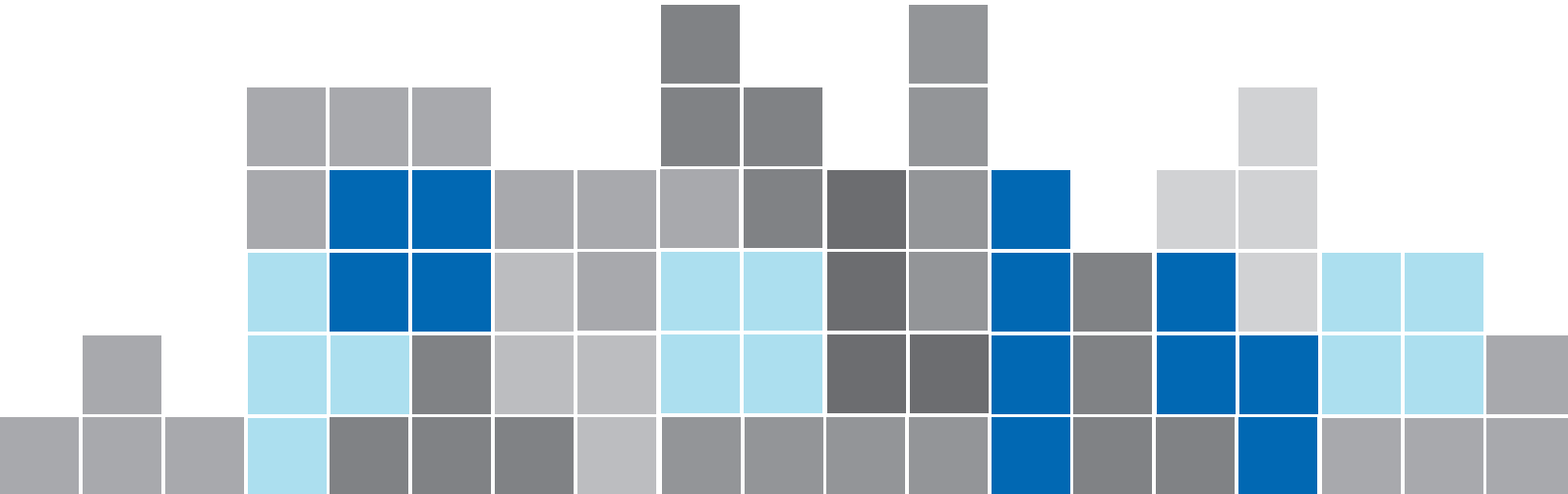
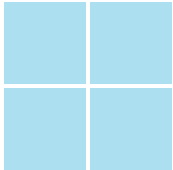
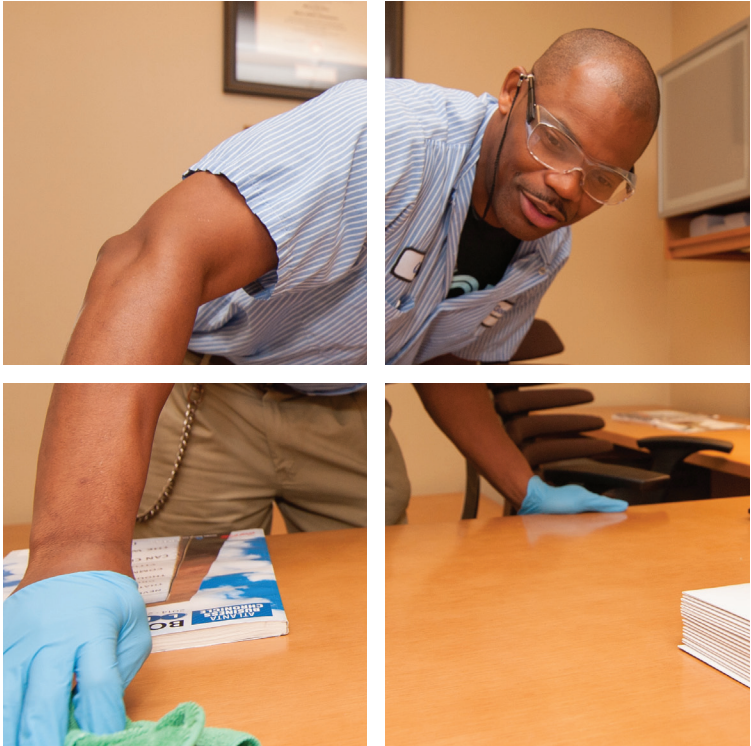


# ALIGNING TRADITION AND NEW DIRECTION

2018  
ANNUAL REPORT



# The Right Combination For Customer Satisfaction

## A Message from the President and Board Chair

Goodwill Industries of North Georgia is a sister organization to Goodwill of North Georgia. We create jobs by providing top-notch facility management services to federal and state governments. For the first time in nearly three decades, our organization is under new leadership. In October of 2017 our immediate past President and CEO Raymond W. Bishop retired, passing the baton to a new leader eager to build upon Mr. Bishop's legacy.

I am excited to address you with Board Chair Marc Azar as we reflect on the completion of fiscal year 2018, marking almost a full year into my role as president and CEO. While I bring vision of my own to Goodwill, a tradition I vow to uphold is our commitment to quality.

