

WE PUT PEOPLE TO WORK!

2008 ANNUAL REPORT

Goodwill
of Central Arizona



Message from our Board Chair and President & CEO

Dear Friends,

2008 was an extraordinary year at Goodwill Industries of Central Arizona!

We are pleased to report that Goodwill Industries of Central Arizona is in a very strong position. With solid programs and an excellent management team, Goodwill is well-situated to continue to grow and provide much-needed services to the people of Arizona.

The current economic conditions have spiked the demand for Goodwill's programs. More people than ever are turning to Goodwill to give them an edge in today's job market. Our commitment is to support individuals with barriers to employment through workforce development. Our strong culture of continuous improvement and the pursuit of excellence have become pervasive throughout the organization, enabling Goodwill to better serve our clients and communities.

Thanks to the efforts of Goodwill's Workforce Development Team, Commercial Services Group, Ecademie High School, and Goodwill's Thrift Retail Division, we served 22,738 people and placed 5,121 people in employment – exceeding our goals and setting a new benchmark. We have never served so many people or helped so many individuals find gainful employment; and all during the toughest economic climate.

Our team is excited about what we have accomplished and we will continue to strive for growth, improvements, financial soundness and innovation across all our divisions.

Goodwill has exciting and challenging goals for the upcoming year. These objectives will allow our organization to be fiscally responsible while maximizing the services Goodwill provides to Arizonans.

We extend our gratitude to the community, Goodwill staff and the Board of Directors - your support made 2008 our most successful year. Thank you!

We are looking forward to a great 2009!

Sincerely,



Sara Gordon,
Board Chair



Jim Teter
President & CEO



Success Story: John Boyd

The future is looking bright for John Boyd after Goodwill Staffing Solutions helped him find work as a dryer operator with Sodexo Commercial Linen Exchange in Phoenix.

Goodwill Staffing Solutions, a division of Goodwill of Central Arizona, is a full-service staffing firm that provides temporary, temp-to-hire and direct-hire employment to individuals in central Arizona.

Before he was referred to Goodwill Staffing Solutions by a friend in May 2008, Boyd said he bounced around from odd job to odd job. He moved to Phoenix from south central Los Angeles in August 2002 after struggling personally and professionally. He was lucky to find out about Goodwill Staffing Solutions.

“I remember coming to the office at 17th Avenue and Camelback Road (in Phoenix) on May 8, 2008,” Boyd reflected. “The staffing team really took the time to get to know me and try to match me with a job that fit my skills and needs.”

Boyd said Goodwill Staffing Solutions arranged for him to interview with Sodexo Commercial Linen Exchange on May 10 and he was hired “on-the-spot.” As a dryer operator, Boyd catches linens out of the dryer, sorts and places them in their assigned locations, and operates the machinery at the facility. Sodexo, Inc. (formerly known as Sodexho) is the leading provider of integrated food and facilities management services in the U.S., Canada, and Mexico.

“It’s been good to work here,” Boyd stated. “I enjoy what I do.”

Boyd, a 38-year-old father of two, said he tells his children to stay as long as they can if they find a good employer.

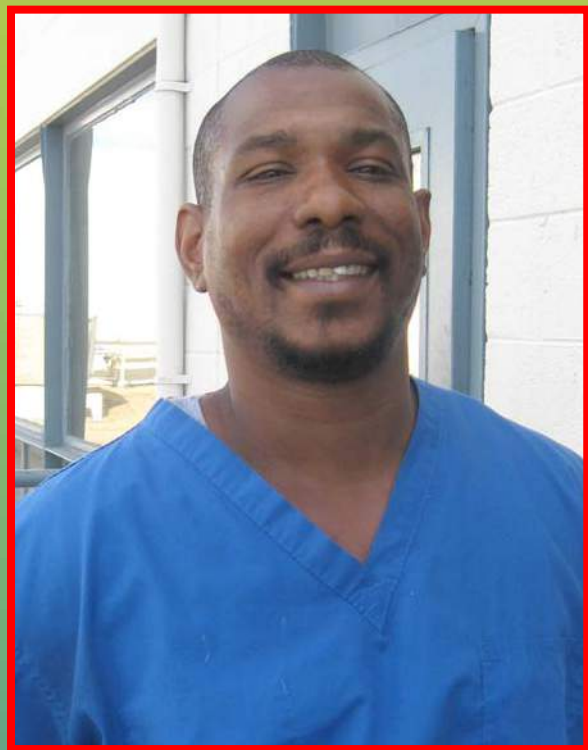
“There are opportunities to grow and be promoted if you stay focused and do well,” said Boyd.

