



“...I have a new life, given by the people who work here. And it’s a good life.”

- Alice



ANNUAL REPORT 2010-2011



Dear Friends,

At Goodwill, we are committed to finding solutions. You can see it in our business model. It is visible in the way we go about doing our work each day. We are pleased to share the data and outcomes of the past fiscal year through this annual report. Beyond the numbers, however, are the stories - the lives - of those we serve. When we reflect on the lives touched by Goodwill, we see the individuals who have found a new career, thanks to on-the-job training. We see the family that is reassured to know that their adult child with a disability is living in a safe, nurturing environment. We see the progress made by the young man learning valuable construction skills while earning his GED. We see the families making the most of great deals they find at their local Goodwill store. We see the repurposing of goods away from the waste stream. We see Goodwill employees meeting new challenges. We see our own lives. Perhaps you do, as well. It is important to remember that those elements of Goodwill are intertwined - organizational character and individual success.

Thank you. Thank you for being a part of the accomplishments of this remarkable year. If you are a program participant or family member, donor or shopper, employer or community partner, volunteer or staff, your dedication has yielded real results.

Kind regards,

Judith T. Stone
Board Chair

Anna Eleanor Roosevelt
Chief Executive Officer





"I've been here for more than five years, and it just keeps getting better."

It was John's wife, Christine, who suggested that he turn to Goodwill's Workforce Solutions when he needed help finding a steady, reliable job after being laid off.

Christine knew first hand that Goodwill was the place to help because she had found a job with our Good Clean Property Services a few years prior. That was five years ago.

Today, many customers choose John's register when they are ready to ring up their purchases. John will tell you, "A lot of people come and go. I meet a lot of nice people here." And working the registers isn't all that John does.

John takes ownership of the supply shelves in the back room. Following the Lean principle of a place for everything and everything in its place, John ensures that the "min-max" standards are sustained for each category of supplies - a task that is integral to the flow of material in the back room.

"I give him more and more to do and he just does it," says his manager with a smile. "I'm very proud of him." John interrupts her, "No. No. No. YOU gave me the chance!"

In fact, Goodwill's Workforce Solutions gives many hard working people, like John, the chance they need to get back on their feet and regain their independence. Support of programs like this is also strengthening our local communities.





"Here at Goodwill, my disability is a non-issue."

Nancy was looking for a part-time job in 1997 when she saw the ad for a position in the finance department at Goodwill. As Nancy tells it, "I was so excited to find a meaningful part-time job with a weekday morning schedule - this was a perfect match for my needs."

Nancy was delighted to be quickly hired, and then even more delighted, several years later, to be asked to be a part of the Design and Production Center's team, also known as Goodwill's print shop.

Nancy is proud to offer great customer service and ensuring that printing, collating and binding jobs move through the center's queue as smoothly as possible. "I can see that by having this printing service internally, it saves a lot of headaches for us. People can order what they need, make edits and updates, and we can deliver.

"I enjoy getting projects set up for the volunteers, who come in to help us meet our goals," explains Nancy. "We all have heavy workloads and the work is demanding, but it's the supportive people and the culture here that really make the difference."

That's good to hear, because we at Goodwill take great measures to consciously express our Values of Respect, Courage, Fairness, Compassion and Integrity into the Goodwill culture. This was even recently recognized by the Maine Development Foundation, who honored Goodwill with their *Champion of Employee Education Award*.

And while we enjoy the accolades from our peers, we know that it's our employees like Nancy, who continue to work to achieve their fullest potential and to succeed in their jobs and all aspects of life, that make Goodwill and our culture great.





"The need is there. Goodwill finds innovative ways to deal with the need."

