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(FORM UPDATED: 08/11/2010)

WISCONSIN STATE LEGISLATURE ... PUBLIC HEARING - COMMITTEE RECORDS

2005-06

(session year)

Senate

(Assembly, Senate or Joint)

Committee on ... Job Creation, Economic Development and Consumer Affairs (SC-JCEDCA)

COMMITTEE NOTICES ...

- Committee Reports ... **CR**
- Executive Sessions ... **ES**
- Public Hearings ... **PH**

INFORMATION COLLECTED BY COMMITTEE FOR AND AGAINST PROPOSAL

- Appointments ... **Appt** (w/Record of Comm. Proceedings)
- Clearinghouse Rules ... **CRule** (w/Record of Comm. Proceedings)
- Hearing Records ... bills and resolutions (w/Record of Comm. Proceedings)
(**ab** = Assembly Bill) (**ar** = Assembly Resolution) (**ajr** = Assembly Joint Resolution)
(**sb** = Senate Bill) (**sr** = Senate Resolution) (**sjr** = Senate Joint Resolution)
- Miscellaneous ... **Misc**

* Contents organized for archiving by: Mike Barman (LRB) (August/2012)

Senate

Record of Committee Proceedings

Committee on Job Creation, Economic Development and Consumer Affairs

Assembly Bill 498

Relating to: an income tax and franchise tax credit for property taxes paid on property owned by Goodwill Industries.

By Representatives Wieckert, Zepnick, Musser, Van Roy, Molepske, Shilling, Kaufert, Ott, Vos, Gielow, Lamb and Gard; cosponsored by Senators Roessler, Kedzie and Breske.

June 27, 2005 Referred to Committee on Job Creation, Economic Development and Consumer Affairs.

August 23, 2005 **PUBLIC HEARING HELD**

Present: (5) Senators Kanavas, Zien, Reynolds, Lassa and Decker.
Absent: (0) None.

Appearances For

- Steve Wieckert, Madison — Representative
- Mr. Rick Sense, Appleton — Goodwill of Northcentral Wisconsin
- Ms. Vickie Volpano, Waukesha — Goodwill Industries of Southeast Wisconsin
- Ms. Kathy Gross, Evansville — Goodwill of Southcentral Wisconsin

Appearances Against

- None.

Appearances for Information Only

- None.

Registrations For

- Ms. Kathleen McMullen, Columbus
- Mr. Carl Soderberg, Appleton — Goodwill Northcentral Wisconsin
- Mr. Roger Sherman, Brookfield — Goodwill Industries of Southeast Wisconsin
- Ms. Elizabeth McNally, Wauwatosa — Goodwill Industries of Southeast Wisconsin
- Ms. Katharine Helenn, Menasha
- Ms. Karen Laws, Appleton — Goodwill of Northcentral Wisconsin
- Mr. James Wahner, Mequon — Goodwill Industries of Southeast Wisconsin
- Ms. Mary Grabot, Madison — Goodwill Industries
- Ms. Barbara Leslie, Madison

- Ms. Barbara Caswell, Madison
- Ms. Sue Ann Kultgen-Kraus, Madison — Goodwill Industries
- Ms. Lauren Crittenden, Middleton — Goodwill Industries of Southcentral Wisconsin
- Ms. Tracy Adams-Transue, Stoughton — Goodwill Industries of Southcentral Wisconsin
- Ms. Maureen Roche, DeForest
- Mr. Jerry Adrian, McFarland — Goodwill Industries of Southcentral Wisconsin
- Mr. Michael Vanevenhoven, Menasha — Goodwill of Northcentral Wisconsin
- Carol Roessler, Madison — Senator

Registrations Against

- None.

August 25, 2005

EXECUTIVE SESSION HELD

Present: (5) Senators Kanavas, Zien, Reynolds, Lassa and Decker.

Absent: (0) None.

Moved by Senator Kanavas that **Assembly Bill 498** be recommended for concurrence.

Ayes: (4) Senators Kanavas, Zien, Lassa and Decker.

Noes: (1) Senator Reynolds.

CONCURRENCE RECOMMENDED, Ayes 4, Noes 1

Jeremy Shepherd
Committee Clerk

ASSEMBLY BILL 498 (LRB -2888)

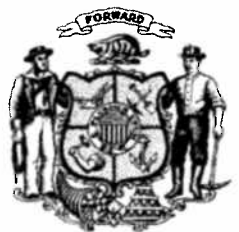
An Act to amend 71.05 (6) (a) 15., 71.21 (4), 71.26 (2) (a), 71.34 (1) (g), 71.45 (2) (a) 10. and 77.92 (4); and to create 71.07 (5e), 71.10 (4) (cp), 71.28 (5e), 71.30 (3) (dm), 71.47 (5e) and 71.49 (1) (dm) of the statutes; relating to: an income tax and franchise tax credit for property taxes paid on property owned by Goodwill Industries.

