

**goodwill**

Industries - Big Bend, Inc.

**2011 ANNUAL REPORT**



# Board of Directors: 2010-2011

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Tom Pitcock Realty

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Paula Walborsky  
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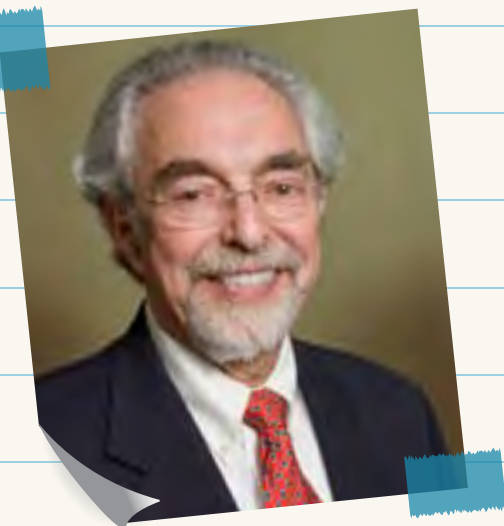
## Message from the Chair and President

Goodwill believes in the Power of **Work**, but why and what part does **work** play in our organization? First of all, we have had a very good year which is the results of the hard **work** of our executive staff, managers, employees and directors. This year we increased revenue by over one million dollars, which allowed us to serve more than 5,000 people, place almost a thousand in jobs, and employed 680 folks that **work** for us with salaries and benefits of over 10 million dollars. We also increased our Contract Services by almost a million dollars, built 15 more apartments for persons with disabilities, and improved and expanded our Human Resources Department, Public Relations Department, Accounting, and Maintenance Departments. Due to the hard **work** in our stores and administrative offices, we were able to sponsor other organizations such as: The Dick Howser Center, Forever Family, The Sharing TREE, WAVE, and with the help of the Methodist Church in Monticello provide a new accessible home for a lady with cerebral palsy. We want to thank everyone for a job well done, as it takes a strong team to make all this happen.

Secondly, **work** has another important role within Goodwill, for it is not only a means of achieving, it is a goal in and of itself. **Work** is the first step in the right direction for many of the people we serve. It occupies a great deal of their time and effort in a positive way and gives a sense of accomplishment and belonging. Self worth is closely tied to the ability to have and hold a job. From that foundation other good things can follow such as good parenting, being a good role model, and having the confidence to turn away from drugs, crime, and violence.

For over 100 years Goodwill has believed in the Power of **Work** to deal with society's problems which can be complicated and entrenched. Self-reliance derived from having a job allows those who seek a better life the opportunity for success. So to all the people in Goodwill, to all our supporters, and to the communities whose donations make all this possible we say,

*Thank you!*



Jerry Osteryoung, Ph.D.  
Chair of Goodwill



Fred G. Shelfer, Jr.  
President of Goodwill



# Human Services

Goodwill Industries – Big Bend's Career Training Centers are strategically located throughout our coverage area. Individuals with disabilities or other barriers to employment are offered individual counseling, a variety of education and job training opportunities, temporary work experience, and job placement services.

## Training Services

We provided 1726 people with Training Services that will help them to be more competitive in the workplace. Computer Skills Training, including Microsoft Office Programs; GED Preparation and Adult Basic Education; Financial Literacy Skills, Entrepreneurial Training and Job-Specific Training such as Receptionist and Call Center Representative as well as provided workshops in Customer Service, Phone Skills and Customer Service Skills.

Of these, 98% obtained at least one completion certificate and 71% obtained two or more.

184 people received job education — 61 in adult basic education and 123 in GED preparation classes and testing throughout our area. 72% increased by one grade level or more. Eleven people now have their GEDs.

March Money Sense class at Mabry St., Tallahassee

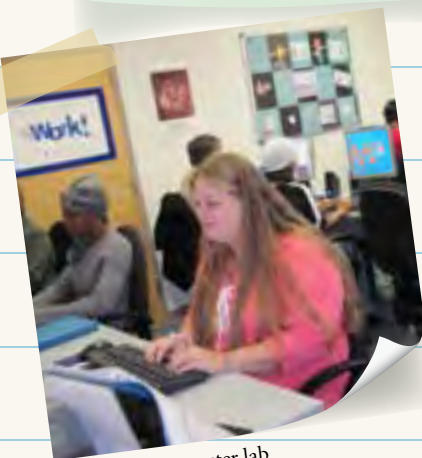


## Voucher Services

25 organizations participated in our GoodPartner Voucher Program. Over \$42,500 in vouchers were issued, touching the lives of 1,662 people and their families.

