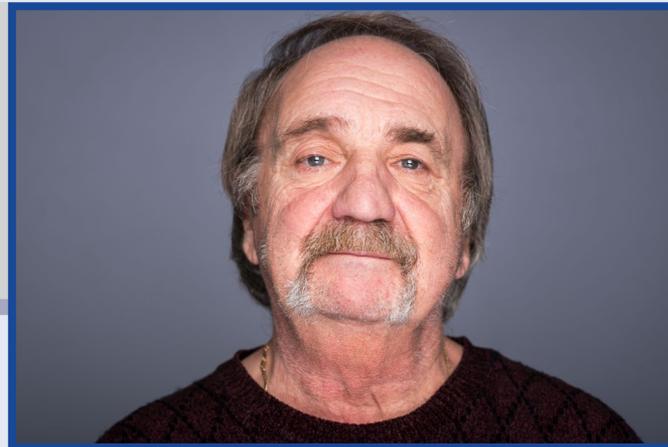
Seth is always willing and understanding when he is asked to alternate community outings to give everybody a chance to enjoy activities. He is eager to help staff and peers and is a member of the SPICE clean up committee. Staff can always rely on Seth's excellent memory for answers to trivia questions about music and TV shows. He gets along very well with his peers and is a good advocate for himself.

Seth has made many positive changes during his time at Goodwill. It is a pleasure to have him as a member of the SPICE program!

EMPLOYEE OF THE YEAR

Philip Felicello

Assistant Transportation Coordinator



Philip Felicello exemplifies the employee who goes above & beyond. Phil was hired in 2014 as a Van Driver for our program division. No one was surprised by his promotion in 2015 to the position of Van Driver/Assistant Transportation Coordinator.

This is a position that requires very early hours to ensure that all morning van runs leave according to schedule. He's always on time and he's always willing to flex his schedule to accommodate unusual or unforeseen needs; whether that's clearing ice and snow off the vans, covering vans with tarps in anticipation of snow, or covering for staff absences, Phil is your go-to guy.

Beyond his essential duties, Phil has developed a strong rapport with our consumers. While providing safe, efficient transportation services is our #1 priority, Phil makes it personal. He makes it all about the consumers and making their ride comfortable and enjoyable

Thanks Phil for all that you do—your extra efforts are greatly appreciated.

EMPLOYEES OF THE YEAR



Seretha Hodges

Job Coach/Community Activities Specialist, Blended Program

Seretha Hodges has helped turn our Blended program into a quality, individualized service for consumers. Seretha began her employment at Goodwill Southern New England in 2014 as a Job Coach in the Community Employment Services (CES) program. She then transitioned into the Blended program in 2016, which turned out to be a real win for our consumers. Her position as Job Coach/Community Activities Specialist

provides individualized service for consumers, blending components of work, independent living skills and social/recreational activities.

Seretha has transformed the Blended program into a learning environment and incorporates the material learned in-house while on community experiences with her group. She includes math, science, current events, shopping, cooking, grooming and hygiene, and social etiquette components in her lesson plans. Seretha is committed to excellence when providing services to our consumers that will help them grow, build skills and most importantly provide a fun environment.

We're lucky to have Seretha as a member of our team. Congratulations on this well-deserved recognition.

Jeffrey Spalter

Job Coach, Community Employment Services

Jeffrey Spalter is the epitome of a consumer advocate. No one would argue that Jeff is a vocal advocate and he does so with heart and soul. Jeff has been in this role for 17 years. Jeff is best described as being patient, helpful, and thoughtful. During his years at GSNE, Jeff has helped his consumers learn and master their work skills. He is currently assigned to our New Haven Goodwill Store and is an integral part of that store's operation.

Jeff embraces working with more challenging consumers and enthusiastically reports back on their progress and success. His support and coaching clearly make a difference in the lives of the people that we serve. However, Jeff's support is not limited to his consumers; he also willingly steps in and helps his peers in the CES program.

Jeff is well-deserving of this honor and exemplifies the mission of our organization—to enhance employment, educational, social and recreational opportunities for people with disabilities and other challenges. Jeff does just that on a daily basis. Thank you and congratulations, Jeff.



EMPLOYEE OF THE YEAR



Edgardo Irizarry

Loss Prevention Specialist

Edgardo Irizarry has taken his career to new heights, with the same quiet and unassuming demeanor. Eddy began his career at GSNE in 2010. He was hired into a part-time position as a Retail Material Sorter at the Rocky Hill Goodwill

Store. Eddy's work ethic and quiet leadership quickly became evident as he was promoted to the full-time position of shift supervisor one year later and then again to the position of Assistant Manager at our Southington Goodwill Store.

Eddy's internal knowledge of our unique retail operation was invaluable when he applied for the position of Loss Prevention & Safety Specialist. His first-class technical and mechanical talents helped him utilize sophisticated electronic equipment and technology. Eddy embraced his new role on April 7, 2014, and has become expert at utilizing our CCTV cameras to conduct safety sweeps at each of our retail locations, investigations and writing detailed reports that have been praised by local police officials for their detail and accuracy.