2005

06-14.	A.	Introduced by Representatives Wieckert, Zepnick, Musser, Van Roy, Molepske, Shilling, Kaufert, Ott, Vos, Gielow, Lamb and Gard ; cosponsored by Senators Roessler, Kedzie and Breske .	
06-14.	A.	Read first time and referred to committee on Housing	276
06-16.	A.	Public hearing held.	
06-16.	A.	Executive action taken.	
06-16.	A.	Assembly substitute amendment 1 offered by committee on Housing (LRB s0147)	291
06-21.	A.	Fiscal estimate received.	
06-21.	A.	Report Assembly Substitute Amendment 1 adoption recommended by committee on Housing, Ayes 6, Noes 0	307
06-21.	A.	Report passage as amended recommended by committee on Housing, Ayes 6, Noes 0	307
06-21.	A.	Referred to committee on Rules	307
06-21.	A.	Made a special order of business at 10:06 A.M. on 6-23-2005 pursuant to Assembly Resolution 19	322
06-23.	A.	Withdrawn from calendar and taken up	331
06-23.	A.	Read a second time	331
06-23.	A.	Refused to refer to joint survey committee on Tax Exemptions, Ayes 35, Noes 62	331
06-23.	A.	Point of order that Assembly substitute amendment 1 not germane not well taken	331
06-23.	A.	Decision of the Chair appealed	331
06-23.	A.	Decision of the Chair upheld, Ayes 60, Noes 38	331
06-23.	A.	Assembly substitute amendment 1 adopted , Ayes 74, Noes 24	331
06-23.	A.	Ordered to a third reading	332
06-23.	A.	Rules suspended	332
06-23.	A.	Read a third time and passed , Ayes 90, Noes 8	332
06-23.	A.	Ordered immediately messaged	332
06-27.	S.	Received from Assembly	275
06-27.	S.	Read first time and referred to committee on Job Creation, Economic Development and Consumer Affairs	276
08-23.	S.	Public hearing held.	
08-25.	S.	Executive action taken.	
08-26.	S.	Report concurrence recommended by committee on Job Creation, Economic Development and Consumer Affairs, Ayes 4, Noes 1	332
08-26.	S.	Available for scheduling.	
09-19.	S.	Referred to joint committee on Finance by committee on Senate Organization pursuant to Senate Rule 41 (1)(e), Ayes 5, Noes 0	353
10-26.	S.	Executive action taken.	
10-27.	S.	Report introduction and adoption of Senate Amendment 1 recommended by joint committee on Finance, Ayes 16, Noes 0 (LRB a1178)	413
10-27.	S.	Report concurrence as amended recommended by joint committee on Finance, Ayes 15, Noes 1	413
10-27.	S.	Available for scheduling.	
12-05.	S.	Placed on calendar 12-6-2005 by committee on Senate Organization.	
12-06.	S.	Read a second time	489
12-06.	S.	Senate amendment 1 adopted	489
12-06.	S.	Ordered to a third reading	489
12-06.	S.	Rules suspended	489
12-06.	S.	Read a third time and concurred in as amended, Ayes 29, Noes 2	489
12-06.	S.	Ordered immediately messaged	491
12-09.	A.	Received from Senate amended and concurred in as amended (Senate amendment 1 adopted)	663
12-09.	A.	Referred to committee on Rules	663
12-13.	A.	Placed on calendar 12-15-2005 by committee on Rules.	
12-13.	A.	Made a special order of business at 11:05 A.M. on 12-15-2005 pursuant to Assembly Resolution 45	674
12-15.	A.	Senate amendment 1 concurred in	691
12-15.	A.	Action ordered immediately messaged	691
12-16.	A.	Report correctly enrolled	697
12-19.	A.	Presented to the Governor on 12-16-2005	697
12-20.	A.	Report approved by the Governor on 12-20-2005. 2005 Wisconsin Act 70	700
12-22.	A.	Published 1-5-2006	701



WISCONSIN STATE LEGISLATURE



Testimony of State Representative
Steve Wieckert

On

Assembly Bill 498 – The Goodwill Partnership Act
*Senate Committee on Job Creation, Economic Development and
Consumer Affairs*

411 South - August 23, 2005

Good morning committee members. I am pleased to come before you today to talk about Assembly Bill 498, the Goodwill Community Partnership Act.

Goodwills in Wisconsin and throughout the nation have provided invaluable services to individuals, and to the communities they serve. These Goodwill operations, and the communities they serve, are effective partners in helping the fragile and the most needy among us.

Under current law, Goodwill properties are exempt from property taxes, just like other nonprofits are. They do not pay property taxes now, nor have they ever in the past. Unfortunately, due to the pressures to increase local government tax bases, some local assessors have assessed property taxes against some Goodwill properties. While Goodwills have won in court, it takes time and expense to defend against these lawsuits.

This bill simply clarifies the law, that Goodwills are indeed property tax exempt. Enactment of this bill will allow Goodwills to avoid some of the time and expense of litigation, and allow them to concentrate on their main mission of helping those people who are less fortunate than many of us.

Because Goodwills do not pay property taxes now, as the fiscal notes report, there would be no loss of revenue.

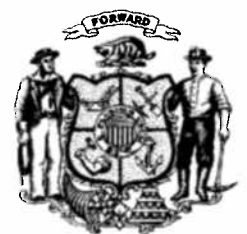
In addition, I would like to offer an amendment that would streamline this legislation, and simply compare Goodwills in the statutes to other organizations like the Salvation Army and the YMCA. I would certainly appreciate your support for this amendment as well.

Goodwills serve citizens throughout the state. Whether in Democrat areas or Republican areas, whether it is rural or urban, Goodwills provide invaluable services for needy individuals. Whether it is education, employment, job training, or consulting on financial management of individuals' resources, Goodwills have lead the way in helping people, and are a vital part of our communities. This bill will allow them to continue these good efforts.

I would be happy to answer any questions of the committee.



WISCONSIN STATE LEGISLATURE



Date ?

Chairperson Kanavas and members of the Senate Committee on Job Creation, Economic Development and Consumer Affairs, thank you for the opportunity to represent Goodwill Industries at this meeting. My name is Rick Sense and I am here to urge the Committee to support AB 498 which will clarify and codify Goodwill Industries status as a property tax exempt organization by adding Goodwill Industries to the statutory list of organizations exempt from property taxation in Wisconsin.

