2016 REPORT TO THE COMMUNITY

Our Success is Shown in Those We Serve!

Goodwill Industries of Southwest Oklahoma & North Texas, Inc.
Mission Statement
To help people with disabilities and disadvantages achieve maximum independence.

Executive Staff
Jimmy Crews - President/CEO
Rocky Goforth - CFO/Vice President of Finance
Krishella Day - Vice President of Administrative Services
Elizabeth Skulski - Vice President of Adult Day & Youth Services
Jesseca McDonald - Vice President of Workforce Development
Missy Beets - Vice President of Marketing & Public Relations
Tim Sammons - Vice President of Retail Operations

Board of Directors
Stewart Johnson - Board Chair
Sheri Leroux - Vice Chair
Jarrod McLaughlin - Treasurer
Jeffery Seright - Secretary
Joel Lindsey Stafford - Board Member
Karol Zea - Board Member
Sharon Rogers - Board Member
Hello everyone,

It is hard to believe Goodwill has been serving our communities for almost 60 years. Well, they say time flies when you have a mission, and Goodwill has been on a mission of serving people with disabilities and disadvantages in our communities for the last 59 years. The services we provide today are just as important as they were in 1957, and none of it would be possible without the unwavering support from YOU.

We all know how difficult the declining economy has been on our families and communities, and the last year has been hard on Goodwill as well. We suffered an overall loss of -$139,000, but the diligence of our board members allowed us to weather the storm.

Our Board, made up of local people, continued to focus on the challenges of our economic hardships and used community indicators to identify the needs of our communities. In today’s society, there are so many ways to determine the needs, and we used as many as possible. We used current and up to date technology; we continued to monitor key legislative decisions; we continued to navigate social media; we continued to examine the growing unemployment and any other information or data that came our way. Our mission statement ("to help people with disabilities and disadvantages achieve maximum independence") makes analyzing our programs a never ending task, which means the support of our communities is paramount. Without it, we could never provide the amount of services we do each and every year.

Our services touched 6,456 documented lives over the course of 2016. This did not include: the people who received items from us at the homeless shelters, the various food items provided to the food bank, the 1,439 tax returns prepared, and the 114 churches and local nonprofits (including schools) helped with fundraising. The primary focus of our mission statement is helping the disabled achieve their maximum independence. There are over 124 developmentally disabled and geriatric patients who come to Goodwill for services. These are your loved ones being put into our care, and we take that responsibility seriously. Every day someone loses a part of their independence, and we try to give it back to them in some way. Thank you for entrusting us with your loved ones.

The following programs helped us achieve the disadvantaged part of our mission statement: Career Development Centers, Voluntary Income Tax Assistance (VITA), Voucher, and Scholarship. Our Voluntary Income Tax Assistance (VITA) program serviced 1,439 people and saved them an estimated $240,040. One last note on VITA: the total refunds equaled $1,731,430, and this did not include the $240,040. Our voucher program provided 1,588 vouchers to individuals on behalf of their nonprofit/church organization. Another program we started a couple of years ago was our scholarship program. It helped high school seniors who have disabilities or disadvantages with part of their tuition costs. We provided 10 seniors with scholarships last year. We proudly declare that YOUR Goodwill provided an overwhelming amount of opportunities and services in 2016.

This is just a glimpse of what YOUR Goodwill did with the funds provided by your generosity and donations. None of what we accomplish would be possible without YOU!!! Therefore, as we state every year, we state again:

Thank You!

Stewart Johnson - Chairman of the Board

Jimmy L. Crews - President/CEO
On the surface, Goodwill Industries of Southwest Oklahoma and North Texas may seem like a typical retail store, and with seven stores and two attended donation centers, it is easy to see what’s right on the surface. However, Goodwill is much more than that and our retail stores are only a minor feature of our organization as whole. From our Career Development Centers to our Adult Day and Youth Services program, our programs are funded by the revenue from our retail stores that thrive from the community’s donations. Without your donations, the Goodwill programs would be unsuccessful and we would not be able to look back at the hundreds and thousands of people helped over the 2016 year. We highlight a few individuals just to illustrate how much they have benefited from those Goodwill programs and how their success motivates us, at Goodwill, to continue to help people every day and work together to build an even stronger community. These Success Stories are just a glimpse into the many programs that benefit so many individuals in our community, and we are allowed to offer these programs because of your generous donations. 85 cents to the dollar from every item donated and sold in our retail stores goes right back into these programs to assist people like the ones described here. So often, our mission is overlooked and some people may forget that because of your generous donations.

