

WISCONSIN STATE
LEGISLATURE
COMMITTEE HEARING
RECORDS

2005-06

(session year)

Assembly

(Assembly, Senate or Joint)

**Committee on
Housing
(AC-Ho)**

File Naming Example:

Record of Comm. Proceedings ... RCP

- 05hr_AC-Ed_RCP_pt01a
- 05hr_AC-Ed_RCP_pt01b
- 05hr_AC-Ed_RCP_pt02

Published Documents

➤ Committee Hearings ... CH (Public Hearing Announcements)

➤ **

➤ Committee Reports ... CR

➤ **

➤ Executive Sessions ... ES

➤ **

➤ Record of Comm. Proceedings ... RCP

➤ **

*Information Collected For Or
Against Proposal*

➤ Appointments ... Appt

➤ **

➤ Clearinghouse Rules ... CRule

**

➤ Hearing Records ... HR (bills and resolutions)

➤ **05hr_ab0498_AC-Ho_pt02**

➤ Miscellaneous ... Misc

➤ **

Mission

Goodwill provides work opportunities and skill development for people with barriers to employment.

Vision

Our vision is to be the best in the world at employing and developing people with disabilities and other barriers to employment.



Roger C. Sherman
*Senior Vice President
Organizational Development*

James O. Wright Center
6055 N. 91st Street
P.O. Box 250973
Milwaukee, WI 53225-6518

Tel: 414-358-6510
Fax: 414-353-2510
Cell: 414-750-0600

roger.sherman@goodwillsew.com



Elizabeth A. McNally
*Director - Corporate Planning
and Process Improvement*

James O. Wright Center
6055 N. 91st Street
P.O. Box 250973
Milwaukee, WI 53225-6518

Tel: 414-353-6400 Ext: 185
Fax: 414-358-4243

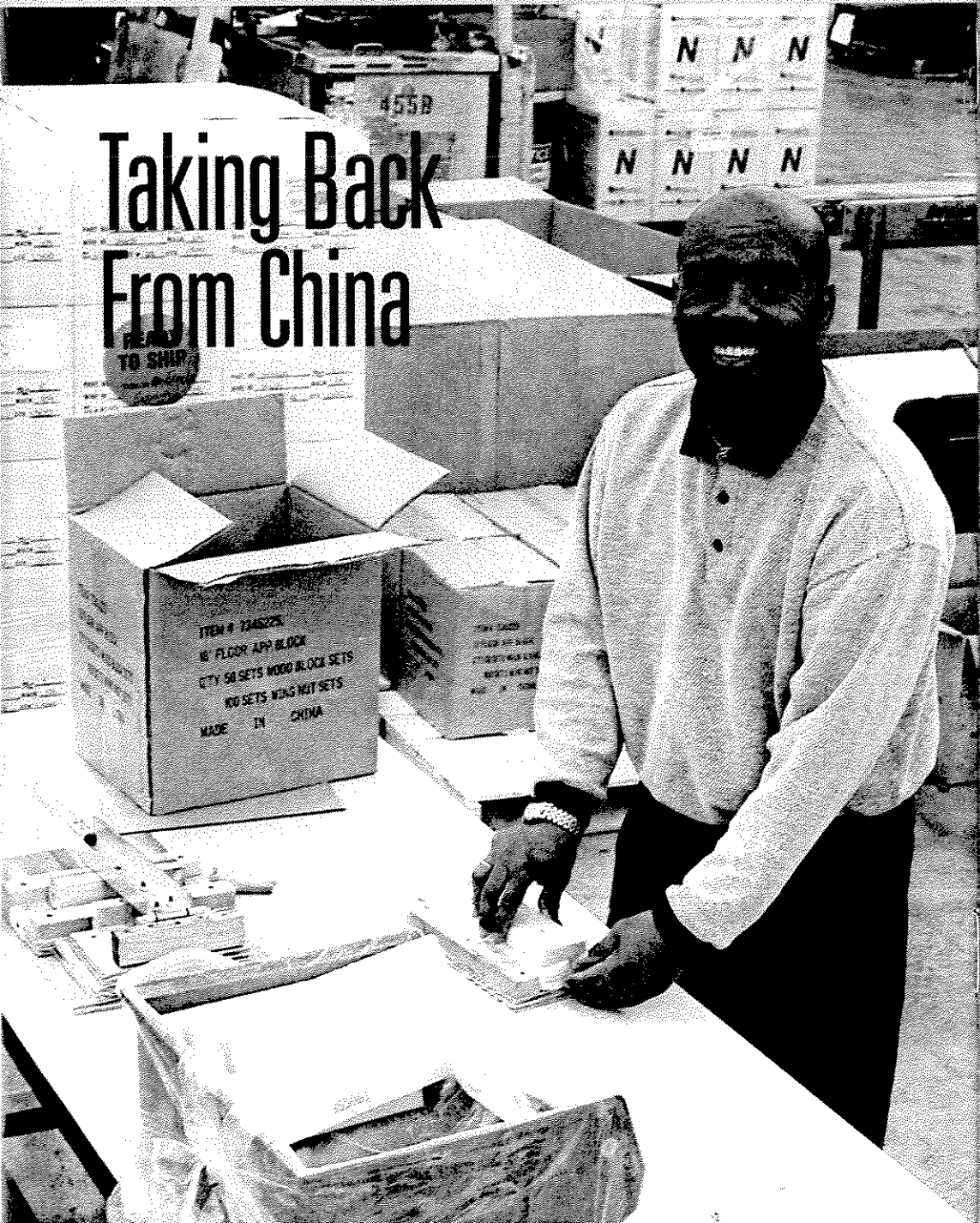
emcnally@goodwillsew.com

Summer 2005

working together

Believe in the Power of Work

Taking Back From China



 Goodwill

1-3

Goodwill Commercial Services Wins Business From China



workin

Believe in the Power of Work

Goodwill Commercial S

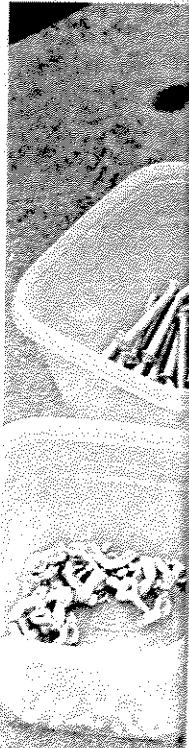
It was February 2004, and Rust-Oleum found itself in a difficult situation.

One of its products that had been manufactured and assembled in China was being delivered not only late, but defective. The product was a water-based applicator pad used for applying wood stain, and was to be sold in some of the most prominent "big box" stores. But because the product was coming from the Chinese manufacturer late and defective, Rust-Oleum was plagued with backorders. The company had to do some damage control fast.

Heather Sullivan, Rust-Oleum corporate buyer, had worked with Goodwill in the past, and felt she could count on them for a fast, quality turnaround.

She needed Goodwill to

repair and return primary products refills in 48 hours. Goodwill included reassembly, bagging and delivery. The product came in on a Friday. The product was shipped to Goodwill Center for Training at Vogel



Goodwill created unique fixtures to get the job done quickly and economically.

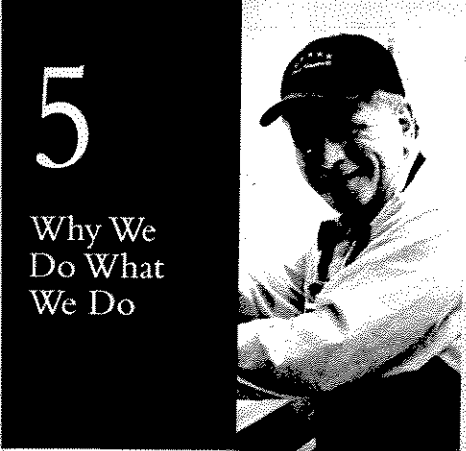
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Foster Grandparent Celebrates 30 Years



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Why We Do What We Do



6-7

GoodNews



Goodwill

Summer 2005

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Services Wins Business From China

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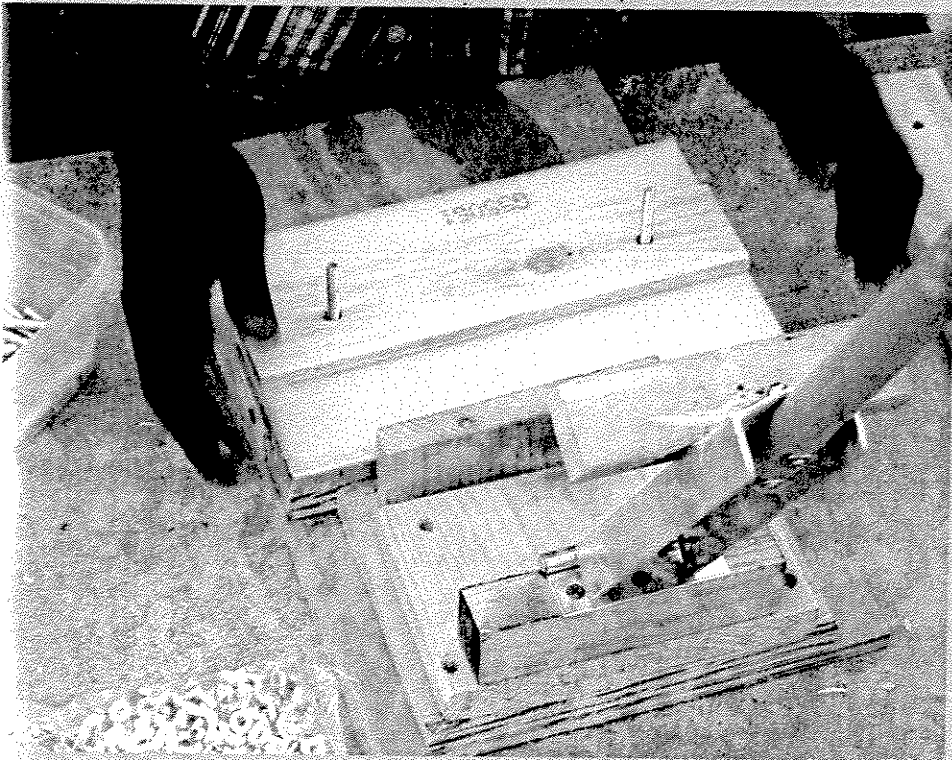
Milwaukee later that afternoon.
The crew on duty that day
worked overtime to create
fixtures for the assembly process.
They finished the fixtures in
a remarkable two hours.