Boyd said he has always been independent but finding a job with Sodexo Commercial Linen Exchange helped him to become more stable and to dream big.

“Because of this job, I was able to buy my own car and pay my bills on time,” said Boyd. “I can say that being able to pay my bills on time is the best feeling.”

Eventually, Boyd intends to own a business that deals with woodworking, cabinetry or upholstery.

“I don’t know where I’d be without Goodwill,” said Boyd. “Everything with my life has worked out since Goodwill helped me find a job.”



Success Story: Michael Attson

Goodwill of Central Arizona understands that a strong educational foundation is essential to a lifetime of self-sufficiency and employment success. For Michael Attson, a recent program participant who used Goodwill's services to obtain his GED, that foundation has brought the self-confidence and motivation to excel further on his path to economic independence.

Michael was 17 years old when he dropped out of high school due to constant disciplinary issues. After dropping out, Michael found a job in the construction industry, helping lay asphalt for new roads. Inspired by the drafting, design and engineering work that went into building those roads, Michael developed a dream of going to college to focus on a career in drafting and engineering.

Years passed and Michael endured many obstacles, including homelessness. However, Michael never lost sight of his dream. Living in a halfway house, Michael realized that his lack of education was one major barrier keeping him from finding employment. In February 2008, an acquaintance at Michael's halfway house described the services Goodwill had to offer.

Subsequently, Michael visited one of Goodwill of Central Arizona's nine career centers seeking assistance. Once there, Monica McClellan, a Learning Center Educator for Goodwill's Peoria Career Center, guided him through the process of obtaining his General Equivalency Diploma.

Michael persevered and stayed focused on obtaining his GED. He attended class at least three times a week and studied for hours in order to further his educational opportunities.

"There were times when he would work all night and then come to class to study, which showed a great deal of determination," said McClellan.

In August 2008, Michael passed his final exam and obtained his GED. Michael attributes his successes to Goodwill's support and is considering other Goodwill resources to help him find further education and employment.

"I'm getting a job and want to go to college," said Attson. "I want to learn how to design roads."



Special Thanks to our Major Donors and Friends

ORGANIZATIONS

A&K Electric
 ABC 15
 Actors Theatre
 Affinity Productions
 Anonymous Wine Connoisseur
 Antelope Hills Golf Course
 APS
 Arabian Horse Association of Arizona
 Arizona Biltmore Resort & Spa
 Arizona Cardinals
 Arizona Cowboys Jeep Tour
 Arizona Diamondbacks
 Arizona Federal
 Arizona Lottery
 Arizona Sunrays Gymnastics & Dance Center
 Arthur Murray Dance Studio - Phoenix
 Arthur Murray Dance Studio - Scottsdale
 Ballet Arizona
 Bank of America
 Barbes, Bidanjiri and Associates
 Bashas'
 Beauty First
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 Bikes Direct
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 Brady Industries, Inc.
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 Charity Charms
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 Corporate Sports Entertainment
 CRC Broadcasting
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 Don & Charlie's
 DTT
 Durant's
 E.D. Marshalls Jewelers
 EES
 El Chorro Lodge
 Ensynch
 Equity Sign Group
 Extended Stay Hotels
 Facings of America
 Flora Bella
 First Pentecostal Church
 Fisher Tools
 Four Seasons Resort Aviara, North San Diego
 Frank Lloyd Wright Foundation
 Frasher's Steakhouse & Lounge
 Goodman Schwartz Public Affairs