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Our employees and program participants are the embodiment of success and what Goodwill Industries of Southwest Oklahoma and North Texas represents: helping people with disabilities and disadvantages achieve maximum independence.

**DARA GRISSO**

Dara is young lady with short brown curly hair, a pleasant disposition, with a beautiful smile that appears to be contagious whenever anybody is around her. She is always willing to help and to assist others as needed.

Dara currently resides in a residential three placement home within in the Lawton community. Dara has many barriers and diagnosis’s, such as intellectual disability, depressive disorder, bipolar affective disorder, intermittent explosive disorder, anxiety and impulse control disorder and many other health related issues.

Dara currently attends the Goodwill Adult Day Services program Monday through Friday for half a day. Prior to Dara attending her adult day program she attempted many different vocational and work programs. With regret, Dara was not successful in any of her paid and volunteer vocational programs.

In the past while at her vocational program Dara had some severe behavior issues that included verbal aggressive outbursts, tantrums lasting an extended time period, hitting her staff and others. It was reported when Dara had a tantrum she didn’t have the ability or williness to control of herself. Unfortunately, due to the many incidents related to Dara’s behavior her case manager and team decided to find an alternate placement for Dara to replace her vocational program during the week days. After Dara’s case manager, mother and her team discussed a wide range of options for Dara, the consensus was that Dara would try the Goodwill Adult Day Services.

Approximately, two years ago Dara started attending the Goodwill Adult Day Services program. In the beginning of Dara’s endeavors at her day program, Dara appeared to be quite apprehensive and anxious. At first, Dara did exhibit some anger and control related behaviors, but those behaviors were addressed quickly and appropriately by her Goodwill team/family. Gradually, with concentrated, cooperative team effort of the Goodwill Adult Day Services team and with emphasis on anger management, Dara has been able to make considerable amount of progress in improving and eliminating most behaviors. Dara’s progress and accomplishments to include her successes were recognized at the Goodwill Industries 2017 Annual banquet.

Dara’s team, case manager, friends and Goodwill Adult day Services employees acknowledge, celebrate and provide positive reinforcement to Dara as she continues to make positive changes while maximizing her independence.

**REES PUCKETT**

“One person can make the difference and I believe it is me.” That powerful statement was written by Reese Tate Puckett, one of our 2016-2017 Maximum Independence Scholarship recipients, in his personal statement portion of the scholarship application. Reese Tate learned at a very young age that he had to help take care of not only his brother, but himself as well. His desire to help others who are struggling stems from his own struggles while growing up. He has seen, through his older brother, how our Goodwill scholarship can help him in achieving his goals. Reese Tate is attending Lubbock Christian University, majoring in Exercise and Sports Science and minoring in Computers.

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**Success Stories**

**TERRIE SOCKBESON**

Terrie Sockbeson has been an active participant at Goodwill’s Career Development Center since July of 2017. She turned to the Career Development Center to help her with job searching, coaching, and interview techniques. Terrie was very attentive and listened to any advice that was given to her by the employees of the center. She used what she had learned and her previous skills to prepare for finding that perfect job. Currently, Terrie works in one of our retail stores in Lawton, Oklahoma as a Customer Care Champion and loves every minute of it. She comes to work every day with a positive attitude and anyone who talks to Terrie will instantly smile because of her warm, bubbly personality. As a Customer Care Champion, she works firsthand with customers and they are her top priority. Terrie greets customers, helps them find that certain item that they are looking for, and even helps pick out outfits for our customers. Terrie says that the best thing about working for Goodwill is the excitement and working with a great group of individuals at our Lawton store. Terrie is always willing to help out on the sales floor in any role given to her. She truly loves what she does and cherishes the Goodwill organization because without the profit from our retail stores, she would not have been able to go to our Career Development Center and gain those valuable skills needed for future job placement. Terrie’s devotion and dedication to learn the skills and abilities to attain a job is a testament to what Goodwill stands for. We take pride in the people we help every day and we are proud that Terrie was able to achieve what she has. Terrie is constantly referring people to the Career Development Center and is very appreciative of what everyone there has done for her.

