



Goodwill
SOUTHERN NEW ENGLAND



2018

**ANNUAL
REPORT**

A message from our President & Board Chair

It gives us great pleasure to present our 2018 Annual Report to you. At Goodwill of Southern New England, it is because of you, our shoppers, donors, and our employer and community partners that we are able to support our participants in their quest for sustainable employment each year. Every day here at Goodwill of Southern New England we are empowering individuals, strengthening families and building stronger communities.

Since our merger with Goodwill Industries of Rhode Island took place during the 2018 year and the fact they were on a different fiscal year than us, this is the last year our annual report will just be Connecticut focused. Next year our Annual Report and Annual Meeting and financial reporting will be all inclusive of the merged agency of Goodwill of Southern New England.

The people featured in this report are the fabric of our agency and our mission; you will see people like Danny, Robert, Michael and Bill who continue to be true ambassadors of our mission.



With your support, we will continue breaking down barriers to employment in order to fulfill our vision. Through the work of Goodwill, all the people we serve will have the opportunity to learn, work and achieve their greatest potential.

As we move forward with our new name, our new expanded territory including Connecticut, Rhode Island and our new store in South Attleboro MA, we recognize our accomplishments are a result of our dedicated staff, the inspiration of those we serve, the leadership of our Board of Directors and the generosity of our community.

We are excited about our Goodwill mission and the positive impact we are having on the community. Thank you for partnering with us.

Sincerely,


H. Richard Borer, Jr.
President


Joseph Bartozzi
Board Chair

OUR BOARD MEMBERS

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Jennifer Elwood

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Jay F. Broderick

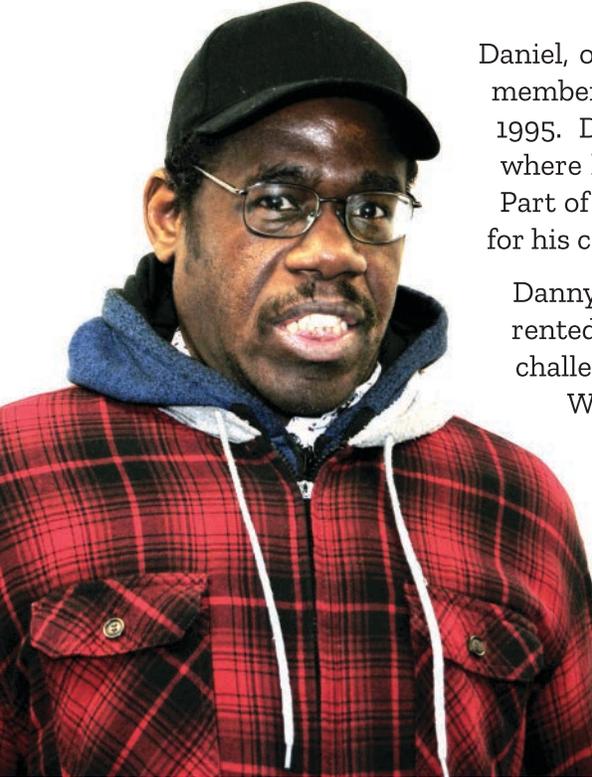
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CONSUMER OF THE YEAR

Daniel Brooks *CES Program Participant*



Daniel, or Danny as he is fondly known as here at Goodwill, has been a valued member of our Community Employment Services (CES) program since May of 1995. Danny spent years working at Gravy Master before the site closed down where he prepared trays of sticks to aid in the process of making rock candy. Part of his job involved dipping the trays in liquid sugar which he willingly did for his co-workers who could not do so for themselves.

Danny now works at New Haven Moving Equipment where he cleans totes rented by companies who are moving offices. Danny is always ready for a new challenge. Throughout his time with us at Goodwill he has also worked at Wesco making different types of kits, at Eastern Bag and Paper in the warehouse, and with the Hudson Crew taking down old magazines and putting up new ones.

Danny is a driven individual and always strives to do his best. He demonstrates great flexibility with his jobs and is always ready to assist his co-workers when needed. Danny is highly skilled and completes his work with proficiency. He is a pleasure to work with and an honor to have in the CES program. Thank you for all of your dedicated years of service Danny.

