Selected Goodwill of Central Arizona programs have been accredited by the Commission on Accreditation of Rehabilitation Facilities.
A message from our Board Chair and President & CEO

Although our nation’s economy went through one of its most difficult periods in history, 2009 turned out to be the best year in Goodwill of Central Arizona’s 63-year existence.

The economic downturn sparked a huge demand for our 36 human service programs and our team did an outstanding job in responding to the needs of Arizona residents.

In fact, our organization broke records for the numbers of people served, individuals placed into jobs and the amount of visits we received at our 10 Career Centers. In addition, the Phoenix Business Journal and Best CompaniesAZ named Goodwill of Central Arizona as one of the “Best Places to Work” in the Large Company category! This honor is a true testament to the professionals who consistently challenge themselves to strive for excellence in community service and economic revitalization.

Our primary fundraising mechanism – Goodwill’s 42 retail stores in central Arizona – earned more than $50 million in revenue in 2009. We grew in a year when most retail operations were forced to cut back. As a result of our success, we opened five stores, hired several hundred people and increased our performance from 2008.

More importantly, we were able to dedicate more funds toward our Mission to Put People to Work! Thanks to the program and outreach efforts of Goodwill’s Workforce Development team, Retail Department, Commercial Services Division and Academia High School, we provided services for 25,333 individuals and placed 6,721 Arizona residents into employment.

Goodwill is proud of our accomplishments in 2009 and we will continue to implement strategies and initiatives that build on our success. We’ll continue to foster growth, strive for service excellence and financial stability in all areas.

We appreciate central Arizona’s communities, our donors, shoppers, Goodwill staff and the Board of the Directors for their support and we look forward to another extraordinary year in 2010!

Kind Regards,

Jim Teter
President & CEO

Goodwill of Central Arizona
©2009 Goodwill of Central Arizona

16th Street Clearance Center
421 N. 16th St. • 602-222-7058
7th St. & Union Hills
710 E. Union Hills Dr. • 602-738-3026
32nd & Chandler Blvd
15033 S. 32nd St. • 602-704-0445
19th Ave. & Bell
1806 W. Bell Rd • 602-544-2829
16th St. & Indian School
4001 E. 16th St. • 602-279-2870
43rd Ave. & Barrymore Home
4220 W. Barrymore Home Rd • 602-973-8350
35th Ave. & Greenway
3343 W. Greenway Rd • 602-442-1632
16th Ave. & Happy Valley
1565 W. Happy Valley Rd • 602-516-8146
40th St. & Thunderbird
3901 E. Thunderbird Rd • 602-269-9004

Prescott
Lee Blvd. & Van Hookes
319 N. Lee Blvd. • 928-708-0286

Iron Springs Rd. & Godwin Center Way
1375 Iron Springs Rd • 928-643-7349

Surprise
127th Ave. & Bell
12751 W. Bell Rd • 602-583-4012

Grand Ave. & Rayma
14063 W. Grand Ave • 602-743-3350

Tempe
Southern & McClintock
3122 S. McClintock Dr • 480-756-6092

Guadalupe Rd. & Rural
805 E. Guadalupe Rd • 480-456-8715

Warner & Kyrene
575 W. Warner Rd. • 480-953-7573

Scottsdale & Weber
1290 N. Scottsdale Rd • 480-986-8386

Yuma
4th Ave. & 10th St.
1019 S. 4th Ave • 928-329-0173

4th Ave. & Cavintle
501 Cavintle Dr • 928-346-2976

Donation Centers
Via Linda
90th St. & Via Linda
8912 E. Via Linda, Suite 120
Scottsdale, AZ 85258 • 480-661-1282

Union Hills
Union Hills Dr. & 83rd Ave
8251 W. Union Hills Dr. • 8135
Glendale, AZ 85308 • 602-372-2610

Broadway
Broadway Rd. & Rural Rd.
937 E. Broadway Rd. Suite #1
Tempe, AZ 85282 • 480-921-2498

Goodwill of Central Arizona Retail Stores & Career Centers

BASELINE
51st Ave. & Roosevelt Rd
5270 W. Baseline Rd • 615
Phoenix, AZ 85039 • 602-337-1045

Career Centers
Central Phoenix
1725 W. Camelback Rd
Phoenix, AZ 85015
Phone: 602-331-9661