**ASHLEY STAPLETON**

Ashley is currently the Store Manager at the Chickasha retail store. However, Ashley did not start as a manager when she came to work for Goodwill. Ashley was hired as a cashier at our West Lawton retail store on 5/31/13. Ashley quickly showed that she was a hard worker, very reliable, and had a great attitude! As a result of her hard work, Ashley was moved into a production position just 4 months into her new job! Over the next four months, Ashley performed above standard in the production area, and was then promoted to a Supervisor position, but she did not stop there! Ashley was soon promoted to an Assistant Manager position. Her success as an Assistant Manager led her being promoted to the Store Manager position at our Lee Blvd. store, on 1/13/16. Ashley did a great job of going into this store and creating a team-work attitude, which led to success with all processes. Ashley recently moved to Chickasha, and is now the Store Manager of that location. Shortly after Ashley’s arrival in Chickasha, the store exceeded their sales budget for the first time since the new location opened over a year ago.

Ashley has not only been successful in her work, but she has also taken advantage of the many benefits that the organization has to offer. In her time with Goodwill, Ashley has completed the Management Development Program. She has also gotten her D.O.T. certification, her forklift certification, and C.P.R. certification. Ashley has also taken advantage of the Goodwill library to become a better leader. Talk about being motivated!!!

**PHILLIP MINICK**

Phillip Minick has been working at the Goodwill Workforce Development since 2010. He came to Goodwill eager to gain valuable skills and be able to work along people whom he can make friends with. Phillip has worked in many different roles on the Goodwill team, from being a donation attendant to janitorial worker. His favorite job is hanging clothes up for the Goodwill retail stores. Phillip loves what he does and he is a vital part of the retail stores by hanging merchandise every day. He works hard and diligently to meet his daily quotas and makes sure the retail department is always ready to put out more clothes on the sales floor. For Phillip and many other participants in the Goodwill Workforce Development, coming to work every day is more than just a job. It is a chance to interact with team members and feel valuable in his or her role with the Goodwill organization. Without people like Phillip and many others, our retail stores would fail. If you ask Phillip about his job at Goodwill, he will tell you that he genuinely loves what he does and he loves to help people. Phillip is a living, breathing testament to Goodwill’s mission and has illustrated that achieving a new level of independence is attainable and at Goodwill we are the forefront of helping people reach that level in any means necessary. We are proud of Phillip’s work at the Workforce Development Center and the growth in his vocational journey!
Goodwill Industries' Janitorial Services offers a wide range of services to meet the individual needs of the company and are available 5 days a week. Our staff is trained and monitored to ensure the job is done right the first time.

From daily maintenance (dusting, cleaning windows, emptying trash) to major clean up jobs, Goodwill does it all! We specialize in stripping and waxing floors and carpet shampooing.

Support Services - In an effort to develop the vocational skills needed for competitive employment Goodwill provides the following:

- Vocational Assessments: Assessments are conducted to determine abilities, aptitudes, and interests including goal setting, career exploration, and individual program services.
- Job Coaching: On-site job training to assist with adaptation, specific skills, and adjustment to employment.

Vocational Training - The very heart of Goodwill’s mission is to help each individual learn skills to help them find a job to ensure their continued success.

- Workshop: Program includes sorting toys, bagging, labeling and stuffing letters, assembly work, sewing, and much more.
- Document Destruction (Shredding): Participants learn how to shred and bail paper products. With the ETS, the participant is also learning the value of recycling and protecting the environment.
- Janitorial Services: Services include simple office cleaning and upkeep to several state contracts.

A 74-apartment unit that provides housing and services specifically designed to meet the physical, social and psychological needs of elderly citizens and individuals with disabilities. Our goal is the health, security, and independent living of our residents.
Goodwill Adult Day Care Center is a community-based group program designed to meet the needs of functionally impaired adults in the Southwest Oklahoma and North Texas Region. It is a structured, comprehensive program that provides a variety of health, social, and other related support services. Caring for a loved one requires both time and energy. It can be an exhausting, full-time job. Regular day care attendance can give families time to meet their own needs, while having the comfort of knowing that their loved one is being cared for by licensed or certified professional care staff.

