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Ray Rottas, Former Treasurer  
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Jim Teter  
Goodwill of Central Arizona  
(effective June 2008)

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Manny Silveira  
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Jim Teter  
Goodwill of Central Arizona  
(effective June 2008)

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Vice President,  
Human Capital

Larry Betz  
Corporate Compliance Officer

Valerie Brown  
Senior Executive Administrator

Goodwill of Central Arizona is one of 169 autonomous Goodwill organizations serving North America. Each organization is governed by a local, volunteer Board of Directors and is dedicated to serving individuals with disabilities and other work-related barriers with the opportunity to achieve their highest levels of personal and economic independence. We are headquartered in Phoenix, Arizona and serve Maricopa, Yuma, La Paz, Gila, and portions of Pinal and Yavapai Counties and rank 10<sup>th</sup> in North America in total operating revenue.

Our human services programs provide job skills training, education, life skills and employment services, as well as job placement opportunities and post-employment support services. Additionally, as an extension of our Education Mission, we opened Ecademie charter high school, one of seven charter schools within the Goodwill network. In 2007, we served almost 11,000 individuals and placed more than 4,600 in competitive employment through these services.

Goodwill of Central Arizona's Commercial Services division provided services to businesses and government institutions in the Valley and statewide. While this division earned more than \$2 million in revenue to support our mission, our primary goal for operating Commercial Services is to provide employment opportunities to persons with documented disabilities who might not otherwise have an opportunity at competitive employment and independence.

The revenue from our retail operations is our primary fundraising mechanism in support of our mission. A total of 39 retail store locations generated approximately \$50 million in revenue in 2007. Our retail operations ranked 5<sup>th</sup> out of all Goodwill organizations in the United States.



Selected Goodwill of Central Arizona programs have been accredited by the Commission on Accreditation of Rehabilitation Facilities.

# Goodwill of Central Arizona

Corporate Center  
2626 W. Beryl Avenue • Phoenix, Arizona 85021  
602.535.4000 • goodwillaz.org

# Goodwill of Central Arizona



# GOODWILL CORPORATE CENTER

## 2007 Annual Report



## WE PUT PEOPLE TO WORK!

## Message from Our Board Chair and President & CEO

Dear Friends,

A heartfelt thank you for your support in pursuit of our Mission to put people in central Arizona to work!

What an amazing year we had — in fact, 2007 was one of our most successful years to date. Goodwill served almost 11,000 individuals needing education and job training through 36 human service programs and we placed more than 4,600 individuals into jobs. Our Career Centers assisted more than 39,000 central Arizonans with employment services and we enrolled 250 students at our charter high school, *Academie*, which was our highest enrollment yet!

This year we also realized success with our efforts to educate Arizona's communities about what we really do at Goodwill. We have been sharing what our Mission is, how we achieve our Mission and how it changes lives everyday. Our community friends, partners and neighbors always ask if we are a retail store with a service component or a service agency with a retail store function? Well, we are both. Our Mission is realized through Retail and Services. Our Retail stores not only employ thousands of Arizonans, they also serve as a training ground for our program participants to learn real-life work skills. Our Services Mission is realized through our education and training outreach to Arizonans who need our help to navigate the challenges in their lives while becoming self-sufficient through the power of work. So, Goodwill is not only a great philosophy, it's becoming a way of life as we work together with our local communities to make them stronger while helping the residents become more independent and the economic foundation more vibrant.

We are especially grateful for our customers, community partners and friends. Your generous material donations and overall support of our Mission helps individuals in need and helps us achieve our Mission to Put People to Work by eliminating their barriers to success; barriers such as illiteracy, basic skills deficiencies or a disability.

We pride ourselves in the transparency of our operations and the positive impact of our services on local communities. We are proud to present our Annual Report and through its message, we hope to strengthen community awareness of the Goodwill way.

Thank you for your continued support. We look forward to positively impacting central Arizona for years to come!

Sincerely,

  
Sara Gordon, Board Chair

  
Jim Teter, President & CEO



## Our Mission

At Goodwill of Central Arizona, our mission is simple: **We Put People to Work.** Donations from the community provide our stores with products to sell. Retail revenue then supports workforce programs that offer job training, education and career services to youth and adults seeking self-sufficiency. Through our efforts — 135 million pounds of goods are kept out of Arizona's landfills annually.

