



ANNUAL REPORT

2018

Ending Poverty THROUGH THE
POWER OF WORK

GOODWILL OF CENTRAL
& NORTHERN ARIZONA

**WE'RE EMPOWERING INDIVIDUALS,
STRENGTHENING FAMILIES,
& BUILDING STRONGER COMMUNITIES.**

That's our mission at Goodwill of Central and Northern Arizona, and we couldn't do it without your generous donations and support for our community. Your goodwill continually moves us one step closer toward our vision of ending poverty through the power of work.

As one Goodwill, our administration, retail, and mission services teams continue to work together to empower our job seekers and our employers, giving them stronger opportunities for success.

We offer no-cost career services, which includes resume and interview skills development, digital skills training, career assessment, and more, to community members across Arizona who require assistance connecting to jobs and landing meaningful employment. We are committed to providing tools and resources to help the unemployed and underemployed prepare for and secure higher-paying jobs.

GOODWILL IN *Our* COMMUNITY

2018 ACHIEVEMENTS

PEOPLE SERVED: **63,197**



We connected more than **1,000** veterans to resources and Arizona jobs.



We raised more than **\$125,000** for five local nonprofits.



We gave back more than **\$236,000** to schools, youth sports, and other community groups.



We diverted nearly **200** million pounds of materials from going directly into landfills.



We benefited local schools, nonprofits, and other efforts through **901** donation drives.



We provided no-cost career services online through **My Career Advisor**.

2018 FINANCIAL OVERVIEW

SUPPORT & REVENUES

DONATED GOODS PROGRAMS	171,202,464
MISSION SERVICES	1,786,274
CONTRIBUTIONS AND GRANTS	3,323,087
COMMERCIAL SERVICES CONTRACTS	690,268
OTHER INCOME	475,529
TOTAL SUPPORT AND REVENUES	\$177,477,622

GOODWILL IN OUR COMMUNITY

PROGRAM SERVICES

THRIFT OPERATIONS	152,539,486
MISSION SERVICES	7,219,141
COMMERCIAL MAINTENANCE	1,203,292
BROKERAGE OPERATIONS	114,963

SUPPORT SERVICES

MANAGEMENT AND GENERAL	18,004,828
FUNDRAISING	371,680
TOTAL GIVEN BACK TO THE COMMUNITY	\$179,453,390

CONSOLIDATED STATEMENT of FINANCIAL POSITION

ASSETS

CASH AND RECEIVABLES	9,880,441
PREPAIDS	1,045,009
INVENTORY	8,855,323
INVESTMENTS	11,360,742
LAND, BUILDINGS AND EQUIPMENT, NET	35,561,292
OTHER ASSETS, NET	1,071,489
TOTAL ASSETS	\$67,774,296

LIABILITIES & NET ASSETS

ACCOUNTS PAYABLE	2,911,205
ACCRUED EXPENSES	5,665,922
DEFERRED RENT AND REVENUE	24,792,685
LONG-TERM DEBT	3,865,132
OTHER	1,159,665
NET ASSETS	29,379,687
TOTAL LIABILITIES & NET ASSETS	\$67,774,296

YOUR GOODWILL IS...



Empowering **INDIVIDUALS** **RHONDA**

In January of 2018, Rhonda's father got sick and she moved back to Michigan to take care of him. She took a leave of absence, but after several months, she was forced to resign from her position. Shortly after, Rhonda's dad passed away and she came back to Arizona unemployed, coping with the loss of her father.

Rhonda saw this as an opportunity to advance her career even more; however, she still needed some guidance. She was shopping at her local Goodwill one day and noticed

the Career Center. While she wasn't sure what she was looking for, she tried it out anyway. From day one, Rhonda was amazed with the level of support she received.

She came back every day to fill out job applications, rework her resume, and search for the next step in her career. Stephanie, her Career Advisor, helped build Rhonda's confidence by encouraging her to continue pursuing the career that offered her the economical sustainability she knew she was worth.

More than a month had passed, and she was offered a position as a case management worker at a local hospital. She accepted, but a month later the State of Arizona offered Rhonda a job as a Child Support Enforcement Officer. Although Rhonda had the security of her present job, this new position was her chance to explore a new career path. Despite her tough decision, Rhonda channeled the confidence she had built, thanks to the support she received from Stephanie. Rhonda took a leap of faith and accepted the new job.

Rhonda now works in the career she loves—one that is self-sustaining and offers her limitless opportunities to learn and grow.



Strengthening FAMILIES

CHERIE

A few years ago, Cherie had a rewarding career with a large local company. As a single mother of two young daughters, Cherie was the sole provider for her family. She was earning enough money to take care of them while maintaining a healthy work-life balance so that she could be there for her children.

But, one day Cherie was laid off. Cherie knew that she and her girls would be okay for a month or two because she had some money in savings, but that wouldn't last long.

Through her commitment to find work, Cherie was eventually referred to the Goodwill program at Maximus. She met Gayle, the Goodwill program facilitator. Gayle encouraged Cherie to plan for the next year and helped her to reestablish her sense of worth. Cherie was determined to get the job she wanted and that her kids were going to be happy and healthy.

During the same week that Cherie started the Goodwill program, a recruiter at Freedom called Cherie offering her a position she previously applied to, but the pay was less than what she wanted. Fortunately, Cherie's one-on-one coaching with Gayle made her more confident in her skills and value to the employer. Cherie felt empowered to say, "I'm worth a lot more, and here's why." She clearly communicated what she could contribute, what she was worth, and she landed the job at the wage she sought.

With a sustainable wage and new-found confidence, Cherie now provides her kids with every possible, positive experience so that they grow up knowing they have great opportunities ahead of them.



Building Stronger **COMMUNITIES**

GOODWILL GIVES

Goodwill Gives is one of the many ways we build our community. Each year, through our quarterly change program, we raise money at our store registers for various local nonprofit organizations. During one weekend per quarter, we reroute all monetary store donations from Goodwill stores to the participating nonprofit.

WE RAISED MORE THAN \$125,000 FOR THESE FIVE LOCAL NONPROFITS:

- American Heart Association
- Best Buddies of Arizona
- Habitat for Humanity of Prescott
- Junior Achievement of Arizona
- White Mountain Humane Society

YOUR GOODWILL

When you choose to donate or shop at Goodwill, you help us provide no-cost career services for anyone seeking employment or a higher paying job. We are a resource and advocate; we equip individuals with the knowledge, skills, and confidence they need to secure sustainable employment and achieve self-sufficiency. Your generosity positively impacts lives in our community, especially individuals like Cherie and Rhonda.



Thank you for *your goodwill*

**2626 W. BERYL AVE.
PHOENIX, AZ 85021
602.535.4000
WWW.GOODWILLAZ.ORG**