I work at Goodwill Industries of North Central Wisconsin. I am here today with my colleagues from the 3 Goodwill Industries organizations headquartered in Wisconsin. In addition to Goodwill NCW, which is headquartered in the Fox Cities and serves 35 counties stretching from Lake Michigan to the Mississippi, representatives are also here from Goodwill Industries of Southeastern Wisconsin headquartered in Milwaukee and Goodwill Industries of South Central Wisconsin, headquartered in Madison.

Collectively our 3 Goodwill organizations directly served more than 43,000 people last year. Nearly 3,000 individuals were placed in jobs with earnings near \$40,000,000. More than 2 million people donated goods to and more than 5 million people shopped at our 51 stores and training centers across all of Wisconsin. Additionally, we make payments in lieu of taxes annually to numerous municipalities throughout our State. Together, our three Goodwills employ more than 4,000 people and more than 3,000 people volunteered time at our organizations last year alone.

As you may know, all three of our Goodwill organizations operate as independent 501 (c)(3) organizations. As a nonprofit organization, Goodwill touches hundreds of thousands of lives in Wisconsin each year including persons in programs, persons referred to our stores for needed items, donors, customers, volunteers and employees. Our goal is to help people with disabilities and other barriers to independence become more fully contributing members of our diverse society. By improving lives, we improve Wisconsin's communities.

Since colonial days, America has promoted charitable activities as an alternative to government. Human service organizations, soup kitchens, museums and hospitals all relieve the government of the necessity of providing important public services such as welfare, healthcare and education. Property tax exemption is a critical benefit provided to institutions like Goodwill allowing us to marshal our resources to perform our specific mission. In essence, organizations like Goodwill often provide the only supplement-and indeed in many cases-the only complement and alternative to government. In most cases these services are provided at lower cost and greater efficiency than what government is able to provide.

Our mission at Goodwill Industries of North Central Wisconsin is to improve the community by improving the lives of its people through services, partnerships, collaborations and the responsible use of community resources. We do that in many

unique and different ways-from providing Birth-to-Three in home services, stepping in to meet the needs of families all over Wisconsin with children impacted by Autism, creating a community center that provides health care and educational services to more than 150,000 Wisconsinites each year and by providing alternatives to payday lending through GoodMoney and FISC-Consumer Credit Counseling Service- Goodwill NCW is meeting peoples' needs and improving communities.

Additionally, Goodwill NCW improves the community by "recycling" everything it receives, thus keeping it out of Wisconsin landfills. Our first priority is to convert our donated items into revenue by "recycling" these items to people looking to make the most of their discretionary income. Items that don't sell in our stores are "recycled" in bulk to salvage dealers. The "keep it out of the landfill" program at Goodwill Industries of North Central Wisconsin exceeds two million pounds each year. We are a unique organization because we help people and the environment at the same time.

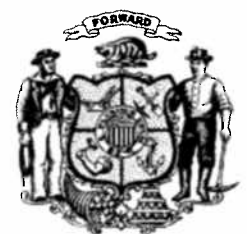
Last year, Goodwill's property tax-exempt status was unsuccessfully challenged by a Wisconsin municipality and unfortunately, we expect challenges from other municipalities in the future. Because of this, we have partnered with the other Goodwill organizations throughout Wisconsin in an effort to remedy this situation. Adding Goodwill Industries to the list of organizations that are statutorily exempt from property taxation under Wisconsin Statutes 70.11(12) (a), will clarify the situation and eliminate the need of all Wisconsin's Goodwills to address this possible challenge from other municipalities in Wisconsin.

Finally, donors contribute to Goodwill with the expectation that their donations will be used to further Goodwill's charitable mission. They do not donate to pay taxes. A property tax on Goodwill and other charities diminishes the value of donors' charitable contributions. Additionally, any taxation of Goodwill property will drain resources from Goodwill programs and services and transfer them to government at a time when charities are being asked to do more with less.

Thank you again Chairperson Kanavas for the opportunity to address you and the other members of your committee about this issue.




WISCONSIN STATE LEGISLATURE



AB 498 ?

Goodwill Industries of Southeastern Wisconsin and Metropolitan Chicago 2004 Annual Report

*"There was a time when
I just 'took' from the
community. Now I'm
giving back."*

 Goodwill

Working in Your
Community



OUR MISSION

Goodwill provides work opportunities and skill development for people with barriers to employment.

OUR VISION

Our vision is to be the recognized leader in helping people with disabilities and other barriers to employment develop work and life skills, find work, and successfully perform that work.





D

ear Friends,

We are always proud of the positive impact our programs and services make on individuals and their families, and enjoy sharing those stories. This year we take it a step further by reporting our impact on entire communities.

From the number of people we serve to the economic investments we make, communities are stronger and better because Goodwill operates within them. While Goodwill serves 23 counties throughout Wisconsin and Illinois, we highlight six counties - four in Wisconsin and two in Illinois - where we have a major influence as an employer, a service provider and a business partner.

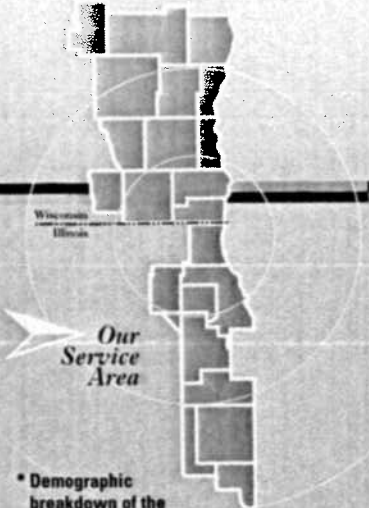
After you review the data and accompanying descriptions and stories, we know you will agree on the significance of Goodwill's impact. We are thankful for your support now and in the future as we continue to advance communities and transform lives through the Power of Work.