Grand Canyon Railway
 Great Scott!!! Productions
 Gust Rosenfeld
 Harkins Theatres
 Heard Museum
 Hilton Scottsdale Resort & Villas
 HUB International
 Imageworks Photography
 IMAX Theatre Arizona Mills
 Inn Suites Hospitality Trust
 J&S Pretreat Company, Inc.
 Jewels by Susie Ambrose
 Joann Cohen Coaching LLC
 JW Marriott Desert Ridge Resort
 Kelly Services
 KEO Marketing
 Kitchell Fleet Services
 Lifewise Health Plan of Arizona
 Lush Lash
 Macaroni Grill
 MacMall
 Marketing Innovations
 McCandless
 Merle Norman Cosmetics
 Michael A. Pollack Real Estate
 Investments
 Microsoft
 Midstate Mechanical
 Muzak
 National Charity League
 Volunteers
 Norwalk Furniture & Design
 Olympus Financial Advisors
 Park & Co.
 Parker & Sons
 Pepsi
 Phoenix Rotary Club Charities
 Phoenix Suns
 Phoenix Zoo
 Principal Financial Group
 Pucci Salon & Day Spa
 Pueblo Grande Museum & Archeological Park
 Redflex Traffic Systems
 Regis Hair Salon
 Rejuvenate!!
 Royal Palms Resort & Spa
 Schmitt Jewelers
 Sharon Sullivan Designs
 Solid Rock Climbing Gym
 Souplantation & Sweet Tomatoes
 Spectra Contract Flooring
 SpringHill Suites by Marriott
 SRP
 Starr Pass Tucson
 Staybridge Suites
 Stetson Chiropractic Clinic
 Stinson, Morrison, Hecker LLP
 The Bamboo Club Asian Bistro
 The Business Journal
 The Cheesecake Factory
 The Dolly Steamboat

The Fixture Zone
 The Hartford
 The KEG Steakhouse & Bar
 The Studio of Diane Fuller
 Troon Golf
 Two Perfect Jewelry / Robin Hackett
 Universal Technical Institute
 US Airways
 Wildlife World Zoo
 Withey Anderson
 Women of Scottsdale

INDIVIDUALS

John F. Ahearn
 Paula & Chris Ankenbauer
 William Arrow
 Robert Bailey
 R.A. Baker
 Norris and Rosemary Barker
 Patty Bates
 Karen Bays
 Marti Benfield
 Inguar Bengtsson
 Larry Betz
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 Lloyd Levidow
 Pat Levin
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 Leanne & Carl Mariano
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 David McCullough
 Katherine Metcalf
 Jack Milligan
 Dennis & Elizabeth Mitchem
 Susan Mokwa
 Matthew Owen
 Chris Palin
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 Louann Phillips
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 Beverly Place
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 Nola Wecker Legg
 Steven Weinberg
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 Frank Ybarra
 Lisa Zimmerman
 Adelina Zottola

2008 Highlights

- Overall, Goodwill achieved \$64.5M in Total Revenue, an 8 percent increase over 2007.
- Goodwill served 22,738 people and placed 5,121 individuals into employment opportunities – exceeding our goals and setting a new benchmark for the outcomes Goodwill programs can produce.
- Thanks to the generosity of 985,000 donors in the community (up 15 percent over prior year), Goodwill was able to meet the increased demand for our services with a 9.7 percent retail revenue increase.
- A total of 4,289,057 customers passed through the doors of our stores.
- Raised \$140,000 for our Barker Post-Secondary Scholarship Fund during the Eighth-Annual Evening of Goodwill on Oct. 25.
- Received a \$955,000 grant from the U.S. Department of Education's Projects With Industry (PWI) program.
- Ecademie set a new record for enrollment at 320 students, lowered absenteeism, graduated 78 students and improved math and reading scores by two levels.
- We earned three major public awards: Social Enterprise of the Year; Top 25 Best Places for Women to Work; Building Owners and Managers Association (BOMA)/The Office Building of the Year (TOBY) Award.



