



OPPORTUNITY ON THE RISE.

The 2012 Annual Report



Goodwill
of Central Arizona



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.

ABOUT US

WELCOME TO GOODWILL

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.

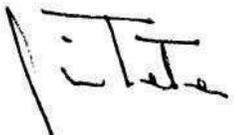
Looking ahead, we have set some aggressive goals for 2013: to open six new retail stores, exceed \$120 million in annual revenue, and assist more than 50,000 central Arizonans.

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

WE PUT PEOPLE TO WORK!

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."



2012 The Year in Numbers

ANNUAL REVENUE	<i>\$104 million</i>
ANNUAL RETAIL REVENUE	<i>\$96 million</i>
CAREER CENTER VISITS	<i>120,021</i>
DONATION INCIDENCES	<i>1,480,986</i>
CUSTOMER TRANSACTIONS	<i>6,782,213</i>
CORPORATE/FOUNDATION GRANT REVENUE	<i>\$550,507</i>
ECONOMIC IMPACT ON THE STATE OF ARIZONA	<i>\$494 million</i>

2012 AWARDS AND RECOGNITIONS

Best Places to Work
Phoenix Business Journal

Top 25 Best Workplaces for Women
AZ Magazine

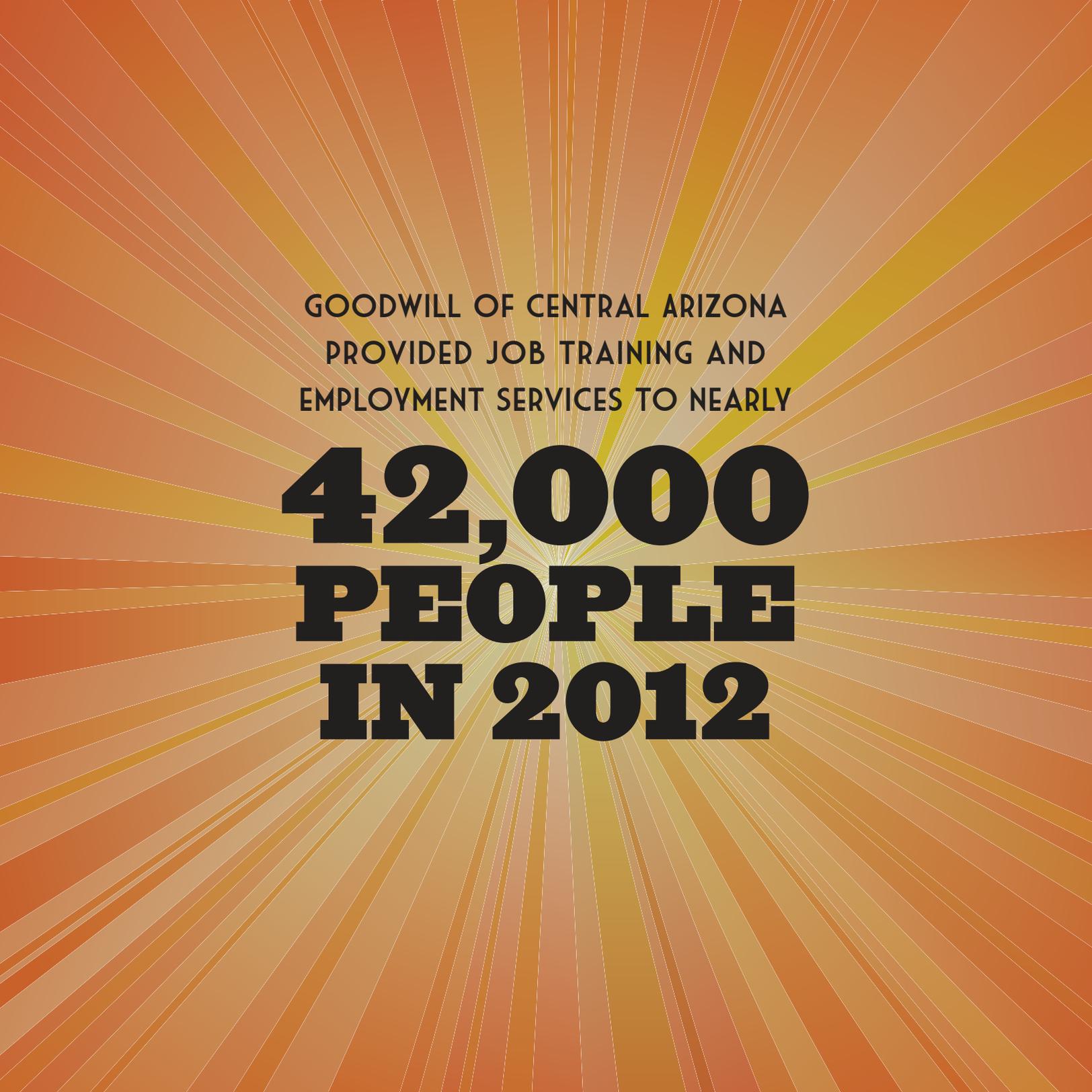
100 Best Arizona Companies
Best CompaniesAZ