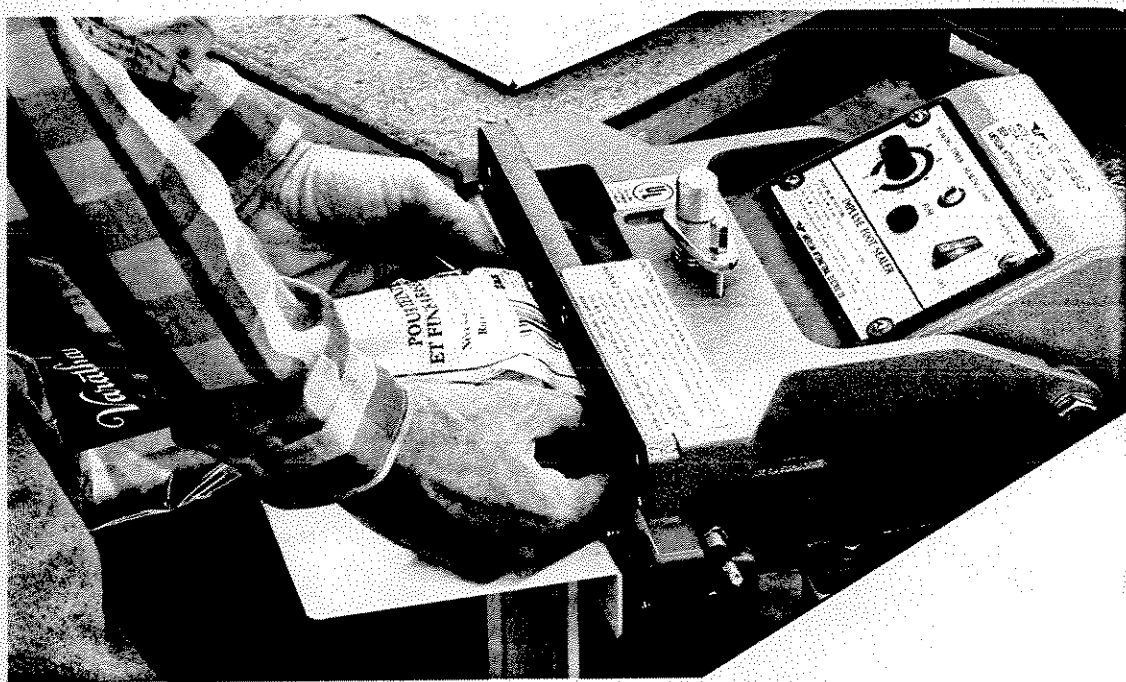
"Everybody dropped
everything," recalls Glenn Pelish,
cell manager. "The container

came in on a Friday, and we
worked an extended shift that
evening. We then extended shifts
into Saturday and Sunday in
order to have turnaround by
Monday."

Goodwill met Rust-Oleum's
challenge, processing all 21,000

continued on page 2





“By using a domestic supplier for the pads and the labor through Goodwill, I was able to save money for our company, fix the non-conformance and bring back business into the United States.”

*— Heather Sullivan,
Rust-Oleum*

continued from page 1

units in 48 hours and even shipping them directly to the big box stores.

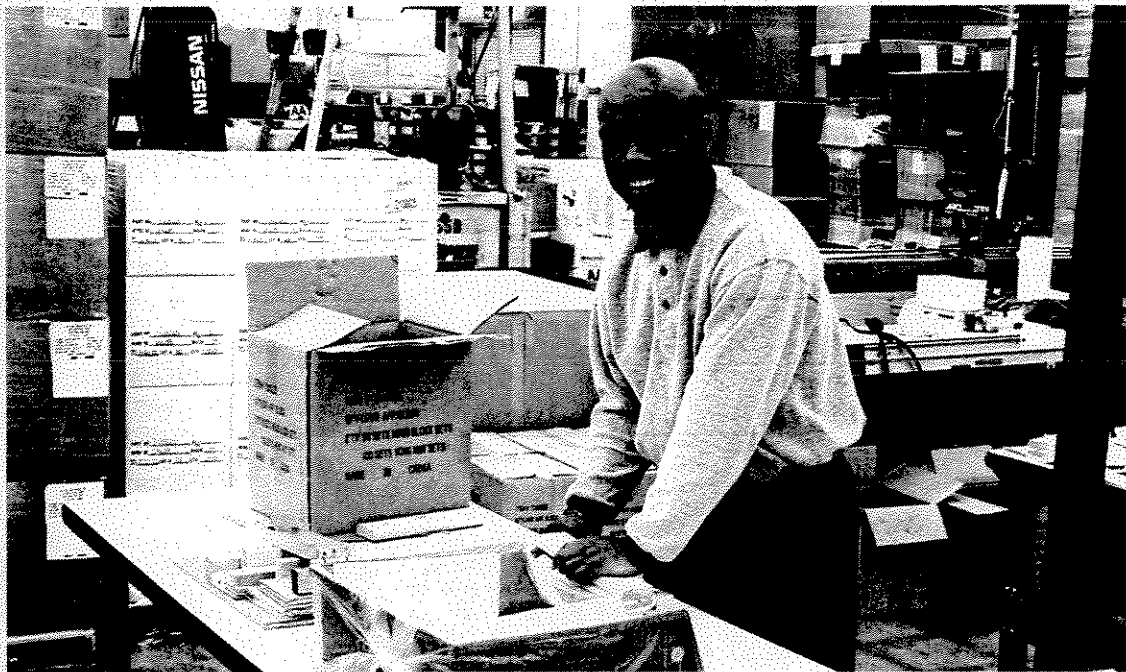
Because Goodwill did such a fine job under extreme pressure, they were awarded the full contract and are currently processing that same amount every other month – 15,000 primaries and 6,000 refills.

Although the product is still manufactured in China, the assembly work is now done completely in the U.S. by Goodwill.

Increasing Quality Concerns

According to Sullivan, Rust-Oleum ran into a period of quality non-conformances two years ago with their Chinese vendor. The applicator pads were shedding excessively when used on new wood floors.

“We had tried to work with this overseas vendor on this issue as our company was saving money by using an international source,” she says. “However,



much to our disappointment, they could not tighten their quality measures on these pads and we were at a loss as to how to rectify the situation until I approached Goodwill.”

In fact, Goodwill has joined the growing list of companies that are taking business back from Asia. In a recent *Milwaukee Journal Sentinel* article last March, it seems many area companies are having similar concerns with manufacturing in China.

According to the article, Jor-Mac Co., a Grafton metal fabricator that has been in business since the 1950s, has taken work away from Asia through aggressive strategies that included the adoption of lean manufacturing principles, a method that Goodwill adopted several years ago.

“People see the unit price and they initially think it is a good idea to ship business to China,” says Linda Hapka, who manages the Rust-Oleum account for Goodwill. “But companies need to look at the entire supply chain.”

Those supply chain elements,

according to Hapka, include such things as cost of quality, responsiveness, logistics, freight and communications – all things that are much more difficult to manage with an overseas company.

“Often by the time a company knows its product is defective, there is tremendous lag-time between manufacturing, assembly, packaging and delivery,” she says. “And when dealing with manufacturing in China, the majority of the time you have to pay before you receive product, which can create cash flow problems.”

Sullivan says that working with a local company with such quick response, high quality and cost competitiveness as Goodwill has saved her company time and money.

“By using a domestic supplier for the pads and the labor through Goodwill, I was able to save money for our company, fix the non-conformance and bring back business into the United States,” she says. “Well done, Goodwill!”

Some Facts

About Goodwill

Commercial Services

Goodwill's workforce solutions focus on the principles of lean manufacturing – cost, quality and response. But Goodwill takes it a step further by also offering customers the chance to have a positive impact on the community through participation in our mission – we provide work opportunities and skill development for people with barriers to employment.

Goodwill offers a ready workforce, providing:

- Contract packaging
- Assembly
- Return goods processing
- Facility support
- Rework from foreign sources
- Laundry services

Commercial Services Locations

Three locations account for 200,000 sq.ft. of industrial space:

Corporate Headquarters –
James O. Wright Center
6055 N. 91st Street
Milwaukee, WI 53225

Center for Work and Training
5420 21st Street
Racine, WI 53406

Center for Work and Training
200 W. Vogel Ave.
Milwaukee, WI 53207

Board Member Retires

Community volunteer and philanthropist Pearl E. Tucker recently retired from the Board of Directors for Goodwill Industries of Southeastern Wisconsin, Inc. She was first elected to the Board in January 1989.

During her 16 years of service, Tucker had also been active with Goodwill Industries Volunteer Services (GIVS) of Milwaukee, and served as president of that group for five years.