CONSUMER OF THE YEAR

Robert Bellemare

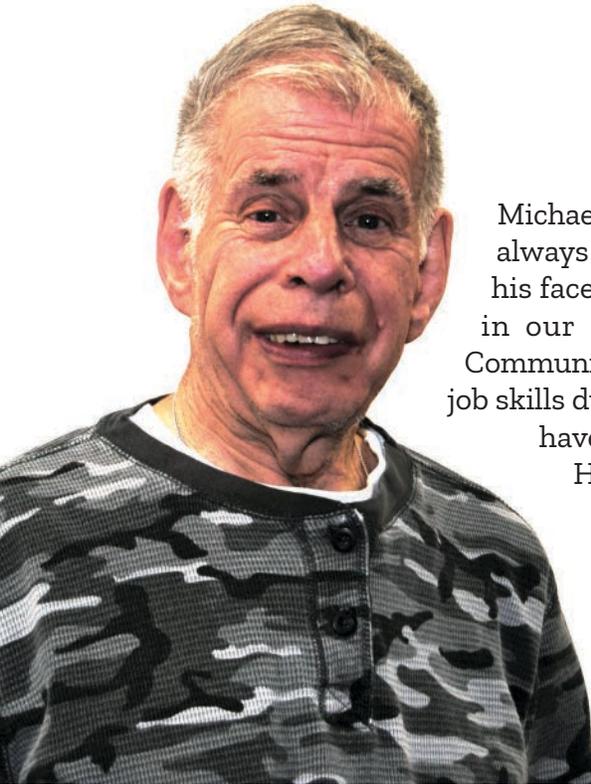
CES & Blended Program Participant

Robert began attending Goodwill of Southern New England in June 2017. He currently works twice a week within our Community Employment Services program (CES). He works with a team assembling the Advisor newspaper and delivering the finished product to customers. The remaining three days of the week he attends our Blended program participating in our community and educational enrichment activities.

"Robert is a very nice young man. He fully participates in every activity within the Blended program. Robert is kind and courteous with staff and his peers alike. He has demonstrated excellent participation, leadership and academic skills while with us. He is a pleasure to work with. I am proud of his hard work, commitment and success within the Blended program." - Seretha Hodges, Community Activity Specialist



CONSUMER OF THE YEAR



Michael Fagan

CES Program Participant

Michael has been with Goodwill of Southern New England since 1991. You can always count on Michael to stop in and say hello to everyone with a smile on his face from ear-to-ear before starting his workday. His employment began in our sheltered workshop program and now he participates in our Community Based Work Opportunities program. He has learned many different job skills during his time with us. Michael has worked at almost every job site we have partnered with over the years; his favorite so far has been Aplicare. He currently works as part of the New Haven Moving Equipment crew.

Michael is an extremely flexible employee and will substitute for anyone, anytime and anywhere, he is known to go with the flow. When not working Michael enjoys bowling with his friends in our after-hours REC program. We thank you for your 28 years of service, Mr. Fagan!

CONSUMER OF THE YEAR

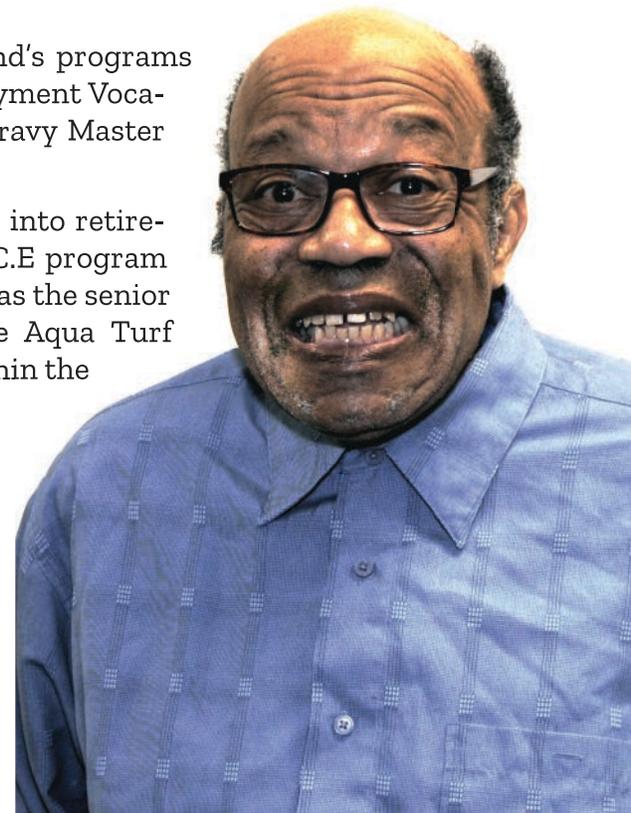
William Robinson *SPICE Program Participant*

