GOODWILL OF CENTRAL & NORTHERN ARIZONA ANNUAL REPORT 2 0 2 0

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. Thanks to your goodwill, we can continue to move one step closer to make our vision of **ending poverty through the power of wor**k a reality.

In 2020, the COVID-19 pandemic brought new challenges to our community—and new opportunities for us to serve. Many people found themselves unemployed for the first time, and thanks to the generous support of our shoppers, donors, and community partners, we were able to continue to provide critical services to the individuals and families who were counting on us.

We are proud to offer no-cost career development, training, and education resources to anyone who needs them. Our commitment is to provide career services to help the unemployed and underemployed prepare for and secure higher-paying jobs. Together, we can continue to help people work their way out of poverty so that they can build better futures for themselves, their families, and our community.

2020 FINANCIAL OVERVIEW

SUPPORT & REVENUES

THRIFT OPERATIONS	180,266,739
MISSION SERVICES	717,230
CONTRIBUTIONS AND GRANTS	2,307,037
BROKERAGE OPERATIONS	413,500
OTHER INCOME	1,066,731
NET ASSETS RELEASE FROM RESTRICTION	48,669
TOTAL REVENUES, SUPPORT, AND GAINS	184,819,906

GOODWILL GAVE BACK TO THE COMMUNITY

PROGRAM SERVICES	
THRIFT OPERATIONS	164,638,428
MISSION SERVICES	5,525,578
BROKERAGE OPERATIONS	154,037
SUPPORT SERVICES	
MANAGEMENT AND GENERAL	18,458,788
FUNDRAISING	599,426
TOTAL GIVEN BACK TO THE COMMUNITY	\$189,376,257

2020 FINANCIAL OVERVIEW

CONSOLIDATED STATEMENT of FINANCIAL POSITION

ASSETS	
CASH AND CASH EQUIVALENTS	12,939,851
ACCOUNTS RECEIVABLE	2,506,296
PREPAIDS	5,929,685
INVENTORY	12,088,207
INVESTMENTS	30,684,430
LAND, BUILDINGS AND EQUIPMENT, NET	30,194,500
OTHER ASSETS, NET	4,580,425
TOTAL ASSETS	98,923,394

LIABILITIES & NET ASSETS	
ACCOUNTS PAYABLE	3,328,855
ACCRUED EXPENSES	9,523,937
DEFERRED RENT	25,586,994
DEFERRED REVENUE	804,644
FINANCING OBLIGATION	18,518,209
CAPITAL LEASE OBLIGATIONS	5,798,024
NET ASSETS	35,362,731
TOTAL LIABILITIES	98,923,394

Your Goodwill is...



SUZANNE



A few years ago, Suzanne lived in and out of motels, struggling to find work and long-term housing while caring for her grandchildren. After a while, she couldn't continue to take care of her grandkids and became homeless.

Suzanne desperately needed a job so that she could care for herself and stay connected to her family. "I was searching for employment but I wasn't getting it because I didn't have a stable place to be," Suzanne said. "I was devastated." While living at UMOM's Halle Women's Center, Suzanne's caseworker told her about the services provided by Goodwill and suggested that she enroll in our computer classes. Suzanne came to Goodwill for support in her job search and began taking computer training courses to improve her skills. She graduated from the skills training program and earned her Northstar certification.

Once she added the certification to her resume, she found a job almost immediately as a Guest Services representative for Customs and Border Protection in the aviation department. After just one month of employment, she was able to secure an apartment of her own and now earns a steady paycheck. She really likes her new job, is excited to have her own home, and is once again able to spend time with her grandchildren.

"I've seen people with absolutely no confidence go to Goodwill Career Centers. And through Goodwill, they do a complete change. And I know it completely changed me," Suzanne said. **"Goodwill gave me what I** thought I lost."







In November of 1970, Ron received his draft notice. He went from California to Vietnam and served as a member of the 101st Airborne rangers for nearly 12 years.

"There are just some things that you collect during combat that you can't express to anybody," Ron said. In April of 2020, Ron was standing on a street corner, asking for spare change or food. A friend of Ron's brought him a bottle of water and told him that he needed to make a change. He had been living in his car.

"I was barely able to eat. My clothes were tattered and dirty, I hadn't shaved in a week, and I didn't like the way I looked," Ron said. "There wasn't any choice. I had to do something now."

Ron's friend suggested visiting a Goodwill Career Center. So Ron stopped by a Goodwill Career Center where he received one-on-one assistance from our Career Navigator, Mayra. With Mayra's assistance, Ron applied to jobs online. And that same afternoon he received a call from the Human Resources department at Walmart. Ron interviewed the next day and was offered a position as a maintenance technician. He then returned to the Goodwill Career Center, where Mayra helped him fill out his new hire paperwork.

"What can I say besides thank you?" Ron said. "From the bottom of my heart, I would not be in the situation I'm in now. **It changed my life.** I've been given an opportunity and I'm going to enjoy it. Every moment of it."

Your Goodwill is...





Strengthening our network of employer and community partners was more important than ever during the COVID-19 pandemic. To continue serving job seekers and employers, we held seven virtual job fairs in 2020 to connect job seekers to hiring employers online. **More than 1300 job seekers participated in these virtual job fairs!** In our career centers, we were also able to provide the equipment, training, and guidance that people needed to virtually navigate their job search, the application process, and interviews.

People, like Janet, were in search of open opportunities to learn something new and land a job. Janet attended a virtual job fair and spoke online with recruiters from the hiring companies who explained their job openings and scheduled interviews with her. Our Mission Services team helped her apply for the positions and Janet ended up with offers from two companies!

"Our virtual job fairs are just one of the many ways we are working with other organizations in our community to help fight unemployment," said Jeremi Williams, Manager of Strategic Partnerships & Community Awareness for Goodwill of Central and Northern Arizona. "As long as we're always focused on innovating, as long as we're always focused on collaborating and engaging with each other, we can figure out a way to do what we need to do to help our community."









TRAINING **COURSES TAKEN** 3,688

1,100





Giving Society

UPHOLDER \$10,000+ A YEAR FOR 5 YRS

Commit Agency Tim O'Neal Charles Luther Tower Compactor Rentals

CHAMPION

\$5,000 - \$9,999A YEAR FOR 5 YRS

D.G. Fenn Construction Jeff Dollarhide Ian Rodgers RWC Idealease LLC Scott Wood

BENEFACTOR

\$1,000 - \$4,999 A YEAR FOR 5 YRS

Ashton Tiffany Bryant Barber Susan Barnes Brenda Blunt **Cindy Bostinelos Tiffany Bucher** Jeff Bucher Chuck & Debby Carlise Meg DelBrocco Demitri Downing Julie Dunnigan and Family William M. Fischbach Tom and Margie Freeze Jeff and Lisa Geyser Angela Gonzalez Jackie Halleen Phillip Halleen

Chris Hogan Camryn Holt Dr. Victoria Jones Tim LaSota Lesley Malmstrom In Memory of James McGovern Sentari Minor Jason Morris David and Amanda Nash Dr. Edward and Janet Oxford Courtney Nelson Andrew Royer Phelps Jere W. and Christine Planck The Posorske Family Spencer Ray Kim Ryder



Lane Schonour and Family Bill and Karen Serva Sam Sutton Jennifer Holsman Tetreault Stan Yamamoto Jim Hayden Mark Davis Frik Sacks Caroline McGroder Niresh Pande Dean Newlund Beth Forsberg Anonymous Ray Schey Lloyd Levidow Julie Stiak



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