In 1997, Tucker was honored as the

Personalized Options

There are many worthy causes to choose from when considering giving a charitable gift. By giving you are demonstrating a great trust in our job opportunities and skill development to the

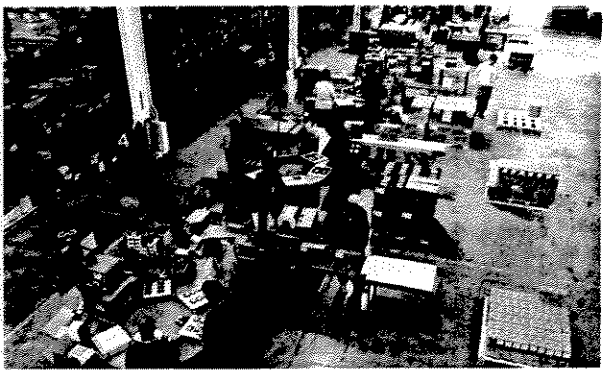
The recent coverage in the news media on the case in Florida has many people looking at their living wills. This is a very positive outcome in this situation. If you are one of those many people who look at your plans, you may also want to consider a charitable gift in your estate plans. If you are including any organization in your estate plans, here are answers to some frequently asked questions.

How can I include an organization in my estate plans?

Including an organization in your estate plan can be done through a bequest in your will. Your attorney can advise you on when to make a bequest when planning your will or can advise you on how to amend your existing will. These gifts can take the form of:

- *A specific amount:* You designate a particular amount of money to be transferred to one or more charities.
- *Specific property:* You can designate a particular piece of real estate, artwork, or other valuables, to be used for charitable purposes.
- *A percentage:* A percentage of your estate can be designated for charitable purposes.
- *All or a portion of the residue:* This is property that remains after all other obligations of your loved ones have been fulfilled.

How should I word my bequest? Here are some suggestions that you and your attorney can use when including a charitable gift in your will.



es After 16 Years

National Goodwill Volunteer of the Year.

"It has been a pleasure, not only for myself but also for the entire staff at Goodwill to have you as our guardian angel," wrote Goodwill President and CEO, John Miller in his farewell letter to Tucker. "We are grateful for your involvement and look forward to your continued support."

Goodwill is thankful to Pearl for her dedication and steadfast commitment to our mission over these many years.



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taking a closer
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, here are some

in your will to any organization:

I give _____ Dollars (\$_____) to Goodwill Industries of Southeastern Wisconsin, Inc. to be used for the organization's charitable purposes as directed by its Board of Directors.

or

I give _____ percent (____%) of my residuary estate to Goodwill Industries of Southeastern Wisconsin, Inc. to be used for the organization's charitable purposes as directed by its Board of Directors.

Your choice will depend upon your own circumstances and your preferences.

my estate
e plans is easy to
ey can include the
brief codicil to
owing forms:
ollar amount to

Can my estate plans be changed easily once they have been made? Making changes to your estate plans can be done very easily. Your will should be reviewed periodically and updated to reflect changes in your life – marriages, births, deaths, financial gains or losses, and your personal goals. Tax law changes may also prompt a review of your plans.

asset, such as real
to fund a gift.
be designated for
ft after gifts to

Minor changes can be accomplished with a codicil, a simple amendment to the existing will. Substantial changes may require the drafting of a new will. Whether the changes are minor or extensive, always consult with an attorney when considering a revision, as handwritten changes may completely invalidate your will.

re two examples
ding a bequest

For more information, contact Goodwill's Development Department at 414-358-6501.



Foster Grandparent Celebrates 30 Years

Although she only has eight grandchildren and six great grandchildren of her own, the staff and participants at the Southern Wisconsin Center in Union Grove all call her "Grandma." Walking through the halls of the Center, it's the greeting you hear from every passerby: "Good morning, Grandma," "How are you today, Grandma?" And she returns their greetings with her usual beaming smile.

That's because Grandma Kay, as she likes to be called, has been a Foster Grandparent here for over 30 years – which is no small feat when you do the math. Individuals become eligible for Goodwill's Foster Grandparent Program at age 60.

Foster Grandparents serve as role models in the community, offering a stable, loving presence for young people. But thirty years ago, when Grandma Kay started, the program also supported people with disabilities. And because she had bonded so well with the staff and participants, she stayed on even after the

program's focus had changed.

"I really got attached to some of the people here, including the other Grandmas," she says.

When she first started, Grandma Kay admits she wasn't sure if she wanted to stay. She was unfamiliar with working with people with severe disabilities. But the participants soon grew on her and she came to love and appreciate them as her own family.

"They have so much love, and they never forget you," she says. "They give me a reason to smile everyday."

But after 30 years of volunteering, some of the staff fear that Grandma will soon retire.

"Grandma Kay is an institution here," says Theresa Jacobs, program coordinator. "I don't think

they'll let her retire if she wanted to."

Fortunately at 90-years-old, Grandma Kay shows little sign of slowing down any time soon.

"Sometimes I think about it, but I don't know if I could retire," Grandma Kay says with a gleam in her eye. "These kids are like my children."

**"They have
so much love,
and they never
forget you.
They give me
a reason to
smile everyday."
Grandma Kay**

Why we do what

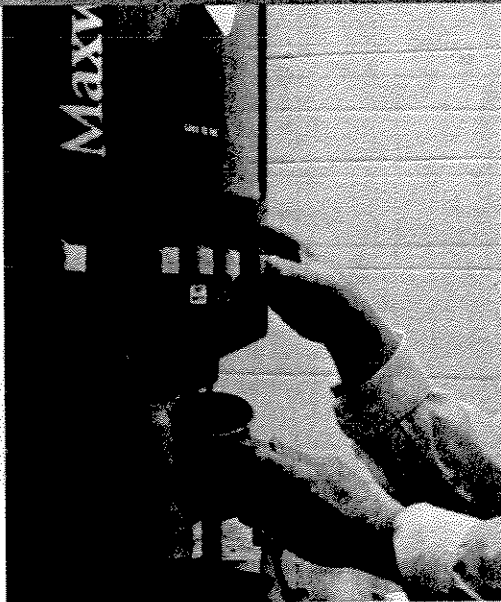
Charlie Brown

By Anna Wood

Chief Recruit Division Commander Anna Wood wrote the following narrative about Charles Brown (pictured right), a Goodwill Great Lakes food service worker in Galley 928.

I met my friend about two years ago. His name is Charles Brown. Yes, his name is really Charlie Brown, and he loves it. He loves the attention and surprise that it brings him. Charlie has this glow about him that makes everyone smile. His innocence and purity has made him a pleasant addition to the Galley, or the Navy's cafeteria, at the Staff Line.

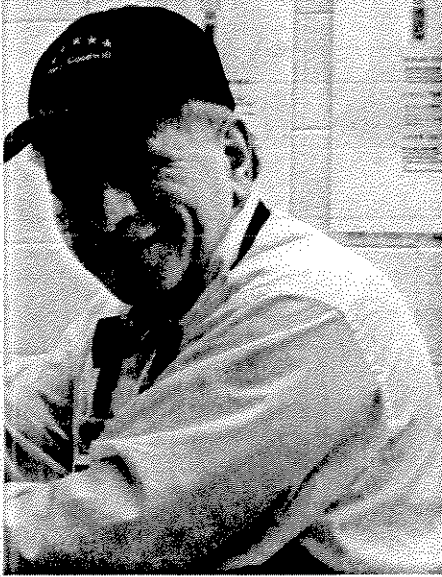
Charlie is about 50 years old; he has shaggy, gray hair that is covered by a navy blue ball cap; he is barely five feet tall, and he stands slightly hunched over to his right side. Charlie walks with an exaggerated limp. I am not sure if it was because of an accident or if he was born with it, but his limp can never distract you from his ear-to-ear smile. He actually smiles with his entire face. He has permanent creases that deepen when he smiles, and his green eyes almost disappear as he greets everyone who enters his seating area. Charlie and I will always look for each other just to say "good morning." With our daily greeting, I feel refreshed. He is constantly working; he wipes down brand-new bottles of ketchup, he fills up almost-full saltshakers, and he cleans spotless tables.



Charlie contains the self-motivation and drive that most people dream about, and he uses it to the best of his ability. I do not hear him complain about anything, which is rare these days.

Because we have a special bond, we do things each day that are kind. On cold mornings, Charlie will see me enter the far doors and will be waiting with a cup of hot chocolate that he has cooled with fresh milk. I am proud to say that he doesn't do that for everyone, just me. I tease him and make an effort to say something that he likes to hear. I would say every day, "Good morning, Charlie Brown," mocking Robin Williams' famous quote from the movie, Good Morning, Vietnam and "Charlie Brown, you are always working so hard." By performing simple tasks, it is amazing how two people can make a difference in each other's lives. Charlie is different in many ways, and some people try to ignore him because he is different. I believe that he is here to remind us that

we do



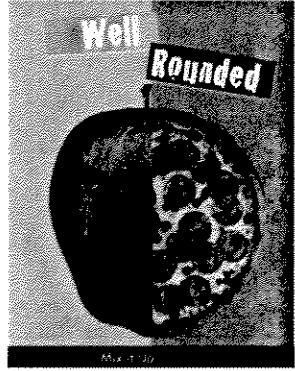
... can remain compassionate although
... jobs may sometimes direct us in
... other way. I love Charlie for who he is
... d wish the rest of the world would
... ulate his unselfish actions.

Goodwill Great Lakes provides food service, administrative and logistics support to the United States Navy at the Naval Station Great Lakes in North Chicago. This program provides work opportunities and skill development for individuals with disabilities through the Javits-Wagner-O'Day (JWOD) program. In 2004, Goodwill Great lakes served over nine million meals to U.S. Navy Sailors and recruits.