## Summary

- 5,574 individual people received 24,149 services.
- 2,202 were people with disabilities
- 2,287 were under/unemployed adults
- 923 were under educated adults
- 162 were children and their families



Springfield computer lab

## GoodWorks!

- 34 AmeriCorps Members provided over 17,000 hours of service to community members regardless of income level who were facing barriers to staying self-sufficient. GoodWorks! AmeriCorps Members connected 1,600 individuals with further resources to help them to bridge their crises. 81% of those served reported a "significant decrease" in a barrier due to this support.
- 306 people who are homeless received services in housing referrals, emergency needs assistance, and job search guidance.
- 62 volunteers donated 462 hours of services each month. A value of more than \$125,000 worth of services.
- Goodwill partnered with 13 community organizations by either co-locating at their facilities or providing services to clients at their locations. Some of these partners include Jobs Plus, Panama City Rescue Mission, One Stop Career Center, Transformational Recovery Mission, One on One, One by One, and both the local and state jail system.

## Placement Services

- 2,040 people were provided assistance with job searching and the opportunity to increase skills that improve their chance of gaining and maintaining employment.
- 781 people were employed in the community through these efforts.
- 43 adults with severe challenges including: disability, financial crisis and/or displacement were provided with temporary paid work experience; gaining new skills and networking contacts in the process.
- 39 high school students with disabilities were provided paid work experience through the GoodOpps Programs for students. This program helps youth with disabilities to build their work readiness skills and increases the chances for a smooth transition into becoming independent, productive adult

## Dick Howser Center

- 162 children, aged 6 weeks to 6 years old received early intervention childcare services in literacy rich classrooms that concentrate on school readiness.
- 58 children received on-site intervention including physical therapy, speech therapy and occupational therapy for varying levels of developmental delays. The intensity of these services is extended through our therapists' ongoing collaboration with our classroom teachers.

# Training Achiever of the Year

Christall Peavy was referred to Goodwill by the family courts; she was mandated to complete 150 hours of community service. She began completing her hours in the Valparaiso retail store, and one of the store employees told her about the Goodwill Career Training Center (CTC). Christall went to the CTC in July 2009, and asked the lab manager about services that might be helpful for her.

Christall was at the lowest point in her young life. With criminal charges pending, mental health issues and problems with drugs, Christall lost her children to the state foster care system. She was embarrassed, as her name and criminal mistakes filled the front pages of the daily news. She had never worked before, but was dedicated to providing a proper home for her children and to creating a good life for them. Christall began receiving therapy from Bridgeway, as well as family counseling.

In order to begin a solid career path, she needed her GED and a plan for employment. Christall began working in the CTC 4 days a week and soon completed the following training classes: Internet Basics, Windows XP, Microsoft Word and Outlook and Keyboarding. She earned her Bronze certificate in "Ready to Work," continued to study for the GED test, and attended a Money Sense class offered by Goodwill.



After making significant progress, Christall was enrolled in the Transitional Work Experience program in Goodwill's Human Services department. She left three weeks early and went to work for Brookstone in Destin, Florida. While experiencing professional success, Christall was reunited with her children. When her seasonal job at Brookstone ended, Christall went back to the CTC, and set aside time to complete her GED. She worked daily on her lessons. She struggled to learn and pass the math test. During this time, she became a member of the AmeriCorps program and volunteered as a resource connector for the CTC.

Christall tested for her GED in June of 2011 and received her High School Diploma on July 13, 2011.

Christall has learned and grown so much the last two years. With her diploma in hand, Christall is enrolling in college and hopes to get a degree in psychology. Christall said, "This program has given me not just a life, but a real blessed life that I would never in the universe thought even a slightest possibility would ever become my reality."

Today, Christall has full custody of her kids with no state monitoring and is working full time in the Valparaiso Goodwill retail store. She continues to volunteer in the CTC to help others reach their goals.

*What an incredible journey, Christall!*



## Placement Achiever of the Year Dexter Morris fondly called DJ

DJ was referred to Goodwill's Career Training Center in Tallahassee by staff of the GoodOpps program at Lively Technical Center. The GoodOpps program is a partnership between Goodwill and the Leon County School Board that provides paid work experience for students with disabilities. DJ has several developmental barriers and because of an orthopedic disability he relies on his wheelchair to be mobile. DJ is known by all for his smile.

DJ began transitional work through the GoodOpps / Transitional Work Experience program at the Mabry Street location. He cleaned and sorted merchandise in the wares area, as well as cleaned and stocked the merchandise on the sales floor.

DJ is considered to be punctual, enthusiastic and a team player. As a result of his good work habits and his motivation to succeed, he was transferred to the computer store to disassemble computers and separate parts into totes. DJ kept pace with other GoodOpps students who were not in wheelchairs.

Once he completed the computer store project, DJ continued to excel in his work and learn new job skills. On April 12, 2010, DJ successfully completed the GoodOpps program and on April 16, 2010, DJ was hired full-time by Goodwill as a processor in electronics. DJ was ecstatic when he heard he would become a permanent Goodwill employee.

DJ is currently responsible for checking electronics and preparing them to go to the retail store floor. If you happen to be at the Mabry store, you may hear someone paging him for customer assistance. Without hesitation he will be there, ready to help the customer.

DJ has become a mentor and a motivator. He turns disability into ABILITY.



Way to go, DJ!