Record Year for Goodwill's Workforce Development Team

Unfortunately, the slumping economy caused thousands, if not millions, of people to lose their jobs in 2008. Consequently, Goodwill of Central Arizona's Workforce Development team served almost 23,000 individuals last year, more than doubling its productivity in 2007.

Goodwill's Workforce Development department is dedicated to helping youths and adults achieve their highest potential through a variety of career options, despite any barriers to employment that may exist. The Workforce Development staff offers comprehensive programs to provide individuals with the self-confidence, training and soft skills experience needed to become employable in today's competitive labor market. These programs and services are provided at no cost to the community.

When the economy took a downward turn in 2008, thousands of Arizona residents turned to Goodwill's Workforce Development team for assistance. In fact, Goodwill's nine Career Centers registered more than 65,000 visits in 2008. Lisa Wilham, Vice President of Workforce Development, noted that the Career Centers' total visit in the first three quarters of 2008 surpassed all of the visits in 2007.

"Clearly, the economic collapse played a huge role in the community's need for our services last year," said Wilham.

Wilham said that Goodwill's nine Career Centers offer the major services that community residents seek.

"The Career Centers offer computer and Internet access, job postings, labor market information and many other resources," said Wilham. "When individuals visit our Career Centers, they learn about the other programs and services we offer."

Wilham said that the poor economy sparked an increase in the number of people who requested the "next level of assistance" from her Career Center staff.

"In the past, many individuals used the Career Centers for tasks that they could complete on their own - job searches, faxing, creating resumes," said Wilham. "This year, more visitors consulted with Career Center staff for resume updates, employment research, interviewing tips because they wanted to know how to gain an edge in today's tough job market."

Wilham said 2008 was a record year overall for her staff.

"Despite our limited resources, our team was able to serve almost 23,000 individuals and place more than 5,100 people into jobs. We can't post results like that without having a phenomenal team of qualified, dedicated, productive and passionate people. I'm extremely grateful for their commitment to Put People to Work."

In 2009, Wilham says that the Workforce Development team's main goal is to continue to market its services to the community.

"It's important that Arizona's youth and adults know that the Career Centers serve as the gateway to the job training, education opportunities and career services that will help them achieve a lifetime of self-sufficiency," said Wilham.

2008 Leadership

GOODWILL OF CENTRAL ARIZONA BOARD OF DIRECTORS

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Valerie Brown
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James Burns
Chief Financial Officer

Neal Goodrich
Chief Information Officer

Jackie Halleen
Vice President of Retail Operations

Nobumichi Hara
Vice President of Human Capital

Tim O'Neal
Chief Operating Officer

Arturo Ortiz
Superintendent,
Ecademie High Schools

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Real Estate and Facilities

Chandra Stewart
Director,
Marketing and Communications

Lisa Wilham
Vice President,
Workforce Development

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George Thorne
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Keith Hall
Securitas Security Services USA, Inc.

Melanie Rodgers
Triumph Engines

Rosa Parra-Mendoza
U-Haul International

David De La Ossa
UPS



Financial Statements/Workforce & Community Development

Support and Revenue from the Community

Donated Goods - Programs	\$ 54,568,464
Workforce Development Services	\$ 4,857,137
Commercial Services Contracts	\$ 2,415,803
Charter School	\$ 2,280,534
Contributions and Grants	\$ 337,579
Investment Income [loss]	\$ [92,081]
Other	\$ 72,979
Total Support and Revenue	\$ 64,440,415

Goodwill Gave Back to the Community

Program Services

Donated Goods - Programs	\$ 45,975,299
Workforce Development Services	\$ 6,715,834
Commercial Services Contracts	\$ 2,581,924
Charter School	\$ 2,760,413

Support Services

Management and General	\$ 6,760,944
Marketing and Public Relations	\$ 1,143,387
Other (non-operating, non-routine)	\$ 1,321,425
Funds used for growth	\$ [2,788,811]
Total Amount Given Back to Community	\$ 64,440,415

