



2023
**Annual
Report**

Celebrating 65 Years

Potential Made Possible



Welcome



As we celebrate over 65 years of unwavering commitment, Goodwill Industries of Kansas stands as a testament to the enduring power of potential made possible. From our humble beginnings to our position today as a resource for many in our community, our journey is a story of ambition, perseverance, and the profound impact of collective effort.

Every day, we're reminded of our singular, driving purpose – to harness the potential within every individual and provide pathways to meaningful employment and personal growth. Through the years, this mission has remained constant, even as the world around us has rapidly evolved. Today, we celebrate not just our past, but the countless success stories that dot our timeline, each one a testament to the transformative power of work.

Looking forward, our vision is expansive yet focused. We will continue to innovate, adapt, and expand our reach, ensuring that every person who walks through our doors is met with the tools, resources, and support they need to realize their fullest potential. Together, as we move into the next chapter of our story, we will recommit ourselves to our core values, championing the promise of what's possible for every individual in our community.

Thank you for being a part of this remarkable journey.

Laura Ritterbush
President & CEO

Bill Pickert
Board of Director Chair





Celebrating 65 Years

2023 Annual Report

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Patience Criser

Community Employee of the Year

Featured Honoree

Within the lively aisles of a local Dillon's grocery store, Patience shines with her dedication and resilience. You will often find her assisting customers at checkout or in the floral department, crafting floral arrangements and ensuring a fresh and tidy display of flowers. But behind her diligent work lies a story of unwavering spirit. Navigating challenges of Autism and anxiety, she found refuge and purpose with Goodwill.

Patience's positive attitude allowed her to thrive in Goodwill's Day Program and she quickly gained confidence in herself as a leader. She transformed from a participant to leadership, marked by a noteworthy tenure at the Adult Project SEARCH

Internship with Cintas Corporation. Even as she fought with personal challenges and transportation barriers, the steady support from Goodwill's employment training specialists enabled her to reestablish herself with renewed vigor and confidence.

Both in the heart of Goodwill and the aisles of the Dillon's grocery store, Patience is always determined. Her remarkable work ethic, along with her innate kindness and drive to elevate those around her, solidifies her position as Goodwill's deserved Community Employee of the Year.



Lailani Hickerson

Achiever of the Year

Featured Honoree

In November 2020, during the challenges of a global pandemic, Lailani and her family chose to come to Goodwill. Determined, she was eager to earn her paycheck, working diligently from morning to evening. Her resilience against real or imagined personal challenges stands out in the way she approaches her tasks with a positive attitude. She has quickly become a respected worker among her peers and the staff. She is not only resilient but adaptable too. It's evident in her willingness to engage in various Goodwill job opportunities. She is always learning and adapting new skills.

Disability has never dampened her spirit. She's made progress in improving her math and reading skills and takes great pride in her appearance – particularly her fashion choices.

Lailani shares a light-hearted rapport with Goodwill staff, often teasing them with stories of her tropical cruise adventures! Through her dedication and uplifting presence, Lailani has naturally earned her title as Goodwill's Achiever of the Year.

Featured Honoree



Alonso Arends

*NexStep Alliance
Scholar of the Year*

Born and educated in Venezuela, Alonso graduated in mechanical engineering from the Central University of Venezuela. He embarked on a versatile career in telecommunications, managing diverse projects from planning to execution. In 2017, a desire to be closer to their daughter led him and his wife to the United States. Facing language barriers, Alonso turned to NexStep Alliance to improve his English proficiency. Despite challenges, his determination helped him make significant progress. Currently an employee at Altas Engineering, Alonso aspires to continue his career and cherish quality time with family.

This year he became a U.S. Citizen after attending Citizenship Integration classes offered by NexStep Alliance. His story and perseverance make him our Goodwill's Scholar of the Year.

Doc Green's *Community Partner of the Year*

The team at Doc Green's are champions for the Intellectual/Developmental Disability community. Consistently supportive, they collaborate with Goodwill to provide work opportunities in an integrated setting. The restaurant also serves as an assessment location for Goodwill's programs and facilitates job coaching. Doc Green's stands out for their steadfast belief in giving everyone a chance to prove their capabilities beyond any perceived barriers.

doc green's[™]
GOURMET SALADS & GRILL



Sheryl Wolf

President's Outstanding Employee of the Year

Sheryl Wolf embarked on her Goodwill journey as a Program Support Professional in Skills Development, quickly becoming a pillar of support and inspiration for clients. Guiding them with trust and confidence, she nurtured their growth and fostered a spirit of collective progress. Over the years, Sheryl has advanced within the Goodwill ranks, proving essential to the Mission Services department. In her current role she adeptly handles multifaceted responsibilities, team schedules, and crucial administrative services to uphold vital standards for our clients with disabilities. Known for her contagious smile and ever-willing attitude to assist across departments, Sheryl's upbeat positivity, reliability, and commitment make her a cherished member of our Goodwill community.