John L. Miller
President and CEO

Charles F. Wright
Chairman, Board of Directors

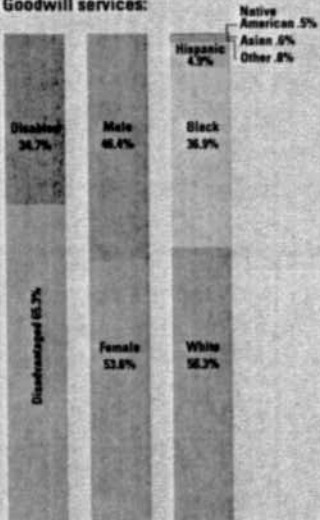
2004 OVERVIEW

2004



Our Service Area

Demographic breakdown of the 12,002 individuals who received Goodwill services:



Number of counties served in Wisconsin/Illinois	13 / 10
Number of individuals who received Goodwill services*	12,002
Number of individuals placed into jobs in our community	2,680
Projected annual earnings by individuals placed into community employment	\$36.9 million
Number of Goodwill locations	42
Number of Goodwill Store & Donation Centers	18
Number of donors (clothing and household items)	1,329,733
Number of retail sales transactions	2,422,100
Annual employee earnings	\$56.4 million
Annual employee benefit dollars	\$13.5 million
Estimated annual payroll and income taxes paid by employees	\$11.4 million
Dollar value provided to families through Community Assistance Voucher Program	\$73,665
Number of volunteers/hours served	1,081 / 10,860
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	5,346
Number of Goodwill employees	3,078
Number of Goodwill employees with disabilities	1,351



Proceeds from the sale of items generously donated to the **Goodwill Store & Donation Centers** fund vocational training and many other programs and services. Success in Retail Services results in enhanced mission-related offerings to people with disabilities and other barriers to employment. Donations received at the stores rose an impressive 29%, with overall donations (including drop-off sites) rising 15%. On New Years Eve, the Goodwill Store & Donation Center in Waukesha beat the record for the highest number of donors in one day - 2,134, or almost four per minute.

Retail Services also won numerous awards from Goodwill Industries International, where 14 of Goodwill's 18 stores were recognized as part of the "Million Dollar Club." The Goodwill Store

HIGHLIGHTS



& Donation Center at the James O. Wright Center in Milwaukee was one of only two stores in the country to be recognized for \$3 million in sales.

Goodwill Store & Donation Centers have become mainstream retail outlets specializing in a wide selection of high-quality resale goods. In fact, expansion plans are in the works for two new store openings in 2005. A new expanded location in Kenosha, Wisconsin, and a brand new store site in Menomonee Falls, Wisconsin, are planned.



Goodwill Great Lakes experienced substantial growth in 2004, opening four new galleries at Recruit Training Command, enabling them to offer more employment opportunities for people with disabilities while

supporting the needs of the Navy customer.

For over a quarter of a century, the U.S. Navy has partnered with Goodwill. Working through the Javits-Wagner-O'Day program administered by NISH, Goodwill has secured laundry, administrative and food service contracts that provide job opportunities for people in the community - many of whom have disabilities.

Goodwill Great Lakes also received several very notable awards as an employer of choice in 2004. Those awards included: American Legion Certificate of Appreciation - National Award, American Legion Department of Illinois - State Award, Anixter Center - Employer of the Year, Jewish Vocational Services - Employer of the Year, Haymarket Center - Employer of the Year, Illinois Department of Employment and Security - Employer of the Year.

Goodwill Ability Connection graduate Bryon Riesch was

awarded Goodwill Industries

International's highest award, that of 2004 Graduate of the Year. Ability Connection is a Goodwill program that offers mentoring, internships, scholarships and job placement services to students with disabilities who are interested in an Information Technology career. Bryon was given the award for his outstanding achievement in overcoming barriers to employment, and for creation of the "Bryon Riesch Paralysis Foundation," which has raised nearly \$500,000 in its three years of existence for spinal cord injury research.

As Graduate of the Year, Bryon appeared in Goodwill television commercials alongside Green Bay Packer Donald Driver.

The first line of Goodwill Greeting Cards was released in



2004 with a spring edition called *Creativity in Bloom!* The cards featured art created by people with disabilities in the skill development program at the James O. Wright Center. A second line of holiday cards was released to both area businesses and consumers. Over 30,000 cards were sold overall, increasing the awareness of Goodwill in the community, raising funds for the program, as well as encouraging artistic expression from individuals with disabilities.

A night of beautiful fashions, makeovers and celebrity models and a silent auction were all part of Goodwill's first **Retro Rendezvous** event in September. Over 500 guests enjoyed an evening of glamour and style that featured Goodwill vintage wear from 1890 through 1980, along with the latest fall fashions from Boston Store.

The celebrity Green Bay Packer models received a standing ovation during their appearance, especially Goodwill spokesperson Donald Driver, his wife Betina and son Christian. Running Backs Najeh Davenport and Tony Fisher were also able to strut their stuff down the runway featuring fashions from Harley's of Shorewood.

Goodwill Industries of Metropolitan Chicago celebrated the grand opening of its new administrative offices at 819 S. Wabash Avenue in February. The 12,530-square-foot



facility is located on the fourth floor in a unique building known as "The Loftrium."