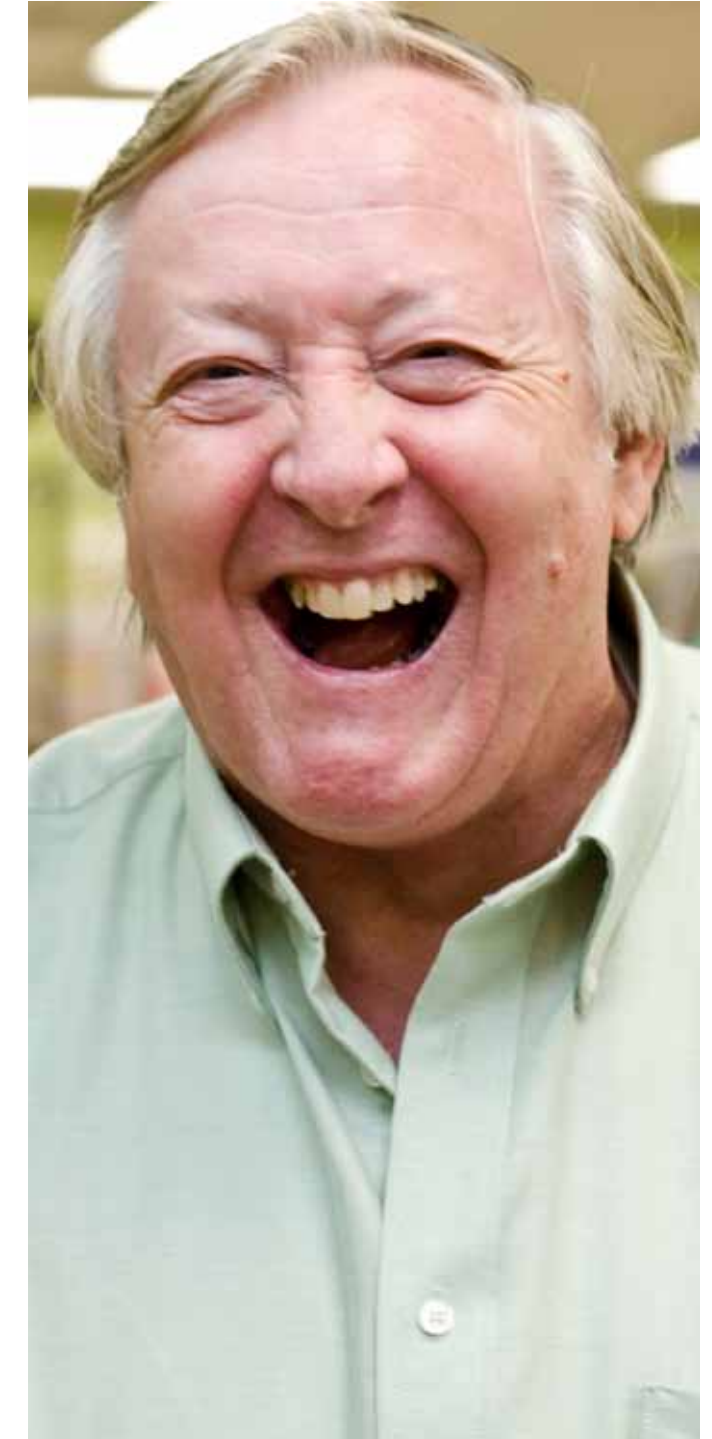
"Oh, I've been aware of Goodwill for many years, and know about Goodwill's heritage in Boston," Bob says as he reflects on his days in social services.

A long-standing member of United Maine Craftsmen, Bob is currently the President of the Pemaquid Craft Co-Op. "I know several crafters who use Goodwill the way I do." A quiet partner in the repurposing and creative economy, Goodwill treasures turn up in newly created lamps, fashions, furniture and accessories - all one of a kind creations.

In fact, we at Goodwill like to consider ourselves the original recycler. By partnering with people, like Bob and his fellow crafters, Goodwill successfully annually diverts millions of pounds from landfills, raises millions in revenues and creates thousands of jobs, contributing to the economic health of our communities.

In addition, we are committed to the practice of sustainability of our operations, energy efficiency, fuel conservation and other initiatives to reduce and eliminate harmful impacts on the environment.

So whether Bob is searching for an unusual item that can be repurposed, or finding how-to books for his crafting library, Bob appreciates finding things that might otherwise have gone to waste, but instead are at a Goodwill store creating further value.





"...I have a new life, given by the people who work here. And it's a good life."

Alice was referred to Goodwill's neurorehabilitation program at BaySide by her medical team at Rusk Institute of Medical Rehabilitation at NYU, where she had gone to seek answers many months after slipping and falling on the ice.

"The day I delivered my professional wardrobe to the Falmouth Goodwill was one of the most difficult days of my life; I knew I'd never be a pulpit rabbi again." Alice went on to tell us that at the time, she hadn't made the connection between our stores and our programs. She has now.

In her blog, *Brainstorm*, Alice writes, "...Goodwill Industries is not about having. It is about doing. Goodwill puts people to work or at least to good use. BaySide Neurorehab, where I spend my days repairing my broken brain, is a Goodwill Industry. So are job training programs for people who have been down-sized. Goodwill provides educational and rehabilitative facilities. Goodwill helps those of us who want to do something meaningful with our lives after injury..."

"When I go to BaySide I cannot tell you who got their brain trauma from drugs, genetics, skiing in Maine or the Alps, or who got hurt living on the streets. Whether you are a surgeon who fell off your bike, a rabbi who slipped on the ice or a former drunk driver, the only difference between us is whether or not we are in a wheelchair and how profound our impairment is.

"Goodwill taught me to eat meals. I forgot about eating. Then they taught me how to make the food. Goodwill is the reason I can help my children with their homework sometimes or at least be supportive. BaySide has helped me envision a life worth living without working as a rabbi and that was no small accomplishment..."



To view Alice's entire blog post dated 9/30/11 go to rabbibrainstorm.blogspot.com.



"When you're in customer service, you have to be friendly. People are our business; that's the focus."