Bill has been a participant of Goodwill of Southern New England's programs since 1969. He began his career working in the Supported Employment Vocational program. He has worked at various job sites including Gravy Master and National Filter.

In October of 1998 Bill decided that it was time for him to enter into retirement. Retirement did not slow Bill down as he joined the S.P.I.C.E program full-time. He enjoys participating in the community outings such as the senior center visits, bowling, baseball games and everyone's favorite Aqua Turf holiday party. He is also a member of the clean-up committee within the program.

Bill has made many friends in the S.P.I.C.E. program and at the local senior centers. He is a gentle, kind and polite man who takes the time to greet everyone on a daily basis. Bill is very social and always willing to help his fellow friends or the staff members at any time, he is a pleasure to have in our program.

On behalf of the staff and the participants of the S.P.I.C.E. program we would like to wish Bill a happy 50th anniversary with us here at Goodwill of Southern New England!



COMMUNITY PARTNER OF THE YEAR



Department of Correction Parole and Community Service Division

Goodwill began working with the re-entry population in 2011 through a grant from the Department of Correction. We continued to operate under that grant for two years as we were chosen as one of seven programs nationwide to be evaluated for "best practices". Subsequently, we received a contract from the

Department of Correction to continue our work, while at the same time assisting the City of New Haven with the planning and implementation of the grant they received from the Department of Justice for the Warren Kimbro Re-Entry Program, which we serve under as a contracted partner.

The parole division has been an integral part in the success of the various programs offered to our clients throughout the years. They have worked side-by-side with our staff and the participants to implement a wrap-around approach to case management and community supervision through the use of dual reporting. The wrap-around approach combined with dual reporting has often worked to engage participants in needed services and treatments, thus avoiding re-incarceration.

We continue to maintain a very strong working relationship and mutual respect for one another. The parole division has continued their commitment to work with us for the betterment of the community with the ultimate goal of reducing recidivism. It is our pleasure to present this Community Partner Award to Parole Manager Marvin Anderson on behalf of his department and in recognition of the parole officers who have been assigned to work directly with our programs.

EMPLOYER OF THE YEAR

The Advisor Newspaper *of North Haven, CT*

The Advisor was established in 1965 by Alfred and Patricia Flagg and is based in North Haven. The first issue was mailed to all North Haven residents as a bi-monthly publication on May 16, 1965 and after the first year the newspaper was distributed weekly. The demand for the Advisor newspaper increased and the distribution expanded to surrounding towns with over 32,000 papers delivered to homes and stores every week.



The Advisor has been supporting Goodwill of Southern New England's mission for many years. Individuals in both our CES and Blended Program work on the Advisor Newspaper every week by packaging the papers and then delivering them to surrounding towns. The Advisor has provided work opportunities for many individuals in our program. As a result, individuals in our group supported employment program have been able to improve their work skills and have a sense of accomplishment and pride, as well as earn a paycheck. Goodwill of Southern New England is very grateful to the Advisor for supporting our Mission Statement by enhancing employment opportunities to individuals with disabilities and other challenges.

EMPLOYEE OF THE YEAR

Tiaria Cannon *Job Coach*



Tiaria began as a temporary employee in our Community Employment Services program in 2015. From her very first day, it was clear that she was nothing like the temps the department had ever seen before. She was hired as a full-time job coach in early 2016. She is bursting with enthusiasm and energy and is known as the Energizer Bunny of the CES program. In the three years that Tiaria has been employed with us, her position has taken her to different job sites. She has gone from the Hamden store to Orange store and is currently working with her crew in our Clinton store. She always goes with the flow and takes any changes in stride.

