



# PUTTING PEOPLE TO WORK | 2013 Annual Report

# LETTER FROM JIM AND JACK

We are so proud to share with you our 2013 annual report. It is because of you—our shoppers, donors, and employer and community partners—that we are able to support thousands of Arizonans in their quest for sustainable employment each year. In 2013, our hiring events, training programs, placement services and Career Centers helped nearly 60,000 people become better prepared for employment, and more than 23,500 local jobs were filled by individuals who came to Goodwill for assistance.

With your support, we will continue breaking down barriers to employment in order to fulfill our vision: through the work of Goodwill, all people will have the opportunity to learn, work and achieve their greatest potential.



Jim Teter, President and CEO



Jack W. Milligan, Board Chair

**23,506**  
local jobs filled

**59,607**  
job seekers empowered

**\$734,100,000**  
economic impact in Arizona.





Students in Goodwill's Computer and Customer Service Training program gain the skills they need to compete in today's job market. 578 people participated in the program in 2013, and 73% achieved a job placement once their training was completed.



When you shop or donate to Goodwill, you not only help us put people to work, you help to reduce environmental impact. With your support, we're able to keep more than **100 MILLION** pounds of material from going directly into Arizona landfills each year!



More than 150 employers hiring for nearly 6,000 open positions participated in Goodwill's first Career Expo. With over 6,000 job seekers in attendance, it's one of the largest hiring events ever held by a Goodwill organization.

The items you give to Goodwill are changing lives across our state. Because of your donations, thousands of Arizonans every year can gain the tools, confidence and skills they need to find a job, and provide a better quality of life for themselves and their families. If you've ever donated to Goodwill of Central Arizona, *thank you*. You truly are making a difference.



# 2013 NUMBERS

NUMBER OF  
**INDIVIDUALS  
WHO RECEIVED  
GOODWILL  
SERVICES**

**59,607**

NUMBER OF  
**EMPLOYMENT  
PLACEMENTS**

**23,506**

NUMBER OF  
**COUNTIES  
SERVED**

**3**

NUMBER OF  
**GOODWILL STORE  
& DONATION  
CENTERS**

**66**

NUMBER OF  
**GOODWILL  
CAREER CENTERS**

**16**

NUMBER OF  
**VISITS TO  
GOODWILL  
CAREER CENTERS**

**145,818**

NUMBER OF  
**DONATION  
INCIDENCES**

**1,646,419**

NUMBER OF  
**RETAIL SALES  
TRANSACTIONS**

**7,426,880**

NUMBER OF  
**GOODWILL  
EMPLOYEES**

**2,320**

## "A HAND UP, NOT A HAND OUT."



Dulce worked with her employment coach Debbie to gain marketable job skills that would help her enter the workforce.

In recognition of her remarkable success, Dulce was named "Participant of the Year" at the 2013 Evening of Goodwill.



After moving to Arizona, Valerie was struggling to find employment.

With the support of her Career Advisor Raquel, she took Goodwill's computer training courses, updated her resume, and was hired for a position in the airline industry.

# 2013 FINANCIAL OVERVIEW

## Support & Revenue from the Community

Donated Goods Program	\$110,565,413
Workforce Development Services	\$2,103,572
Commercial Services Contracts	\$3,775,038
Charter School	_____
Contributions & Grants	\$2,091,470
Other	\$466,550

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**Total Support And Revenue:** **\$119,002,043**

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## Goodwill Gave Back to the Community

### Program Services

Donated Goods Program	\$89,856,954
Workforce Development Services	\$7,423,164
Commercial Services Contracts	\$4,263,650
Charter School	_____

### Support Services

Management & General	\$11,164,799
Fundraising	\$519,581
Operational Reserves/Capital Replacement	\$5,773,895

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**Total Amount Given Back To The Community:** **\$119,002,043**

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## Consolidated Statements of Financial Position

### ASSETS

Cash & Receivables	\$21,593,879
Prepays	\$830,420
Inventories	\$5,991,412
Investments	\$420,850
Land, Buildings & Equipment	\$39,935,243
Other	\$1,029,675

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**Total Amount Given Back To The Community:** **\$69,801,479**

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### Liabilities & Net Assets

Accounts Payable	\$2,627,203
Accrued Expenses	\$5,596,289
Deferred Rent & Revenue	\$14,978,824
Long-term Debt	\$12,345,928
Other	\$529,676
Net Assets	\$33,723,559

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**Total Amount Given Back To The Community:** **\$69,801,479**

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**Ranked #6  
in the  
Extra-Large  
Company  
Category!**

## Special Thanks to our Board of Directors

**Chair:**  
**Jack W. Milligan,**  
*Leathers Milligan and Associates*

**Vice-Chair:**  
**Dr. Edward F. Oxford,**  
*Banner Health*

**Treasurer & Finance Committee Chair:**  
**Thomas Freeze,**  
*ESI Ergonomic Solutions, LLC*

**Secretary:**  
**William M. Fischbach III,**  
*Tiffany & Bosco*

**President and CEO:**  
**James C. Teter,**  
*Goodwill of Central Arizona*

**Jeffrey J. Bell,**  
*MidFirst Bank*

**Rebecca L. Brookson,**  
*Bicyclette*

**Patrick Dinkel,**  
*Arizona Public Service Company*

**Dr. Victoria E. Jones,**  
*Apollo Group*

**Steve R. Kedzior,**  
*Paradigm Technology, Inc.*

**Christopher J. Koziol,**  
*Aspect Software, Inc.*

**James D. Mulligan,**  
*MAKEWISE, LLC*

**Paulina Vazquez-Morris,**  
*Withey Morris, PLC*

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We are able to put people to work thanks to the generous support of our shoppers, donors and community partners. Please visit [goodwillaz.org](http://goodwillaz.org) to see a list of the incredible businesses and individuals who make our Mission possible.

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## ABOUT US

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. Since 1947, 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.

**GOODWILL**   
**OF CENTRAL ARIZONA**

2626 W Beryl Avenue • Phoenix, AZ 85021  
phone: (602) 535-4000

Goodwill of Central Arizona is proud to serve the communities of Prescott, Yuma and Maricop  
County. To see a list of all Goodwill of Central Arizona locations, **visit [goodwillaz.org](https://goodwillaz.org)**.

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