IMA Financial Group

*Business
Partner of the Year*

In our two-year partnership, IMA Financial Group has become an invaluable asset to Goodwill Industries of Kansas. Chosen as our insurance broker, IMA oversees both our employee benefits and business insurances. Their knowledgeable and responsive team has empowered us with the tools and insights needed to enhance our insurance plans and engage more effectively with our employees. IMA's commitment to addressing and resolving any employee benefit concerns showcases their unparalleled dedication to our partnership.





Michelle McNeill

*Marie Mareda
Leadership Award*

Michelle McNeill, known for her quiet efficiency, brings immeasurable value to our organization within NexStep Alliance every time she speaks. Michelle goes above and beyond her duties, dedicating hours outside the regular workday to develop the Integrated English Literacy and Civics Education (IELCE) curriculum, elevating our English as a second language (ESL) program to new heights. This curriculum has received nothing but praise from instructors, marking it as a true asset to the program.

As a program leader, Michelle stands out. She is an intuitive support provider, offering aid even before it is requested, and consistently empowers her colleagues. Recognized for her exemplary mentoring, she ensures her team is informed, sharing crucial data and experiences, and sending concise communication.

Michelle's dedication goes beyond work tasks; she exhibits a deep

compassion for the ESL student community and the NexStep Alliance team. Whether it's assisting students outside class hours, deciphering intricate forms for non-native English speakers, or extending her support to overwhelmed colleagues, Michelle's kindness and discretion never waver.

Her commitment to the ESL program is visible. She has been pivotal in its growth, fostering trust among students and ensuring they receive top-tier education. Furthermore, Michelle leads by example, promoting a culture of genuine appreciation. Her work ethic and unyielding integrity have been the foundation for the ESL program's success and high student retention.

For her relentless dedication, invaluable contributions, and constant support, Michelle is undeniably deserving of the Marie Mareda Employee of the Year Award.

Mission

Goodwill Industries of Kansas, Inc.'s mission is to provide opportunities to people with disabilities and barriers to employment seeking independent and productive lives.

Vision

Goodwill will be the unparalleled resource for those with vocational barriers seeking to achieve their full potential.

Values

INTEGRITY

We are professional, ethical, and accountable.

SERVICE

We provide quality training, education, and employment opportunities.

STEWARDSHIP

We are socially and financially responsible.

RESPECT

We value and treat all with understanding, compassion, and dignity.

INNOVATION

We operate with a strategic focus to capitalize on opportunities.

EXCELLENCE

We continuously improve to better satisfy the needs of our customers.



MORE THAN
▶ a thrift store



Our Mission team provided

4,302

program services to the community

176

Clients served by
Targeted Case Management

152

Clients served by Day Services

Disability & Advocacy Services

Day Services

In April 2023, Goodwill's Adult Day Program made its presence felt in Reno County with a grand opening of services at our Hutchinson retail store. Aimed at empowering adults with disabilities, the program focuses on providing crucial job skills, while emphasizing individual autonomy and team-based collaboration. Under the mentorship of our direct support professionals, participants do not just learn — they earn, reinforcing their sense of purpose and achievement.

The Hutchinson program has a freshly renovated classroom, kitchen, and laundry facilities, providing clients with a real-world setting to familiarize themselves with essential household and workplace tasks. Whether it's the nuances of using a breakroom, interacting with supervisors, addressing conflicts, or handling phone calls, we are dedicated to helping individuals succeed.

Our Newton retail store, which also houses an Adult Day Program, has seen its transformative influence firsthand. When a member of our retail management was exposed to the program, she discovered a calling for helping individuals with disabilities! She has since joined our Direct Support Professional team at the home office, marking a new chapter in her professional journey.





Legislative Policy

Our Legislative Advocacy / Policy efforts in Topeka, Kansas have produced significant improvements for our Disability & Advocacy Services teams. In 2023, we successfully advocated for legislation aimed at increasing the Targeted Case Management rate, an increase that's been overdue since 2009. Plus, we've got statewide support for non-tuition materials in college career training, and clinched a 10% boost in State funds matching Federal adult education dollars.



Adult Project SEARCH

For two consecutive years, Goodwill's Adult Project SEARCH team has received national recognition for its outstanding placement efficiency. It would not be possible without a strong partner like Cintas Corporation. This partnership brings internship opportunities for adults with disabilities, setting them on a path to a rewarding career. Over a span of six months, participants dive into intensive training and career exploration, arming them with the skills and knowledge vital for securing and maintaining meaningful employment. In collaboration with Cintas Corporation, we're committed to creating an environment where individual abilities shine and potential is fully realized.