Tiaria is a rock star of production for our stores. She encourages and motivates the crew by any means necessary to get them as close to their goal as possible. She is a tireless advocate for the clients on her crew and is always willing to train and teach them. Her complete dedication to the CES program and our clients makes her a model employee. She arrives to work every day with a smile on her face and is always ready to tackle whatever the day may bring. "It has been an absolute pleasure to be her supervisor for the past three years and I look forward to working with Tiaria." - Ashley Irizarry, Supported Employment Supervisor

EMPLOYEE OF THE YEAR

Carol Buccieri *Administrative Assistant*

Due to the absence of both receptionists over the past year Carol has been extremely helpful in assisting with the reception desk coverage when needed. She has helped train both temporary employees on the operation of the phone console and in the day to day duties that come with running the front desk. She spent mornings and afternoons up front with the trainees until they learned the routines of the position. While this is not part of Carol's job as an administrative assistant, she is always willing to step in and assist with the coverage, and handle any issues or answer any questions the new receptionist may have through out the course of the day.

Carol strives to provide the support that our program staff needs so they can deliver the high quality services our participants deserve. Some of her duties include processing the data for our programs, managing our participant files, updating and disseminating of records, and making sure the appropriate documents make it to our stakeholders. This is just a short list of the litany of other job tasks she handles on a daily basis. Carol is insightful and perceptive and uses these traits to recognize areas in need of improvement. She offers suggestions or solutions where appropriate. Carol remains a valued and dedicated member of the programs team.



EMPLOYEE OF THE YEAR

Elizabeth Simonelli

New Britain Store Manager



Lyzz joined Goodwill of Southern New England back in December of 2006 as an Assistant Store Manager at our Rocky Hill store. In September of 2009, she decided to leave the organization and partner with family members to pursue a franchise opportunity. In March of 2017, she returned to her roots in the Rocky Hill store, working part time on weekends, and enjoyed reuniting with many of the friends who had worked there previously. In October 2017, Lyzz was promoted to Shift Supervisor and then, in October 2018, through hard work and dedication, was promoted again to Store Manager of our New Britain store!

Lyzz continues to take the New Britain location by storm – by exceeding budgeted store numbers each month, she and her team have turned that store into one of Goodwill of Southern New England’s most profitable stores! In her spare time, Lyzz stays busy by enjoying family life with her daughter.

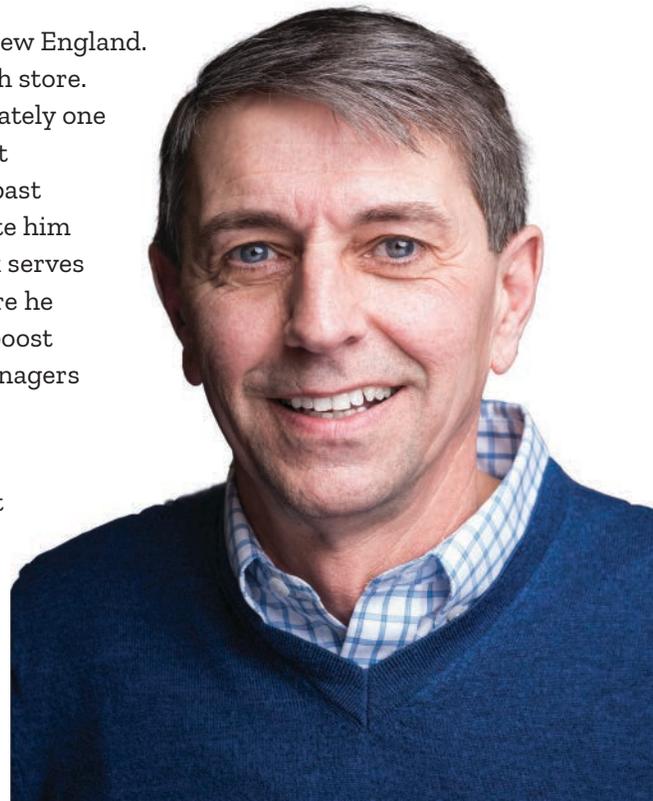
Thank you for all you do Lyzz, keep up the good work!