Hired in April as a seasonal employee by Lowe's, Nick saw the opportunity presented by this entry level position. He knows that his success is the result of his own tenacity, yet he also gives kudos to the individualized support provided by his job developer through Goodwill's Workforce Solutions. As Nick says, "I climbed the first rung of the ladder. I pushed through some hard barriers at the beginning. I had difficulty with the classroom training, computer work and testing. I was encouraged not to give up so easily and to balance the classroom and the outside/floor duties of the job."

Nick's supervisors and co-workers value his work ethic and spirit. As one co-worker noted, "Nick makes sure everyone is all set." Nick sees it similarly, "I feel privileged that once I am done with my own duties, a member of management or the head cashier will ask me to return merchandise to the store floor."

It's not just about the valuable job skills that Nick has mastered. It's about life. "I learned to advocate for myself. I ask co-workers, management, and my job developer for help when I need it. I am very happy to say that this has been quite a growing experience. I have learned how to manage my schedule independently. I don't feel like I am always relying on others. I have my independence now."

Yes, Nick, you have that. You also have the affirmation of recently being hired into a permanent, part-time position at Lowe's.





"I like the diverse perspectives of Goodwill services."

Calla's recent seasonal closet clean-out yielded a half dozen contractor bags of treasures for Goodwill, continuing Calla's long history of support for our organization.

Although Calla's relationship with Goodwill started at the donation door, these days, Calla is a part of the full circle of Goodwill. She is a member of Club Goodwill and makes the most of this program by shopping throughout the year - both locally and on fun-filled weekend excursions to locations a bit further afield.

In addition, as a Licensed Clinical Social Worker in private practice, Calla often makes good use of her time between appointments to make half hour sweeps through local Goodwill stores.

"There are many interesting items. At Goodwill, I'm able to shop for much nicer things than I would be comfortable buying in a retail store." And yet Calla reminds us, "Yes, there are great deals, but it's also about the good that you are doing."

In fact, it is this support of our retail enterprise that enables Goodwill to continue to make a positive difference in people's lives - like helping people find good jobs, regain skills after a brain injury, become more active in their communities and enjoy a productive life.

It is always rewarding when Goodwill shoppers and donors connect their daily activities to our programs. Thank you, Calla, for making that connection and for spreading the Goodwill word.



Officers

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VICE CHAIR

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Senior Leadership Team

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JANE DRISCOLL, Vice President, Public Affairs

RANDY FINAMORE, Senior Vice President, Retail Operations

LYNNE GAUDETTE, Chief Administrative Officer

STEVE TSELIKIS, Chief Financial Officer

MARK WEATHERBEE, Vice President, Information Systems

Vision

All people have the opportunity to achieve their fullest potential and participate in and contribute to all aspects of life.

Mission

Goodwill Industries of Northern New England engages the human potential and enriches the quality of life within our communities by eliminating barriers to opportunity and to independence.

Values

As responsible stewards of Goodwill Industries of Northern New England, we are guided by the following values:

RESPECT

Respect for each individual should underscore every encounter

COURAGE

We challenge each other to find the courage to grow and change

FAIRNESS

We strive to be fair to each other in our decisions and actions

COMPASSION

We act with consideration and compassion for others

INTEGRITY

We insist on honesty, integrity and ethical conduct

7-Eleven Springvale	Bonney Staffing	Corner House Café	Farmington Fire Department, NH	Joyful Harvest	Impaired	NE Motor Freight	R.M. Davis, Inc.	St. Elizabeth's Essentials Food Pantry	Trinity Jubilee Center
Able Network	Bread of Life Ministries	COTS	Farms for the Future	JUMP	ME Energy Marketers Association	New Beginnings	Raymond Fire Department, ME	St. Francis Inn	Twice Loved Boutique
About Face	Broadreach Family & Community Svcs.	Counseling Services, Inc.	Fiber Materials, Inc.	Kaplan University	ME Farm Bureau	New Life Community Center	RCAM	St. Mary's Nutrition Center	U. ME Advanced Manufacturing Cntr.
Acadia Insurance	Brunswick Downtown Association	Counselors Inc., Rockland	Five Town CSD	Keene Army Reserve Center	ME Highland Farmers	NH Division of Motor Vehicles	Regency Nursing Care	St. Mary's Regional Medical Center	U. ME Center for Community Inclusion
Access Health	Bryant Pond 4-H Camp	Cross Café	Food AND Medicine	Kennebec Chocolates	ME Judicial Branch	NH Food Bank	Regional Transportation Program	State and Regional AgrAbility Projects	& Disability Studies
Addie's Attic	Building Materials Exchange	Crossroads for Women	Forest Hills School	Kennebec County Registry of Deeds	ME Landscape and Nursery Assoc.	Ninety Nine Restaurant	Renaissance	State of ME	U. ME Center for Research & Evaluation
Advanced Technology	Bureau of Motor Vehicles	Cuddledown of ME	Fort Western, City of Augusta	Kennebec Technologies	ME Maritime Academy	Norris Cotton Federal Building	Renys	Stephens Memorial Hospital, Dept. of	U ME Cooperative Extension
Agricultural Council of ME	Bureau of Rehabilitation Services	Cultivating Community	Full Circle Wellness	Kennebec Valley Community College	ME Medical Center	North Dam Mill	Richard Bader Physical Therapy	Physical Rehabilitation	Union Town Office
Air National Guard Base	Burgess Computer	Cumberland County Jail	Genesis Behavioral Health	Kennebunk Valley YMCA	ME Narrow Gauge R.R.	North Deering Veterinary Hospital	Richmond Elder Center	Stepping Stones	United Way of Greater Portland
Alere Scarborough	Burlington Federal Building	CW Resources, Inc.	Good Shepherd Food Bank	Kennebunk-Cennebunkport Chamber	ME Organic Farmers and Gardeners	Northern York County YMCA	Rippling Waters Farm	Stewart Free Library	United Way of Kennebec Valley
ALL Tech	Bush Brook Farm	D & G Construction	Goodwill Retail Stores, Auburn,	of Commerce	ME Potato Board	NorthStar Ambulance, Farmington	Rise Again Outreach	Stop 'n Shop, Manchester	University College, Saco
ALLTHERM	Buzz Café	Deer Isle-Stonington Historical Society	Goodall Hospital	KeyBank	ME Real Estate Training Academy	Novel Engineering	River Valley Healthy Community	Strong Agency	U. ME Center for Community Inclusion &
Alpha One	Camden Rotary Club	Deering Lumber, Inc.	Goodall Retail Stores, Auburn,	Keystone Hall	ME Rural Health Association	OA Centers for Orthopaedics	Coalition	Subway, Augusta	Disability Studies
Amato's	Camden YMCA	Deering Pavilion	Goodwill Retail Stores, Auburn,	KFC/Taco Bell, Derry, Concord	ME SBDC	Oak Run Heating	Riverbend Community Health Center	Sunrise Opportunities	U. ME, Rockland
American Red Cross of VT & NH Valley	Career Management Associates	Dept. of Administrative &	Goodwill Retail Stores, Auburn,	KidCare America, Lincoln	ME Seacoast Mission	Oh Baby Café	Rivers by the Sea	Suzanne Sprague, Massage Therapist	VA Medical Center, Manchester, Conway
Amore Restaurant and Lounge	Career Step	Financial Services	Goodwill Workforce Solutions	K-Mart	ME Seacoast Missionary Society	Old Fort Western	Robert Half International	Sweetser	& Amherst
Androscoggin Home Care & Hospice	CareerCenter, Portland	Dept. of Defense, Veterans & Emergency	Granite United Way, Homeless Services	Knox County Health Clinic	ME Small Business Devlpmt. Centers	Olde Mill Diner	Rochester Army Reserve Center	Tanglewood	Vacationland Bowling
Aqua-max of ME	CARES, Inc	Management, Camp Keyes, ME	Granite United Way, Homeless Services	Knox County Humane Society	ME State Museum	Owls Head Transportation Museum	Rock Coast Personnel	Target	Vermont Country Stores
Arby's	Casco Bay High School	& Weapons of Mass Destruction,	Greater Grand Isle Historical Society	Knox Long Term Living	ME Stove & Chimney	Oxford Agricultural Society	Rolnick Chiropractic	TD Bank	VIP Auto Parts & Service
Area Interfaith Outreach Food Pantry	Catholic Charities ME Refugee	Waterville	H.O.M.E.	L.L.Bean	ME Street Bath	Oxford County Soil & Water	RSU 13 Rockland Adult Ed	Technical Exploration Center	Visiting Angels
Aroostook Agency on Aging	Resettlement, Support & Recovery	Dept. of Inland Fisheries & Wildlife	Hannaford Brothers Company	L/A College, Occupational Therapy	ME Technology Institute	Conservation District	RSU 20 Belfast Adult & Community Ed	Tedford Housing	Visiting Nurse Association
Aroostook County Action Program	CBRE/Boulos Property Management	Dept. of Public Safety, State Police	Hanover Building	Leach Home Partners, L.P.	ME Transition Network	P&H Transmissions	RSU 25 Bucksport Adult &	The Beehive Design Collective	Vocational Rehab.
Arundel Machine Tool Co., Inc.	CDC	Garage & DEA	Hanover Veterans Outreach	Learning Works	ME Vegetable and Small Fruit Growers	Parkland Physician's Assoc.	Community Ed	The Building Block	Volk Packaging Corp.
Ask for Home Care	Cedars Nursing Care Center	Center, Freeport Soils Lab & Reg.	Harbor Hill	LeBlanc's Construction	ME Wild Blueberry Commission	Parkside Neighborhood Center	RSU 25 Jewett School	The Carriage House, Peggy Vigneault	Waldo Community Action Partners
Atlantic Pest Solutions Companies	Center for African Heritage	Office, Scarborough	HeadStart, Belfast	Lewiston Army Reserve Center	ME Works	Pat's Pizza	Ruby Tuesday	Hairstylist	Waldo County Technology
Aubuchon Hardware, Wells	Center for Disease Control	Dept. of Workers' Compensation	HeadStart Morse Pre-K	Lewiston CareerCenter	Mano en Mano	Penobscot Bay Healthcare	Saco & Biddeford Savings Institution	The Center for Wisdom's Women	Waldo County YMCA