## Employer of the Year Hardee's

Hardee's district manager Maria Moring is being honored as Goodwill's Employer of the Year. Over the last several years, Hardee's management has hired more than 75 Goodwill clients. Hardee's participated in a Goodwill job fair last year and local managers hired 18 Goodwill Career Training Center (CTC) participants in one day. Maria has hired CTC participants without conducting interviews, when Carol Richards, Chipley Employment Specialist, advocates earnestly for them. Maria and other Hardee's managers trust Goodwill's ability to train individuals to be successful in the workplace. Maria has also generously given her time to be a guest speaker at several of Goodwill's CTC job clubs.

Maria has instructed all managers to call the Goodwill CTC in Chipley if they have an opening. Several clients who were employed as crew members earning minimum wage are now assistant managers making salaries in the \$30,000 range. Some Goodwill graduates now manage stores. Various managers have worked closely with the CTC to place and retain participants who have more extensive barriers to employment.

Seven local Hardee's stores have recently been purchased by Burgers and Biscuits, a large, out-of-town company. Goodwill must now follow a different procedure to employ CTC participants. Maria and the store managers however, have continued to work with the Goodwill CTC to help clients find employment. Hardee's has championed Goodwill's mission to move persons toward self-sufficiency by faithfully placing dozens of Goodwill's job-ready clients.

*Thank you Maria Moring and Hardee's!*







## From the Desk of Stan Womble

### Director of Contract Services

Goodwill Industries Big Bend Services, in partnership with RESPECT of Florida, marked its second year of service in 2011. With the acquisition of four new contracts in 2011, in addition to the two from 2010, we currently maintain six service contracts. We presently do business with the following entities and all have renewed for 2012: Bay County Department of Transportation; North West Florida Beaches International Airport; and Maclay Gardens State Park. In addition to these six contracts, we also provide the landscape services for majority of the Goodwill retail and residential properties.

The strength of mission and quality services that our Services department provides is achieved because of our valued team of employees. It is because of their commitment and hard work that GIBB Services thrives in its existence. We ended the year with a total of six supervisors and 26 team members. 18 of the 26 Goodwill Services employees are individuals with verifiable disabilities. This works out to 69.2% with disabilities, as opposed to 66% at the end of 2010.

Bay County DOT has expressed great satisfaction with the quality of our work and has asked us to continue our contracts with them through the coming years as well as presenting new opportunities for us. GIBB Services currently perform two litter removal contracts and one large machine mowing contract combined covering over 43,000 acres annually. We also mow and maintain litter for 42 holding ponds for Bay County DOT.

Our current and first janitorial contract with the North West Florida Beaches International Airport in Panama City has also renewed for 2012. GIBB Services maintains this attractive 120,000 square foot facility 365 days a year 24/7. Two of our Airport employees received statewide awards in 2011; RESPECT of Florida Rookie of the Year award and Outstanding Employee award.

The Maclay Gardens State Park contract is truly a privilege. This year round turf maintenance contract keeps our employees busy throughout the year and our team takes great pride in keeping this internationally recognized state park looking beautiful. Every Thursday you can find us there bright and early, ready to go!

Goodwill Services will continue to provide employment for people with disabilities, thereby helping them attain economic self-sufficiency and personal empowerment. Goodwill Services would also like to give a special thank you to our customers, RESPECT of Florida, and Goodwill's administration staff.

Sincerely,

*Stan Womble*

Director of Contract Services  
Goodwill Industries-Big Bend, Inc.

## The Dick Howser Center - Employee of the Year

Amber Isaac began working for The Dick Howser Center (DHC) in January of 2011. She brought with her more than four years of experience in early childhood education. The title of Office Assistant does not adequately describe the full range of tasks Amber takes on each day at DHC. Amber takes on much more than answering phones, filing paperwork, and ordering supplies.

Amber consistently goes above and beyond by assisting teachers in the classroom, from changing diapers to easing separation anxiety for first-time kiddos and first-time parents. Amber is creative and driven, and is an exemplary role model for our teachers. Her interactions with the children are always kind and developmentally appropriate. Amber is a great fit for our reception area; she can both relate to, and be firm with parents.

She is professional, hard-working, dependable and well-mannered. Amber has taken on several additional tasks, such as compiling records for partnering agencies like the Early Learning Coalition and the Florida Department of Health. She has recently earned her Florida Child Care Professional Credential and is currently working towards her Florida Child Care Directors Credential. She plans to complete it by the end of April of this year. Amber exceeds every expectation as an office assistant. She is an invaluable asset to DHC.





## Dick Howser story

In February 2010, Goodwill saved The Dick Howser Center from closing its doors. The Dick Howser mission is to improve the quality and acceptance of children with special needs and their families.

Children who have special needs are able to receive physical, occupational and speech therapy services on-site at the center located on Mabry Street in Tallahassee, FL.

The Dick Howser Center creates an inclusive, nurturing environment for children with varying gifts and abilities. Development of each child's self-esteem and personal independence is encouraged. The center also minimizes the effects of disabilities through early intervention, education, developmental pre-school, family support, therapy and other community based services.