Quality manifests in a couple ways at Goodwill Industries of North Georgia. Words we live by are, "Quality people. Quality service." Last fiscal year our employees maintained more than four million square feet of office space daily at nine contract sites. They did this while reaching milestones with our clients, including perfect scores on our customer satisfaction surveys.

The work we do each day isn't possible without quality people. Our team members operate at the highest caliber,



Keith T. Parker, President & CEO



Marc Azar, Board Chair

with 86-percent of our workforce at Goodwill Industries of North Georgia having a documented disability. Last year we maintained more than 200 jobs for people with disabilities, which is one of the ways we carry out our organization's mission to put people to work. As our 2018 fiscal year ended, so too did our five-year strategic plan. On behalf of the entire Goodwill team, we are eager to define the next chapter of quality for our customers and employees alike and look forward to more opportunities to carry out our mission.

Sincerely,

Keith T. Parker, President & CEO and Marc Azar, Board Chair

## Fiscal Year 2018 & 2017 Financials

		FY2018	FY2017
<b>REVENUE</b>	Contracts	\$11,143,000	\$11,165,000
<b>EXPENSES AND RESERVES</b>	Contracts	\$8,835,000	\$8,992,000
	General Administration	\$960,000	\$1,110,000
	Depreciation	\$58,000	\$61,000
	Operations	\$1,290,000	\$61,000
<b>Total Expenditures and Reserves</b>		<b>\$11,143,000</b>	<b>\$11,165,000</b>



# Considering The Bigger Picture

## Cecil Armstrong

Cecil Armstrong is a star at the Center for Disease Control (CDC) Chamblee Campus – A Sustainability Star, to be exact. Recognized by the Office of Safety Security and Asset Management (OSSAM) at his site, Armstrong’s customers took note of the extra steps he takes at work to promote environmentally-friendly practices. To Armstrong, the bigger picture is important. When it comes to sustainable action he believes everyone at his site factors into that picture. Modest about his award, Armstrong says “I’m just doing what I do.” Armstrong encourages his customers to “think before they throw” to ensure recyclable materials end up in the correct receptacle.

This attention to detail extends beyond any green initiatives at the CDC for Armstrong. He believes in giving his all no matter what task is at hand. “I like to come to work real early,” he says. “I don’t mind. We’re all a team and you’ve got to prove yourself.” Wasting no time when he arrives at work Armstrong immediately gets started when he arrives at the site. He and a team of more than 40 employees are responsible for maintaining 811,00 square feet of space each day. His tasks are mostly light duty custodial tasks, like dusting offices and taking out the trash.

An Atlanta native, Armstrong is a self-proclaimed “Grady baby” and grew up in Decatur. “[The city is] always building something,” he says. “I’ve seen the area change quite a bit.” He enjoys where he is and has represented Goodwill for many years. When he originally joined the company, he came through its Workforce Development training program, during which he worked for the donor services department at the organization’s former Glenwood facility. “The people were very friendly – it was real cool,” he says. At that time, he worked the donor door and help load trucks.

When Goodwill closed its Glenwood facility, Armstrong briefly worked at Georgia Institute of Technology (Georgia Tech), employed as a custodian through the Bobby Dodd Institute. He honed his skills and returned to Goodwill of North Georgia, working briefly as a store associate at the organization’s Northside Drive location, and then putting his new skill set to use as a custodian at Goodwill Industries of North Georgia’s CDC contract site in Chamblee, where he continues to work today.

Fourteen years later Armstrong’s role is much different than it was in his days at the donor door. What hasn’t changed is his drive to put in a hard day’s work and his strong relationship with his coworkers. He strives to never miss a day of work and commends CDC employees for treating him well. An anchor in his community and at work, Armstrong plans to stay a team player well into the future so he can continue positively impacting the bigger picture for years to come.



*Cecil received the Sustainability Star Award from the CDC.*



# Board Of Directors And Executive Staff

Goodwill is grateful to its volunteer board members for their commitment to our organization, their wise counsel and their invaluable time given during fiscal year 2018.

## Officers

Marc Azar, Chair

Janine Anthony Bowen, Vice Chair

Timothy “Tim” O’Connell, Treasurer

Anthony “Tony” Tatum, Secretary

## Directors

Richard “Rick” Byrd

Eduardo “Ed” Carreras, Chair Emeritus

Johanna Ellis Reisinger

Lew Fader

Daniel “Dan” King

Kirk Halpern

B. Aubrey Harrell

Mark Hoffman

Glynn Jenkins

George Kessinger

Dr. John McNeal, Jr., Lifetime Member

Charles Meriwether

Allen Phinney

Paula Tkac

## Executive Staff

Keith T. Parker, President and CEO

Elaine Armstrong, Vice President, Marketing

Paul Jordan, Vice President, Finance and I.T.

Angela Staup, Vice President, Human Resources

Scott Parry, Vice President, Facility Services

Mariángela “Bonnie” Corales, General Counsel & Vice President,  
Legal Affairs & Compliance



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501(c) (3) corporation, provides top-notch  
facility management services to the federal  
and state governments, and the proceeds help  
fund our mission to put people to work.