EMPLOYEE OF THE YEAR

Patrick Paradis *Director of Retail Operations*

Patrick has had a long and fulfilling career here at Goodwill Southern New England. In January of 2005 he was hired on as the Store Manager of our Norwich store. One year later, he was promoted to be an Area Manager, then approximately one year after becoming an area manager he was again promoted to District Manager. Patrick has gained a lot of experience and expertise over the past decade working with us. In April of 2018 a decision was made to promote him to the position of Director of Retail Operations. In this new role, Patrick serves as the “right hand man” to the Vice President of Retail Operations, where he uses his extensive experience in management and retail operations to boost store sales and productivity. He also mentors and trains retail store managers and district managers on best practices and retail concepts.

Patrick is always quick to volunteer for any extracurricular events and support our agency. Regardless of the cause, it goes without saying that he can be relied upon to jump in and assist without being asked – whether it be cleaning out a house full of donations, participating in the annual coat drive, helping set up for a summer picnic event or simply donating his time to assist others in the community. Patrick has become a vital and valued member of our organization.



VOLUNTEER OF THE YEAR

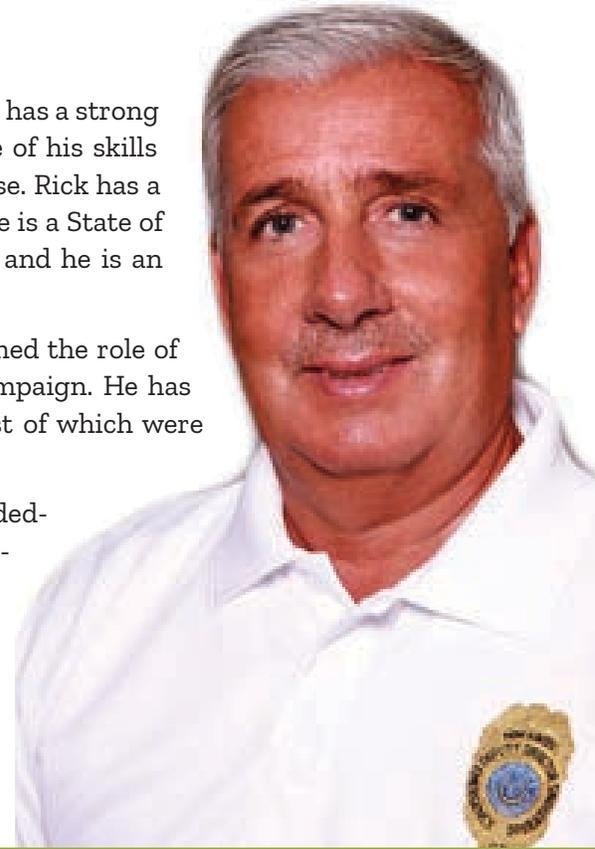
Rick Fontana

As the Director of Emergency Management for the City of New Haven, Rick has a strong history in the government operations and administration industry. Some of his skills include crisis management, emergency management, and disaster response. Rick has a Master of Science degree focused on national security and public safety. He is a State of CT Commissioner, an Adjunct Professor at the University of New Haven and he is an active member of the FEMA Region One Advisory Council.

Rick didn't think he had enough things to keep him busy so he also assumed the role of Chairperson for Goodwill of Southern New England's 2018 Celebrate Campaign. He has raised thousands of dollars to help fund our services and programs most of which were severely impacted by state and federal funding cuts.

In addition to lending his name to our Celebrate Campaign, Rick singlehandedly organized a nine-hole golf classic and cigar tournament to benefit our Celebrate Campaign. The tournament was held in early November and was a huge success despite a one week weather delay and torrential rains immediately following the round of play. It is our hope that this event will become an annual fall tradition for Goodwill of Southern New England.

It is truly an honor to recognize Rick Fontana as the 2018 Goodwill volunteer of the year, we appreciate all you do.



Here at Goodwill of Southern New England, the people we serve are the focal point of our organization. Every activity and every expenditure is evaluated in terms of its impact on our participants. Using our resources wisely is the cornerstone to our integrity as an organization; it gives us the flexibility to continually develop new programs and services, addressing the changing needs of people with disabilities and other challenges.