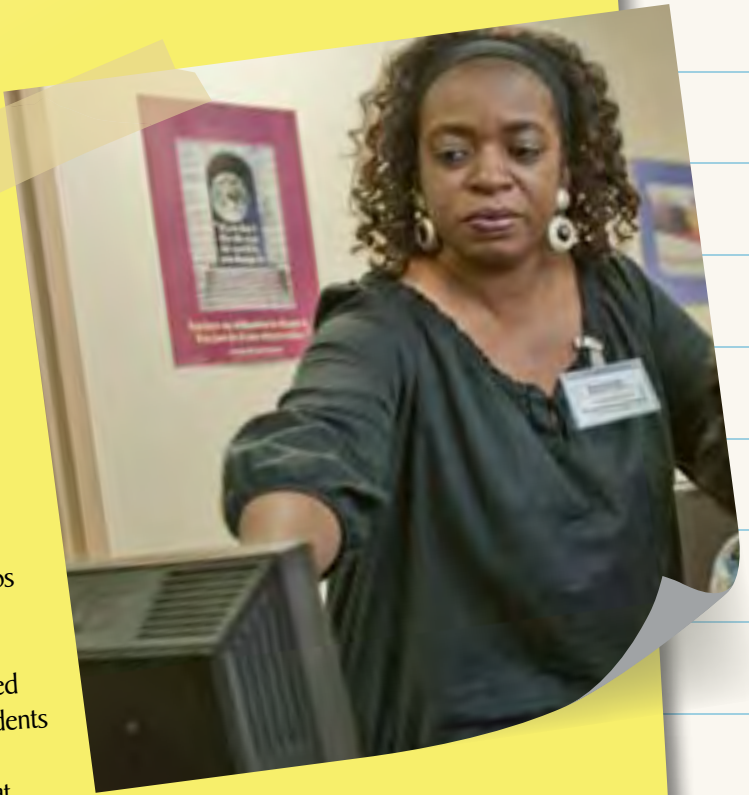


## VOLUNTEER OF THE YEAR VIVIAN MEEKS

In 2005, Vivian L. Meeks began volunteering at Goodwill's Mabry Street Career Training Center. At the time, she provided clerical and computer lab assistance. Ms. Meeks assisted others, and in the process gained key knowledge about a number of computer programs. Ms. Meeks used her new skills and gained full time employment later in the year at Florida A&M University.

Ms. Meeks returned to Goodwill to volunteer through the AmeriCorps Goodwill GoodWorks Volunteer Program in October 2011. Since October, Ms. Meeks has volunteered more than 444 hours assisting students with various computer programs. Ms. Meeks continues to show great enthusiasm and commitment to assisting others in the computer lab. Ms. Meeks is a great help to everyone she comes into contact with. She makes them feel at ease and the students appreciate her expertise.

Ms. Meeks' future goal is to obtain a full-time administrative position with potential for professional growth. Ms. Meeks has worked at Florida A&M University for six years and has many years of experience in the customer service environment. She also has her Child Development Associate Credential Certification.



*Thank you Ms. Meeks  
for giving your time  
and talent!*

## AmeriCorps Goodwill GoodWorks

Our AmeriCorps Goodwill GoodWorks! program continues to develop compassionate leaders who are committed to serving our GIBB communities. In 2011 members and volunteers assisted our Career Training Centers, Dick Howser Center, Homeless & Hunger Coalition of Northwest Florida, Beach Cares Services, Rescue Mission, and Hiland Park Women and Children's Shelter. Mission Services objectives are being accomplished and expanded each year due in part to the energy and efforts our AmeriCorps and volunteer team is investing.

At the close of our 2010 – 2011 AmeriCorps Goodwill GoodWorks! grant year (September 2010 – August 2011), members served a total of 16,512 hours. We had 24 members successfully complete program requirements and therefore were rewarded with an education award. At the completion of the 2011 calendar year, members surpassed last year's numbers by nearly 5,500, with a total of 19,180 hours. At the conclusion of the 2010-2011 program year our Volunteer Developer recruited 85 volunteers that committed 735.5 hours. Our AmeriCorps Goodwill GoodWorks! program is continuing to grow to meet the needs of our ever-expanding Mission Services.



## Stores of the Year

Every Goodwill Industries- Big Bend, Inc.'s store is commended for a great year. The hard work, dedication, and team work among the staff and stores contribute to the overall success of Goodwill.

Stores of the year for 2011 are Destin and Port St. Joe. You are being recognized for your tremendous growth.

The Destin store had a 21% increase in sales with total sales of \$1,082,400 for the year and the number of donations received increased 14% from 2010. The staff has worked hard to create a friendly and welcoming environment that attracts donors and shoppers on a daily basis. Congratulations to Buddy Vincent, John Provenzano and the entire staff for an outstanding year of work!

The Port St. Joe staff has been awarded this honor for the second year in a row. Port St. Joe's store had a 21% increase in sales with total sales of \$348,100 for the year. Mary Clay, the manager, has worked hard to continue to grow the Port St. Joe store. Her efforts have been seen internally at Goodwill and in the community. Due to the stores continued success, Goodwill decided to relocate the Port St. Joe store in February 2012. This new location is larger and right on Hwy 98, where Goodwill will have more visibility and a higher traffic count in hopes to position Goodwill for continued success and increase our donors and shoppers. Congratulations, to Mary and entire crew for a successful year!