Direct Support Professional+ Launched

In 2023, in a collaboration with Interhab, Goodwill introduced the DSP+ Registered Apprenticeship Program. This initiative empowers participants to earn a salary while benefiting from specialized training provided by Wichita State University. As they progress in the program, participants are eligible for wage increases and title advancements based on their participation.

Retail



Our retail teams have been incredibly busy this year! This past summer we celebrated the grand opening of our new store in Emporia and the grand reopening of our store in El Dorado. Both stores were updated with a fresh look and feel, along with new in-store radio and production layout for staff.

Goodwill Industries of Kansas is also eagerly preparing for our brand-new store near 29th and Greenwich early next year. This location will be home to a new 24,000-square-foot facility designed by Schaefer Architecture and built by Dondlinger Construction, featuring a 11,000-square-foot sales floor, a drive-thru donation center, and will employ up to 50 people.

18 Retail Stores **2** E-Comm Businesses
658 Employees



Derby *Store of the Year*

Our Store of the Year award is not just a recognition of sales or metrics. It's a testament to the spirit of unity, perseverance, and commitment that our retail teams bring to our organization.

The Derby team has shown consistent and remarkable growth for several years. This past year alone, they not only achieved a 13.4% increase over their set budget but they also increased 21.5% from the year before.

What's behind these numbers? A relentless focus on customer satisfaction, evident in their impressive average sales transaction of \$20.36 and a consistently high audit score of 93%.



Brandi Rumbo

Manager of the Year

This year, under Brandi's leadership, the Newton store surpassed its budget by an impressive 15.1% and showcased a 23.1% increase compared to the previous year.

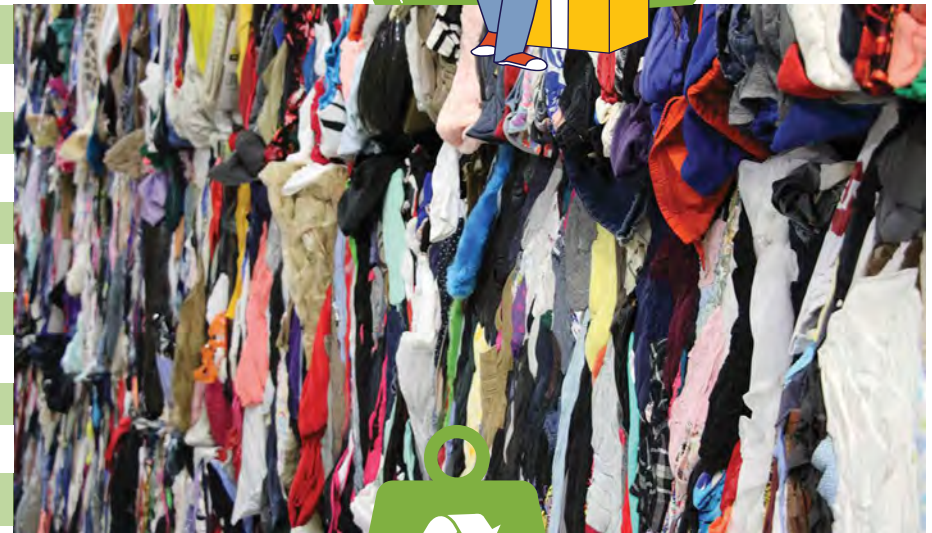
But it is not just about the numbers. Her store has consistently demonstrated commitment to excellence, evident in their six Secret Shopper evaluations, each achieving a perfect score of 100%. Their average audit results stand tall at 96%. While the store has always been on a trajectory of growth, this past year was particularly outstanding. Through her guidance, the store not only bolstered its bottom line, but also fortified its commitment to Goodwill's mission.

Sustainability

434,831

 Donations

Clothing	7,421,644
Shoes	602,708
Purses - Belts	78,656
Toys	577,797
Bric-A-Brac	863,446
Cardboard	362,206
Metal	574,000
Books	1,238,529
Bikes	1,835
Dell	163,024
Hygiene	5600



12,808,408



Pounds of unsold donations that were repurposed or recycled



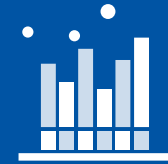


AN EDUCATIONAL PARTNERSHIP



2023 Academic Year

by the Numbers



913

Individuals enrolled by NexStep Alliance

548

Students participated in the English as a second Language (ESL) program

365

Participated in Adult Basic Education (ABE) classes

84

Earned a Kansas High School Diploma

57

Countries were represented by NexStep Alliance students

31

Students attended Virtual Classrooms (Digital Skills)

30

Students Enrolled in Post-Secondary Education

”

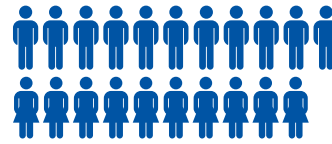
We believe that education and work have the power to transform lives by building self-confidence, independence and self-sufficiency. We look forward to an exciting future for our students and the Wichita community.