RETAIL SPOTLIGHT



South Attleboro, MA

Our sixteenth store location in South Attleboro Massachusetts was officially added to our store line up in November 2018. The store needed a complete remodel and reset to make it look and feel more like our other Goodwill of Southern New England stores. The shelves are filled to the brim with treasures at amazingly low prices! Stop by and check out the new Goodwill experience.



"Nicest, friendliest employees here! The shelves look amazing. Everything is kept neat...especially the book section. Nothing is cluttered or a mess. Some rare finds at this location, you never know what items will be in stock. Store looks great! Keep up the good work." - Google review

RETAIL SPOTLIGHT

Plainville, CT

On November 8, 2018, we celebrated the opening of our fifteenth Goodwill store and donation center in Plainville, CT. Many shoppers attended the opening, which featured raffle prizes, refreshments and a store packed full of amazing items.

The 17,000 square foot facility offers a convenient drive-through donation center, and a modern and bright shopping experience. The inventory is ever changing with unbeatable prices.

"I love looking for unique things and what better place but a Goodwill store, it opened recently and I was impressed, the store was very clean, staff helpful the prices were right. It was a nice experience definitely will tell my friends." - Google review



DONORS & VOLUNTEERS

CELEBRATE ANNUAL APPEAL DONORS

America's Charities • Amity Place Inc. • Anna & George Shaw • Anne F. Schenck • Anonymous • AT & T Giving Program • Badge Advisors LLC • Bank of America Employees • Barbara Lance Hopkins • Carol A. Grandjean • Chaya Friedman • Christine J. Kenna • Clifford & Dorene Grandjean • Corporate Giving Program • CT Beverage Mart • Deb Testa • Donald Weigt • Dorsi & Dorsi • DOT (Kelly Cain) • Dr. & Mrs. Richard Fearon • Edward P. and Kathleen K. Ryan • Edward Schechter • Edward T. Carr • Emilio & Donna DiFrancesco • Francis Broderick • Frederick Tyrol • Gary Chase • George B. Slocum • George Ellis Co. Wayne Talamelli • Helen K. & Richard Joseph Famiglietti • Helen P. DeGennaro • Janet Fernstrom & James • Jay Broderick • Jennifer Corvo • Jennifer Elwood • Joan Kenna • Joe Bartozzi • John A. Alston, Jr. • Judith J. O'Neil • Julie & John Stearns • Kathryn Feidelson • Kim Sabino • Laurie J. Fitzgerald • Lorie & Ted Oberdick • Lynn A. Piascyk • Malcolm Gill • Matthew Susman • Michael Nahmias • Mr. & Mrs. Michael Chernovetz • Mr. & Mrs. William Hammond • Mr. Collins Dawson • Mrs. Lois Lustig • Mrs. Sharon Marable • Mrs. William S. Raithel • Ms. Linda W. Anderson • O, R. & L Toby Brimberg • Paula DeMaio • Rick Fontana • Robert A. Peck • Robert J. Schreck • Rodney Snipes • Roger Hess • Ron Nault • Stan Prymas • Steve Hudd • Susan B. Miller • Thomas & Myra Slocum • Thomas Muller • Truist Workplace Giving Program • United Way of Greater New Haven • Wayne Talamelli • Wendy Lewis • William A. Butler • William Dixon • William Green • Yale New Haven Hospital