The new location provides Chicagoland Goodwill employees and the people we serve with convenient access to the major commuter rail lines, CTA stops and parking.

In August, a unique partnership was created between Goodwill and **Johnson Controls** to maximize business development opportunities and provide process improvement resources with the addition of two full-time Johnson Controls employees to the Goodwill staff.

HIGHLIGHTS



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MILWAUKEE COUNTY, WISCONSIN

"From opening the first senior centers for people with disabilities in the nation to providing an exemplary home-delivered meal program, Goodwill has long provided the expertise that allows thousands of Milwaukee County seniors to live in our community where and with whom they want."

Stephanie Stein, Director
Milwaukee County Department on Aging

MILWAUKEE COUNTY is home to our headquarters at the James O. Wright Center and host to our largest array of programs. With multiple locations across the county, including five adult day programs, three independent living apartment facilities, and the Goodwill Center for Work & Training at Vogel Avenue, we help individuals overcome employment barriers through vocational and employment services - from adult education to placement, work adjustment training and job coaching. Vocational programs include Business Careers, Light Industrial, Food Service, Forklift and Ability Connection.

Senior Services assists seniors in maintaining their independence by providing case management, home-delivered meals and shopping and errand services. And, for persons with severe or multiple disabilities, we offer on-site employment through Work Services, which provides experience in packaging, assembly and inspection. These individuals can also be supported through benefits counseling and case management.

The Goodwill Laundry provides commercial laundry services to the medical, nursing home and hospitality industries.

Located at 6941 South Riverwood Boulevard, behind Gander Mountain on 27th Street, the Goodwill Store & Donation Center in Franklin opened in March of 2003.



Population (2000 Census)	940,164
Number of individuals living in county who received Goodwill services	4,556
Number of individuals placed into jobs in our community	292
Projected annual earnings by individuals placed into community employment	\$3.5 million
Number of Goodwill locations	12
Number of Goodwill Store & Donation Centers	3
Number of donors (clothing and household items)	259,573
Number of retail sales transactions	520,921
Number of Goodwill employees living in county	1,001
Number of Goodwill employees working in county	1,108
Annual employee earnings	\$13 million
Annual employee benefit dollars	\$3.1 million
Estimated annual payroll and income taxes paid by employees	\$2.6 million
Number of seniors receiving services	2,864
Number of meals delivered to seniors	249,575
Number of meals served at congregate meal sites	100,115
Number of specialized shopping trips for seniors	1,835
Number of items processed/packaged/assembled	15,625,693
Number of customers/companies served by Commercial Services	33
Pounds of laundry processed	10,716,000
Direct labor* hours by people with disabilities	622,450
Number of Goodwill employees with disabilities	570
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	4,742
Number of volunteers/hours served	908 / 8,334

*Non-management employees who work directly to produce a product or provide a service.



Anthony's grandfather used to say, "You can be anything you want to be, but lazy." Taking that advice to heart, Anthony was always a hard worker. His special interest in cars prompted him to enroll in an automotive engineering program after high school, quickly climbing to the top of his class.

But it was then that he began to develop the same genetic eye disease that his grandfather had, which eventually robbed him of his sight. Cataracts developed in Anthony's right eye and soon in his left, and he was forced to quit the program.

After three surgeries and several dead-end jobs, his outlook appeared bleak. Only in his mid-twenties, Anthony had no way to pay for his mounting medical bills - no one would provide him with insurance.

But the employment specialist he met here at Goodwill shed light on new possibilities for Anthony. Realizing his capabilities, the employment specialist placed him in a position at one of our Goodwill Store & Donation Centers where Anthony found steady, good-paying work with all of the benefits he was looking for.

Recently, Anthony underwent surgery that he couldn't have afforded before, giving him back much of his sight and, more importantly, his hope for an independent future.

"Goodwill gave me more than a job, they gave me a bright future," he says.

As a sales associate-production at the Goodwill Store & Donation Center in West Allis, Anthony's job is to decide the price of the donated merchandise to be sold in the store.



WAUKESHA COUNTY, WISCONSIN

"Goodwill's contribution to the high quality of life in Waukesha County is significant. From exceptional day programs to providing skill development assets and work opportunities for people with barriers to employment, the agency continually fulfills some of our most vital human service needs."

Dan Finley, County Executive
Waukesha County

At THE GOODWILL Community Service Center on Nike Drive, Waukesha, you will not only find an abundance of Human Service programs, such as our adult day services for both medically fragile and adults with disabilities, Business Careers training, and supported employment, but also our adjacent Goodwill Store & Donation Center.

The site also serves the business community by accommodating many local organizations' events in the Community Room located inside of the center.

At 1501 Airport Road, Waukesha, you will find the VETAP program, which serves individuals diagnosed with severe mental health issues.



Our 51,000-square-foot Goodwill Community Service Center is located at 1400 Nike Drive, Waukesha, and houses our Goodwill Store & Donation Center, as well as adult day services and many other community programs.

Population (2000 Census)	360,767
Number of individuals living in county who received Goodwill services	350
Number of individuals placed into jobs in our community	68
Projected annual earnings by individuals placed into community employment	\$763,000
Number of Goodwill locations	5
Number of Goodwill Store & Donation Centers	1
Number of donors (clothing and household items)	139,560
Number of retail sales transactions	212,443
Number of Goodwill employees living in county	159
Number of Goodwill employees working in county	92
Annual employee earnings	\$4.1 million
Annual employee benefit dollars	\$985,000
Estimated annual payroll and income taxes paid by employees	\$884,000
Number of seniors receiving services	35
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	177
Number of volunteers/hours served	173 / 2,526



On field trips to her family's hobby farm each year, Kristy likes to show her fellow Pewaukee Adult Center program participants the animals, and how best to pet and talk to them. After all, she used to work at her family's animal hospital for many years. But that was before she got sick.

