



## CEO UPDATE

January  
2019

As we usher in 2019, I want to take time to reflect on a fantastic year! In spite of two major weather events (January snowstorm and Hurricane Florence), our Donated Goods Division continues to rank in the top 5 of all 162 Goodwill's in our expense to revenue ratio.

Our Commercial Services Division was equally impressive, ranking in the top 10 in that same category. Most important though, the Commercial Services Division maintained a direct labor ratio in excess of 80%, which was phenomenal!

Not to be outdone, Mission Services saw more than 3000 people placed into new jobs during the year, which is a new record for our Goodwill. And we also made history by moving more people through our training programs than ever before!

It was a truly wonderful year and I look toward 2019 with tremendous optimism and a renewed sense of purpose. Not only will we have new programs and initiatives that will help more people overcome barriers to employment, but 2019 marks our 40th Anniversary—a truly noteworthy accomplishment! Stay tuned for more details on how we plan on celebrating throughout the year.



### Holiday Programs Bring Cheer to Seniors and Veterans

On December 18th Palmetto Goodwill provided a holiday meal and gifts to 80 disadvantaged seniors at the Charleston Area Senior Center in downtown Charleston. Additional meals and gifts were distributed to more than 800 low income seniors in lower South Carolina during the holiday season. It was the twelfth year of the Golden Angel Program. PWC held its annual Holiday Party at ECPI on December 14th. Approximately 45 veterans and their families attended and received much deserved gifts and surprises. PWC also participated in the Without Walls Holiday Gathering at The Citadel, again distributing backpacks filled with gifts to needy veterans.



### Planning Underway for 2019 Events

Plans are already underway for Palmetto Goodwill's signature events. Mark your calendars for the Hippy Dash 5K Fun Run/Walk, scheduled for March 9 at James Island County Park; the Shining Star Awards Banquet, scheduled for April 18 once again at The College Center at Trident Tech; and the Red White & Blue Jean Ball, scheduled for May 17 at Founder's Hall in Charles Towne Landing. We hope to see you there!

### Forum Highlights Need for Excel Center

On December 17th Palmetto Goodwill hosted an Education and Workforce Development Forum in which community leaders were introduced to the Excel Center concept for the first time. Attendees heard from Rep. Nancy Mace, who has agreed to champion the cause in the General Assembly, and Indiana Goodwill CEO Kent Kramer, who gave a comprehensive overview of their Excel Center program and how they help build a more skilled and qualified workforce. A panel discussion with representatives from the Charleston Metro Chamber, Trident United Way and Palmetto Goodwill rounded out the forum, with an estimated 50 in attendance.