Auburn Army Reserve Center	Center for Life Management	DLV Associates	Health Care & Spa	Lewiston School District	Manpower	Penobscot Christian School	Saco Army Reserve Center	The Children's Center	Wal-Mart
Augusta CareerCenter	Center for ME Contemporary Art	Done Right	Healthy Androscoggin	L'Hommedieu Law	Margaret Murphy Centers for Children	Penobscot Marine Museum	Sanford Community Adult Education	The Friends Program	Washington Hancock Community Actn.
Aurora Senior Living	Central Lincoln County Adult Ed	Downeast Horizons	Healthy Community Coalition	LifeFlight Foundation, ME	Marguerite's Place	Penobscot Restorative Justice Program	Sanford-Springvale Chamber	The Game Loft	Waynes P&M
Automotive Supply Assoc.	Central ME Community College	Drs. Haneay, Frost & Smith	Healthy Lincoln County	Lisbon Adult & Community Ed	Maroon Group	MidCoast School of Technology	of Commerce	The Getaway Salon	Wayside Food Rescue
AVESTA Housing	Champlain Valley Agency on Aging	Dunkin Donuts, Biddeford & Saco	Healthy Oxford Hills	Londonderry Army Reserve Center	McCormick and Associates Inc.	Milford Fire Department, NH	Sangolocks School	The Hair Loft	Wayside Soup Kitchen
Baby Mama Waterboro	Child Advocacy Center of Rockingham	E.L. Spear	Heart at Work Career Counseling	Long Creek Youth Devlpmt. Center	McDonald's, Londonderry, Concord,	Milford Town Office	Saunders Manufacturing	The Howard Center	Wellspring
Bagel Mania	Child and Family Services	East End Kid's Katering	Heart of Biddeford	Lots to Gardens	Pelham	Military Bureau	SBCAVT	The Next Step	Wendy's, Concord, Salem
Baldwin and Lloyd Associates	Children's Museum & Theatre of ME	Higgins and Goss	Helping Hands Trade School	Lowe's, S. Portland, Manchester	Mental Health Center of Greater	Molleur Law Office	Scarborough Fire Dept.	The Progress Center	Wendy's Old Fashioned Hamburgers
Bangor Area Homeless Shelter	Cianbro	Hills Avenue Warehouse	Heritage Center	Ludlow Ambulance Squad, VT	Manchester	MSAD 28 Adult Education, Camden	Schlotterbeck & Foss	The Shields Mission	West Bay Rotary Club
Bangor Area Recovery Network	Cinemagic Movies	Home Counselors Inc.	Higgins and Goss	ME CareerCenter	Mercy Hospital	MSAD 40 Adult Education, Waldoboro	Seacoast Family Promise	The Strong Insurance Agency	Westbrook Auto
Bangor Federal Building	City of Augusta	Londonderry	Hills Avenue Warehouse	ME Center on Deafness	Merrymeeting Adult Ed	My Sister's Keeper	Seacoast Mental Health Services	The Telling Room	Western ME Community Action
Bay Chiropractic	City of Augusta Parks & Cemeteries	Home Instead Senior Care	Home Counselors Inc.	ME CITE	Metosky Art Center	National AgrAbility Project	Searsport Ambulance, ME	The Town Landing	Western ME Economic Development
Bayside NeuroRehabilitation	City of Caribou	Home Mortgage Loan Co.	Home Depot, Nashua, Salem,	ME Dairy Industry Association	Michael's Pizza	Natural Assault Support Services	Senior Spectrum	Thorner Building Corporation	Western Mountains Alliance
BCOPE	City of Manchester, School District	Hot Wax	Londonderry	ME Dept. of Vocational Rehab.	ME Automobile Dealers Assoc.	Nantucket Bagg	Seniors Plus	Tim Horton's, Biddeford	Westside NeuroRehabilitation
Beacon Eye Care, PA	City of Portland Refugee Services	House Surgeons	Home Health Visiting Nurses	ME Dept. of Agriculture	ME CareerCenter	National AgrAbility Project	Sexual Assault Support Services	Time Warner Cable Media Sales	Winooski Community Justice Center
Beal College	Cliff's Heavy Duty Truck Painting	Husson University	Home Instead Senior Care	ME Dept. of Labor	ME Center on Deafness	Natural Resource Conservation Service	Shalom House	TJ Maxx, Biddeford, Brunswick,	WinterKids
Belfast Bay Meadows	Coastal Counties Workforce, Inc.	IDEXX Laboratories	Home Mortgage Loan Co.	ME Dept. of Transportation	ME Dairy Industry Association	Navar Law Office	Shaw's	S. Portland	Wisasset Adult & Community Edu.
Belfast Institute of Lifelong Learning	Coastal Enterprises Inc.	Inland Fisheries	Home Mortgage Loan Co.	ME DHHS Office of Elder Services	ME Dept. of Vocational Rehab.	National AgrAbility Project	Shipyards Brewing Co.	TJX Corp., Londonderry, Bedford	Women, Work and Community
Belfast Soup Kitchen	Colby College	Inland Hospital	Home Mortgage Loan Co.	ME DHHS-OAMH	ME Dept. of Agriculture	Natural Resource Conservation Service	Skillins Elementary School	Tooth Protectors	Women's Agricultural Network
Belfast VFW	Community Bicycle Center	Internal Revenue Service	Home Mortgage Loan Co.	ME DHHS-OCFS	ME Dept. of Labor	Navigating the Real World	Slates Restaurant	Touch of Class Cleaning Services	Wooden Screen Door Company
Belkap-Merrimack CAP	Community Health Services	Irving Blue Canoe, Biddeford	Home Mortgage Loan Co.	ME DHHS, Office of Adult Mental	ME Dept. of Transportation		Smitty's Cinema	Town of Islesford, ME	Woodfords Family Services
Bennington Rescue Squad, VT	Community Partners	Irwin Industrial Tool	Home Mortgage Loan Co.	Health, Office of Child and Family	ME DHHS Office of Elder Services		Somersworth Army Reserve Center	Town of New London, NH	Wright Express
Berlin Courthouse	Compass Project	Jackson Enterprises (also Downeast	Home Mortgage Loan Co.	Services, Office of Intergrated Access	ME DHHS-OAMH		Southern Aroostook Cultural Arts	Town of Richmond, ME	York County Community College
Berlin Dept. of Employment Security	Computer Solutions	Enterprises)	Home Mortgage Loan Co.	and Support, Vital Records	ME DHHS-OCFS		Southern Maine Community College	Town of Searsport, ME	Continuing Education
Berlin Health & Human Services	Concord Homeless Resource Center	Farm Service Agency	Home Mortgage Loan Co.		ME DHHS, Office of Adult Mental		Southern ME Machine	Town of Skowhegan, ME	York Hospital
Big Brothers Big Sisters	Concord Human Services		Home Mortgage Loan Co.		Health, Office of Child and Family		Southern ME Medical Center	Town of St George, ME	Youth Alternatives Ingraham
Blue Rock Building Supply	Continuum Physical Therapy		Home Mortgage Loan Co.		Services, Office of Intergrated Access		Springvale CareerCenter	Trekkers, Inc	YWCA of NH
Blueberry Cove	Co-occurring Collaborative Serving ME		Home Mortgage Loan Co.		and Support, Vital Records		Spurwink	Tri-County CareerCenter	
Bonanza Restaurant	Cool As A Moose		Home Mortgage Loan Co.				St. Bernard's Church	Tri-County Mental Health	