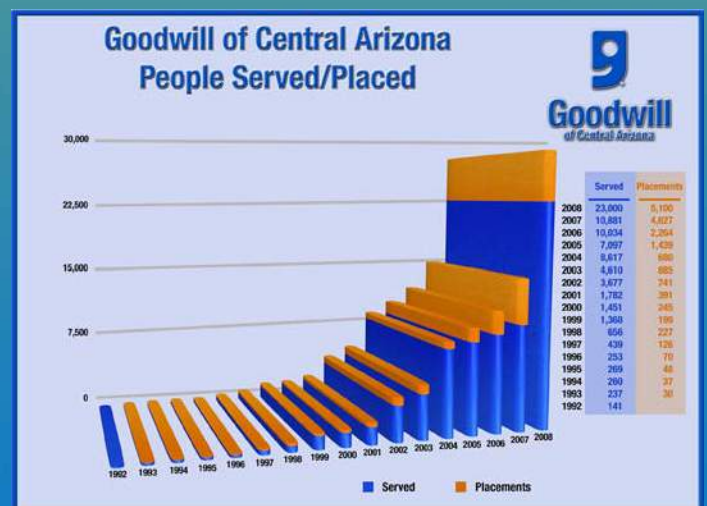
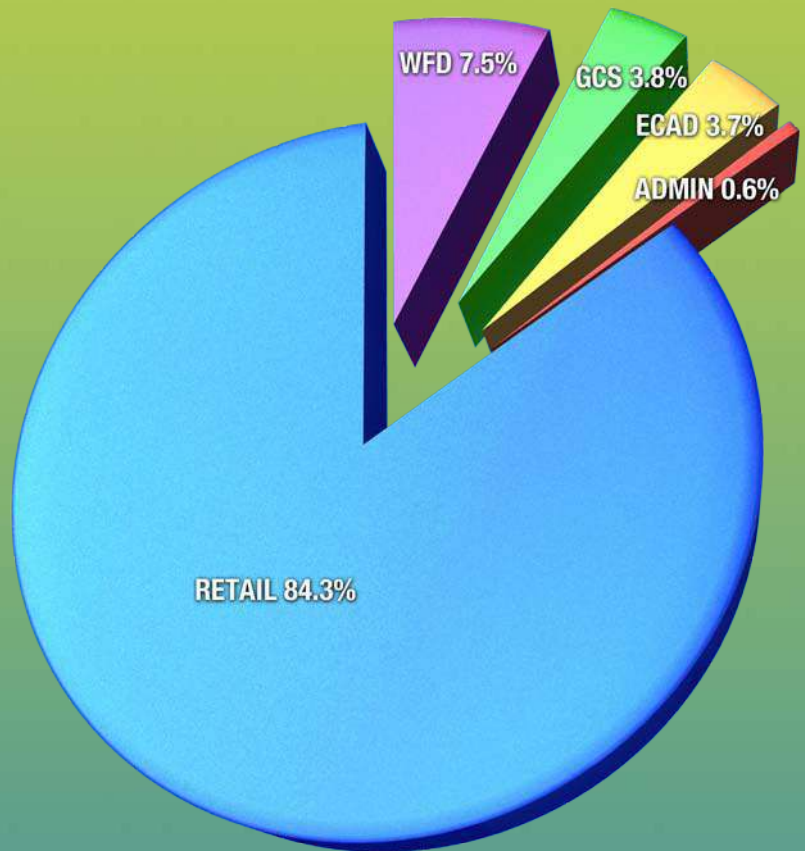
Consolidated Statements of Financial Position

Assets

Cash and Receivables	\$ 2,999,253
Prepays	\$ 249,082
Inventories	\$ 3,388,470
Investments	\$ 199,645
Land, Buildings and Equipment	\$ 27,714,777
Other	\$ 750,546
Total Assets	\$ 35,301,773

Liabilities and Net Assets

Accounts Payable	\$ 1,529,113
Accrued Expenses	\$ 3,433,286
Long-Term Debt	\$ 22,290,443
Other	\$ 2,730,011
Net Assets	\$ 5,318,920
Total Liabilities and Net Assets	\$ 35,301,773