Yamir Lozada, NexStep Alliance Director





In 2023, 190 individuals with justice involvement were directed to NexStep Unlocked. After thorough vetting to ensure alignment with our program's criteria, NexStep Unlocked successfully onboarded 21 individuals across two cohorts.



21 Individuals Served

Career Pathways offered to Unlocked participants:

Welding, CNC Machinist, Process Mechanic Painter, Culinary Arts, Sheet Metal Assembly, Composite Fabrication, Carpentry and Manufacturing



Citizenship Classes

This past year, we began offering Citizenship Classes to students of NexStep Alliance. Students practiced for the citizenship civics test and interview, gained insight into the naturalization process, and studied subjects like U.S. history, government, geography.



10 Individuals Earned Citizenship

Industrial Services

Goodwill's manufacturing and fabrication contracts include a diverse portfolio in Aerospace, Agricultural, Construction, Retail and International plumbing sectors. Altogether, our Industrial Services support about 190 employment opportunities for second chance and individuals with barriers that might otherwise not have employment.

Through fiscal year 2023, these departments manufactured or fabricated over 2.3 million units for our customers, all while maintaining an ISO certified 99.9% rating in Quality and 99.8% in On-time-Delivery.



Ever spill anything?

Next time trying cleaning it up with one of the **45,000 pounds** of commercial cleaning rags we produced last year.





Quality with a Purpose

The Edgar James Apparel line provides high-quality industrial clothing in the medical, safety, retail, and food services industries.

Have you ever seen state contractors in safety vests performing work on roadways? Edgar James Apparel provides the Kansas Department of Transportation with all their life safety vests, along with several other major construction companies throughout the state. Our products can be seen on roadways, construction sites, hospitals, and many retail stores, both statewide and nationally.

Work in the healthcare industry? Are you wearing the right goods? Medical scrubs manufactured here by EJA are being worn by medical professionals, dental professionals, college students, and support industry professionals.

edgarjamesapparel.com



Through 2023 we provided over 12,000 garments to our customers and expect a 7-10% increase through fiscal year 2024. There is ample growth potential in this industry through Federal Contracts, and this will be a key target in 2024 to support our employment mission.



2022-2023 Financials

*Preliminary & unaudited

Goodwill Industries of Kansas, Inc. self-funds the majority of employment and training program expenses through sales of donated goods and contract work. The financial statements represent unaudited results for fiscal year 2022-2023

ASSETS

Current Assets:

Cash & Cash Equivalents 6,312,500

Short-Term Investments 12,180,200

Account Receivable 813,900

Merchandise Inventory 686,900

Prepaid Expenses 199,800

Total Current Assets 20,193,300

Non-Current Assets:

Property & Equipment 25,820,900

Investments 9,514,100

Other Non-Current Assets 1,242,200

Total Non-Current Assets 36,577,200

Total Assets 56,770,500

LIABILITIES & NET ASSETS

Current Liabilities:

Accounts Payable 1,322,400

Accrued Expenses 1,231,300

Deferred Revenues 151,700

Total Current Liabilities 3,137,400

Non-Current Liabilities:

Operating lease liability 1,577,200

Other Non-Current Liabilities 769,900

Total Non-Current Liabilities 2,347,100

Total Liabilities 5,484,500

Net Assets:

With Donor Restrictions 52,800

Without Donor Restrictions 51,233,200

Total Net Assets 51,286,000

Total Liabilities & Net Assets 56,770,500

INCOME STATEMENT

Revenue:

Retail Program Revenue	22,691,100
Facility-Based Contract Services	2,303,400
Programs & Services	3,018,800
Contributions & Public Support	370,400
Total Revenue	29,146,900

Expense:

Retail Program & Transportation	16,863,700
Facility-Based Contract Services	2,507,500
Programs & Services	3,477,100
Public Relations & Development	355,200
Management & General	2,514,900
Total Expenses	25,718,400





Executive Staff Members



Laura Ritterbush
President & CEO



Dave Chadick
Chief Operating Officer



Tim Nikkel
Chief Financial Officer



Christopher Stanyer
Chief Mission & People Officer



Angela Bascue
VP of Retail Operations



Paula Page
VP of Human Resources



Mark Lewis
VP of Information
Technology



Justin Rupert
Director of Marketing
& Communications

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FORVIS, *Retired*

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Pearson

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Koch Industries

Kyle Orndorff
IMA Corporation

Todd Ramsey
Apples & Arrows

Ariel Rodriguez
Empower

Doug Stark
ComfortCare Homes

Alicia Thompson
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