Our Services

Goodwill connects people with each other - for guidance, support, training, jobs and ultimately, all aspects of their lives. We serve individuals through job training and placement, career counseling, family strengthening services, youth employment opportunities, brain injury programs, residential services and other community support services for people with disabilities.



- Deaf Services - Mental Health
- Deaf Services - Developmental Disabilities Day
- Deaf Services - Residential
- Developmental Disabilities Residential Services
- Developmental Disabilities Day Services
- Good Neighbor Program
- Goodwill Leadership Institute
- Neuropsychological Testing Services
- Neurorehabilitation Residential Services
- Neurorehabilitation Day Services
- MS Home LINKS Care Management Program
- Stepping Stones to Success Program
- Workforce Solutions - Adult Mentoring, Training & Employment Services
- Workforce Solutions - AgrAbility
- Workforce Solutions - AmeriCorps
- Workforce Solutions - Senior Community Employment Services Program
- Workforce Solutions - YouthBuild
- Workforce Solutions - Youth Employment & Mentoring Services
- Workforce Solutions - Good Clean Property Services
- Workforce Solutions - GoodWheels
- Workforce Solutions - Northern New England Employment Services

The Areas We Serve

Headquartered in Portland, Maine, Goodwill Industries of Northern New England has a three state service area comprised of Maine, New Hampshire and nine northern counties in Vermont (Gran Isle, Franklin, Orleans, Essex, Lamoille, Caledonia, Chittenden, Washington and Orange). Combined, this territory encompasses slightly more than 50 thousand square miles.