Goodwill Great Lakes Launches Mix It Up—Eat Smart Campaign

Beginning June 1, Goodwill Great Lakes will launch a nutritional educational program entitled “Mix It Up – Eat Smart” at Naval Station Great Lakes. This campaign, which is the result of an initiative involving Goodwill, Reinhart Foods and the U.S. Navy, is aimed at assisting Sailors and recruits in:

- Gaining awareness of their current food choices
- Making correct food choices on their own based on education about healthy eating
- Learn to mix up the “good foods” and “bad foods” in their diet



During the revolving eight-week campaign, various full-color posters, banners and table tents featuring eight different themes will be implemented throughout the galleys and ships at Naval Station Great Lakes.

The Recruit Division Commanders will also be incorporating nutritional education in their weekly meetings, and an “Eat Smart” icon will be displayed on the glass above the healthiest food option being served.

“The Navy has become increasingly interested in advocating nutrition awareness,” said Pat Boelter, vice president of marketing. “Goodwill Great Lakes is now at the forefront in this regard.”

goodnew

Microsoft Awards Goodwill Million Dollar Grant

The Microsoft Foundation recently awarded Goodwill Industries of Southeastern Wisconsin, Inc. a software-licensing grant worth \$1,177,640, which includes software for operating systems, server upgrades and desktop applications.

This software will greatly enhance Goodwill's ability to achieve its mission and will be used throughout the organization. Microsoft's support will help Goodwill

build continued technology infrastructure, improve communications and share knowledge. The technology will assist not only employees, but also individuals with barriers to employment.

"It is an honor to be recognized for our work by a respected company like Microsoft," said Pat Boelter, vice president of Marketing for Goodwill. "This is an incredible gift that will have a significant and positive impact on our operations and those we serve."

Microsoft makes monetary and in-kind contributions to

eligible nonprofit around the world people and comm their potential. Mi focuses on improv learning for under and adults by prov technology-related through commu technology and le centers.

Goodwill Receives Four-Star Rating

Goodwill Industries of Southeastern Wisconsin received a four-star Charity Navigator rating, the highest rating possible for the largest independent charities. Four star is the highest rating possible for an organization to achieve.

This rating indicates Goodwill excels, as compared to other charities in successfully managing finances in an efficient and effective manner. Our rating this year is an exceptional feat, especially in light of the economic challenges that charities have had

last year. Charity Navigator is America's independent charity evaluator.

New Stores Opening in 4th Quarter



Two new Goodwill Store & Donation Centers are planned to open in the autumn of 2005. The new locations include a new store in Menomonee Falls, WI, just off of Appleton Avenue on the corner of Watertower Place and Sawyer Road – just four tenths of a mile away from the Goodwill donations trailer that has been in place for over 30 years. The new store will be about 19,000 square feet, similar to other new stores. But the look will be slightly different, and will be heavily influenced by the preferences of the local architectural review board. A new store in Kenosha, WI will be located near the busy intersection of Highways 50 and 31.

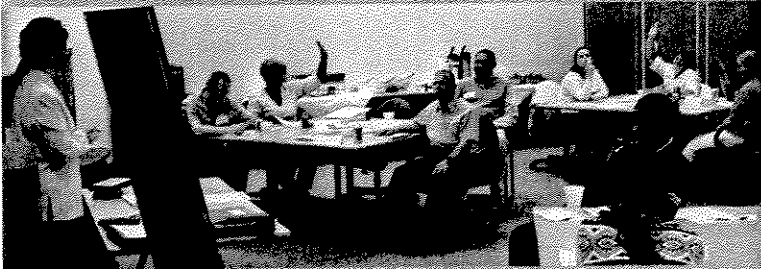


FranklinCovey Presents Goodwill with Organizational Excellence Award

FranklinCovey has recently announced Goodwill Industries of Southeastern Wisconsin Inc. as the recipient of the Organizational Excellence Award.

FranklinCovey's Awards for Excellence, which were instituted in 1995, recognize clients who have affected measurable change in their organizations through the passionate, committed use of FranklinCovey tools and principles.

"With the high level of commitment and innovation we see practiced by our clients every day, we feel it is important to recognize them for their efforts. We are pleased to honor Goodwill Industries for dedication and service to its organization and community," said Bob Whitman, CEO of FranklinCovey.



The selection committee for the 2005 FranklinCovey International Symposium Excellence Awards includes many leaders of FranklinCovey. Selection of the award recipient was based on the demonstration of leadership, vision, and service within their organization, career history, and value added to the organizations and lives of those they have served.

charitable givers make intelligent giving decisions by providing in-depth, objective ratings and analysis of the financial health of America's largest charities.

Great Lakes Again Awarded "Employer of the Year"

Goodwill Great Lakes was recently designated "Employer of the Year" by the Haymarket Center based in Chicago.

At the Third Annual Award and Acknowledgement Ceremony in February, John VanBenthuyzen, manager of business development and

workforce recruitment at Goodwill Great Lakes, was presented the award by Aronda Simpson in appreciation for "Outstanding Services and Commitment to Haymarket Family Enrichment Center."

The award highlights the growing relationship with the Center, that has sponsored several successful Javits-Wagner-O'Day (JWOD) job fairs for Goodwill Great Lakes.

The Haymarket Center refers to itself as "A Total Concept for Recovery from Substance Abuse."

YES! Fathers Serve As Mentors

How do you gain the attention of a group of 12 children growing up in an urban, underprivileged environment? Show them a glimpse of what their future could hold through the eyes of those who have been through it.

The young men of Goodwill's YES! Fathers Project have recently taken on a mentoring relationship with the young people (ages 9-12) from Chicago's Woodlawn Employment Center, located on the city's south side at 63rd and Woodlawn. At a recent event on March 23 held at Goodwill's

"Don't be a follower – be a leader."

"Without an education, you can't do anything," says Mario, another young father who is working on getting his GED.

Goodwill's Youth Employment Services (YES!) Fathers Project helps underprivileged young fathers ages 18 to 21 by providing a foundation for young men to take responsibility for themselves, their children, and their family. The program teaches persons who are hard-to-employ the skills and attitudes they need to gain

through Woodlawn Coordinating

"Woodlawn after school children help keep maybe le

The past two group year. The first to see th

"We change the way they are become, them to they can to it."

At the discussion activities additional "Your go down the need to to make

For more YES! Fathers Jackson at

"There are consequences behind everything you do. Don't be a follower, be a leader."

Chicago offices, the young men shared how they traveled down the wrong path and their struggle to make a better life.

Nineteen-year-old Alfred was once a good kid and a straight-A student. But growing up in a depressed and dangerous section of Chicago without a father, he got involved in gang activity and eventually was kicked out of high school. Without any kind of role model in his life, he was "raised by the streets." Now as an out-of-work father, he's looking to put his life back together.

"There are consequences behind everything you do," he says to the group of wide-eyed, attentive children.

employment, earn a living and remain successful on the job.

According to Malcom Jackson, the program coordinator, the partnership between the young fathers and the children from the Woodlawn Employment Center has much more potential than he originally realized.

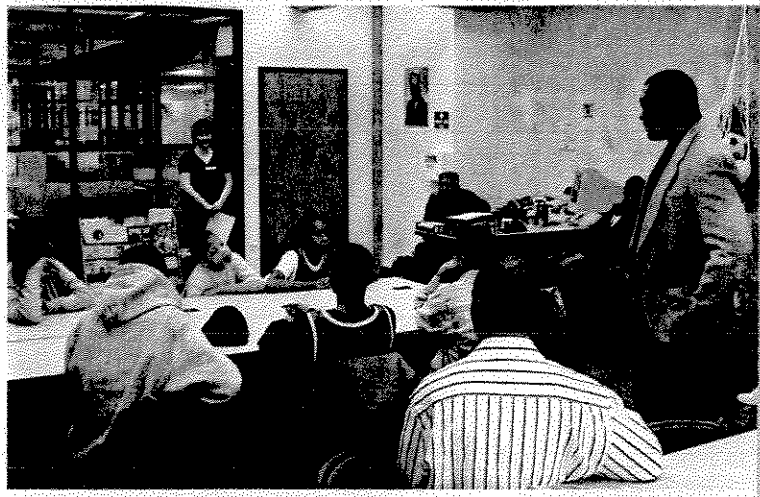
"I was blown away by the kids," says Jackson. "They're so smart, so innocent – you just want to save them."

"It's great for these young fathers too," he adds. "These guys need to learn how to give back, because they've taken so much from their communities in the past."

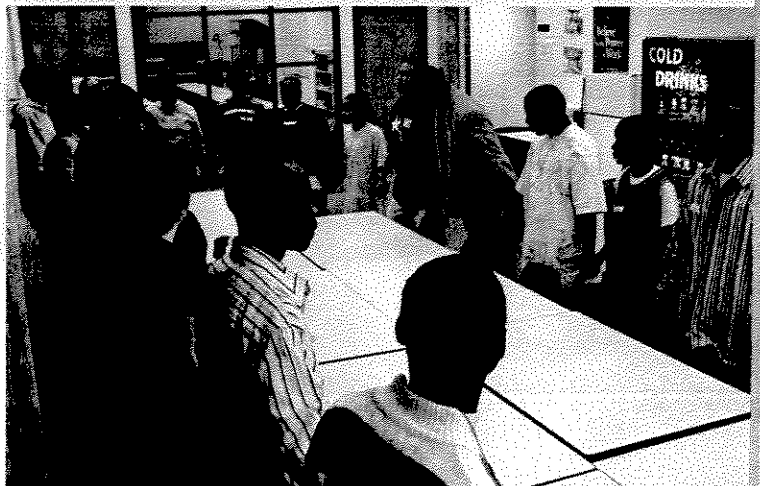
The relationship was formed

(Right) Through dialogue activities, because... their indi

initial contact at the
 Center, with Youth
 or Emily DeVos.
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 program for the
 at live in the projects to
 them out of trouble and
 n something," she says.
 rtnership consists of the
 s meeting three times a
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 ays Jackson. "We want
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 do if they put their mind