Phoenix Main Campus
417 N. 16th St
Phoenix, AZ 85004
Phone: 602-461-3174

North Phoenix
1901 E. Thunderbird Road
Phoenix, AZ 85022
Phone: 602-333-4450

Northwest Phoenix
3548 W. Northern Ave
Phoenix, AZ 85027
Phone: 602-335-1352

Tempe
805 E. Guadalupe Rd
Tempe, AZ 85283
Phone: 480-883-2123

Chandler
930 N. Alma School Road
Chandler, AZ 85224
Phone: 480-792-0758

Peoria
6750 W. Peoria Ave
Peoria, AZ 85345
Phone: 623-878-7044

Yuma
1605 S. 4th Ave
Yuma, AZ 85364
Phone: 928-783-1410

Mesa
10603 E. Apache Trail
Mesa, AZ 85207
Phone: 480-380-7597

Goodyear
211 N. Oldcastle Road
Goodyear, AZ 85338
Phone: 623-921-3104

RETAIL STORES

APACHE TRAIL
Apache Trail & Main St
1063 E. Main St • 480-543-9220

CHANDLER
Alma School & Ray
930 N. Alma School Rd • 480-792-6924

FOUNTAIN HILLS
Foothills & La Montane
1671 E. Foothills Blvd • 480-816-9493

GILBERT
Gilbert & Guadalupe
686 N. Gilbert Rd • 480-543-3405

1500 W. Warner Rd • 480-639-0922

GOODYEAR
Unkeld & Von Bees
211 N. Unkeld Rd • 623-932-1990

MESA
Main & S. Rayfield
1328 E. Main St. • 480-543-9332

Main & Beale
6225 E. Main St • 480-325-8110

Brown & Mesa
330 E. Brown Rd • 480-846-3765

Alma School & Southern
1346 W. Southern Ave • 480-834-6199

DeSales & Guadalupe
2039 W. Guadalupe Rd • 480-777-3440

Val Vista & Southern
3655 E. Southern Ave • 480-218-9770

Pioneer & Ray
5263 S. Pioneer Rd • 480-279-0264

Phoenix
88th Ave. & Grand
8515 NW Grand Ave. • 623-487-0830

67th Ave. & Peoria
6750 W. Peoria Ave • 623-486-5012

Phoenix
Cave Creek & Cactus
12001 N. Cave Creek Rd • 623-331-9527

32nd St. & Greenway
3201 E. Greenway Rd • 602-482-0182

47th Ave. & Indian School
741 W Indian School Rd • 602-263-2598

17th Ave. & Camelback
1726 W. Camelback Rd • 602-884-0810

Thunderbird & 19th Ave.
1911 W. Thunderbird Rd • 602-993-1059

7th St. & Dorp
8911 N. 7th St. • 602-966-1214

35th Ave. & Northern
3548 W. Northern Ave. • 602-335-1500

32nd Street & Thomas
3146 E. Thomas Rd • 602-968-0821

Business Journal Best Places to Work Winner

Jim Teter
President & CEO

Jack Milligan
Board Chair (as of 2010)
In 2009, Goodwill of Central Arizona’s Workforce Development team served 25,333 individuals and placed 6,721 people into jobs. Furthermore, Career Centers registered 105,319 visits from individuals looking for assistance with job training and educational opportunities. A huge success for Goodwill and the central Arizona community.

Yolanda Carrothers, Vice President of Workforce Development, outlined several key factors for Goodwill’s astounding results in 2009.

"The sluggish economy forced record numbers of Arizonans to search for jobs," Carrothers said. "Our 10 Career Centers, which are conveniently located throughout the Valley and in Yuma, made it easier for job seekers to rely on our staff members, services and programs for assistance."

Carrothers added, “The news media coverage in 2009 supporting Goodwill did an excellent job of connecting our retail and workforce development initiatives. Arizonans seemed to be more informed about how their donations to Goodwill help people find jobs.”

In 2009, Goodwill also awarded more than $22,000 in scholarship funds to recipients for postsecondary education and received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). The CARF accreditation is the highest level possible for programs and service providers and is a seal of approval for Goodwill’s services.

In 2010, Workforce Development aims to build on its momentum by developing individualized training opportunities in targeted industries such as health care and opening a new career center in Prescott, Arizona in late 2010. This will provide high-growth “green” jobs training to individuals living in local poverty areas via cohesive programs that integrate training and supportive services to help individuals move toward economic self-sufficiency. This grant continues to support Goodwill’s mission to offer all individuals the opportunity for personal independence, through the power of work.