The human service and workforce solutions programs are responsive to local conditions where Goodwill staff strives to match unmet needs by leveraging talent and resources to address the issues at hand.

ADMINISTRATIVE OFFICES
353 Cumberland Avenue
Portland, Maine 04101
207.774.6323 V/TTY

CENTRAL DISTRIBUTION
1 Diamond Street
Portland, Maine 04101
207.879.1089

REGIONAL OFFICE
204 Loudon Road
Concord, NH 03301
603.226.4448

Goodwill Neurorehabilitation Services at BaySide
26 Portland Street
Portland, ME 04101
207.761.8402

Goodwill Neurorehabilitation Services at WestSide
618 Main Street
Lewiston, ME 04240
207.795.6110

The Neuropsychological Testing Center
618 Main Street
Lewiston, ME 04240
207. 513. 5115

GOODWILL WORKFORCE SOLUTIONS OFFICES
243 Leighton Road
Augusta, ME 04330
207.626.0170

147 Waldo Avenue, Suite 100
Belfast, ME 04915
207.930.7047

Park 111, 407 Alfred Street
Biddeford, ME 04005
207.571.3301

275 Bath Road, Suite 5
Brunswick, ME 04011
207.373.4000

200 North State Street
Concord, NH 03301
603-369-3010

675 Main Street, Unit 19
Lewiston, ME 04240
207.777.7472

185 Lancaster Street
Portland, ME 04101
207.775.5891

91 Camden Street, Suite 202
Rockland, ME 04841
207.596.2600

RETAIL STORES & DONATION CENTERS
939 Turner Street
Auburn, ME 04210
207.783.1702

56 Western Avenue
Augusta, ME 04330
207.623.1774

805 Stillwater Avenue
Bangor, ME 04401
207.947.7984

13 Goodwill Drive
Belfast, ME 04915
207.338.8363

5 Points Shopping Center
Biddeford, ME 04005
207.282.1998

610 Wilson Street
Brewer, ME 04412
207.989.1511

15 Downeast Highway
Ellsworth, ME 04605
207.669.6321

Falmouth Shopping Center
U.S. Route One
Falmouth, ME 04107
207.347.8252

102 Main Street
Gorham, ME 04038
207.839.8503

Shaw's Plaza
1035 Lisbon Street
Lewiston, ME 04240
207.782.3050

1104 Forest Avenue
Portland, ME 04103
207.878.1763

202 Camden Road
U.S. Route One
Rockland, ME 04841
207.594.2419

Mill Creek Shopping Center
South Portland, ME 04106
207.741.2056

555 Maine Mall Road
South Portland, ME 04106
207.553.2223

106 Park Drive
Topsham Fair Mall
Topsham, ME 04086
207.725.2563

10 Concourse West
Waterville, ME 04901
207.877.0673

765 Roosevelt Trail
Route 302
Windham, ME 04062
207.892.8463

204 Loudon Road
Concord, NH 03301
603.226.4448

47 Chestnut Street
Dover, NH 03820
603.742.4299

Shoppes at Hooksett Landing
Hooksett, NH 03106
603.622.6207

22 Pleasant Street
Laconia, NH 03246
603.527.1362

Appletree Mall
Route 102
Londonberry, NH 03053
603.437.3469

165 John E. Devine Drive
Manchester, NH 03104
603.518.5246

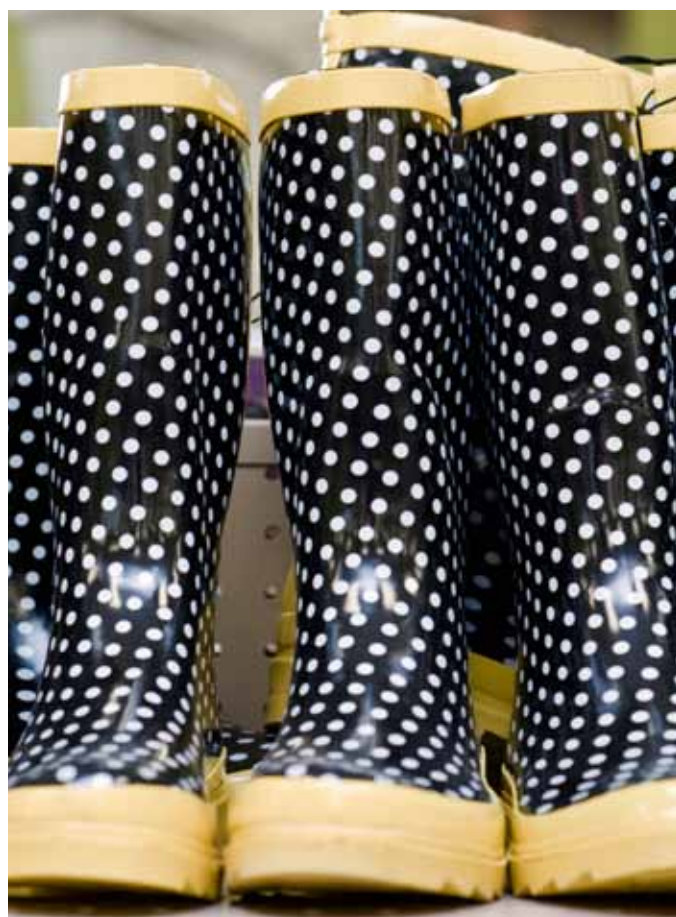
Southgate Plaza
U.S. Route One
Portsmouth, NH 03801
603.430.2040