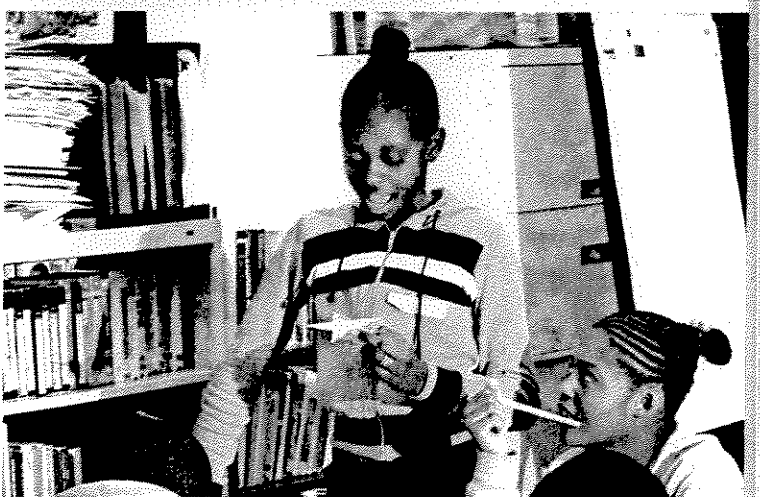


end of the evening of
 and confidence-building
 Jackson had some
 words for the children:
 in a few years is to walk
 aisle with a diploma. You
 cide how you are going
 at happen."




information on Goodwill's
 ers Project, contact Malcom
 12-212-2206.

children engage in open
 d confidence-building
 ch as "I am a star
 where they each share
 lual attributes.



together

Managing Editor: Susan Paprcka
Designer: Marly Gisser/Necessary Arts
Photographers: Susan Paprcka, Mark Avery

 Goodwill

Goodwill Industries
James O. Wright Center
6055 N. 91st Street
Milwaukee, WI 53225-6518
414-353-6400
www.goodwillsew.com

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Milwaukee, WI
Permit #2681

Goodwill Industries of the United States, Washington, and Metropolitan Chicago 2004 Annual Report

*"There was a time when
I just 'took' from the
community. Now I'm
giving back."*



Working in Your
Community

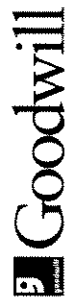


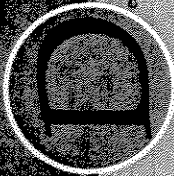
**OUR
MISSION**

Goodwill provides work opportunities and skill development for people with barriers to employment.

**OUR
VISION**

Our vision is to be the recognized leader in helping people with disabilities and other barriers to employment develop work and life skills, find work, and successfully perform that work.





Dear Friends,

We are always proud of the positive impact our programs and services make on individuals and their families, and enjoy sharing those stories. This year we take it a step further by reporting our impact on entire communities.

From the number of people we serve to the economic investments we make, communities are stronger and better because Goodwill operates within them. While Goodwill serves 23 counties throughout Wisconsin and Illinois, we highlight six counties – four in Wisconsin and two in Illinois – where we have a major influence as an employer, a service provider and a business partner.

After you review the data and accompanying descriptions and stories, we know you will agree on the significance of Goodwill's impact. We are thankful for your support now and in the future as we continue to advance communities and transform lives through the Power of Work.

John L. Miller
President and CEO

Charles F. Weight
Chairman, Board of Directors

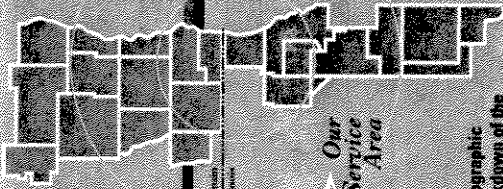


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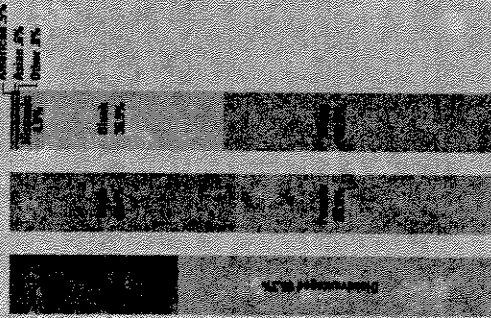
2004 OVERVIEW

Number of clients served in Wisconsin/Minnesis	13 / 10
Number of individuals who received Goodwill services*	12,002
Number of individuals placed into jobs in our community	2,680
Projected annual earnings by individuals placed into community employment	\$36.9 million
Number of Goodwill locations	42
Number of Goodwill Store & Donation Centers	18
Number of donors (clothing and household items)	1,329,733
Number of retail sales transactions	2,422,100
Annual employee earnings	\$56.4 million
Annual employee benefit dollars	\$13.5 million
Estimated annual payroll and income taxes paid by employees	\$11.4 million
Dollar value provided to families through Community Assistance Voucher Program	\$73,605
Number of volunteers/hours served	1,081 / 10,860
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	5,346
Number of Goodwill employees	3,078
Number of Goodwill employees with disabilities	1,351



Our Service Area

* Demographic breakdown of the 12,002 individuals who received Goodwill services:

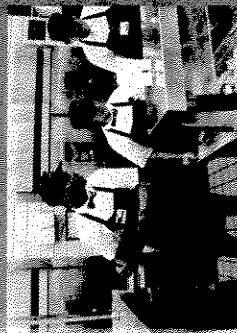


Goodwill is a 501(c)(3) nonprofit organization that provides employment and training services to individuals with disabilities. We are currently serving 13 Wisconsin and 10 Minnesota locations. Our services include job placement, job coaching, and training. We also provide a variety of other services, such as financial counseling, legal assistance, and substance abuse treatment. Our goal is to help individuals with disabilities gain the skills and experience they need to succeed in the workforce.

HIGHLIGHTS

& Donation Center at the James O. Wright Center in Milwaukee was one of only two served in the country to be recognized for \$1 million in sales.

Goodwill Store & Donation Centers have become successful retail outlets specializing in a wide selection of high-quality resale goods. In fact, expansion plans are in the works for two new store openings in 2005. A new Wisconsin and a brand new store site in Menominee Falls, Wisconsin, are planned.



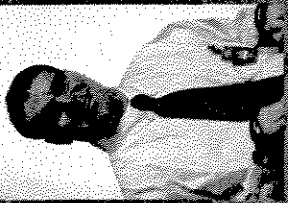
Goodwill Career Lakes experienced substantial growth in 2004, opening four new jobs at Recruit Training Command, enabling clients to offer more employment opportunities for people with disabilities while

expanding the reach of the luxury cashmere.

She was a pioneer of a modern retail store in the U.S. She has partnered with Goodwill Working Through the Jobs Program. Of the program's achievements, NIOSH Goodwill has received a number of awards, including the President's Award for Innovation and Best Service. Goodwill has provided the people with the skills and training to help them find employment. Many of them have disabilities.

Goodwill (Great Lakes) also received several very notable awards in an employee of choice in 2004. These awards included: American Lung Association of Wisconsin, National Award for Innovation, Spanish Department of Business, State Award, Ability 100, and Wisconsin's Best of the Year. Goodwill's success is a result of the hard work of its employees and the support of its partners.

Goodwill's 2004 Wisconsin graduates. By the time they were



awarded Goodwill Industries International's highest award, the 2004 Certificate of Distinction Award. Commending it as Goodwill's progress in the other meeting, partnerships, scholarship and job placement services in several states. Goodwill is also recognized for its commitment to teaching, training, and job placement services for individuals with disabilities.

Goodwill's commitment to teaching, training, and job placement services for individuals with disabilities is a key part of its mission. Goodwill's commitment to teaching, training, and job placement services for individuals with disabilities is a key part of its mission.

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2004 with a young volunteer called Courtney at Goodwill. The early involvement of young people in our work is a key part of our mission. Courtney's involvement in our work is a key part of our mission.

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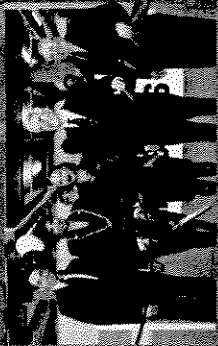
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MILWAUKEE COUNTY, WISCONSIN

"From opening the first senior centers for people with disabilities in the nation to providing an exemplary home-delivered meal program, Goodwill has long provided the expertise that allows thousands of Milwaukee County seniors to live in our community where and with whom they want."

Stephanie Stein, Director
Milwaukee County Department on Aging

MILWAUKEE COUNTY is home to our headquarters at the James O. Wright Center and host to our largest array of programs. With multiple locations across the county, including five adult day programs, three independent living apartment facilities, and the Goodwill Center for Work & Training at Vogel Avenue, we help individuals overcome employment barriers through vocational and employment services - from adult education to placement, work adjustment training and job coaching. Vocational programs include Business Careers, Light Industrial, Food Service, Forklift and Ability Connection.

Senior Services assists seniors in maintaining their independence by providing case management, home-delivered meals and shopping and errand services. And, for persons with severe or multiple disabilities, we offer on-site employment through Work Services, which provide experience in packaging, assembly and inspection. These individuals can also be supported through benefits counseling and case management.