**Goodwill Adult Day Services offer:**

- **Medical Help:** We utilize prevention programs designed to avoid problems before they start, such as monitoring existing medical conditions, assistance with self-care, diet recommendations, and rehabilitation assistance from professionals.
- **Social Opportunities:** Adults have a chance to meet with others and/or same interests, enjoy organized activities designed for their age group or special needs, and work together on group projects.
- **Emotional Support:** We can help support those who feel inadequate or incapable, remind people that they are not alone in their problems or fears, and encourage participants to try new activities and continue those they have always enjoyed.
- **Renewed Interest in Life:** We provide a schedule for each day of activities and encourage participation in these activities. We promote focusing on the future, not the past. We even help some find the desire to go on living their life to the fullest and enjoying each new day.
- **Social and Medical Evaluations:** Performed by on-site Social Worker and LPN to determine special needs and monitor progress.
- **Assistance with activities of daily living:** Certified and trained staff members will assist with ambulating, transferring, eating, and toileting.
- **Transportation:** We provide transportation in the Lawton-Fort Sill and surrounding area.
- **Therapy:** We provide therapy to assist people in recovering emotionally and physically from a loss, illness, or injury.
- **Exercise:** There is everyday activity, individualized for each participant’s need.
- **Medication Administration:** Daily medicine is administered by certified and licensed staff.
- **Activity Staff:** We provide recreational activities including games, bingo, music therapy, arts and crafts, and field trips.
- **Lastly, we provide a warm and caring environment to help the participant feel comfortable, secure, and safe at Goodwill Adult Day center.**
Youth Service (for youth with special needs)

Goodwill Industries of Southwest Oklahoma and North Texas offers a program designed to meet the unique needs of a very special population of Youth in the Lawton-Fort Sill Community.

The program was originally designed as a summer camp for children with special needs, but has developed into a Youth Center that provides services year round. Goodwill provides a safe place for youth with special needs in a DHS Licensed Center with certified staff. Each youth has an individual plan of service to meet his or her needs to help reach their full potential. Snacks are provided with special diets as required. Daily activities are designed to meet the needs of youth with special needs.

**Before & After School Care**
- Individual Plan of Service
- Arts & Crafts
- Exercise Program
- Field Trips
- Movies
- Computer Lab
- Snacks
- Medical staff on site

**Full Day Care & Summer Program**
- Individual Plan of Service
- Arts & Crafts
- Exercise Program
- Field Trips
- Reading
- Computer Lab
- Music Appreciation
- Special projects/events
- Medical staff on site

Maximum Independence Scholarship

Recognizing the ever-increasing need for financial assistance to help defray the cost of higher education, we have implemented a scholarship program to help select high school seniors in our area attend college. Our mission is to help people with disabilities and disadvantages achieve maximum independence; it is our hope that with our financial assistance, a few select high school seniors who aspire to continue their education, can indeed achieve that dream.

VITA (Volunteer Income Tax Assistance)

‘You Earned It —You Keep It’. Goodwill offers FREE income tax preparation during tax season at some of our retail stores for those who qualify. Goodwill’s IRS Certified tax preparers are trained to ensure that taxpayers receive all the tax credits to which they are entitled. Through the VITA program, we prepare basic tax returns for tax payers and file the returns electronically for FREE.
Goodwill Industries of Southwest Oklahoma and North Texas strives to restore an individual’s dignity, self-respect, and self-worth through integrated programs of evaluation, personal adjustment, and skills training. With this in mind, Goodwill Industries has created the Career Development Center, which helps people gain and maintain employment at their highest level of ability by learning various life skills through services such as career assessment and exploration, interviewing skills, and online job search techniques. Our Career Development services are offered in our Lawton, OK area and Wichita Falls, TX inside the Wichita Falls Goodwill retail store.

Lawton, Oklahoma
At our Lawton, OK location, we offer several services, including:

- Resume Building
- Interview Techniques
- Career Assessments
- Basic Computer Skills
- One-on-One Help
- Online Job Search

Wichita Falls, Texas
At our Wichita Falls, TX location, we offer several services, including:

- Dress for Success
- Interview Techniques
- Online Job Search
- Resume Building
- One-on-One Help

We also offer help with local social programs, such as food assistance, housing and shelter needs, child care, mental health services, and more.