More 2009 Highlights

- Overall, Goodwill of Central Arizona earned $70.9 million in Total Revenue, a 9.9 percent increase over 2008.
- Goodwill of Central Arizona was named to the “2009 Best Places to Work List” (Large Company category) by the Phoenix Business Journal and BestCompaniesAZ.
- More than 4.8 million transactions occurred in our 42 stores and 1,082,993 individuals donated items to Goodwill.
- Goodwill’s Volunteer Program welcomed 1,016 individuals who contributed 21,421 work hours at our stores and career centers.
- Goodwill raised $171,000 for our Ruth & Harley Barker Post-Scholarship Fund and education initiatives during the ninth-annual Evening of Goodwill on Oct. 3.
- Ecademie High School, a charter school operated by Goodwill of Central Arizona, graduated 85 students in 2009 and received a $260,000 grant to build the Ortiz Media Library.
- Goodwill’s Youth with Disabilities program was recognized in November by the City of Phoenix with an Excellence Award certificate for Exceeding All Program Measures.
- Goodwill Commercial Services Division’s janitorial and landscape crews at the Sandra Day O’Connor Federal Building and United States Courthouse were a partner in winning the Building Owners and Managers Association (BOMA) Local, Regional and International The Office Building of the Year (TOBY) Awards in 2009.
Goodwill Success Stories

Jabbar Muhammed

If you sit down and have a conversation with Jabbar Muhammed, you’ll have a hard time believing he has a shy bone in his body.

Muhammad was 20 years old when he was first referred to Goodwill of Central Arizona by the state’s Department of Developmental Disabilities. He was described as shy and quiet, unsure of himself, yet very polite. However, Muhammad had the desire to learn work skills so he could one day help provide for his family.

Muhammad was enrolled in Goodwill of Central Arizona’s sheltered employment program in 2005. Known as the Workforce Adjustment Training Program, the program helps individuals to prepare for competitive employment with strong emphasis on building soft skills, such as communication, collaboration and punctuality. Goodwill of Central Arizona staff members also teach participants how to process donated items in our stores under the direction of retail store employees and a job coach in a team environment. Muhammad worked hard over a two-year period to overcome his barriers and increase his employability.

In August 2007, Jabbar decided to enroll in the Janitorial Training Program at Goodwill’s Main Service Campus in Phoenix. Muhammad learned how to clean private offices, cubicles, restrooms, indoor and outdoor public areas as well as floor care, proper chemical usage and safely working independently throughout the day. Muhammad quickly became a standout performer.

In May 2008, Arizona’s Vocational Rehabilitation Department authorized Goodwill to assist Muhammad in finding a job out in “the real world.” In the Job Development and Placement Program, Muhammad’s employer’s staff taught him job searching skills, interview preparation, filling out applications, resume building, transportation to interviews and making follow up phone calls.

A janitorial position opened in Goodwill’s Commercial Services Division at the United States Courthouse Federal Building in downtown Phoenix. According to his supervisor, Robert Steinbach, Muhammad is doing great, earns almost $12 per hour and he works 25 hours per week. The 25-year-old janitor employed with Goodwill of Central Arizona’s Commercial Services department enjoys his job and his co-workers.

“Working with Goodwill is a good experience,” said Muhammad. “I feel good about finishing my tasks everyday and I like meeting new people.”

Muhammad is also enrolled as a student at South Mountain Community College and eventually wants to earn his bachelor’s degree. Muhammad continues to receive assistance from Goodwill.

With the progress he is making by learning real-world skills through his work with Commercial Services, it’s a sure bet that Muhammad won’t shy away from any challenges that come his way.

“Jabbar has worked hard over a two-year period to overcome his barriers and increase his employability.”

Program Supervisor
Robert Steinbach

Goodwill of Central Arizona Board of Directors

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Sara Gordon
Sunrise Bank of Arizona

Vice Chair
Jack Milligan
Leathers Milligan & Associates

Treasurer
Lloyd Levidow
CPA

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Rob Dalager
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Goodwill of Central Arizona

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Bob Neckes
Macayo’s

Mark Crook
Maricopa County Sheriff’s Office

Glen Sutton
Maricopa County Sheriff’s Office

Darwin Shull
Midstate Mechanical

Cinda Lockwood
OfficeMax

Victor Quilbas
Poinie Hilton Hotels Corp.

Robert (Bob) Blylock
Safeway, Inc.

Sara Sonive
Securities Security Services USA, Inc.