Retail Stores and Career Centers

RETAIL STORES

APACHE TRAIL

Apache Trail & Main St.
10603 E. Main St. • 480-354-5920

CHANDLER

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

FOUNTAIN HILLS

Palisades & La Montana
16716 E. Palisades Blvd. • 480-816-9493

GILBERT

Gilbert & Guadalupe
868 N. Gilbert Rd. • 480-545-3405
Warner & McQueen
1500 W. Warner Rd. • 480-633-0692

GOODYEAR

Litchfield & Van Buren
211 N. Litchfield Rd. • 623-932-1990

MESA

Main & Stapley
1328 E. Main St. • 480-655-9352

Main & Recker
6225 E. Main St. • 480-325-8101

Brown & Mesa
330 E. Brown Rd. • 480-844-3765

Alma School & Southern
1346 W. Southern Ave. • 480-834-0199

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

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

Power & Ray
5263 S. Power Rd. • 480-279-0624

PEORIA

85th Ave. & Grand
8515 NW Grand Ave. • 623-487-0830

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

SCOTTSDALE

Scottsdale Rd. & Oak
2115 N. Scottsdale Rd. • 480-425-8062

PHOENIX

Cave Creek & Cactus
12001 N. Cave Creek Rd. • 602-331-9527

32nd St. & Greenway
3202 E. Greenway Rd. • 602-482-0182

75th Ave. & Indian School
7411 W. Indian School Rd. • 623-245-2398

17th Ave. & Camelback
1726 W. Camelback Rd. • 602-864-0810

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

7th St. & Dunlap
8921 N. 7th St. • 602-944-1214



35th Ave. & Northern
3548 W. Northern Ave. • 602-335-1503

32nd St. & Thomas
3146 E. Thomas Rd. • 602-808-0821

16th Street Clearance Center
421 N. 16th St. • 602-322-7058

7th St. & Union Hills
710 E. Union Hills Dr. • 623-780-3026

32nd & Chandler Blvd.
15633 S. 32nd St. • 480-704-0645

19th Ave. & Bell
1806 W. Bell Rd. • 602-564-2829

16th St. & Indian School
4005 N. 16th St. • 602-279-5870

43rd Ave. & Bethany Home
4220 W. Bethany Home Rd. • 602-973-8530

35th Ave. & Greenway
3343 W. Greenway Rd. • 602-942-1432

16th Ave. & Happy Valley
1565 W. Happy Valley Rd. • 623-516-8146

40th St. & Thunderbird
3901 E. Thunderbird Rd. • 602-569-9004

PRESCOTT

Lee Blvd. & Yavapai Hills
319 N. Lee Blvd. • 928-708-0286
Iron Springs Rd. & Gail Gardner Way
1375 Iron Springs Rd. • 928-443-7349

SURPRISE

127th Ave. & Bell
12751 W. Bell Rd. • 623-583-4012

Grand Ave. & Reems
14063 W. Grand Ave. • 623-474-3550

TEMPE

Southern & McClintock
3122 S. McClintock Dr. • 480-755-4092

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

YUMA

4th Ave. & 10th St.
1091 S. 4th Ave. • 928-329-0173

4th Ave. & Catalina
501 Catalina Dr. • 928-344-2976

DONATION CENTER

90th St. & Via Linda
8912 E. Via Linda, Suite 120
Scottsdale, AZ 85258 • 602-535-4000