Although she was born with Down syndrome, Kristy was always considered a high-functioning individual, able to work, attend training programs and go horseback riding. But that all changed 15 years ago when she developed viral encephalitis. She recovered, but she wasn't the same. Kristy became depressed, would suffer severe headaches and would inflict injury upon herself.

It was about this time she came to our center. Although it was rough going at first, the staff worked patiently with Kristy and, according to her parents, treated her with dignity and respect.

"What I immediately noticed was the Goodwill staff actually talked directly to Kristy," says her mother. "Some other places we tried would only talk to us. They didn't seem to appreciate Kristy as an individual."

But what her parents are most pleased with is to see their daughter's smiling face again. "Kristy is Kristy again - we've made big strides since she came here," her mother says.

"Everyone here is treated like they are someone special, not like they have a problem."

Kristy celebrates a win with the program supervisor during one of her favorite games - bingo. She has been participating in the adult day program at the Pewaukee Adult Center since its opening in 1990.



RACINE COUNTY, WISCONSIN

"Goodwill Commercial Services is one of our vendors of choice because they continuously exceed our expectations with regard to quality packaging and service levels. SC Johnson formally recognized Goodwill's commitment to quality this year by honoring them with one of our Partners in Quality Awards. Goodwill's operations are consistent with our highest standards."

Paul G. Knodel, Director
Custom Manufacturing, SC Johnson

FOR OVER 25 YEARS, Goodwill's Commercial Services, located at the Goodwill Center for Work & Training at 21st Street, Racine, has been providing quality contract services such as packaging, assembly, inspection, logistics services and return goods processing to companies throughout the Midwest.

This facility is also home to employment services; our Pre-Apprenticeship Program that provides training in the construction trades; our Racine Adult Center that serves adults with disabilities; and the Foster Grandparent Program that provides mentors to at-risk youth in the community.



In November of 1999, a Goodwill Store & Donation Center opened in Mt. Pleasant on the outskirts of Racine, at 3131 S. Oakes Road.

Population (2000 Census)	188,831
Number of individuals living in county who received Goodwill services	659
Number of individuals placed into jobs in our community	133
Projected annual earnings by individuals placed into community employment	\$2 million
Number of Goodwill locations	5
Number of Goodwill Store & Donation Centers	1
Number of donors (clothing and household items)	43,915
Number of retail sales transactions	129,074
Number of Goodwill employees living in county	277
Number of Goodwill employees working in county	166
Annual employee earnings	\$5.2 million
Annual employee benefit dollars	\$1.2 million
Estimated annual payroll and income taxes paid by employees	\$1.1 million
Number of customer/companies served by Commercial Services	21
Number of goods processed/packaged/assembled	28,407,136
Number of returned consumer goods processed	7 million
Pounds of recyclable materials processed	17 million
Number of seniors receiving services	359
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	190



From the moment he arrived on this earth, Gary has been beating the odds.

Born with spina bifida, his parents were told Gary wouldn't live a week. And, if for some reason he did survive, he would be so severely retarded that he wouldn't be able to do even the simplest tasks.

At 51, Gary has outlived his doubters.

From infancy to 21 years of age, he was institutionalized. But one of Gary's therapists saw he was capable of much more and welcomed him into her home as part of her family. Having someone believe in him gave Gary the confidence he needed to get a job and even learn how to drive a specially-equipped car.

And when he discovered the opportunities at Goodwill, he found a place where he could really flourish. Starting out bagging parts in Goodwill Commercial Services, Gary has worked in most every position: quality inspection, repacking, reverse logistics and hazardous waste. He's been a line leader and scanner, and has even worked the switchboard when the office was shorthanded.

In 2004, Gary celebrated eleven years of employment at Goodwill. Revered as a team player, Gary shuttles co-workers to work every day, even on his days off.

"A lot of places would just assume I couldn't do anything," says Gary. "But Goodwill, gave me the opportunity to try; they gave me a chance to show what I'm capable of."

Deciding the quality of an item is Gary's primary responsibility as a scanner in return goods processing. At Goodwill Commercial Services at 21st Street in Racine, Gary is recognized as one of the fastest scanners in his area.





KENOSHA COUNTY, WISCONSIN

"Our partnership with Goodwill has been very positive. Their staff at Kenosha County's Aging and Disability Resource Center has been integral to the center's success and has kept us in the forefront of continuous quality improvement in aging services."

LaVerne Jaros, Director
Kenosha County Division of Aging Services

ESTABLISHED IN 1989 as one of Wisconsin's first urban job centers, the Kenosha County Job Center houses several of Goodwill's workforce development initiatives, providing assistance to both job seekers and employers. We provide employment assistance, workforce development activities, as well as Child Care Support programs in order to assist parents' transition to employment.

Additional offerings include support to those

receiving W-2, such as case management, child care and employment services. Adult Protective Services are also provided through the Kenosha County Aging & Disability Resource Center, which provides intervention to at-risk persons who are physically disabled and elderly.

We also play a major role in Holiday House along with other agencies to help families in need with seasonal support of food, clothing and holiday gifts.

A new Goodwill Store & Donation Center located near the busy intersection of Highways 50 and 31 in Kenosha is planned for late 2005. An existing building at that location will be extensively renovated, replacing the current store located at 5109 52nd Street.