Outstanding Performance stores in 2011 being honored are Santa Rosa, Bradfordville, 23rd Street, Beach, Marianna, Panama City Goodcents, Panama City Bookstore. Thank you all for an outstanding year.



Mary Clay-Port St. Joe Manager  
Heidi Salvage-Manager in Training



Destin store

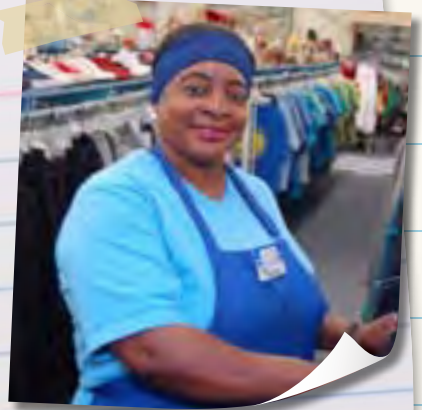
## Stores by Annual Sales

Santa Rosa	\$1,520,074	Good Cents	\$553,946
Capital Circle	\$1,412,277	ChIPLEY	\$502,348
Bradfordville	\$1,374,622	Tennessee Street	\$468,850
North Monroe	\$1,141,108	Marianna	\$458,334
Parkway	\$1,140,119	Crawfordville	\$440,509
Destin	\$1,082,391	Bainbridge	\$420,293
Mabry	\$936,142	Car Lot	\$364,246
23rd Street	\$928,456	Port St. Joe	\$348,117
Beach	\$915,267	PC Good Cents	\$292,040
Lynn Haven	\$858,134	Betton Bookstore	\$290,536
Thomasville	\$835,717	Perry	\$250,988
Valparaiso	\$806,395	PC Bookstore	\$274,018
Crestview	\$768,066	Quincy	\$247,214
Springfield	\$630,534	Bucklake Bookstore	\$5,952



## Retail Sales & Donated Goods

When you donate an item to Goodwill a fine-tuned process begins. The first decision will be made by one of Goodwill's Attended Donation attendants by sorting the item. Sorted donations, such as clothes, shoes, accessories, electronics, wares and books, will be taken to a Goodwill Processor for cleaning and pricing. Next, an employee will take the item to the sales floor and later a cashier will ring up the item to a lucky shopper. Each donation you give creates multiple jobs and training opportunities. If a donation does not sell, it is given a chance in our Goodcents Store to sell. Lastly, we recycle unsold donations through our salvage program. The goods that are sold provide funding income for wages, benefits, operating expenses and our mission programs. By donating and shopping at Goodwill, you are helping us transform lives.



- Sales for the year totaled \$19,270,000
- 5% increase over 2010 sales
- Santa Rosa became Goodwill Industries - Big Bend's first store to surpass \$1.5 million in sales
- Five stores exceeded \$1 million in sales; Apalachee Parkway, Bradfordville, Capital Circle, Destin and North Monroe
- 431,449 individuals or businesses made a donation to Goodwill in 2011
- Feb. 2011 Marianna store was renovated and expanded and sales increased by \$100,000 for the year.
- February 2011 Career Training Center was opened in the Marianna Store
- June 2011 Springfield store was painted and refurbished and an electronic sign was installed in Panama City
- September 2011 Meridian Road Attended Donation Station opened in Tallahassee
- October 2011 Killearn Attended Donation Center was relocated across the street in Tallahassee
- December 2011 Bookstore and Attended Donation Center opened on Mahan Drive in Tallahassee

## Residential Services

### GIBB PERRY VILLAGE

In November 2011, GIBB Perry Village in Perry, Florida opened its doors to 15 households. GIBB Perry Village is the eleventh complex for persons with disabilities and very-low incomes in Goodwill's 22 county territory. Each apartment is fully handicap-accessible, with lowered cabinets and sinks, widened doorways, lowered levers, roll-in showers and so on. Resident Manager, Gina Willoughby, a lifetime Perry resident, used her established relationships in the area to provide donations of food and household items for new residents.



GIBB Perry Village

### GIBB CHIPLEY VILLAGE

Goodwill Industries – Big Bend, Inc. announced in December 2011 that Goodwill was awarded funding by the U.S. Department of Housing and Urban Development to construct and manage its TWELFTH complex for persons with disabilities and very-low incomes. GIBB Chipley Village in Chipley, Florida will be ten one-bedroom and five two-bedroom units. Donna Warlick will work as a consultant to Goodwill for all development and construction activities. The property should be "in the ground" sometime in late 2013.

## Residential Services

### GODBY HOUSE

Goodwill Industries- Big bend, Inc., with the help and support of First United Methodist Church of Monticello bought a home that was specially designed for people who use wheelchairs and built by over 100 students in the Godby High School Construction Program. The students learned hands on job skills in building this 1000 square foot home for Vennessa Elderewer. The house was transported on a trailer on Nov. 8th from the school to a lot in Monticello that was donated to Goodwill by an anonymous donor. On Dec. 12th Goodwill hosted a House Warming party for Vennessa and gave her the keys to her new home. Goodwill was honored to be a part of providing independence for an individual and supporting Godby's Construction program that provides education and opportunity to learn new job skills.