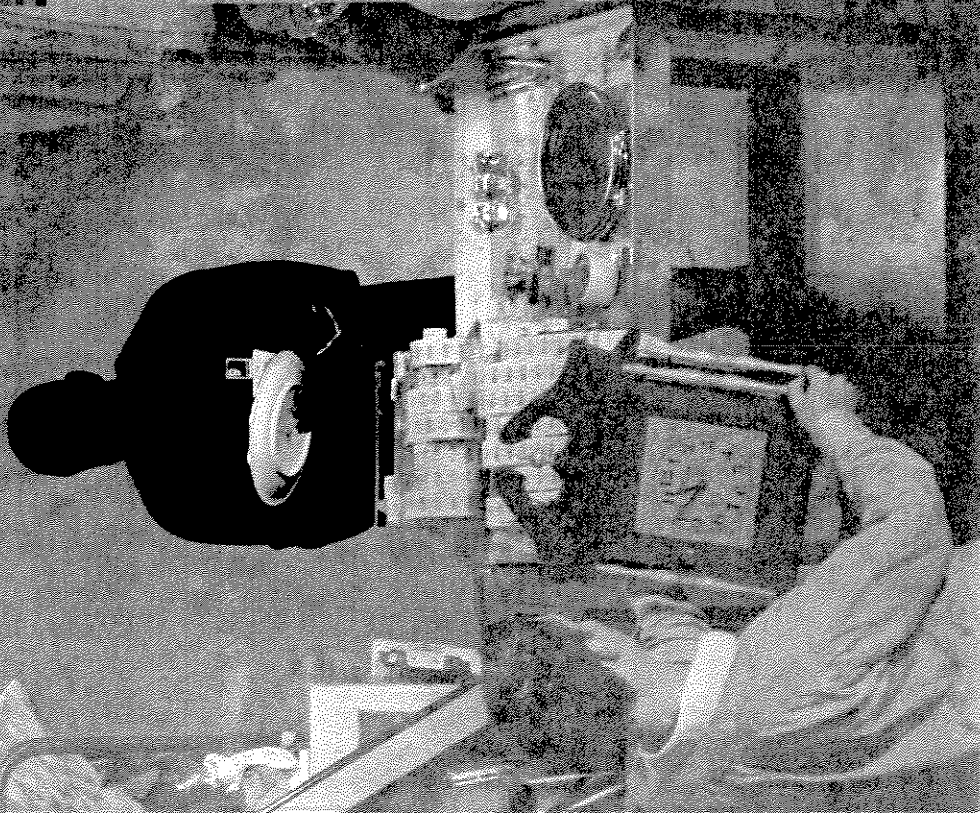
The Goodwill Laundry provides commercial laundry services to the medical, nursing home and hospitality industries.

Located at 6941 South Riverside Boulevard, Ashland Gender Mainstream on 27th Street, the Goodwill Store & Donation Center in Franklin opened in March of 2001.



Population (2000 Census)	940,164
Number of individuals living in county who received Goodwill services	4,555
Number of individuals placed into jobs in our community	292
Projected annual earnings by individuals placed into community employment	\$3.5 million
Number of Goodwill locations	12
Number of Goodwill Store & Donation Centers	3
Number of donors (clothing and household items)	259,573
Number of retail sales transactions	520,921
Number of Goodwill employees living in county	1,001
Number of Goodwill employees working in county	1,108
Annual employee earnings	\$13 million
Annual employee benefit dollars	\$3.1 million
Estimated annual payroll and income taxes paid by employees	\$2.6 million
Number of seniors receiving services	2,864
Number of meals delivered to seniors	249,575
Number of meals served at congregate meal sites	100,115
Number of specialized shopping trips for seniors	1,835
Number of items processed/packaged/assembled	15,625,693
Number of customers/companies served by Commercial Services	33
Pounds of laundry processed	10,716,000
Direct labor** hours by people with disabilities	622,450
Number of Goodwill employees with disabilities	570
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	4,742
Number of volunteers/hours served	908 / 8,334

** Non-management employees who work directly to produce a product or provide a service.



Anthony's grandfather used to say, "You can be anything you want to be, but lazy." Taking that advice to heart, Anthony was always a hard worker. His special interest in cars prompted him to enroll in an automotive engineering program after high school, quickly climbing to the top of his class.

But it was then that he began to develop the same genetic eye disease that his grandfather had, which eventually robbed him of his sight. Cataracts developed in Anthony's right eye and soon in his left, and he was forced to quit the program.

After three surgeries and several dead-end jobs, his outlook appeared bleak. Only in his mid-twenties, Anthony had no way to pay for his mounting medical bills -- no one would provide him with insurance.

But the employment specialist he met here at Goodwill shed light on new possibilities for Anthony. Realizing his capabilities, the employment specialist placed him in a position at one of our Goodwill Store & Donation Centers where Anthony found steady, good-paying work with all of the benefits he was looking for.

Recently, Anthony underwent surgery that he couldn't have afforded before, giving him back much of his sight and, more importantly, his hope for an independent future.

"Goodwill gave me more than a job, they gave me a bright future," he says.

As a sales associate/production at the Goodwill Store & Donation Center in West Allegheny, Anthony's job is to do up the price of the donated merchandise to be sold in the store.

WAUKESHA COUNTY, WISCONSIN

"Goodwill's contribution to the high quality of life in Waukesha County is significant. From exceptional day programs to providing skill development assets and work opportunities for people with barriers to employment, the agency continually fulfills some of our most vital human service needs."

Dan Finley, County Executive
Waukesha County

At THE GOODWILL Community Service Center on Nile Drive, Waukesha, you will not only find an abundance of Human Service programs, such as our adult day services for both medically fragile and adults with disabilities, Business Careers training and supported employment, but also our adjacent Goodwill Store & Donation Center.

The site also serves the business community by accommodating many local organizations' events in the Community Room located inside of the center.

At 1501 Airport Road, Waukesha, you will find the VETAP program, which serves individuals diagnosed with severe mental health issues.

Our 51,000-square-foot Goodwill Community Service Center is located at 1400 Nile Drive, Waukesha, and houses our Goodwill Store & Donation Center, as well as adult day services and many other community programs.



Population (2000 Census)	380,767
Number of individuals living in county who received Goodwill services	356
Number of individuals placed into jobs in our community	68
Projected annual earnings by individuals placed into community employment	\$763,000
Number of Goodwill locations	5
Number of Goodwill Store & Donation Centers	1
Number of sectors (clothing and household items)	139,560
Number of retail sales transactions	212,443
Number of Goodwill employees living in county	159
Number of Goodwill employees working in county	92
Annual employee earnings	\$4.1 million
Annual employee benefit dollars	\$956,000
Estimated annual payroll and income taxes paid by employees	\$354,000
Number of seniors receiving services	35
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	177
Number of volunteers/hours served	173 / 2,928



On field trips to her family's hobby farm each year, Kristy likes to show her fellow Peewees Adult Center program participants the animals, and how best to pet and talk to them. After all, she used to work at her family's animal hospital for many years. But that was before she got sick.

Although she was born with Down syndrome, Kristy was always considered a high-functioning individual, able to work, attend training programs and go horseback riding. But that all changed 15 years ago when she developed viral encephalitis. She recovered, but she wasn't the same. Kristy became depressed, would suffer severe headaches and would inflict injury upon herself.

It was about this time she came to our center. Although it was rough going at first, the staff worked patiently with Kristy and, according to her parents, treated her with dignity and respect.

"What I immediately noticed was the Goodwill staff actually talked directly to Kristy," says her mother. "Some other places we tried would only talk to us. They didn't seem to appreciate Kristy as an individual."

But what her parents are most pleased with is to see their daughter's smiling face again. "Kristy is Kristy again - we've made big strides since she came here," her mother says.

"Everyone here is treated like they are someone special, not like they have a problem."

Kristy celebrates a win with the program supervisors during one of her favorite games - bridge. She has been participating in the adult day program at the Peewees Adult Center since its opening in 1990.





RACINE COUNTY, WISCONSIN

"Goodwill Commercial Services is one of our vendors of choice because they continuously exceed our expectations with regard to quality packaging and service levels. SC Johnson formally recognized Goodwill's commitment to quality this year by honoring them with one of our Partners in Quality Awards. Goodwill's operations are consistent with our highest standards."

Paul G. Knodel, Director
Custom Manufacturing, SC Johnson

For over 25 years, Goodwill's Commercial Services, located at the Goodwill Center for Work & Training at 21st Street, Racine, has been providing quality contract services such as packaging, assembly, inspection, logistics services and return goods processing to companies throughout the Midwest.

This facility is also home to employment services from the Apprenticeship Program that provides training in the construction trades, our Racine Adult Center that serves adults with disabilities, and the Roster Grantparent Program that provides mentors to at-risk youth in the community.



In November of 1999, a Goodwill Store & Donation Center opened in Mt. Pleasant on the western side of Racine, at 1111 S. Oakton Road.

Population (2000 Census)	188,831
Number of individuals living in county who received Goodwill services	659
Number of individuals placed into jobs in our community	133
Projected annual earnings by individuals placed into community employment	\$2 million
Number of Goodwill locations	5
Number of Goodwill Store & Donation Centers	1
Number of donors (clothing and household items)	43,915
Number of retail sales transactions	129,074
Number of Goodwill employees living in county	277
Number of Goodwill employees working in county	166
Annual employee earnings	\$5.2 million
Annual employee benefit dollars	\$1.2 million
Estimated annual payroll and income taxes paid by employees	\$1.1 million
Number of customer/companies served by Commercial Services	21
Number of goods processed/packages/ assembled	28,407,136
Number of returned consumer goods processed	7 million
Pounds of recyclable materials processed	17 million
Number of seniors receiving services	359
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	190



From the moment he arrived on this earth, Gary has been beating the odds.

Born with spina bifida, his parents were told Gary wouldn't live a week. And, if for some reason he did survive, he would be so severely retarded that he wouldn't be able to do even the simplest tasks.

At 51, Gary has outlived his doubters.

From infancy to 21 years of age, he was institutionalized. But one of Gary's therapists saw he was capable of much more and welcomed him into her home as part of her family. Having someone believe in him gave Gary the confidence he needed to get a job and even learn how to drive a specially-equipped car.