329 Harvest Lane
Williston, VT 05495
802.879.0088

1080 Shelburne Road
South Burlington, VT 05401
802. 658.5359

Please visit goodwillnne.org for directions and additional program locations and information.

The Goodwill Fund



Gifts to Goodwill Industries of Northern New England, whether made through The Goodwill Fund, as grants for specific projects or in support of one of our special events, are essential to our programs and services. We are honored and strengthened by each gift we receive.

Linda & Don Allen
Jane A. Amero
John A. Amory
Craig & Katherine Anderson
Neil Arnold
Peter & Ragnhild Baade
Ross & Jo Anne Babcock
Regina Baika
Ed Bogh
Kelli Boyle
M. Cheryl Brandt
Andrea Brown
David P. Burnell
Judith Burnham
Carol Burrill
Margot Byron
Richard Cantz & Karen McKinley
Melinda Caterine
Ron & Leanne Chenard
Clark Insurance
Peter & Marjorie Clifford
Lyman Cousens
Judith Coye
George & Stephanie Crockett
Kimberly Curry
Charles B. Dayton
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Aileen Delancy Kay
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Jane D. Driscoll
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Edward Feibel
Patricia Field
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In Memory of Julia Reeves
Thomas T. & Norma L. Bennett

We are grateful for the generous support of those listed here. Every effort has been made to ensure the accuracy of this list, as of June 30, 2011. If you find an error or omission, please accept our apologies and contact our Philanthropy Office at 207.774.6323.

Financial Results

INCOME

Contributions & Bequests	\$ 196,039
Grant Revenue	6,996,908
United Way	116,851
Retail Stores	28,903,531
Industrial Contracts	6,845,426
Human Service Programs	18,920,630
Other Income	410,049
Total	\$62,389,434

EXPENSES

Retail Stores	\$23,247,019
Industrial Contracts	2,439,591
Human Service Programs	26,645,012
Depreciation	1,790,733
Other Expenses	1,583,578
General & Administrative	4,672,831
Reserves & Future Initiatives	2,010,670
Total	\$62,389,434

Reflects Goodwill Industries of Northern New England and affiliated corporations



By the Numbers

- Good Clean Property Services cleaned and maintained over 1.98 million square feet of office, retail and industrial space at 94 sites in Maine, New Hampshire and Vermont, employing 152 people, 65% of whom have a significant barrier to employment.
- There were 74,737 visits to our CareerCenter and Workforce Solutions Centers in Maine.
- 37,560 individuals registered for Career Service and Job Search Services in Maine.
- 161 people participated in our community based day services for adults with developmental disabilities.
- 685 people received brain injury rehab treatment in Portland and Lewiston.
- 92 people with disabilities lived in homes in the community with Goodwill's support.
- 342 low-income, at-risk youth received mentoring, education guidance, participated in work readiness training, and learned job search skills.
- We recycled 1.993 million pounds of computer equipment through our Dell ReConnect Program.
- 75 AmeriCorps members served at 29 sites through the Community Resource Corps.
- 21 AmeriCorps members served at 11 sites through the Emergency Response Corps.
- 170 women and young adults with prior involvement with the criminal justice system received mentoring to support education and career goals.
- 250 individuals receiving TANF services participated in financial planning and loan services to find, purchase and maintain a car for employment through Good Wheels.
- Goodwill connected 1,647 men, women and young adults with a paycheck.
- 100% of donated textiles were recycled.
- Our neighbors brought generous donations to us over 890,000 times.
- Nearly 4 million pounds of paper, cardboard, metal and other material was recycled and diverted from our waste stream.
- 7,179 people were served through our Good Neighbor Program.
- Community members generously donated more than 35.7 million pounds of goods.
- Goodwill customers made nearly 2.5 million transactions at our 25 stores in northern New England.
- More than 1,500 Goodwill employees served Maine, New Hampshire and Vermont.
- Nearly 460 volunteers served nearly 2,500 hours.



Photographs by judy beedle photography,
beedlephotos.com.

Design by Jennifer Anderson Communications,
ja-communications.com.

Goodwill 
Industries of Northern New England 

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Portland, Maine 04101
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