## Inspired to Succeed

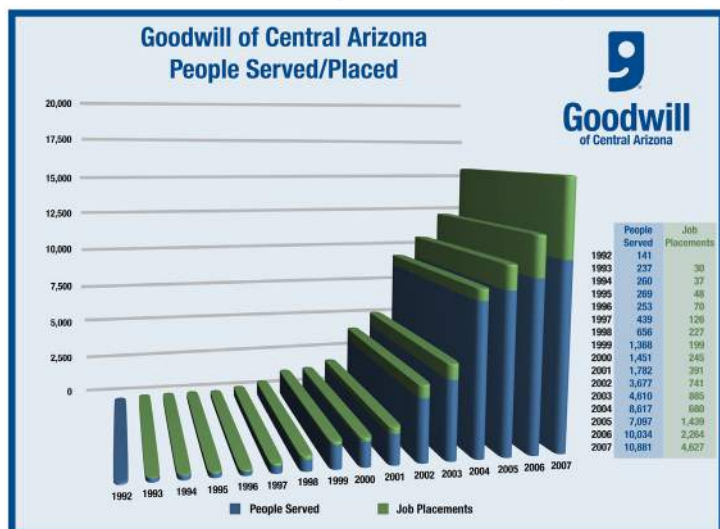
For individuals seeking self-sufficiency through the power of work, Goodwill has long been an organization to provide resources and hope. Inspiration for those seeking help navigating the challenges in their life comes from a variety of sources. For one Valley mother, that inspiration has come from her daughter. Estrella Lopez was first referred to Goodwill of Central Arizona in 2001 by Home Base Youth Services. After working with a counselor in Goodwill's Youth Program, Lopez eventually lost touch with Goodwill. During that time, the 18-year-old Phoenix resident was lost personally and professionally and couldn't hold a steady job. Several years passed and Lopez became very depressed that she was unable to provide for herself with a good job. It wasn't until 2003 with the birth of her daughter that Lopez made the final decision to commit to a path of self-sufficiency.



"I had nothing to call my own except for my daughter. I had forgotten who I was and my potential," said Lopez. "If I hadn't gone back to Goodwill, I don't know where I'd be."

With her mind made up to become more economically independent and to get off welfare, Lopez only needed the resources to do so. Goodwill provided those resources through their Computer and Customer Service Training (CCST) course, where Lopez learned competitive computer skills including the Microsoft Office Suite software, networking, building a resume, and typing skills, as well as training for a successful interview. "There was not one thing that I learned during the class that I didn't apply in my job search," said Lopez. After completing the course, Lopez attended a job fair hosted by Goodwill in Glendale, Arizona. Goodwill provided Lopez with resources such as bus passes to attend interviews as well as clothing vouchers to their stores to dress in proper business attire. "I went to the Maximus booth and gave them my resume," said Lopez. "Because I had prior management experience I got the job." At 26, Estrella Lopez currently works for Maximus at the Arizona Department of Economic Security as a counselor and case manager. For almost a year, Lopez has helped people like herself find ways to overcome barriers to employment. Her goal is to someday be promoted to a supervisor position. She continues to credit Goodwill for helping her find a stable career, and giving her the ability to care for herself and her daughter who is now four years old. Lopez occasionally goes back to the CCST class to recruit for Maximus and tell her story of success. "It's amazing the doors that have opened," commented Lopez. "I really (attribute) my success to Goodwill and the counselors there."

## Workforce Development Activity Chart



Actors Theatre  
ADT  
Alice Cooperstown  
American Mechanical Services  
Anthony Valenti  
APS  
Aquarium of the Bay  
Aramark  
Arizona Biltmore  
Arizona Cardinals  
Arizona Diamondbacks  
Arizona Opera Company  
Arizona Rattlers  
Arizona State University  
Arizona Sunrays Gymnastics  
Arthur McIendon  
Ballet Arizona  
Bamboo Club  
Bank of America  
Barbes, Bidanjiri and Associates  
Bashas  
Benjamin Barbes  
Best Glass  
Big 5  
Bob Bondurant School of High Performance Driving  
Boeing Ecf  
Brant Nyhart  
Broadway Palm Dinner Theatre  
Bryan Cave  
Camelback Garage  
Cave of the Winds Colorado  
Cawley Architects  
Chandler Center for the Arts  
Chase Bank  
Chick-Fil-A, Inc.  
Chompies  
Clearfield Energy  
CN Tower  
Cold Stone Creamery  
Collee Charitable Trust  
Comerica  
Creations in Cuisines  
Cynthia Keogh