Godby House being transported to Monticello.



Vennessa Elderewer, the home recipient, hugging Mr. Fred Shelfer



### GREEN RENOVATIONS

In 2011 contractors finished the bulk extensive 'green' renovation projects funded by the U.S. Department of Housing and Urban Development for GIBB Mabry Village and GIBB Oakridge Village; both in Tallahassee. All renovation materials are required to be energy-saving and environmentally-friendly. The project directly benefits tenants, providing healthier living spaces and lower utility costs. By the end of 2011, 95 percent of all renovations were completed at GIBB Mabry Village, and 75 percent were completed at GIBB Oakridge Village. All apartment complex renovations will be completed by March 31, 2012.



## Donna Warlick

Donna Warlick has retired as Vice President of Residential Services, and will now work as a consultant to Goodwill for property development. Donna has been the driving force behind the construction and operation of Goodwill's eleven apartment complexes for persons with disabilities in the Big Bend area and in South Georgia. She is the matriarch and foundation of the Residential Services department; her expertise and passion are unparalleled. We will miss her until she will no longer answer our calls and e-mails (so far, she's been happy to).



*Thank you  
for impacting so  
many lives by  
providing independent  
living and dignity  
for people with  
disabilities.*



Information is contained in this document for the principal purpose of collecting the information. The information may be used for other purposes. There are no charges or expenses.

Agreement Location  
☐ Headquarters

# Financial Statement

For the Year Ended December 31, 2011  
(Unaudited)

## REVENUE

	<u>TOTAL</u>
Goodwill Store Sales (net)	19,073,506
Salvage Sales	1,572,962
Contract Income	1,281,831
Residential Services	147,917
Other Income	258,927
Total Revenue	22,335,143

## EXPENSES

Retail, Maintenance, & Transportation	16,155,708
Salvage	143,845
Contracts	1,425,947
Residential Services	139,078
Mission Services	918,990
Administration	2,544,524
Total Expenses	21,328,092
Increase In Net Assets	1,007,051

## Partners for 2012

Goodwill Industries- Big Bend, Inc. is successful thanks to the generous people who donate and shop with us in the communities we serve. We take pride in investing into our communities and extending our mission by collaborating and helping other organizations fulfill their mission. Many organizations would not exist if it was not for Goodwill's financial and personnel support. Goodwill is proud partners with the following organizations as another way to change lives and give back:



### THE SHARING TREE (TEACHERS REUSING EVERYTHING FOR EDUCATION)

Offers free school supplies to Leon County Teachers. Goodwill partnered with Leon County Schools, Leon County and Sustainable Tallahassee to open The Sharing TREE. Since its inception in June of 2010, The Sharing Tree has served nearly 3,000 teachers and given away over \$215,000 worth of materials. The Sharing Tree has diverted over 135,000 pounds from the local landfill. In 2011, The Sharing TREE began selling memberships to the public and hosting educational reuse workshops.

### HIGHLAND PARK METHODIST CHURCH HOMELESS SHELTER

Shelter provides nine double bedrooms which serve up to 18 homeless individuals. The Highland Park Methodist Church Pastor operates the shelter and Goodwill pays part of the Pastor's salary. Goodwill also wrote a grant free of charge that awarded the shelter \$65,000 for renovating the showers, bathrooms, food pantry and improving the security.

### WAVE (WORKSHOP FOR ADULT VOCATIONAL ENRICHMENT)



WAVE, non-profit organization that provides a three-day a week vocational day program, weekly chorus practice and monthly socials for teens and adults with developmental disabilities. Goodwill provides WAVE office space free of charge with access to internet, phone lines, printer and other office supplies. Goodwill employs, offers volunteer and work experience for WAVE participants. It is WAVE philosophy to provide services that enhance the ability of each individual to be an integral part of the community and to foster friendships so as to take part in a rich social life that most of us take for granted.

### SEW FOR HOPE



"Sew for HOPE" is a community-based non-profit group affiliated with the Big Bend Homeless Coalition in Tallahassee, FL. The volunteer with Sew for HOPE make handmade quilts, blankets and stuffed animals and gives one to every child served by BBHC. Goodwill offers Sew for Hope a workspace at the Goodwill Attended Donation Center on Tharpe Street free of charge for all the volunteers to have a place to do their sewing.



### WELCOME HOME VETS

Welcome Home Vets, is a non-profit organization that provides services to our soldiers with Post Traumatic Syndrome Disorder, PTSD. Goodwill offers Welcome Home Vets an office and two meeting spaces for group counseling sessions free of charge.



