

2019 All-Employee Meeting



Thank You

- ” Board of Directors
- ” All Employees
 - . You are Heroes, along with our Donors and Trainees
- ” Executive Team (my team)
 - . Welcome 2 New Members
 - ” Blair Vesterfelt, Executive VP, Goodwill Industrial Services
 - ” Joni Nelson, VP, Human Resources & Organization Development

2018 Wins--Initiatives

- “ Progress on all fronts, despite lack of completion
 - . Diversification of Goodwill Industrial Services (GIS)
 - “ Grew business with Ford and GM
 - “ Won new work in Heavy Construction
 - . Invest in Management
 - “ Planning Leadership Academy
 - . Improve Internal Communication
 - “ Launched Text Messaging Service
 - . Increase Brand Awareness
 - “ Strengthened Relationships with local Chambers of Commerce
 - . Business acquisition
 - “ Engaged in Research and Built Partnerships

2018 Wins—Service to Mission

- “ Persons Served = 11,072 total (up from 8,680 in 2017)
 - . Basic Workforce = 8,577
 - . Intensive Job Placement = 2,074
 - . Intensive Personal Development = 421
- “ Job Placements = 1,423 out of 2,074 (2017: 1,082)
- “ Hourly Wage Average = \$13.45 (2017: \$13.41)
- “ 180 Day Employment Retention = 70% (2017: 80%)

2018 Wins—Growth & Diversification

- “ Diversified customer base for GGW (30% actual vs 12% goal)
- “ Grew and Diversified Employment & Training Programs
 - . Felicia will share more on these in a moment
 - . Opened the MI Works! Pontiac office
 - . Secured funding for second occupational training program
 - . Began building new space for welding school
- “ Strong Financial Performance from GGW and Clean Downtown

2018 Loss—Financial Performance

- “ Donated Goods Retail (DGR) began financial turnaround after challenging first quarter, but lost money overall
- “ GIS had a good year, overcoming significant staffing transitions, but not a great year, largely due to unexpected issues with a key supplier
- “ Overall, GIGD lost money in 2018
 - . Predicted the loss; investing for future growth and diversification
 - . Not a problem yet, and we won't let it become one

Priorities for the Future

- “ Diversifying our Social Enterprises
- “ Expanding our Mission Work
 - . Geographic
 - . Occupational Training
 - . Adult Education
 - . Entrepreneurship
- “ Community Leadership
- “ Philanthropy
- “ Investments in Employees

2019 Plans & Priorities

- “ Fund Development—Jennifer Merz, VP Fund Development
- “ HRIS—Joni Nelson, VP Human Resources and Organization Development
- “ Programmatic Plans—Felicia Hunter, CAO and Executive VP Employment and Training
- “ 2019 Initiatives: Overall Theme is Investment
 - . GIS Diversification into Medical Technology
 - . DGR Financial Success
 - . Investment in Talent/Human Resources
 - . Software Infrastructure Improvement
 - . Facility Planning

2019 Financial Outlook

- ” Social Enterprise Financial Performance Outlook
 - . GGW and Clean Downtown: very positive
 - . GIS: positive
 - ” We will achieve breakthrough into the medical industry
 - . DGR: cautiously optimistic;
 - ” We will increase traffic and transactions
 - ” We may open an outlet store

Tenure Awards



Thank You!