Population (2000 Census)	149,577
Number of individuals living in county who received Goodwill services	4,462
Number of individuals placed into jobs in our community	1,497
Projected annual earnings by individuals placed into community employment	\$20.8 million
Number of Goodwill locations	3
Number of Goodwill Store & Donation Centers	1
Number of donors (clothing and household items)	54,994
Number of retail sales transactions	84,240
Number of Goodwill employees living in county	222
Number of Goodwill employees working in county	82
Annual employee earnings	\$5.7 million
Annual employee benefit dollars	\$1.4 million
Estimated annual payroll and income taxes paid by employees	\$1.3 million
Number of seniors receiving services	342
Number of children served at Child Care Center	1,084
Number of foster, abused and neglected children who received gifts through Holiday Toy Chest	237
Number of coats distributed to families through Holiday House	2,112
Number of individuals served through Holiday House food box distribution	9,350



Independent. That's a word that best describes Ramona. Even though she is the youngest of 18 children and is now raising three on her own, she has always managed to stand strongly on her own two feet.

When she was laid-off - first from a bank that was downsized and then by an insurance company that closed - it didn't deter her from trying to make a better life for herself and her family. She refused to collect welfare a day longer than she had to. She wanted to set a good example so that her children would be proud of their mother.

Ramona came to the Kenosha County Job Center every single day for over six months, looking for a job and immersing herself in job skills workshops. As fate would have it, an office clerk position opened at the Job Center. Her case manager knew she'd be perfect for the position. A native of Mexico, Ramona was also bilingual, which only added to her qualifications for the job.

Now she gets to help people in the Hispanic community who have faced similar barriers to employment, and are looking for a chance to succeed.

"I feel like I'm really needed here," she says. "I know this may sound crazy but I love getting up in the morning and coming to work. I want to make Goodwill proud of me."

Bridging the language gap is a large part of Ramona's responsibilities at the Kenosha County Job Center. She assists Spanish-speaking individuals with completing forms for medical assistance, child support and food stamps.





LAKE COUNTY, ILLINOIS

"The services Goodwill provides for the Navy at Great Lakes are good for Sailors, good for people with disabilities and good for America. The relationship that Goodwill and the Navy have should be the model for all federal programs in terms of stewardship of taxpayers' dollars, supporting our military members, and providing meaningful employment and careers for people with disabilities."

Ron Fry, Navy Region Midwest Business Manager
and Galley and Uniform Issue Program Manager

LAKE COUNTY is home to Goodwill Great Lakes, which provides food service, administrative and logistics support to the U.S. Navy at Naval Station Great Lakes. This program provides work opportunities and skill development for individuals with disabilities through the Javits-Wagner-O'Day presidential program. Competitive wages, benefits and an opportunity for career growth is provided to this

diverse workforce - individuals who are physically, visually or hearing impaired, developmentally disabled, or have a diagnosis of mental illness.

In 2004, Goodwill Great Lakes employed 762 people with disabilities and worked in collaboration with more than 20 community rehabilitation and referral agencies, serving over nine million meals to U.S. Navy Sailors and recruits.



Located at 761 S. Midlothian Road, the Goodwill Store & Donation Center in Mundelein opened in March of 2003.

Population (2000 Census)	644,356
Number of individuals living in county who received Goodwill services	441
Number of individuals placed into jobs in our community	164
Projected annual earnings by individuals placed into community employment	\$2.3 million
Number of Goodwill locations	2
Number of Goodwill Store & Donation Centers	1
Number of donors (clothing and household items)	83,455
Number of retail sales transactions	145,715
Number of Goodwill employees living in county	608
Number of Goodwill employees working in county	1,170
Annual employee earnings	\$15.4 million
Annual employee benefit dollars	\$3.7 million
Estimated annual payroll and income taxes paid by employees	\$3.0 million
Direct labor* hours by people with disabilities	963,100
Number of Goodwill employees with disabilities	781
Number of meals served	9,034,724
Dollar amount of food procured	\$19.7 million
Pounds of laundry processed	1,637,679
Awards received	
American Legion Certificate of Appreciation - National Award	
American Legion Department of Illinois - State Award	
Anixter Center - Employer of the Year	
Jewish Vocational Services - Employer of the Year	
Haymarket Center - Employer of the Year	
Illinois Department of Employment and Security - Employer of the Year	

*Not management employees who work directly to produce a product or provide a service.



Don't ever try to tell Dan that he "can't" do something. That's just when he'll prove you wrong. Born with a hearing impairment, he has been underestimated his entire life. Not only did he have trouble finding a full-time job with a future, but no company would provide him with health insurance.

Little did those companies know what a hard-working, determined individual they were turning away.

Dan's arrival at Goodwill Great Lakes in the summer of 2003 marked a new beginning. Not only did he get health insurance coverage, but a good paying job and, most importantly, a future filled with possibilities.

Because of his dependability and determination he was promoted last summer from food service worker to cook.

According to his supervisor, he meets challenges head on.

"Dan is a hard worker with perfect attendance," he says. "He doesn't take shortcuts and is not afraid to ask questions."

With two brothers in the military, Dan feels proud to be serving his country this way. Although he currently lives at home with his parents, 25-year-old Dan looks forward to the day when he can become completely self-sufficient.

"My dream is to have my own place and be independent," he says. "Goodwill has given me a great opportunity and a challenge that I look forward to."

Working as a cook in the galley of the USS Kearsarge, Dan prepares lunch for the recruits and Sailors. His dedication has resulted in three promotions in 18 months and he has yet to miss a day's work.