Stacy Jutten
Securities Security Services USA, Inc.

Dempsey Charles
Swift Transportation

Rosa Parra-Mendoza
U-Haul International

Cindy Stephenson
U-Haul International

Alex Cortez
UPS

”JABBAR HAS WORKED HARD OVER A TWO-YEAR PERIOD TO OVERTIME HIS BARRIERS AND INCREASE HIS EMPLOYABILITY.”

Program Supervisor
Robert Steinbach

2009 GOODWILL OF CENTRAL ARIZONA EXECUTIVE TEAM

Jim Teter
President and CEO

Tim O’Neal
Chief Operating Officer

Jim Burns
Chief Financial Officer

Neal Goodrich
Chief Information Officer

Lisa Kizer
Vice President of Workforce Development

Jackie Hallesen
Vice President of Retail Operations

Kim Ryder
Vice President, Real Estate and Facilities

Valeria Brown
Senior Executive Administrator

Nobumichi Hara
Vice President of Human Capital

Larry Betz
Corporate Compliance Officer

Chandra Stewart
Vice President, Marketing & Communications

Kristen Smith
Principal, Ecademie

Paul Wilson
Executive Director of Commercial Services
About Goodwill

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Goodwill Success Stories

Sally Ockenfels

Sally Ockenfels is an excellent example of how Goodwill transforms individuals with barriers into shining stars.

In September 2007, Ockenfels, who is developmentally disabled, enrolled in Goodwill of Central Arizona’s Computer and Customer Service Training (CCST) class to advance her skills and improve her chances of finding meaningful employment.

The CCST program prepares students for employment in clerical, financial services or customer service fields. The fast-paced curriculum consists of 120 classroom hours on the topics of computer basics, customer service, telephone service, financial services and human relations. Students also learn how to use the Internet and the basics of Microsoft Office products. Ultimately, the CCST class allows students to obtain higher paying jobs with benefits, thus providing the graduates the opportunity to financially support themselves and their families – which equals a foundation of self-sufficiency.

“My liked the class,” stated Ockenfels. “I learned how to use computers and e-mail people.”

CCST instructor Louann D’Elosua said Ockenfels was awarded a Certificate of Achievement for her hard work and dedication. D’Elosua said that Ockenfels continued to work with Goodwill Workforce Development staff members over the following year. According to D’Elosua, Ockenfels realized her attitude was hampering her ability to retain employment. Goodwill helped her to work through those issues with additional training and coaching while continuing her search for jobs.

Ockenfels’ relationship with Goodwill finally paid off in November 2008 when she was hired as a Courtesy Clerk at Fry’s Food Stores. Her job duties include packing groceries, collecting carts and providing solid customer service.

“I really like working for Fry’s,” Ockenfels exclaimed. “I have nice bosses and co-workers. Most of all, I feel better knowing that I can help people.”

Ockenfels recently received a “Star Award” during a secret shopper exercise conducted by her employers.

“The Star Award made me feel good,” said Ockenfels. “It was a surprise.”

Ockenfels recommends Goodwill to anyone who needs help with skills training or finding a job.
Financial Overview

Support and Revenue from Community
Donated goods program $60,275,355
Workforce development services $ 4,142,499
Commercial services contracts $ 2,034,616
Charter school $ 1,720,782
Contributions and grants $ 2,109,120
Other $ 701,441
Total Support and Revenue $70,983,813

Goodwill Gave Back to the Community
Program Services
Donated goods – programs $48,828,146
Workforce development services $ 5,725,004
Commercial services contracts $ 2,102,241
Charter school $ 2,195,545
Total amount given back to community $70,983,813

Consolidated Statements of Financial Position
Assets
Cash and receivables $ 6,164,021
Prepaids $ 338,500
Inventories $ 3,508,353
Investments $ 383,827
Land, buildings & equipment $23,833,326
Other $ 734,894
Total Assets $34,962,921

Liabilities and Net Assets
Accounts payable $ 1,438,877
Accrued Expenses $ 3,480,508
Long-term debt $18,329,050
Other $ 2,412,934
Net Assets $ 9,301,552
Total Liabilities and Net Assets $34,962,921

People Served through Workforce Development

2009 Percentage of People Served by Maricopa County Cities

- Goodyear 1.99%
- Avondale 2.51%
- Peoria 3.58%
- Chandler 4.38%
- Tempe 5.30%
- Other City 6.73%
- Mesa 7.04%
- Glendale 9.90%
- Phoenix 58.56%