### TALLAHASSEE-HAITI MEDICAL TEAM

The Tallahassee-Haiti Medical Team is a team of doctors, nurses and volunteers who travel every other month to Dumay, Haiti; ever since the devastating earthquake. THMT collects beans and rice to help feed the people of the village during their week long visits. Goodwill locations are a collection site for the community to donate rice, beans, oil, water, crutches, walkers, and other medical supplies. THMT and Goodwill shipped 30,000 lbs of materials to Dumay, Haiti in a container last year and every trip Goodwill assists to fill the plane with as much materials allowed.



### AMERICA'S SECOND HARVEST OF THE BIG BEND AND CATHOLIC CHARITIES

America's Second Harvest of the Big Bend and Catholic Charities bins are at all the Goodwill locations, Second Harvest in Tallahassee and surrounding counties and Catholic Charities in Panama City and surrounding counties. Goodwill collects food items year round and gives to the two organizations to help them fulfill their mission of fighting hunger in our communities.



### FOREVER FAMILY

Goodwill Industries- Big Bend, Inc. is the proud sponsor of Forever Family. Forever Family is a unique, non-profit organization that utilizes the power of the media, through television segments and on-air promotions, to create awareness regarding children and teens in foster care. The goal of Forever Family is to find children in foster care adoptive homes, recruitment of foster parents and volunteers, and help for teens 'aging out' of the foster care system. Forever Family segments sponsored by Goodwill are aired twice a month on WCTV CBS Tallahassee Channel 6 and WJHG NBC Panama City Channel 7. In 2011; 7 out of the 14 children filmed in the Big Bend found their forever family.



### 50 LARGE

50 Large is a program designed to change lives by inspiring hope, molding character, teaching responsibility, and providing opportunity. Goodwill and 50 LARGE started a once a week technology program at the Tallahassee Computer/Recycling store where these young men are provided hands-on experience to refurbish computers, giving them the opportunity to learn job skills with technology.



# APARTMENTS

## **GIBB BAINBRIDGE VILLAGE**

101 Hubert Dollar Drive  
Bainbridge, GA 39818  
(229) 246-4663  
bainbridgevillage@goodwillbigbend.com

## **GIBB CAIRO VILLAGE**

211 Ridge Avenue, S.W.  
Cairo, GA 39828  
(229) 377-4668  
(850) 274-3384 cell  
cairovillage@goodwillbigbend.com

## **GIBB GULF COAST VILLAGE**

6200 N. Lagoon Drive  
Panama City Beach, FL 32408  
(850) 235-4663  
ggc.gsvillages@goodwillbigbend.com

## **GIBB MABRY VILLAGE**

2441 Roberts Avenue  
Tallahassee, FL 32310  
(850) 574-4663  
mabryvillage@goodwillbigbend.com

## **GIBB OAKRIDGE VILLAGE**

274 Ross Road  
Tallahassee, FL 32305  
(850) 942-4777  
(850) 942-6330 Fax  
oakridge@goodwillbigbend.com

## **OAKRIDGE TOWNHOUSES**

274 Ross Road  
Tallahassee, FL 32305  
(850) 942-4777  
(850) 942-6330 Fax  
oakridge@goodwillbigbend.com

## **GIBB MARIANNA VILLAGE**

2933 Milton Avenue  
Marianna, FL 32448  
(850) 482-4663  
mariannavillage@goodwillbigbend.com

## **GIBB PERRY VILLAGE**

800 Stephens Court  
Perry, Florida 32347  
(850) 584-4668  
perryvillage@goodwillbigbend.com

## **GIBB SPRINGFIELD VILLAGE**

3207 E. 4th Street  
Springfield, FL 32401  
(850) 235-4663  
ggc.gsvillages@goodwillbigbend.com

## **GIBB THOMASVILLE VILLAGE**

272 Old Boston Road  
Thomasville, GA 31792  
(229) 226-4663  
thomasvillevillage@goodwillbigbend.com

## **GIBB THOMASVILLE VILLAGE II**

272 Old Boston Road  
Thomasville, GA 31792  
(229) 226-4663  
thomasvillevillage@goodwillbigbend.com

## Attended Donation Centers

Betton Road ADC  
1943 Thomasville Road  
Tallahassee, FL 32303  
(850) 385-2165

Lake Jackson ADC  
3416 North Monroe Street  
Tallahassee, FL 32303  
(850) 562-9721

Killearn ADC  
2711 Killarney Way Unit H  
Tallahassee, FL 32309  
(850) 297-1114

Mahan ADC  
1308 Mahan Drive  
Tallahassee, FL 32308  
(850) 877-6840

Bucklake Bookstore  
3111 Mahan Drive  
Tallahassee, FL 32308  
(850) 402-3111

Old Bainbridge/Tharpe ADC  
1108 W. Tharpe Street  
Tallahassee, FL 32304  
(850) 385-1559

Meridian Road ADC  
3401 North Meridian Road  
Tallahassee, FL 32312  
(850) 668-0260

Crestview ADC  
3935 S. Ferdon Blvd.  
Crestview, FL 32536  
(850) 924-4003

Cairo ADC  
270 US HWY 84 E  
Cairo, GA 31757  
(229) 307-0344

Back Beach ADC  
22620 P.C. Beach Pkwy  
Panama City Beach, FL 32413  
(850) 233-0696

Tyndall Pkwy ADC  
6128 Highway 98  
Parker, FL 32401  
(850) 874-8313

Sandestin ADC  
10896 Hwy 98  
Sandestin, FL 32550  
(850) 650-2082

Hwy 231 ADC:  
5615 N. Hwy. 231  
Panama City, FL 32404  
(850) 784-7805

## Mission Statement

The mission of Goodwill Industries – Big Bend, Inc. is to provide job training, education, and employment to people with disabilities and other barriers to employment, helping them to reach their fullest potential in supporting themselves and their families. Goodwill also provides barrier-free apartment complexes in which people with disabilities can live independently.