COOK COUNTY, ILLINOIS

"Goodwill is to be commended for their role in assisting ex-offenders with their re-entry into the community and job market. The training and guidance they provide offers hope and a second chance at life for these individuals."

Carol L. Adams, Ph.D.

Secretary, Illinois Department of Human Services

COOK COUNTY IS HOME TO Goodwill Industries of Metropolitan Chicago. From the main office located in Chicago's South Loop to another smaller facility in the Englewood community, we serve youth and adults - from ex-offenders to individuals with disabilities and other barriers to employment looking for support in enhancing their skills, finding employment and succeeding on the job.

Offerings include pre-employment skills training, computer and graphic design classes, financial

services training, and placement services for those ready to enter or re-enter the workforce.

An extensive program is available in teaching job skills and providing placement services for individuals who are Deaf and Hard-of-Hearing.

The YES! Fathers Project provides support to young, disadvantaged youth through GED preparation classes, other educational services, job readiness and employment support.



Located at the corner of Harlem Avenue and 159th Street is the Goodwill Store & Donation Center in Orland Park, which opened its doors in the fall of 2002. The store also serves the nearby villages of Tinley Park and Oak Forest.

Population (2000 Census)	5,376,741
Number of individuals living in county who received Goodwill services	1,433
Number of individuals placed into jobs in our community	519
Projected annual earnings by individuals placed into community employment	\$7.4 million
Number of Goodwill locations	4
Number of Goodwill Store & Donation Centers	2
Number of donors (clothing and household items)	73,851
Number of retail sales transactions	259,538
Number of Goodwill employees living in county	394
Number of Goodwill employees working in county	97
Annual employee earnings	\$6.0 million
Annual employee benefit dollars	\$1.4 million
Estimated annual payroll and income taxes paid by employees	\$1.1 million
Number of seniors receiving services	68



It was just around 5:00 a.m. on a Monday and Brenda was taking the bus ride she had dreamed about for four years – home. But she was anxious. How would those closest to her accept her after her incarceration? She felt she had let them down. As the bus slowed to a stop Brenda was overjoyed to see a group of nearly a dozen smiling faces of family and friends waiting to welcome her back to freedom.

But she would soon find the job market wouldn't be so accepting.

Even though she had 20 years experience as a legal secretary, she now had a prison record and found no one wanted to give her a chance.

Fact is, Brenda had a clean record all of her life. But after going through personal problems, she became depressed and resorted to drugs. Not wanting anyone to know about it, she got involved in criminal activity to support her lifestyle. She thought she was fooling everyone. Turns out she was only fooling herself.

Since her release a year ago Brenda has been clean, sober and back on track working at our metropolitan Chicago office helping people just like her – ex-offenders who are looking for a chance. She is living proof that there is life after incarceration.

"There was a time I just took from the community," says Brenda, "but now I'm giving back."

A program specialist for Goodwill Industries of Metropolitan Chicago, Inc., Brenda works closely with ex-offenders who have been placed in gainful employment after incarceration.

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2004 Annual Report

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 \$50 \$150 \$250 \$500 \$1,000 Other \$ _____

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- Bus and van transportation – For individuals with disabilities not eligible for other transportation funding.
- Community Opportunities Club – Supporting individuals with disabilities with social, vocational and educational opportunities.
- Pre-Apprenticeship Training Project – Provides work and technical training leading to apprenticeships in the construction field.
- Ability Connection Program – Provides mentoring, internships, and job placements in the information technology field.
- The Adult Learning Center – Offers adult basic education to help individuals increase knowledge and skills.
- Wherever needed to support Goodwill's mission.

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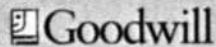
FINANCIAL REPORT

STATEMENT OF CHANGE IN NET ASSETS

	Unaudited 2004	2003
Revenues		
Participant Programs and Services	\$22,770,000	\$23,838,000
Retail Services	33,854,000	28,555,000
Great Lakes	62,978,000	36,490,000
Commercial Services	14,019,000	44,725,000
Contributions	672,000	764,000
Total Revenues	134,093,000	134,372,000
Expenses		
Program Services	121,972,000	125,800,000
Management Services	8,446,000	7,723,000
Miscellaneous	670,000	1,558,000
Total Expenses	131,088,000	135,081,000
Change in Net Assets	\$3,005,000	(\$709,000)

BALANCE SHEET

	Unaudited 2004	2003
Assets		
Cash and Cash Equivalents	\$6,745,000	\$2,097,000
Accounts Receivable	10,790,000	14,623,000
Inventories	3,623,000	4,210,000
Prepaid and Other Expenses	2,466,000	1,941,000
Property, Plant and Equipment	43,238,000	45,086,000
Total Assets	\$66,862,000	\$67,957,000
Liabilities		
Accounts Payable	\$5,964,000	\$6,262,000
Accrued Expenses	12,685,000	12,058,000
Long Term Debt	15,172,000	19,601,000
Total Liabilities	33,821,000	37,921,000
Net Assets	33,041,000	30,036,000
Total Liabilities and Net Assets	\$66,862,000	\$67,957,000





FINANCIAL CONTRIBUTORS

We extend sincere thanks to all those who made charitable gifts to Goodwill Industries of Southeastern Wisconsin, Inc. in support of our mission. Donations are used to help support programs and services in our local communities. The names listed here are those who made a financial contribution of a substantial in-kind gift to Goodwill as of December 31, 2004.

Goodwill has made every effort to assure the accuracy of these donor lists. If you find an omission or discrepancy, please call the Development Office at 414-359-6501. We regret we cannot list all those who generously donated clothing, household goods and other items.

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