2009 Percentage of People Served by AZ County

- Other AZ County 0.61%
- Unknown/Non-AZ Zip 2.75%
- Pinal 2.89%
- Yuma 15.64%
- Maricopa 78.11%

Rehabilitation Services
- Work Adjustment and Sheltered Employment 92
- Community Employment 53
- Ticket to Work 27
- School to Work 71
- Magellan Health Services 36
- Projects with Industries (PWI) 113

Career Services
- Arizona Center for Responsible Fatherhood 151
- Senior Community Service Employment Program (SCSEP) 259
- Career Centers 21,307
- Employer Recruitment 4,413
- Microsoft 270
- Phoenix Workforce Connection (PWC) Adult 227

Stuffing Solutions 1,165

Youth Services
- Computer and Customer Service Training (CCST) 508
- Arizona Women’s Education and Employment (AWEE) 121
- General Equivalency Diploma (GED) 81
- Job Fairs 134
- Learning Centers 116
- Training (Work Adjustment and Sheltered Employment) 10
- One-Stop Disability Program Navigator Services 227
- Portable Practical Educational Preparation (PPEP) 73
- Volunteer Income Tax Assistance (VITA) 1,252

Total People Served 25,333
Financial Overview

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Your Vehicle Donations Fuel Goodwill’s Drive to Put People to Work

Did you know your old vehicle can help Goodwill teach new skills to disadvantaged individuals so they can get on the road to success?

When you donate your old clunker to our GoodWheels Auto Sales program, you’ll walk away with a nice tax deduction and the knowledge that your gift will help central Arizona residents find work!

Our GoodWheels Auto Sales team accepts almost anything - running or not. We are seeking cars, trucks, motorcycles, all-terrain vehicles, scooters, boats, jet skis, canoes, recreational vehicles, buses, lawn tractors, utility trailers and even airplanes!

Goodwill utilizes proceeds to operate our 36 human service programs - ranging from GED classes to Rehabilitation Services - that help youth and adults prepare for and find work.

Our human service 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 Mission, we operate Academie High School, a public charter school.

“Goodwill has really helped me out over the years and I’m thankful for that.”
Goodwill Success Stories

Jabbar Muhammad

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Muhammad was enrolled in Goodwill of Central Arizona’s sheltered employment program in 2005. Known as the Workforce Adjustment Training Program, the program helps individuals to prepare for competitive employment with strong emphasis on building soft skills, such as communication, collaboration and punctuality. Goodwill of Central Arizona staff members also teach participants how to process donated items in our stores under the direction of retail store employees and a job coach in a team environment. Muhammad worked hard over a two-year period to overcome his barriers and increase his employability.

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In May 2008, Arizona’s Vocational Rehabilitation Department authorized Goodwill to assist Muhammad in finding a job out in “the real world.” In the Job Development and Placement Program, Muhammad’s employer specialist taught him job searching skills, interview preparation, filling out applications, resume building, transportation to interviews and making follow up phone calls.

A janitorial position opened in Goodwill’s Commercial Services Division at the United States Courthouse Federal Building in downtown Phoenix. According to his supervisor, Robert Steinbach, Muhammad is doing great, earns almost $12 per hour and he works 25 hours per week. The 25-year-old janitor employed with Goodwill of Central Arizona’s Commercial Services department enjoys his job and his co-workers.

“Working with Goodwill is a good experience,” said Muhammad. “I feel good about finishing my tasks everyday and I like meeting new people.”

Muhammad is also enrolled as a student at South Mountain Community College and eventually wants to earn his bachelor’s degree. Muhammad continues to receive Supportive Employment Services while working with Goodwill.

With the progress he is making by learning real-world skills through his work with Commercial Services, it’s a sure bet that Muhammad won’t shy away from any challenges that come his way.

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Goodwill of Central Arizona Highlights

Record-breaking Year in 2009 for People Served, Placed and Career Center Visits

We continue to break records in our efforts to provide job training programs and employment services for disadvantaged youth and adults who need a “hand up” as our nation’s economy continues to rebound.

In 2009, Goodwill of Central Arizona’s Workforce Development team served 25,333 individuals and placed 6,721 people into jobs. Furthermore, Career Centers registered 105,319 visits from individuals looking for assistance with job training and educational opportunities.

A huge success for Goodwill and the central Arizona community.

