OPPORTUNITY ON THE RISE.
The 2012 Annual Report
GOODWILL OF CENTRAL ARIZONA is one of the oldest and largest nonprofit organizations in the state, and a nationally recognized leader in the human services field. For more than 65 years, we have worked to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping Arizonans in need reach their full potential through learning and the power of work.
Since its founding in 1947, Goodwill of Central Arizona has remained focused on one, single mission: We Put People to Work. Throughout the years, our efforts to turn donations from the community into opportunities for others have enabled hundreds of thousands of Arizonans to learn the skills they need to find work and achieve self-sufficiency.

In 2012, Goodwill of Central Arizona celebrated its 65th anniversary, and today, the demand for our job training and placement services is greater than ever. Nearly 42,000 individuals turned to Goodwill of Central Arizona for help in their search for employment last year, and a record-breaking 15,563 job placements were achieved as a result.

Looking ahead, we have set some aggressive goals for 2013: to open six new retail stores, exceed $120 million in annual revenue, and assist more than 50,000 central Arizonans.

Our ability to meet the needs of job seekers in our community is a credit to the success of our retail initiative, and the collective efforts of our donors, shoppers, volunteers, staff and board of directors. Thank you. The future of our organization has never been brighter, and we are well equipped to rise to the challenges ahead.

Kind regards,

Jack W. Milligan,
Board Chair

Jim Teter,
President and Chief Executive Officer,
Goodwill of Central Arizona
IN 2012, 15,563 JOB PLACEMENTS WERE ACHIEVED AS A RESULT OF THE SERVICES WE PROVIDE
In 2012, Goodwill of Central Arizona’s Workforce Development division executed several key strategic initiatives aimed at strengthening Goodwill’s capacity to serve. Numbers indicate that these initiatives were a success; last year, Goodwill of Central Arizona set new records for the number of people served and the number of job placements achieved.

“Our primary objective is to put job seekers to work,” said Richmond J. Vincent, Jr., Vice President of Workforce Development. “We have an obligation to provide programs and services that effectively prepare individuals for the opportunities that are available today. Through the reorganization of the Business Solutions team, the implementation of an improved staffing model at each Career Center, and modifications to critical job skills training programs, we are well positioned to achieve this objective.”

The Business Solutions team (formerly Business Services) will play a critical role in solidifying Goodwill of Central Arizona as a leader in workforce services. In 2012, the team developed key partnerships with prominent local businesses, nonprofit organizations and community leaders, and facilitated more than 150 events at Goodwill Career Centers and other locations throughout metropolitan Phoenix.

“The efforts of our Business Solutions team have led to greater engagement of community partners, and enabled us to increase our outreach to new job seeker territories,” said Vincent.

In order to enhance the level of service provided to job seekers within Goodwill Career Centers, Workforce Development increased the staff at each location to include two full-time educators, two Senior Community Service Employment Program (SCSEP) participants, and two volunteers. As a result, every Goodwill Career Center began offering weekly job fairs.

The new staffing model also supports efforts to refer job seekers to Goodwill programs such as the Computer and Customer Service Training (CCST) course. In 2012, the CCST course was modified to better prepare job seekers for employment. The new curriculum was developed based on input from employer partners, internal trainers, Goodwill Industries International and Maricopa Community Colleges District (MCCD), and addresses core competencies deemed essential for successful employment.

In 2013, Goodwill of Central Arizona aims to exceed last year’s numbers by providing job training and employment services to 50,000 people.

Said Vincent, “By leveraging the talents of our team members and maintaining focus on our mission, we will continue to meet the needs of Arizona’s job seekers and employers, and put a record number of people to work.”
GOODWILL OF CENTRAL ARIZONA PROVIDED JOB TRAINING AND EMPLOYMENT SERVICES TO NEARLY 42,000 PEOPLE IN 2012
Since the age of nine, Skylar had dreamed of attending the Naval Academy and becoming a pilot. Her grandfather, an Air Force fighter pilot and international airline captain, inspired her to pursue a career that would never be “just a job” and encouraged her to take her first flying lesson. From that moment, she knew that flying was her passion, and that each day as a pilot would be an adventure to embrace.

In 2005, in the wake of Hurricane Katrina, Skylar and her family evacuated New Orleans and moved to Arizona. Relocating to a new place, making new friends, and transitioning to a whole new life was difficult, and led Skylar to make some poor choices with drugs that would profoundly impact the future she had envisioned. Because of her legal entanglements, she would no longer have the opportunity to apply to the Naval Academy, and lost all hope and desire for becoming a pilot.

Skylar became involved in Goodwill’s Youth Services program as a junior, and today, she has completed the work experience program and is now a senior at Arizona Agribusiness and Equine Center (AAEC) High School. She plays center forward for an American Youth Soccer Organization club team and attends classes at three Maricopa Community Colleges, where she maintains a 4.0 GPA. She is currently working on getting her private pilot’s license at Chandler-Gilbert Community College through the certificate program in Aviation Technology, Flight Emphasis curriculum.

Skylar will graduate from AAEC at the top of her class, and receive her Associate of Arts and Associate of Science degrees from Mesa Community College in 2013. She is being recruited by many prestigious colleges and universities, and hopes to get her Bachelor’s degree in Aerospace Engineering through a full-ride academic scholarship.

Her dream and desire has been reignited by the belief that she can overcome the obstacles in her way. She is supported and mentored by many, including Goodwill, to reach her goals, and is even more determined than ever to use the challenges she has faced to continue to move her life in a positive direction.
Brian was just 15 years old when he became addicted to drugs and alcohol. As a high school dropout with no family to turn to, he spent his early adulthood living on the streets of Portland and in drug houses, dealing and transporting drugs to fund his own addictions.

