

# FY17 ANNUAL REPORT: Snapshot

**Goodwill**  
Industries of North Georgia



# MESSAGE FROM THE PRESIDENT AND BOARD CHAIRMAN

## A Snapshot of 2017

### GREETINGS,

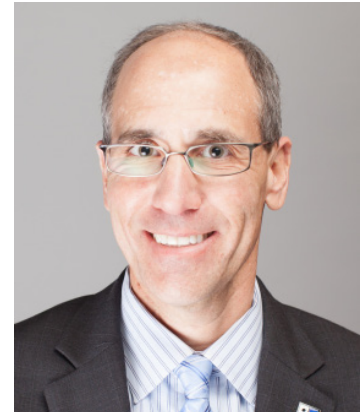
Goodwill Industries of North Georgia is approaching four decades of providing top quality facility services for federal and state governments. Our areas of expertise include custodial work for more than 4.3 million square feet of contract space, supply chain management and warehouse operations, landscaping services and building maintenance and mechanical support. In 2017 we kept our focus on providing quality service for quality results for our customers. What truly helps our team stand out is how our facility services employees are an extension of Goodwill's mission to put people to work.

Last fiscal year we maintained 200 jobs for people with disabilities. People with disabilities are often overlooked for job openings and are significantly underrepresented in the workforce. We are proud to say that our team works to address this disparity and continues to exceed the expectations of our customers.



*Keith T. Parker, President\**

Our mission looks a little different through the facility services lens at Goodwill Industries of North Georgia. We don't operate donated goods retail stores or career centers. Our team members work with frontline staff to provide accommodations and support services, as needed. We empower our employees to perform high-caliber work in a competitive environment. We also take care to ensure our employees have opportunities to expand their skills and grow their



*Marc Azar, Board Chairman*

careers and, very importantly, we pay our employees a competitive wage and benefits package. Thank you to everyone who helps support our facility services team. Together we are able to afford even more people the dignity of earning their own paycheck.

Sincerely,

*Keith T. Parker and Marc Azar*

*\*Keith T. Parker took the helm as president and CEO for Goodwill of North Georgia following Ray Bishop's retirement in October 2017.*

## Fiscal Year 2016 & 2017 Financials

		FY2017	FY2016
<b>REVENUE</b>	Contracts	\$11,165,000	\$10,864,000
<b>EXPENSES AND RESERVES</b>	Contracts	\$8,992,000	\$10,253,000
	General Administration	\$1,110,000	\$1,061,000
	Depreciation	\$61,000	\$49,000
	Operations	\$1,002,000	(\$499,000)
<b>Total Expenditures and Reserves</b>		<b>\$11,165,000</b>	<b>\$10,864,000</b>



# CHANDRA PARKS

## A Story to Tell

Every picture has a story to tell. And so does Chandra Parks. Before Parks joined the Goodwill Industries of North Georgia team she was employed as a paraprofessional for Atlanta Public Schools. She loved the job, but its seasonality posed a financial challenge for her. “I needed work that paid during the summer so that I could pay my bills,” Parks says. When a steady source of income became a pressing need, she started looking for new employment options.

As her job search commenced, an employee at Parks’ apartment complex recommended she look for work at Goodwill. She took the advice and decided to apply for a position on the organization’s facility services team. Parks got the job, and was hired to work at National Archives and Records Administration (NARA), a contract site for Goodwill’s facility services department. For seven years, Parks ensured the inside and outside of the NARA facility remained in pristine condition. She was recognized for her hard work and transferred to a different contract site – the Jimmy Carter Presidential Library and Museum – to advance in her career as a custodian.

Her newer role is a great fit. Parks loves the facility and the colleagues who work alongside her each day. Her daily duties involve maintaining impeccably kept grounds, clear windows and a dust-free facility. “I love it here. It’s beautiful and the people are always so nice and give me compliments,” she says. As a well-respected employee, Parks never complains about her job and helps her coworkers with their tasks.

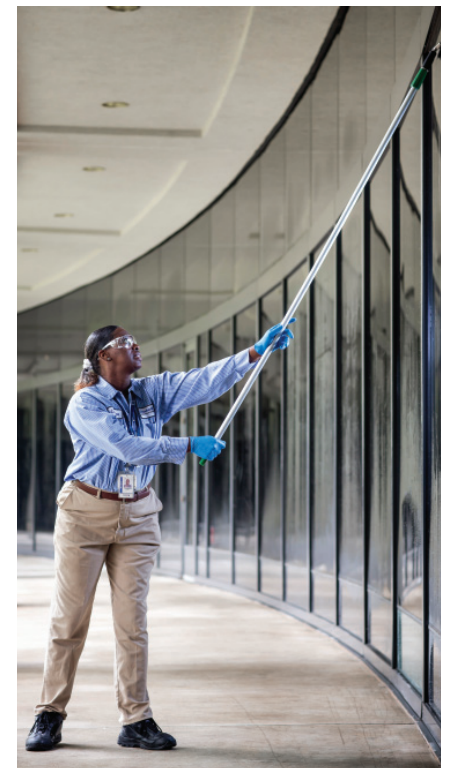
Another reason Parks loves her job is because Goodwill is an AbilityOne contractor, dedicated to employing and accommodating people with disabilities. Parks identifies with this because she has a disability herself. When she was seven-years-old, she was diagnosed with a hearing impairment and was given her first hearing aid. “I was ashamed of it,” she says. In fact, for the next 27 years of her life she felt ashamed to wear the hearing aid. “When I realized I couldn’t hear my babies crying, that’s when I started wearing it all the time,” she says. Parks credits Goodwill for helping with her career and personal development. Earning steady income has allowed Parks and her family to build a strong foundation for their lives. She is a proud recipient of a Habitat for Humanity house and is thankful for a place to call home, as well as a workplace where she is comfortable wearing her hearing aid.

Between four children and five grandchildren, Parks keeps busy, but having a job she loves motivates her each day. “I don’t want to ever give up working. I want to always have a job,” she says. Out of all of her daily housekeeping tasks, cleaning

the windows is what Parks enjoys most about her day. “I love the windows because I get time to myself. I get to sing, dance and think about the good things in life,” she says. If someone were to capture her washing windows and contemplating the good things one thing is certain: the story Parks’ picture would tell is one of skill, joy and confidence.

*(Top left) Chandra Parks is a custodian for Goodwill Industries of North Georgia at the Jimmy Carter Presidential Library and Museum.*

*(Bottom) Cleaning windows at the contract site is one of Parks’ favorite tasks at work because she gets time to herself to reflect.*



# 2017 BOARD OF DIRECTORS AND EMERITUS COUNCIL

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 2017.

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

Angela Staup, Vice President, Human Resources

Scott Parry, Vice President, Facility Services

*\*Keith Parker took the helm as president and CEO for Goodwill of North Georgia following Ray Bishop's retirement in October 2017.*



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Goodwill Industries of North Georgia, a 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.