Yolanda Carrothers, Vice President of Workforce Development, outlined several key factors for Goodwill’s astounding results in 2009:

“The sluggish economy forced record numbers of Arizonans to search for jobs,” Carrothers said. “Our 10 Career Centers, which are conveniently located throughout the Valley and in Yuma, made it easier for job seekers to rely on our staff members, services and programs for assistance.”

Carrothers added, “The news media coverage in 2009 supporting Goodwill did an excellent job of connecting our retail and workforce development initiatives. Arizonans seemed to be more informed about how their donations to Goodwill help people find jobs.

In 2009, Goodwill also awarded more than $22,000 in scholarship funds to recipients for postsecondary education and received a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). The CARF accreditation is the highest level possible for programs and service providers and is a seal of approval for Goodwill’s services.

In 2010, Workforce Development aims to build on its momentum by developing individualized training opportunities in targeted industries such as health care and opening a new career center in Prescott, Arizona in late 2010.

In addition, the Pathways Out of Poverty Grants program will be implemented, which will utilize $1.5 million in funds to serve about 200 people. This grant will provide high-growth “green” jobs training to individuals living in local poverty areas via cohesive programs that integrate training and supportive services to help individuals move toward economic self-sufficiency. This grant continues to support and broaden Goodwill’s mission to offer all individuals the opportunity for personal independence, through the power of work.

More 2009 Highlights

• Overall, Goodwill of Central Arizona earned $70.9 million in Total Revenue, a 9.9 percent increase over 2008.
• Goodwill of Central Arizona was named to the “2009 Best Places to Work List” (Large Company category) by the Phoenix Business Journal and BestCompaniesAZ.
• More than 4.8 million transactions occurred in our 42 stores and 1,082,993 individuals donated items to Goodwill.
• Goodwill’s Volunteer Program welcomed 1,016 individuals who contributed 21,421 work hours at our stores and career centers.
• Goodwill raised $171,000 for our Ruth & Harfley Barker Post-Scholarship Fund and education initiatives during the ninth-annual Evening of Goodwill on Oct. 3.
• Ecademie High School, a charter school operated by Goodwill of Central Arizona, graduated 85 students in 2009 and received a $206,000 grant to build the Ortiz Media Library.
• Goodwill’s Youth with Disabilities program was recognized in November by the City of Phoenix with an Excellence Award certificate for Exceeding All Program Measures.
• Goodwill Commercial Services Division’s janitorial and landscape crews at the Sandra Day O’Connor Federal Building and United States Courthouse were a partner in winning the Building Owners and Managers Association (BOMA) Local, Regional and International The Office Building of the Year (TOBY) Awards in 2009.
Goodwill of Central Arizona Retail Stores & Career Centers

Although our nation’s economy went through one of its most difficult periods in history, 2009 turned out to be the best year in Goodwill of Central Arizona’s 63-year existence.

The economic downturn sparked a huge demand for our 36 human service programs and our team did an outstanding job in responding to the needs of Arizona residents.

In fact, our organization broke records for the numbers of people served, individuals placed into jobs and the amount of visits we received at our 10 Career Centers. In addition, the Phoenix Business Journal and Best CompaniesAZ named Goodwill of Central Arizona as one of the "Best Places to Work" in the Large Company category! This honor is a true testament to the professionals who consistently challenge themselves to strive for excellence in community service and economic revitalization.

Our primary fundraising mechanism – Goodwill’s 42 retail stores in central Arizona – earned more than $60 million in revenue in 2009. We grew in a year when most retail operations were forced to cut back. As a result of our success, we opened five stores, hired several hundred people and increased our success. We’ll continue to foster growth, strive for service excellence and financial stability in all areas.

Goodwill is proud of our accomplishments in 2009 and we will continue to implement strategies and initiatives that build on our success. We’ll continue to foster growth, strive for service excellence and financial stability in all areas.

We appreciate central Arizona’s communities, our donors, shoppers, Goodwill staff and the Board of the Directors for their incredible support and we look forward to another extraordinary year in 2010!

Kind Regards,

Jim Teter
President & CEO

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A message from our Board Chair and President & CEO

Goodwill
6/24/10  1:02 PM

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We Put People to Work!

Goodwill of Central Arizona is committed to revitalizing lives and communities locally. With your generous material and cash donations we can continue to expand the breadth and depth of our human and employment services – offering education, jobs, hope and sustainability to central Arizonans in need.

For more information about Goodwill or to make a cash donation, please visit goodwillaz.org.