*Goodwill Industries-Big Bend, Inc. is a registered 501(c)3 non-profit.*

## Executive Staff

**Fred G. Shelfer**  
President/CEO

**Randy Jones**  
Executive Vice President

**Monica Youmas**  
Executive Assistant

**Jovita Bakker**  
Vice President, Residential Services

**Jimmy Cumbie**  
Vice President, Transportation

**Shannon Harper**  
Vice President, Accounting

**Lisa Land**  
Vice President, Support Services

**Stacy Larkin**  
Vice President, Mission Services

**Brooke Lochore**  
Vice President, Public Relations

**Kim Tabah**  
Compliance Coordinator

**Erskin Wesson**  
Vice President, Retail Operations

**Tamara Williams**  
Vice President, Human Resources

**Stan Womble**  
Director, Contract Services



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[twitter.com/goodwillbigbend](https://twitter.com/goodwillbigbend)





# goodwill

Industries - Big Bend, Inc.

## **Mabry Store**

300 Mabry Street  
Tallahassee, FL 32304  
(850) 576-3176

## **Appalachee Parkway**

2309 Appalachee Parkway  
Tallahassee, FL 32301  
(850) 216-2437

## **Mall Store**

2578 North Monroe Street  
Tallahassee, FL 32303  
(850) 385-0716

## **Capital Circle Store**

2729 Capital Circle N.E.  
Tallahassee, FL 32308  
(850) 385-6985

## **GW Fashions (Boutique)**

2934 Capital Circle N.E.  
Tallahassee, FL 32308  
(850) 385-6985

## **Bradfordville Store**

6810 Thomasville Road  
Tallahassee, FL 32312  
(850) 893-3566

## **Goodcents Store**

300 Mabry Street  
Tallahassee, FL 32304  
(850) 576-3176 ext 123

## **Crawfordville Store**

2173 Crawfordville Hwy  
Crawfordville, FL 32327  
(850) 926-2253

## **Perry Store**

2050 S. Jefferson Street  
Perry, FL 32347  
(850) 584-6480

## **Quincy Store**

1105-B W. Jefferson Street  
Quincy, FL 32351  
(850) 875-1436

## **Thomasville Store**

15072 US Hwy 19 South  
Thomasville, GA 31792  
(229) 226-2465

## **Bainbridge Store**

1602 A Shotwell Street  
Bainbridge, GA 39819  
(229) 246-5035

## **Marianna Store**

4742 Highway 90  
Marianna, FL 32446  
(850) 482-5609

## **Beach Store**

2826 Thomas Drive  
Panama City, FL 32405  
(850) 233-6092

## **Chipley Store**

1301 Main Street  
Chipley, FL 32428  
(850) 638-1488

## **Crestview Store**

793 N. Ferndon Blvd.  
Crestview, FL 32539  
(850) 689-2664

## **Lynn Haven Store**

1610 Ohio Ave  
Lynn Haven, FL 32444  
(850) 271-8600

## **Port Saint Joe Store**

210 Monument Ave.  
Port St. Joe, FL 32456  
(850) 229-1213

## **Santa Rosa Beach Store**

3223 US Hwy 98 W  
Santa Rosa Beach, FL 32549  
(850) 267-0555

## **Springfield Store**

3221 East Bus. Hwy 98  
Panama City, FL 32401  
(850) 769-8723

## **Twenty-third Street Store**

2520 W. 23rd Street  
Panama City, FL 32405  
(850) 784-8019

## **Valparaiso Store**

143 John Sims Parkway  
Valparaiso, FL 32580  
(850) 729-2330

## **Destin Store**

747 Harbor Blvd.  
Destin, FL 32541  
(850) 837-8516

## **Panama City Goodcents**

3219 East Bus. Hwy 98  
Panama City, FL 32401  
(850) 872-2021

## **Betton Bookstore**

1943 Thomasville Road  
Tallahassee, FL 32303  
(850) 386-2165

## **Bucklake Bookstore**

3111 Mahan Drive  
Tallahassee, FL 32308  
(850) 402-3111

## **Computer Store**

2800 West Tennessee Street  
Tallahassee, FL 32304  
(850) 504-0958

## **Electronics/Bookstore**

13413 Panama City Beach Pkwy  
Panama City Beach, FL  
(850) 234-6101

## **Tallahassee Car Lot**

2800 West Tennessee Street  
Tallahassee, FL 32304  
(850) 656-8000