Eddy is ready, willing and able to take on additional duties to benefit the organization, all without complaint and with a smile. Thank you Eddy for all of your many contributions and for doing it all so willingly and efficiently.

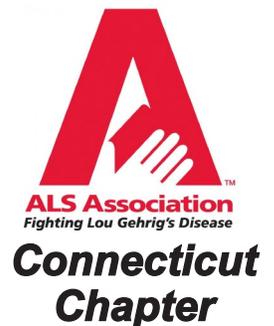
EMPLOYER OF THE YEAR

ALS Association

of Milford, CT

The ALS Association in Milford serves the needs of those living with ALS and their family members. The ALS Association is a not-for-profit health organization dedicated solely to the fight against ALS. ALS's mission is to discover treatments and a cure for ALS, and to serve, advocate for, and empower people affected by ALS to live their lives to the fullest.

ALS Association has partnered with Goodwill of Southern New England this past year by reaching out to inquire about having individuals who participate in our Community Employment Services provide office cleaning services in their Milford location. The staff at ALS Association has shown kindness, understanding, and most of all, appreciation for the work that our participants have done for them. They are always very welcoming and friendly which creates a positive work environment and experience for the members of the cleaning crew. Goodwill of Southern New England is grateful for the relationship that has developed with ALS Association, specifically Sandy Tripodi. We look forward to our continued partnership going forward and are very thankful for the work opportunity that ALS Association provided.



COMMUNITY PARTNER OF THE YEAR



Fantasia Banquet Facility

of North Haven, CT

Four years ago the Goodwill participants changed venues and celebrated their annual holiday party at Fantasia Banquet Facility in North Haven. The participants and their families were overjoyed with the beautifully decorated facility and the graciously accommodating staff. Since then Goodwill has continued to return back to Fantasia annually. Patty Manciero

and Silvana Derosa work alongside Cheryl Franklin in coordinating the meals, tables and setup to make certain that the party is enjoyed by all each year. All of the wait staff are friendly, helpful and welcoming to the individuals and families attending. Some of the wait staff have even taken a few minutes to get out on the dance floor and boogie with the Goodwill participants. On behalf of the CES and SPICE participants we thank you and all of the staff at Fantasia for making this annual event special for us each year!

VOLUNTEER OF THE YEAR

David Gannon

David Gannon was the General Manager/Partner of one of the Northeast's fastest growing billboard companies, Independent Outdoor III. He started the company in 2008, and has recently sold it to Lamar Advertising Company.

Dave received his Bachelor of Science from the University of Connecticut in 1987 and has been working in the advertising field for the past 25 years. David currently serves on the Goodwill of Southern New England board and is heading into his second three year term.

In addition David serves on the Board of Directors for the Wallingford YMCA and was instrumental in the creation of a teddy bear fund for Yale New Haven Toy Closet. In 2014 he helped run a wine dinner event that raised over \$25,000 for this program.

David through Independent Outdoor has donated to many charities including Goodwill of Southern New England in the form of raffle items like a hybrid bicycle, monetary gifts, golf balls, and billboard space for our Celebrate Annual Campaign.

David resides in Wallingford with his wife Nadine and his children Jenna and Gianna. We wish Dave well in his upcoming business endeavors.



DONORS AND VOLUNTEERS

The support of our donors and volunteers give our programs the power to improve the lives of our participants and our community as a whole.