## Special Thanks to Our Major Donors

Dawn L. Geyer  
Dennis Mitchem  
Denver Zoo  
DeRito Partners  
Dolly Steamboat  
Don & Charlie's  
Donley Plumbing  
Dr. H. Jagdish  
DTT, Inc.  
Duck and Decanter  
Dunn & Wilson  
Durrant's  
En Pointe Technologies Sales, Inc.  
Ensynch  
Environmental Equipment Services  
Facings of America  
First Pentecostal Church  
The Fixture Zone  
Fortress Documents  
Frank Lloyd Wright Foundation  
Frier Auto & Truck Repair  
Gemstone Vibrations  
Gila River Casino  
Glorietta Bay Inn  
Goodman Schwartz  
Grand Canyon Railway  
Gretchen Pennell  
Harkins Theatres  
Heard Museum  
Helen Von Borries Trust  
Herberger Theatre Center  
Hilton Garden Inn  
Hilton Scottsdale Resort & Villas  
Hongly Truong  
In Memory of Robert Martell  
Jacob Hansen  
Jeff Pearson  
Joe Roth  
John F. Long Foundation  
Just Imagine It, LLC  
Karsh's Bakery  
Kurt Bunney  
Lake Powell Resorts & Marina's  
Larry Stump

Laya Gavin  
LGE Design Build  
Lidia Tagliarini  
LifeWise Health Plan of Arizona  
Linda Stone  
Lowell Huggins  
Lucille Kruse  
Macayo's Mexican Kitchen  
Marketing Innovations  
Marty DeRito, DeRito Partners  
Matthew Harrington  
Michael & Cheryl Pollack  
Michael McBride  
Microsoft  
Milne & BNC Insurance Services  
Mimi's Café  
Molina Fine Jewelers  
Nana H. Johnson  
Niagara Parks  
NXE Paintball  
Olympus Financial Advisors  
Ontario Science Center  
Orbis  
Papa Johns  
Park & Co  
Paul C. Larson  
Pep Boys  
Pepsi  
Phoenix Art Museum  
Phoenix Arthur Murray Dance Studio  
Phoenix Greyhound Park  
Phoenix Institute of Herbal Medicine & Acupuncture  
Phoenix International Raceway  
Phoenix Mercury  
Phoenix Museum of History  
Phoenix Suns  
Phoenix Theatre  
Phoenix Zoo  
Piedmont Companies Evening  
PricewaterhouseCoopers  
Pueblo Grande Museum  
QuikTrip  
Ramada Express (Laughlin, NV)

Rawhide  
Razz's Restaurant & Gallery  
Robert Fogwell  
Royal Palm Resort & Spa  
Russell Ritchie  
Ruth & Hartley Barker  
Ryley, Carlock & Applewhite  
Salon Belo Pelo  
San Diego Coaster Company  
San Francisco Zoo  
See's Candies  
Services Group of America  
Shamrock Foods  
Six Flags California  
Sleep America  
Source Refrigeration  
SRP  
Stephen Johnson  
Stephen Ross  
Steve Frank  
Sun City Early Birds  
SunCor Development Co.  
Sweet Tomatoes  
Talesin West  
Terra Travel  
The Phoenician Resort  
The Piedmont Companies, Inc.  
The Village Racquet & Health Club  
Thrift Recycling Management  
Tiffany & Co.  
Toni & Guy  
Troon Golf  
UBS Financial Services  
Universal Technical  
US Airways  
Valley of the Sun United Way  
Valley Youth Theatre  
Viad Corporation  
Wells Fargo  
Westcor  
Wildlife World Zoo  
Wilma Phelps  
Wyndham Hotels & Resorts

## Support and Revenue from the Community

Donated goods - programs	\$ 49,957,659
Workforce development services	\$ 5,399,344
Commercial services contracts	\$ 2,397,354
Charter school	\$ 1,607,755
Contributions and grants	\$ 502,101
Investment income	\$ 46,249
Other	\$ 194,996
<b>Total</b>	<b>\$ 60,105,458</b>

## Goodwill Gave Back to the Community

<b>Program Services</b>	
Donated goods - programs	\$ 39,502,506
Workforce development	\$ 6,465,719
Commercial services	\$ 2,343,255
Charter school	\$ 1,737,413
<b>Support Services</b>	
Management and general	\$ 8,661,090
Marketing & public relations	\$ 965,930
Other	\$ [333,989]
Funds available for growth	\$ 95,556
<b>Total</b>	<b>\$ 60,105,458</b>

## Consolidated Statements of Financial Position

<b>Assets</b>	
Cash and receivables	\$ 2,038,649
Prepays	\$ 331,471
Inventories	\$ 3,083,630
Investments	\$ 528,338
Land, buildings & equipment	\$ 29,231,349
Other	\$ 917,510
<b>Total Assets</b>	<b>\$ 36,130,947</b>

## Liabilities & Net Assets

Accounts payable	\$ 1,639,116
Accrued & Deferred Expenses	\$ 3,457,018
Long-term debt	\$ 21,575,881
Other	\$ 418,006
<b>Net Assets</b>	<b>\$ 8,107,731</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$ 36,130,947</b>

Financial statements are audited by Clifton Gunderson, LLP