



Goodwill Report to our Stakeholders 2007/08

Our mission is work.

Communities work when People are working.

The key to what makes our Goodwill work is **People** – people that depend on us to learn, to gain access to their first job, to build confidence and self esteem, to train for a desired career and to strengthen their families. Goodwill works because our dedicated people put mission and service above all else, promoting dignity and independence for those who need it most.

We know Goodwill is working because everyday we witness people who find the courage to overcome barriers and achieve a better life...we witness people helping people as our talented employees serve and support others with passion and skill. Everyday thousands of people donate clothing and household items, and volunteers donate their time, so that they can make life better for others. Everyday we see people actively caring for our environment by keeping goods away from landfill to ensure a future for generations to come.

Looking back over the past year it is clear that people are making a difference and achieving. The past year demonstrates that our non-profit, social enterprise approach is working to create new jobs and develop individual and community potential on a work platform that engages citizens in recycling. It demonstrates we continue to provide effective employment services meeting the needs of our diverse jobseekers and community employers. The year highlights success at generating revenue to sustain our enterprise, our people and in partnership with government, the mission delivery framework.

Without people ready and willing to serve, and people who believe we can make life better for others, none of our achievements would be possible.

The evidence that People are making a difference:

- Goodwill Industries International's Annual Statistical Report indicates our Goodwill excelled! We placed in the Top 25 of all Goodwills (160 in total), in three of four statistical measures for Mission including:
 - Clients Placed per 100,000 of Territory Population ranking 13th
 - Revenue Consumed per Client Placed (most efficient) ranking 3rd
 - Revenue Consumed per Client Served (most efficient) ranking 23rd
- We provided a broad continuum of employment services, training and supports to more than 5,000 people while thousands more accessed our Resource Centre
 - 1,957 people were placed in jobs
 - 2,457 people were trained
- Our employee base grew from 220 to 250
- Our donors increased a full 36% last year and sales rose by 13%
- We won a Stratford & District Chamber of Commerce Award for Community Service
- We dedicated our \$8 million budget to our mission integrated business model
- We provided leadership to several community processes, continued to serve on local Rapid Response Team and became a Second Career site helping to address the impact of major company layoffs
- We diverted millions of pounds from landfill by recycling
- We increased our self sufficiency by 4% to 75.2% of revenue being generated by our own social enterprise activity

And now going forward our commitment remains focused on our people. We will continue to develop and expand our mission services and integrate mission into our work platform; develop employment and training programs; undergo transformation to revitalize our donated goods operation; and modernize our systems, facilities and equipment.

Without the passion, commitment, energy and talent of our staff, volunteers, participants, employers and partners; the tremendous achievement of this last year would not be possible. Thank you to all those **People** who made Goodwill **Work**.

Goodwill by the Numbers 2007/08

Goodwill in Service

People served	5,114
People employed at Goodwill	250
New jobs created inside Goodwill	30

Community Gave to Goodwill

Donated Goods Sales	\$4,848,725
Federal Funding	1,568,360
Provincial Funding	194,956
Private Companies	958,126
Municipal Funding	278,273
Other	310,206
	\$8,158,647

Goodwill at Work in the Community

Donated Goods Operations	\$4,322,391
Mission and Workforce Development (included in Donated goods operations)	3,136,596
Building Reserves	124,424
General Reserves	11,562
Administration	688,098
	\$8,158,647

Goodwill Leaders Making a Difference

Board of Directors 2007/08

Vicky Smith — Chair
Jay Livingstone — Treasurer
Brad MacDougall — Chair
Anne Alexander — Secretary
Melanie McLagan — Vice Chair
Paul van der Werf
Harold Usher
Rick Doerr
Sheila Densham
Yvonne Bell
Lynne Cram



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