



DONATE



SHOP



JOB



**ANNUAL
REPORT**



GOODWILL

THE AMITY GROUP



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ABOUT GOODWILL

*Helping people find employment
and employers find people.*

GOODWILL IS ABOUT THE POWER OF WORK in people's lives and that power cannot be overstated. For individuals, a job means a paycheque and the ability to provide for their family. It gives a sense of purpose and the pride that goes with that. For employers, finding the right candidate means they can meet their operational objectives. And for the economy as a whole, employment is the key measure of our collective performance. Through our Employment Services, Goodwill provides job preparation, skills development, coaching, and training around resume writing, interview skills, and networking to help individuals who are seeking work. For those facing barriers to employment, we help break down the barriers. And we provide job maintenance, to ensure once a job is secured that it is retained.

In our Business Enterprises—including Stairways restaurants, a shredding service, and light assembly work we do for corporate customers—we serve the community while offering hands-on training and experience so that clients have the skills to enter their industry of interest.

Our retail thrift stores are also opportunities for us to create employment. And they help us fulfill a broader environmental social mission. The donations we receive from our communities are at the heart of that mission, offering our budget-savvy and environmentally aware customers a constantly changing array of clothing, shoes, accessories, and housewares – and the occasional treasure! – at a fraction of the cost of new retail. And they're thrift with a mission because the revenues generated in our stores, and in our Business Enterprises, support our Employment Services activities.

THIS YEAR

Our community made

48,915 DONATIONS

179,249 CUSTOMERS

were served in our thrift stores

In the Hamilton Halton and Brant region, Goodwill has been operating since 1935 and we expanded into Nova Scotia in 2015. Internationally, Goodwill has operated since 1902 and is one of the world's largest workforce development providers, assisting over 3 million individuals worldwide annually.

It is a privilege for us, our funders, supports, volunteers, and donors, to play an active role in increasing employment and enhancing our community, which is what we aim to do every single day.

THIS YEAR

1065 people were placed in jobs using the services of our Goodwill Career Centres

\$15.49 was the average wage of those who found employment

33.12 was the average working hours per week of those who found employment

\$28.4 million was the annual wage impact

1915 PEOPLE

pursued their employment goals
in our Goodwill Career Centres



CLIENT STORY

AT 21 YEARS OF AGE AND LIVING WITH A developmental disability, Ronald Muckle came to Goodwill as a co-op student with the intention of learning the skills necessary to work in a Tim Hortons which was his one and only goal. It was determined that Goodwill's Transitional Employment and Mentoring program (TEAM) would be a good fit for Ronald to ensure he gained both hard and soft skills. With the assistance of a Goodwill Job

Coach and exposure to a professional foodservice work environment in Goodwill's Stairways Café, Ronald was provided the opportunity to learn basic food preparation techniques, develop customer service aptitudes, and practice the skills necessary to be successful in his chosen occupation.

After 12 weeks of training in TEAM, Ronald was paired with a Goodwill Job Developer who opened doors his behalf with local Tim Horton franchisees. Ronald was hired within 1 week of completing the TEAM program, and has been successfully working at Tim Hortons ever since!

[CLICK HERE](#) to learn more about Ronald's story

Video credit: Mohawk College Television and Communications Media and Communications Media Practices Professor Brian Willrich and students, Stephanie Prentice—lead, Jaron Kemp, Lucas Bullard, Hailey Sonntag, Michael Oliphant, Marcela Figueredo



COMMUNITY PARTNERS

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Monique Taylor, MPP Hamilton Mountain
Theatre Aquarius
Thier+Curran Architects Inc.
Western Regency Construction
800-GOT-JUNK

THANK YOU TO OUR FUNDERS



2017-2018 REPORT

	2018	2017
Operating Revenue		
Workforce Employment Services	3,569,784	3,819,072
Thrift Store Operations	2,447,343	2,688,398
Other	1,196,131	1,211,671
	7,213,258	7,719,141
Operating Expenses		
Wages & benefits	3,999,679	4,076,734
Occupancy	1,733,268	1,701,427
Other	2,090,701	2,266,288
	7,823,648	8,044,449
Excess of revenue over expenses (expenses over revenues)	(610,390)	(325,308)

2017-18 BOARD OF DIRECTORS

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Kelly Duffin, Secretary/Treasurer (after February 27, '18)
Al Brown
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Lori Hall
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Linda Nazareth
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David Rathbun
Andy Skrypniak

2017-18 SENIOR LEADERSHIP

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Kelly Duffin, President and CEO (after February 27, '18)
Jason Linton, Vice President, Employment Services
David Court, Vice President, Retail (after August 17, '17)
Sheila Davidson, Director, Operations and Administration