Brian was sent to prison in 2005, and spent the next five years re-evaluating his life, getting sober, and setting his goals in motion. Upon his release from prison, Brian visited a Goodwill Career Center where he found resources to support him in his search for gainful employment. Although it had been 20 years since Brian had last used a computer, within five visits he knew how to effectively search for jobs on the Internet and was applying for positions online.

Today, Brian has been clean and sober for more than six years, and is a full-time employee of Swift Transportation. Brian’s determination to change the direction of his life, and Goodwill’s commitment to partnering with him in these efforts, has allowed Brian to achieve economic independence and turn his past mistakes into mentoring opportunities for others.

“For individuals with vocational barriers, the job search process can be particularly challenging and discouraging. We are here to coach, inspire and encourage them until their goal of achieving employment is reached.”

-KIMBERLY HALL, DIRECTOR OF CAREER SERVICES
Through the generous support of event sponsors, guests, and in-kind raffle and silent auction donors, the 2012 Evening of Goodwill raised a record $400,000 in support of our mission to put people to work.

This special event, co-presented by Michael A. Pollack Real Estate Investments and Red Mountain Retail Group, was held on October 13th at Mummy Mountain at Camelback Inn. More than 600 guests attended and enjoyed live music, a silent auction and raffle, country line dancing, and a barbecue feast under the stars.

Highlights of the program (emceed by Susan Casper, Emmy-nominated multimedia journalist and ABC15 anchorwoman) included the recognition of our 2012 Evening of Goodwill Honorees: Brian McDaniel, Adult Participant of the Year; Tara Bullock, Youth Participant of the Year; Walmart, Employer of the Year; and Michael A. Pollack Real Estate Investments, Business Partner of the Year.

“The Evening of Goodwill gives us an opportunity to come together as a community and celebrate the remarkable achievements of our participants, and the generosity of the individuals and local businesses who are committed to making a positive impact on Arizona,” said Jim Teter, President and CEO.

For more information about the event, please visit EveningofGoodwillAZ.org.

Save the date for the 13th Annual Evening of Goodwill:
Saturday, October 12, 2013 at the Fairmont Scottsdale Princess.
The programs and their organization have changed since last year. There is also often duplication in that people are served by multiple programs so the sum of these numbers is higher than the total number served.
After five years of working in the collections industry, Nikki knew that she needed to move her career in a different direction; working in collections had taken an emotional toll.

“I started working in collections right out of school, and I wanted to see what other industries were out there,” said Nikki.

After learning about Goodwill through Workforce Connections, Nikki visited the Goodwill Career Center at 51st Avenue and Van Buren. There, she heard about several job openings with the state of Arizona.

“At the Goodwill Career Center, I was able to learn about different companies and organizations, and hear about various opportunities that were out there,” said Nikki. “It was so helpful having all of these resources in one place. Being able to talk to other people, and learn about their experiences, made me feel more confident about finding a job myself.”

Nikki applied for—and got—the position she’d heard about at the Career Center, and now works as a Program Services Evaluator with the Department of Benefits and Medical Eligibility.

“I feel that Goodwill performs a truly excellent service,” said Nikki. “I became employed because of my visit to the Career Center.”

As Program Services Evaluator, Nikki interviews applicants for nutrition assistance. Working for the state, she’s now able to help others by telling them about resources like Goodwill that they’re not always aware of.

“I refer applicants to the Goodwill Career Centers,” she said. “And I refer them to Goodwill because I have gone there myself.”
As a Goodwill Volunteer, Allan is wholeheartedly committed to supporting Arizona job seekers in their search for employment. Over the past two years, this semi-retired Ahwatukee resident has logged more than 600 volunteer hours at Goodwill's Tempe Career Center helping individuals develop their resumes, navigate online job searches, and use the computer.

“So much of the hiring process occurs online now, but not everyone has access to a working computer or high-speed Internet,” said Allan. “Just by offering these two things alone, Goodwill serves as a vital resource for people in our community.”

Allan said that he’s seen many job seekers find employment after visiting one of Goodwill’s Career Centers, and that he gets satisfaction from knowing that he’s contributing to other people’s successes.

“I really believe in the value of what Goodwill provides,” said Allan. “By coming to a Goodwill Career Center, people can learn skillsets and strategies that will serve them forever.”

“By using their time and talents to empower job seekers, volunteers like Allan are making a profound impact on our community.”

-TAMERA MURRAY, VOLUNTEER PROGRAM MANAGER
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<td>Surprise, AZ 85374</td>
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<td>602-474-3550</td>
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<td>1546 E. Southern Ave.</td>
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<td>480-659-7443</td>
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<td>805 E. Guadalupe Rd.</td>
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<td>480-893-7575</td>
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<td>1290 N. Scottsdale Rd.</td>
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<td>480-968-6366</td>
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<td><strong>Yuma</strong></td>
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<td>1091 S. 4th Ave.</td>
<td>Yuma, AZ 85364</td>
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<td>928-329-0173</td>
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<td>501 Catalina Dr.</td>
<td>Yuma, AZ 85364</td>
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<td>928-344-2976</td>
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By recovering the value in people’s unwanted material goods, Goodwill of Central Arizona diverted more than 113 million pounds of material from Arizona landfills in 2012.
Goodwill of Central Arizona is one of 165 independent Goodwill organizations operating in the U.S. and Canada today. Each organization is governed by a local, volunteer board of directors, and is dedicated to helping individuals with disabilities and other vocational barriers achieve their highest levels of personal and economic independence.

Headquartered in Phoenix, Arizona, Goodwill of Central Arizona serves Maricopa, La Paz, Gila, and portions of Pinal and Yavapai counties.