Through our Programs we Served 6,456 Persons in 2016

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Basic Services</td>
<td>6037</td>
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<tr>
<td>Housing</td>
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<tr>
<td>Workforce Development Center</td>
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<tr>
<td>Adult Day Services</td>
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<tr>
<td>Job Placement Intensive</td>
<td>221</td>
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</table>
In 2016, The Community Gave to Goodwill $7,515,317

- Contract Services, $105,321
- Retail Sales of Donated Goods, $6,087,155
- Mission Services, $1,252,317
- Other Income, $70,524

In 2016, Goodwill Gave Back to the Community $7,654,677

- Wages, Payroll Taxes & Benefits, $4,721,366
- Investment in New Facilities & Equipment, $423,693
- Supplies & Service Fees, $510,137
- Other Business Exp, $1,466,863
- Occupancy, $532,618
Goodwill would like to say Thank You to all of our Donors, your generous donations fund our programs!

Airman and Family Readiness Center
Almor West - LPS
Altus High School
Altus High School Band
American Cancer Society - Altus
American Cancer Society - Vernon
American Cancer Society - Wichita Falls
BancFirst of Marlow - Easton Peterson
Bark For Life - Wichita Falls
Boy Scout Troop 11
Brockland Elementary - LPS
Carriage Hills Elementary - LPS
Central High School
Children's Aid Society
Christian Helping Hands of Comanche
City National Bank - Fred Roloff
Clay County Imagination Library
Clay County Outreach
Cleveland Elementary - LPS
Comanche County Hospital - Spirit of Survival
Comanche Toys for Tots
Crosby Park - LPS
Cub Scouts - Lawton
DOTD CFF
Duncan High - Best Buddies
Duncan Manufacturing Amer Cancer Society
Edison Elementary - LPS
EHS Bowling Team
Eisenhower Elementary - LPS
Eisenhower High School Booster Club
Eisenhower High School Choir Club
Eisenhower Middle School - Math League
Elgin Boy Scout Troop 163
Elgin First United Methodist Church
Elgin First United Methodist Church - UMW
Elgin High School
Fairway Baptist Church
Faith Bible Church
Faith Bible Church Girlfriends
First Baptist Church
First United Methodist Church
Fletcher High School
Fletcher Public Schools
Flowermound PTO
Flowermound School
Freedom Biker Church
Friends Fur Change
Friends of Stephens County Humane Society
Friendship Holiness Pentecostal Church
Geronimo Road Elementary School
Grace Fellowship Church
Henrietta Library
Holy City
Hugh Bish Elementary - LPS
Humane Society of St. Andrews
Jackson Elementary - LPS
John Adams - American Cancer Society
John Adams Elementary - LPS
John Adams Relay for Life
Lawton Christian Primary
Lawton Christian School
Lawton Food Bank
Lawton High School Yearbook
Lawton Humane Society
Lawton Philharmonic Orchestra
Lawton Public Schools
Lawton Soccer Club
Leadership Lawton Fort Still Class
Lincoln Elementary - LPS
MacArthur High School - JROTC
MacArthur High School Band
March of Dimes
National MS Society
Native Angels
Nehemiah Bible Church
Oklahoma Lightning
Pack 4111
Park Lane - LPS
Pat Henry - LPS
Phased-In
Pioneer Park - LPS
Praise Assembly Church
PRS Spouse Fund
Relay for Life - Altus
Relay for Life - Cameron University
Relay For Life - Comanche County
Relay for Life - Duncan
Relay for Life - Iowa Park
Ridgecrest Elementary - LPS
Ryan High School Ag Boosters
Shelomi Temple
Sheridan Road Elementary - LPS
St. Andrews Episcopal Church
St. Helen Altar Society
Stephens County Humane Society
Sullivan Village - LPS
Susan G. Komen
Swinney Elementary - LPS
Tamarack Road Church of Christ
Tomlinson Middle School
Toy Shop of Duncan
United Methodist Women
United Pentecostal Church
Washington Elementary - LPS
Whittier Elementary - LPS
Wichita Falls JROTC
Wichita Falls MCC
Wilson Elementary - LPS
Woodland Hills - LPS

2016 Golf Tournament Sponsors

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City National Bank

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HOLE IN ONE SPONSORS
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Thank You for Another Successful Year!