CAREER CENTERS

CENTRAL PHOENIX

1726 W. Camelback Rd.
Phoenix, AZ 85015
Phone 602-416-6461

PHOENIX MAIN CAMPUS

417 N. 16th Street
Phoenix, Arizona 85006
Phone 602-416-6174

NORTHWEST PHOENIX

3548 W. Northern Ave.
Phoenix, Arizona 85021
Phone 602-335-1532

TEMPE

805 E. Guadalupe Road
Tempe, Arizona 85283
Phone 480-838-1233

CHANDLER

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

PEORIA

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

YUMA

1600 S. 4th Ave.
Yuma, Arizona 85364
Phone 928-783-4190

MESA

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

GOODYEAR

211 N. Litchfield Road
Goodyear, AZ 85338
Phone 623-932-1304

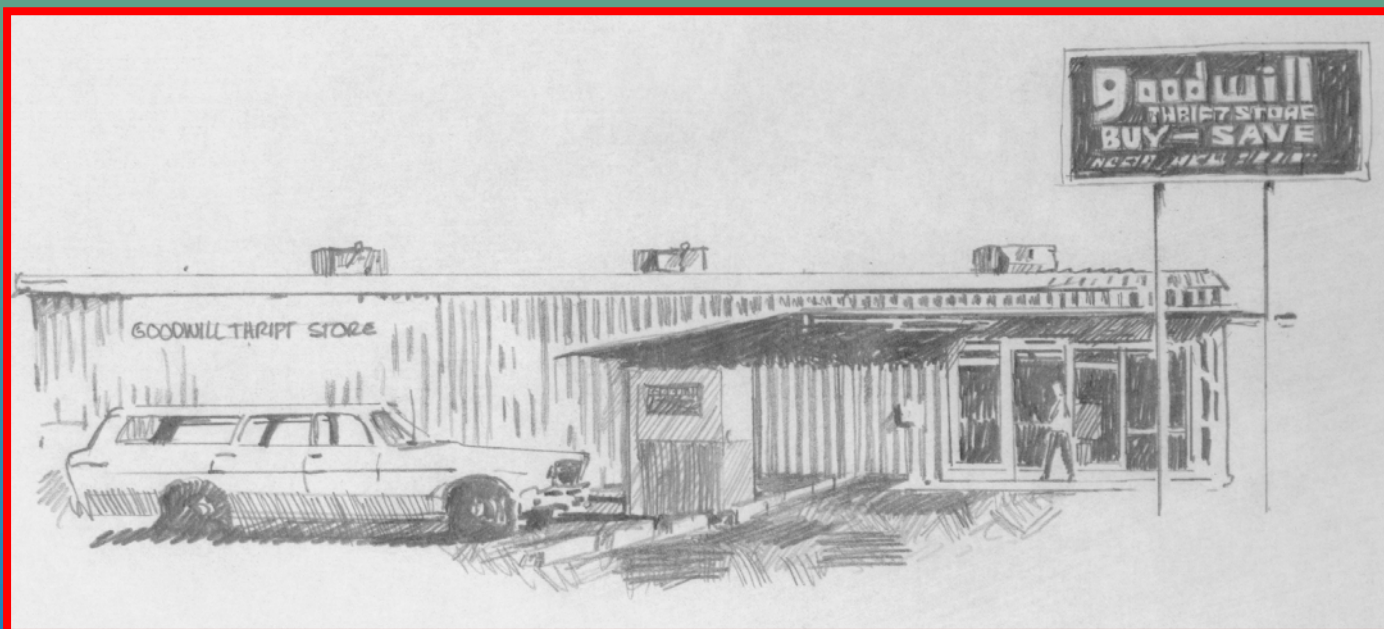


About Goodwill of Central Arizona

Goodwill of Central Arizona is one of 187 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 vocational 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. We rank sixth in North America in total operating revenue.

In 2008, retail revenue generated more than \$54 million for Goodwill. Goodwill of Central Arizona's retail initiative raises the majority of the funding that enables Goodwill to help Arizonans prepare for and find work. A total of 4,289,057 customers passed through the doors of our 39 stores and 985,000 individuals donated items to Goodwill. Those reflect record numbers of shoppers and donors! Our retail initiative also employs thousands of people and diverted 135 million pounds of material from entering Arizona landfills last year. Our retail operations ranked ninth out of all Goodwill organizations in the United States.

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 operate Ecademie High School, one of seven charter schools within the Goodwill network.



WE PUT PEOPLE TO WORK!



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
phone: 602.535.4000
fax: 602.535.4340
www.goodwillaz.org