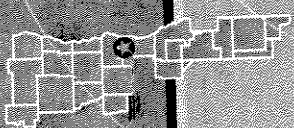
And when he discovered the opportunities at Goodwill, he found a place where he could really flourish. Starting out bagging parts in Goodwill Commercial Services, Gary has worked in most every position: quality inspection, repacking, reverse logsters and hazardous waste. He's been a line leader and scanner, and has even worked the switchboard when the office was short-handed.

In 2004, Gary celebrated eleven years of employment at Goodwill. Referred as a team player, Gary shuttles co-workers to work every day, even on his days off.

"A lot of places would just assume I couldn't do anything," says Gary. "But Goodwill, gave me the opportunity to try; they gave me a chance to show what I'm capable of."

Deciding the quality of an item is Gary's primary responsibility as a scanner in reverse goods processing. At Goodwill Commercial Services, at 21st Street in Racine, Gary is recognized as one of the fairest scanners in the area.





KENOSHA COUNTY, WISCONSIN

"Our partnership with Goodwill has been very positive. Their staff at Kenosha County's Aging and Disability Resource Center has been integral to the center's success and has kept us in the forefront of continuous quality improvement in aging services."

LaVerne Jaros, Director
Kenosha County Division of Aging Services

ESTABLISHED IN 1989 as one of Wisconsin's first urban job centers, the Kenosha County Job Center houses several of Goodwill's workforce development initiatives, providing assistance to both job seekers and employers. We provide employment assistance, workforce development activities, as well as Child Care Support programs in order to assist parents' transition to employment.

Additional offerings include support to those

receiving W-2, such as case management, child care and employment services. Adult Protective Services are also provided through the Kenosha County Aging & Disability Resource Center, which provides intervention to at-risk persons who are physically disabled and elderly.

We also play a major role in Holiday House along with other agencies to help families in need with seasonal support of food, clothing and holiday gifts.

A new Goodwill Store & Donation Center located near the busy intersection of Highway 54 and 31 in Kenosha is planned for late 2005. An existing building at that location will be retroactively renovated, replacing the current store located at 5198 32nd Street.



Population (200 Census)	149,577
Number of individuals living in county who received Goodwill services	4,482
Number of individuals placed into jobs in our community	1,497
Projected annual earnings by individuals placed into community employment	\$20.8 million
Number of Goodwill locations	3
Number of Goodwill Store & Donation Centers	1
Number of stores (clothing and household items)	54,994
Number of retail sales transactions	84,240
Number of Goodwill employees living in county	222
Number of Goodwill employees working in county	82
Annual employee earnings	\$8.7 million
Annual employee benefit dollars	\$1.4 million
Estimated annual payroll and income taxes paid by employees	\$1.3 million
Number of seniors receiving services	342
Number of children served at Child Care Center	1,084
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	237
Number of cents distributed to families through Holiday Ribbons	2,112
Number of individuals served through Holiday Homes food box distribution	9,350



Independent. That's a word that best describes Ramona. Even though she is the youngest of 18 children and is now raising three on her own, she has always managed to stand strongly on her own two feet. When she was laid-off - first from a bank that was downsized and then by an insurance company that closed - it didn't deter her from trying to make a better life for herself and her family. She refused to collect welfare a day longer than she had to. She wanted to set a good example so that her children would be proud of their mother.

Ramona came to the Kernosha County Job Center every single day for over six months, looking for a job and immersing herself in job skills workshops. As fate would have it, an office clerk position opened at the Job Center. Her case manager knew she'd be perfect for the position. A native of Mexico, Ramona was also bilingual, which only added to her qualifications for the job.

Now she gets to help people in the Hispanic community who have faced similar barriers to employment, and are looking for a chance to succeed.

"I feel like I'm really needed here," she says. "I know this may sound crazy but I love getting up in the morning and coming to work. I want to make Goodwill proud of me."

Bridging the language gap is a large part of Ramona's responsibilities at the Kernosha County Job Center. She assists Spanish-speaking individuals with completing forms for medical assistance, child support and food stamps.



LAKE COUNTY, ILLINOIS

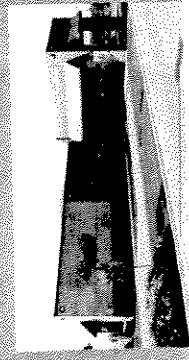
"The services Goodwill provides for the Navy at Great Lakes are good for Sailors, good for people with disabilities and good for America. The relationship that Goodwill and the Navy have should be the model for all federal programs in terms of stewardship of taxpayers' dollars, supporting our military members, and providing meaningful employment and careers for people with disabilities."

Ron Fry, Navy Region Midwest Business Manager and Galley and Uniform Issue Program Manager

LAKE COUNTY is home to Goodwill Great Lakes, which provides food service, administrative and logistics support to the U.S. Navy at Naval Station Great Lakes. This program provides work opportunities and skill development for individuals with disabilities through the Jobs-Wagner-OTDay presidential program. Competitive wages, benefits and an opportunity for career growth is provided to this diverse workforce - individuals who are physically, visually or hearing impaired, developmentally disabled, or have a diagnosis of mental illness.

In 2004, Goodwill Great Lakes employed 762 people with disabilities and worked in collaboration with more than 20 community rehabilitation and referral agencies, serving over nine million meals to U.S. Navy Sailors and recruits.

Located at 761 S. Milwaukee Road, the Goodwill Store & Donation Center is Mandeltern opened in March of 2002.



Population (2000 Census)	644,356
Number of individuals living in county who received Goodwill services	441
Number of individuals placed into jobs in our community	164
Projected annual earnings by individuals placed into community employment	\$2.3 million
Number of Goodwill locations	2
Number of Goodwill Store & Donation Centers	1
Number of donors (clothing and household items)	83,455
Number of retail sales transactions	145,715
Number of Goodwill employees living in county	608
Number of Goodwill employees working in county	1,170
Annual employee earnings	\$15.4 million
Annual employee benefit dollars	\$3.7 million
Estimated annual payroll and income taxes paid by employees	\$3.0 million
Direct labor* hours by people with disabilities	963,100
Number of Goodwill employees with disabilities	781
Number of meals served	9,034,724
Dollar amount of food procured	\$19.7 million
Pounds of laundry processed	1,637,679
Awards received	
American Legion Certificate of Appreciation - National Award	
American Legion Department of Illinois - State Award	
Anixter Center - Employer of the Year	
Jewish Vocational Services - Employer of the Year	
Haymarket Center - Employer of the Year	
Illinois Department of Employment and Security - Employer of the Year	



Don't ever try to tell Dan that he "can't" do something. That's just when he'll prove you wrong. Born with a hearing impairment, he has been underestimated his entire life. Not only did he have trouble finding a full-time job with a future, but no company would provide him with health insurance.

Latic did those companies know what a hard-working, determined individual they were: turning away.

Dan's arrival at Goodwill Great Lakes in the summer of 2003 marked a new beginning. Not only did he get health insurance coverage, but a good paying job and, most importantly, a future filled with possibilities.

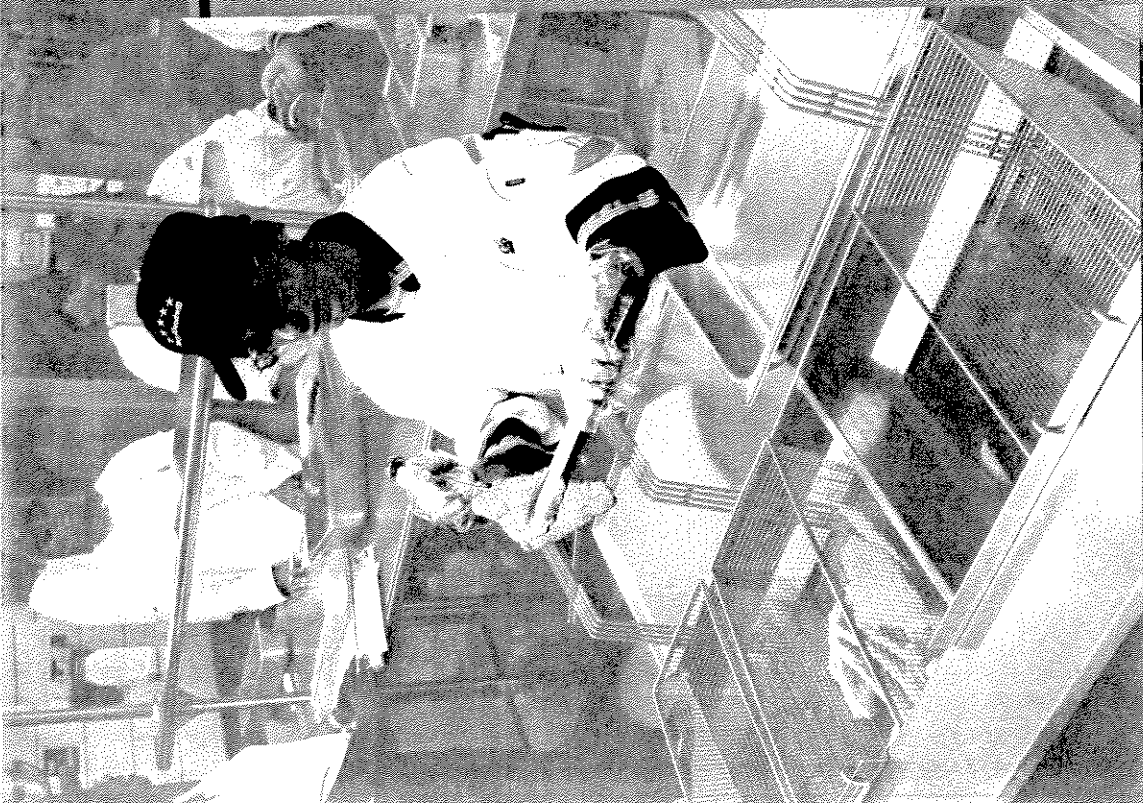
Because of his dependability and determination he was promoted last summer from food service worker to cook. According to his supervisor, he meets challenges head on.