The AMR volunteer group from our 2017 Fantasy of Lights season

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FANTASY OF LIGHTS DONORS

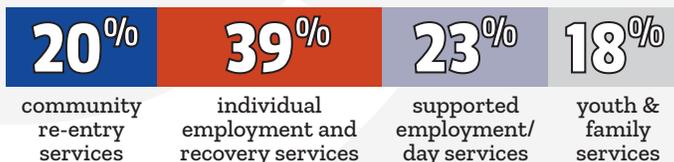
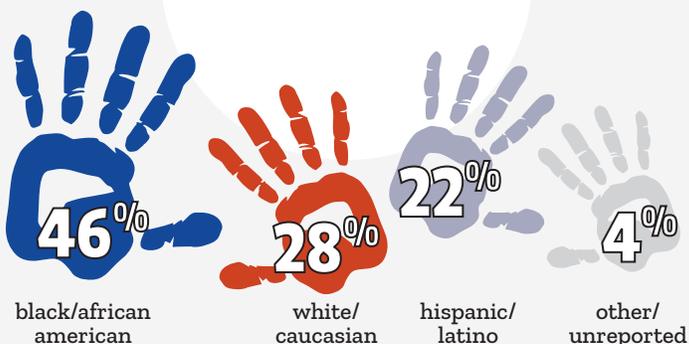
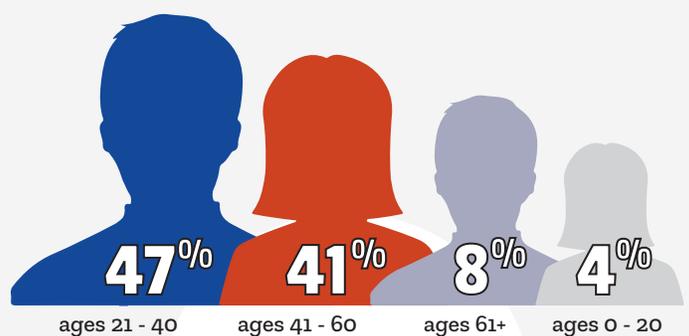
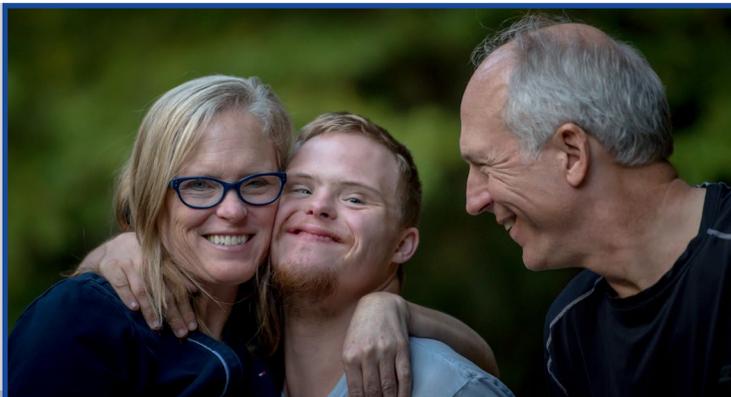
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SERVICE & FINANCIAL REPORTS

In 2017, we provided services to 888 individuals:



Our services were funded by these primary sources:



How our community invested in GWSNE

\$18,424,000

in purchases through Goodwill

\$4,263,000

in fees, grants & contracts for programs

\$407,000

in charitable contributions

\$278,000

other

TOTAL: **\$23,372,000**

How we invested those resources

\$16,408,000

in collecting, processing and selling goods

\$4,248,000

in providing direct services

\$2,281,000

in management & general

\$248,000

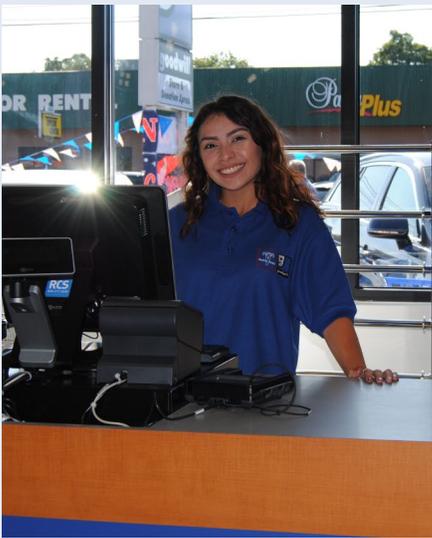
in resources for future investment in the community

\$187,000

in fundraising

TOTAL: **\$23,372,000**

RETAIL SPOTLIGHT: NEW ORANGE STORE



Have you been to our new Orange store yet? Our fourteenth Goodwill Store and Donation Center opened on September 1st, 2017 with a massive Grand Opening celebration. We opened our doors to hundreds of customers who enjoyed free Goodwill gift cards, refreshments, and entry into a raffle for a flatscreen TV!

This location is the first to feature our new interior style – a bright, stylish environment accented with our trademark blue and vivid orange. New full-window graphics add a touch of excitement and make our locations easy to spot from the outside. Customers have noticed our new look; some have even remarked that the open layout and eye-catching displays makes it feel like they're in an upscale boutique!

Our retail team has been busy outfitting our other stores in this new style. We've added our Hamden, Groton, and Westville locations to the list of newly-renovated stores, and the results are overwhelmingly positive. Stop by one of these locations and see the difference for yourself!

GWSNE RETAIL STORES & DONATION CENTERS

BRANFORD

249 West Main Street
(203) 481-7777

HAMDEN OUTLET

2901 State Street
(203) 248-1600

NORWICH

201 Salem Turnpike
(860) 204-0018

SOUTHINGTON

350 Queen Street
(860) 621-0775

CLINTON

369 East Main Street
(860) 664-9211

MIDDLETOWN

955 Washington Street
(860) 347-5404

ORANGE

81 Boston Post Road
(203) 795-3333

WALLINGFORD

1145 North Colony Road
(203) 265-4211

GROTON

664 Long Hill Road
(860) 448-6400

NEW BRITAIN

190 Columbus Boulevard
(860) 224-0885

NEW ORANGE STORE

305 Boston Post Road
(203) 584-9007

WESTVILLE

61 Amity Road
(203) 397-2735

HAMDEN

2369 Dixwell Avenue
(203) 230-2910

NEW HAVEN

472 Foxon Boulevard
(203) 468-2355

ROCKY HILL

80 Town Line Road
(860) 529-6838

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