VOLUNTEERS

America's Charities • A & S Automotive • Adam Spiewak • Allison Mangles • American Medical Response • Amity Safe & Lock Company • Anthem Employees • Atlantic Diving & Welding Co. • Beers, Hamerman & Co. PC • Boy Scouts of America Troop 802 • Branford Lions Club • Brianna Annuziati • Carlton Sutherland • Carol Bellemore • Casey Arenberg • Christen Gagliardi • Christopher Colonnase • Citizens Bank • CT Food Bank • Darlene Pacelli • Darrin Dellavecchia • Eagle Leasing • Eileen Lopez-Cardone • Elena Cahill • Enrico Diamantini • FHS-AIC-Milford • FHS-AIC_New Haven • Georgia Erickson • Girl Scout Troop 601100 Hamden • Globele Energy • Guilford Savings Bank • IBEW Local 90 • IUOE Local 478 • IUOE Local 478 • Jacqueline Lucas • Jan Day • Jay Broderick • Jillian Mordovanec • Jim Murray & the Goodwill Retail Team • John McFarland • Karen Brooks • Karl Wintermeyer • Knights of Columbus Rodrigo Council 44 • Lou Dinola • Marcus Notz & Friends • Mark Fucci • Mary Beth Marino • Mellilo School Jr. National Honor Society • Michael Hamilton • Michelle Vasso • Michelle Young • Morgan Stanley • New Haven Department of Parks, Recreation & Trees • New Haven Department of Police Services • New Haven Fire Department, Engine 16, Morris Cove • New Haven Rotary • OF Mossberg • Our Lady of Pompeii Council #11245 Knight of Columbus • Owens Realty Services • Pacelli Landscaping • Paula Serio • Peter Fusco • Project MORE • PSEG Power • Quota International • Reitman Personnel • Rick Fontana • Rosetta Fasulo • Sarah Capozzo • Sheet Metal Workers International Association, Local 40 • Sound School • Suzio York Hill • Temple Emmanuel • Troop 64159 Hamden • United Illumination • USCG Auxiliary • Vincent Fiumidinisi • Waterford Hotel Group • Webster Bank • Wendy Lara • Will Franceschi • Woodbridge Rotary Club • WTNH New Channel 8

GOLF CLASSIC DONORS

TITLE SPONSOR: L.H. Brenner, Inc./Thompson & Peck, Inc. **GOLF CART SPONSOR:** International Union of Operating Engineers, Local 478 **DINNER SPONSOR:** Advanced Wheels **BRUNCH SPONSOR:** Knights of Columbus **BAG DROP SPONSOR:** Fusco Corporation **BEVERAGE CART SPONSOR:** People's United Bank **REGISTRATION SPONSOR:** Windward Trading Group **COCKTAIL SPONSOR:** Suzio York Hill **CONTEST HOLE SPONSORS:** Theraplant • Visconti **DRIVING RANGE SPONSORS:** C. Cowles & Co. • Dichello Distributors • The Marlin Company **PUTTING GREEN SPONSORS:** Barker Specialty • Murtha Cullina **HOLE-IN-ONE SPONSOR:** Valenti Chevrolet **IN PARTNERSHIP WITH:** Aetna • All American Waste • Capital Contractors • CEBS Mutual of America • Connecticare • CWPM • Flondella, Milone & LaSarcino • Fred Valenti • Independent Outdoor • Ken Hylwa • Kobiana • Lockton/Deb Testa • Mal Gill & Co. • Nationwide Security • O,R, & L Toby Brimberg • One Digital • Paul Dorsi • Rodney Snipes • Simione, Macca & Larrow • Start Bank • Thermo King • Travelers • Webster Bank

FANTASY OF LIGHTS DONORS

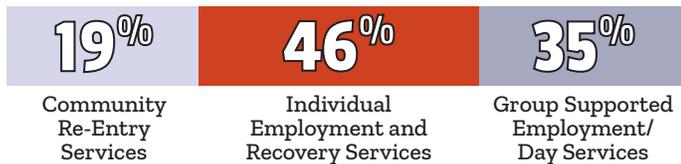
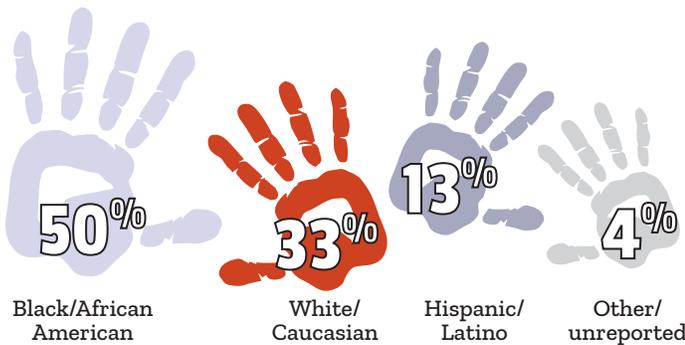
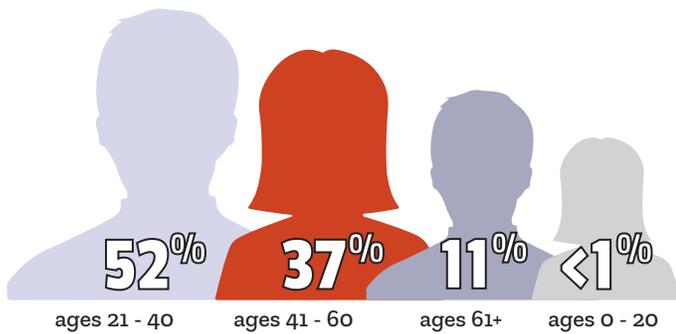
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Thank you to all of our donors & volunteers for your continued support of our mission.