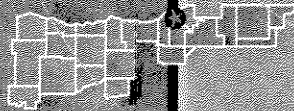
"Dan is a hard worker with perfect attendance," he says. "He doesn't take shortcuts and is not afraid to ask questions."

With two brothers in the military, Dan feels proud to be serving his country this way. Although he currently lives at home with his parents, 25-year-old Dan looks forward to the day when he can become completely self-sufficient.

"My dream is to have my own place and be independent," he says. "Goodwill has given me a great opportunity and a challenge that I look forward to."

Working as a cook in the galley of the USS Kearsarge, Dan prepares lunch for the crew and sailors. His dedication has resulted in three promotions in 18 months and he has yet to miss a day's work.





COOK COUNTY, ILLINOIS

"Goodwill is to be commended for their role in assisting ex-offenders with their re-entry into the community and job market. The training and guidance they provide offers hope and a second chance at life for these individuals."

Carol L. Adams, Ph.D.,
Secretary, Illinois Department of Human Services

COOK COUNTY IS HOME TO Goodwill Industries of Metropolitan Chicago. From the main office located in Chicago's South Loop to another smaller facility in the Englewood community, we serve youth and adults - from ex-offenders to individuals with disabilities and other barriers to employment looking for support in enhancing their skills, finding employment and succeeding on the job. Offerings include pre-employment skills training, computer and graphic design classes, financial

services training, and placement services for those ready to enter or re-enter the workforce.

An extensive program is available in teaching job skills and providing placement services for individuals who are Deaf and Hard of Hearing.

The YES! Fathers Project provides support to young disadvantaged youth through CED preparation classes, other educational services, job readiness and employment support.



Located at the corner of Harlem Avenue and 157th Street is the Goodwill Store & Donation Center in Orland Park, which opened its doors in the fall of 2002. The store also serves the nearby villages of Tinley Park and Oak Forest.

Population (2000 Census)	5,376,741
Number of individuals living in county who received Goodwill services	1,433
Number of individuals placed into jobs in our community	519
Projected annual earnings by individuals placed into community employment	\$7.4 million
Number of Goodwill locations	4
Number of Goodwill Store & Donation Centers	2
Number of donors (clothing and household items)	73,851
Number of retail sales transactions	259,535
Number of Goodwill employees living in county	394
Number of Goodwill employees working in county	97
Annual employee earnings	\$6.0 million
Annual employee benefit dollars	\$1.4 million
Estimated annual payroll and income taxes paid by employees	\$1.1 million
Number of seniors receiving services	68



It was just around 5:00 a.m. on a Monday and Brenda was taking the bus ride she had dreamed about for four years – home. But she was anxious. How would those closest to her accept her after her incarceration? She felt she had let them down. As the bus slowed to a stop Brenda was overjoyed to see a group of nearly a dozen smiling faces of family and friends waiting to welcome her back to freedom.

But she would soon find the job market wouldn't be so accepting.

Even though she had 20 years experience as a legal secretary, she now had a prison record and found no one wanted to give her a chance.

Fact is, Brenda had a clean record all of her life. But after going through personal problems, she became depressed and resorted to drugs. Not wanting anyone to know about it, she got involved in criminal activity to support her lifestyle. She thought she was fooling everyone. Turns out she was only fooling herself.

Since her release a year ago Brenda has been clean, sober and back on track working at our metropolitan Chicago office helping people just like her – ex-offenders who are looking for a chance. She is living proof that there is life after incarceration.

"There was a time I just took from the community," says Brenda. "But now I'm giving back."

A program provided by Coastal Industries of Metropolitan Chicago, Inc., Brenda works closely with ex-offenders who have been placed in gainful employment after incarceration.



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2004 Annual Report

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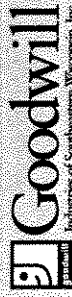
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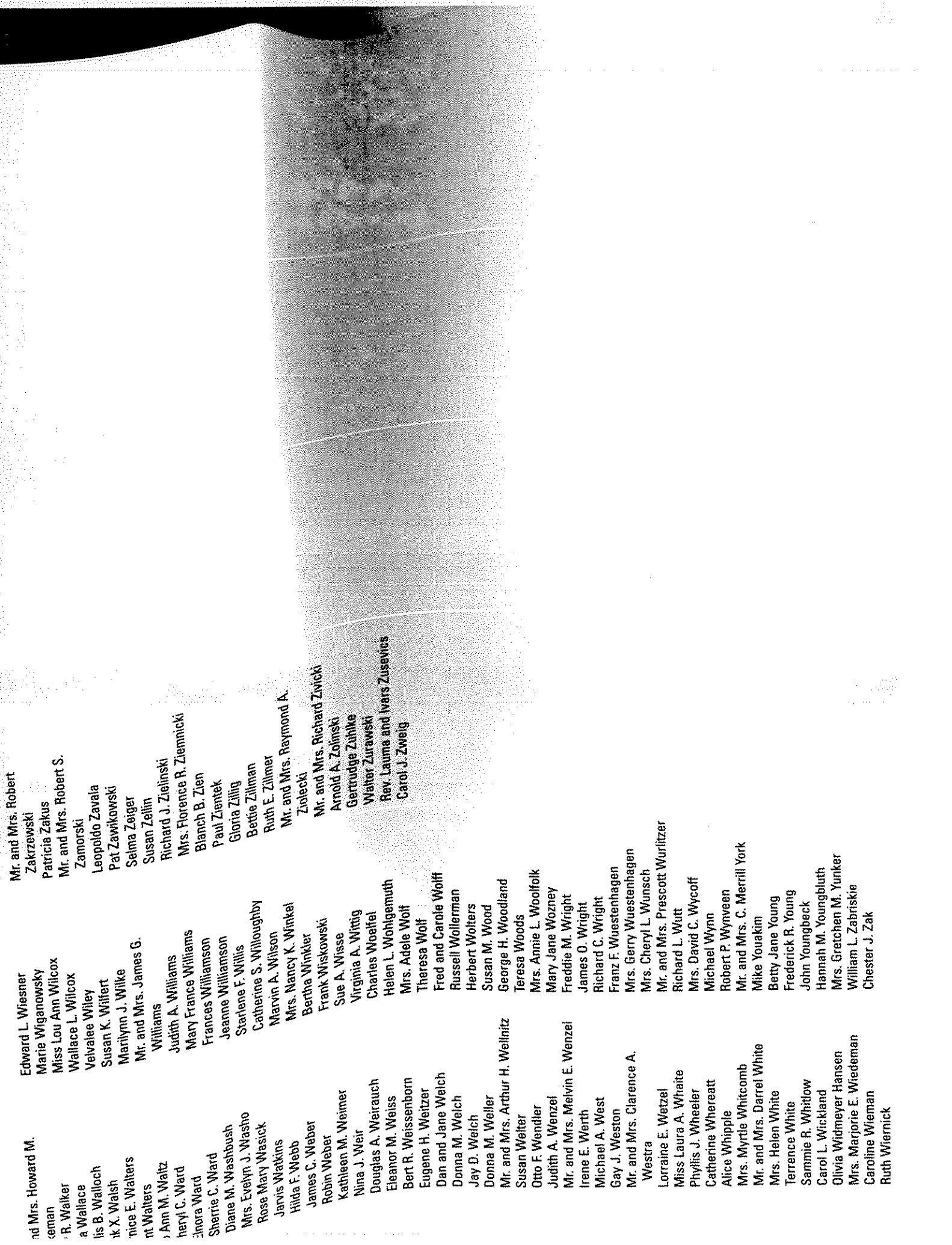
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FINANCIAL REPORT

STATEMENT OF CHANGE IN NET ASSETS

	Unaudited 2004	2003
Revenues		
Participant Programs and Services	\$22,770,000	\$23,838,000
Retail Services	33,654,000	28,555,000
Great Lakes	62,978,000	36,490,000
Commercial Services	14,019,000	44,725,000
Contributions	<u>672,000</u>	<u>764,000</u>
Total Revenues	134,093,000	134,372,000
Expenses		
Program Services	121,972,000	125,800,000
Management Services	8,446,000	7,723,000
Miscellaneous	<u>670,000</u>	<u>1,558,000</u>
Total Expenses	131,088,000	135,081,000
Change in Net Assets	\$3,005,000	(\$709,000)

BALANCE SHEET

	Unaudited 2004	2003
Assets		
Cash and Cash Equivalents	\$6,745,000	\$2,097,000
Accounts Receivable	10,790,000	14,623,000
Inventories	3,623,000	4,210,000
Prepaid and Other Expenses	2,466,000	1,941,000
Property, Plant and Equipment	<u>43,238,000</u>	<u>45,086,000</u>
Total Assets	\$66,862,000	\$67,957,000
Liabilities		
Accounts Payable	\$5,964,000	\$6,262,000
Accrued Expenses	12,685,000	12,058,000
Long Term Debt	<u>15,172,000</u>	<u>19,601,000</u>
Total Liabilities	33,821,000	37,921,000
Net Assets	33,041,000	30,036,000
Total Liabilities and Net Assets	\$66,862,000	\$67,957,000





James O. Wright Center
6055 N. 91st Street
P.O. Box 250973
Milwaukee, WI 53225-6518

TEL.: 414-353-6400
TTY: 414-353-6860

Metropolitan Chicago Center
819 S. Wabash Ave. 4th floor
Chicago, IL 60605-2153

TEL.: 312-212-1290
TTY: 312-212-2226

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