You are helping to fund our programs for people with disabilities and other challenges build a better life, one step at a time.

SERVICE & FINANCIAL REPORTS

In 2018, we provided services to 733 individuals:



Our services were funded by these primary sources:



How our community invested in GWSNE

\$19,135,000
in purchases through Goodwill

\$5,231,000
in fees, grants & contracts for programs

\$525,000
in charitable contributions

\$20,000
other

TOTAL: \$24,911,000

How we invested those resources

\$17,650,000
in collecting, processing and selling goods

\$4,295,000
in providing direct services

\$2,441,000
in management & general

\$310,000
in resources for future investment in the community

\$215,000
in fundraising

TOTAL: \$24,911,000

IN MEMORIAM

On behalf of everyone here at Goodwill of Southern New England we would like to take a moment to remember and to extend our deepest appreciation to *Fred DellaValle, Kenneth Hylwa, and Fred Valenti* for their dedication and support of our agency.

Fred DellaValle

Fred has served on our Board of Directors since 2004 and has held the positions of Chairman, First Vice Chairman, Second Vice Chairman and Director. He was also nominated as Volunteer of the Year in 2017. Fred was an active Director on our Board when he passed away in February of this year.

Kenneth Hylwa

Ken has been part of our Board of Directors since 2011. He became Second Vice Chairman in 2017 and held that position until his passing in April of this year. Ken also held the position of Past Chair on our annual Golf Classic committee.

Fred Valenti

Fred participated in our annual Golf Classic event for more than twenty years, first as a golfer and later as a golf committee member. Fred has been a long-time volunteer and supporter of our agency. Fred was also nominated for Volunteer of the Year in 2016.

We thank you for being big supporters of our agency and the people we serve. You were souls that brought joy and fulfillment to many, your legacies will live on forever. Your presence will be greatly missed here at Goodwill of Southern New England.



Goodwill Stores and Donation Centers

Branford
249 West Main St.
(203) 481-7777

Clinton
369 East Main St.
(860) 664-9211

Groton
664 Long Hill Rd.
(860) 448-6400

Hamden
2369 Dixwell Ave.
(203) 230-2910

Middletown
955 Washington St.
(860) 347-5404

New Britain
190 Columbus Blvd.
(860) 224-0885

Norwich
201 Salem Tpk.
(860) 204-0018

Orange
305 Boston Post Rd.
(203) 584-9007

Outlet Store
2901 State St.
(203) 248-1600

Plainville
349 New Britain Ave.
(860) 410-8090

South Attleboro, MA
115 Washington St.
(508) 399-7601

Rocky Hill
80 Town Line Rd.
(860) 529-6838

Southington
350 Queen St.
(860) 621-0775

Wallingford
1145 No. Colony Rd.
(203) 265-4211

Westville
61 Amity Rd.
(203) 397-2735

Attended Donation Centers

Cheshire
1032 S. Main St.
(203) 250-1444

Cromwell
77 Berlin Rd.
(860) 632-5600

East Lyme
214 Flanders Rd.
(860) 691-3355

Guilford
752 Boston Post Rd.
(203) 453-5995

North Haven
432 Washington Ave.
(203) 752-5307

Prospect
34 Waterbury Rd.
(203) 527-9698

Westerly, RI
87 Granite St.
(401) 329-0128

Visit us at goodwillsne.org/donate for a complete list of donation bins