Jim Teter
25 Most Admired CEOs
Phoenix Business Journal

Tanya Perry
Top 25 Women Leaders in Business
Phoenix Business Journal

Nobu Hara
**Ann Byrnes, SPHR Award
for Professional Excellence**
Society for Human Resource
Management Arizona State Council

Dolan LeVeen
Dr. Edgar J. Helms Award
Goodwill Industries Loss
Prevention and Safety

The background of the entire image is a sunburst pattern. It consists of numerous thin, light-colored lines radiating from a central point, creating a starburst effect. The colors of the lines and the overall background are in shades of orange, yellow, and gold, giving it a warm, energetic feel.

GOODWILL OF CENTRAL ARIZONA
PROVIDED JOB TRAINING AND
EMPLOYMENT SERVICES TO NEARLY

**42,000
PEOPLE
IN 2012**

Skylar

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.



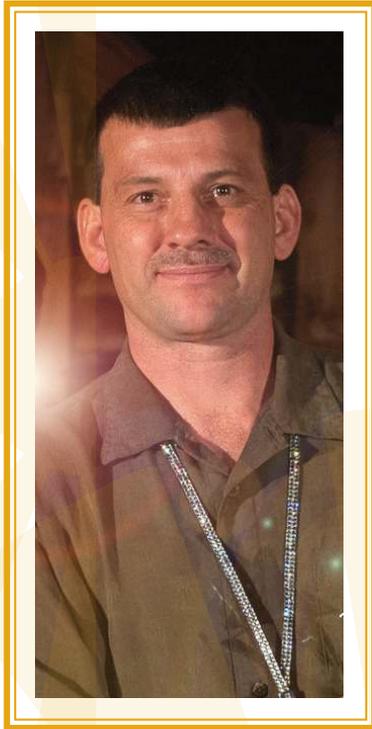
Goodwill Youth Services collaborates with other community organizations and government agencies to provide educational and employment programs for individuals ages 14-21.

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



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

EVENING OF GOODWILL 2012



Goodwill of Central Arizona President and CEO Jim Teter (left) with Delia Garcia, representing Employer of the Year Honoree Walmart at the 2012 Evening of Goodwill.

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.

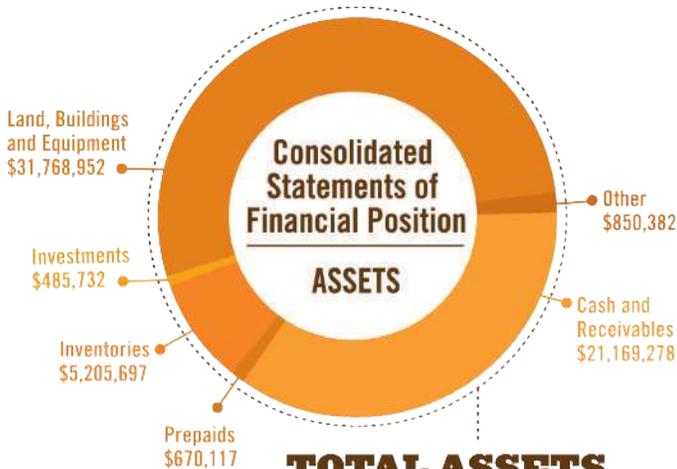
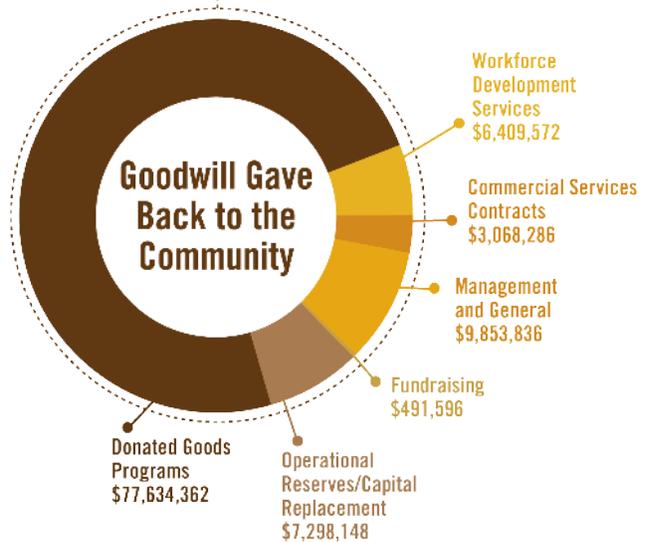
Denim &
Diamonds

FINANCIAL OVERVIEW

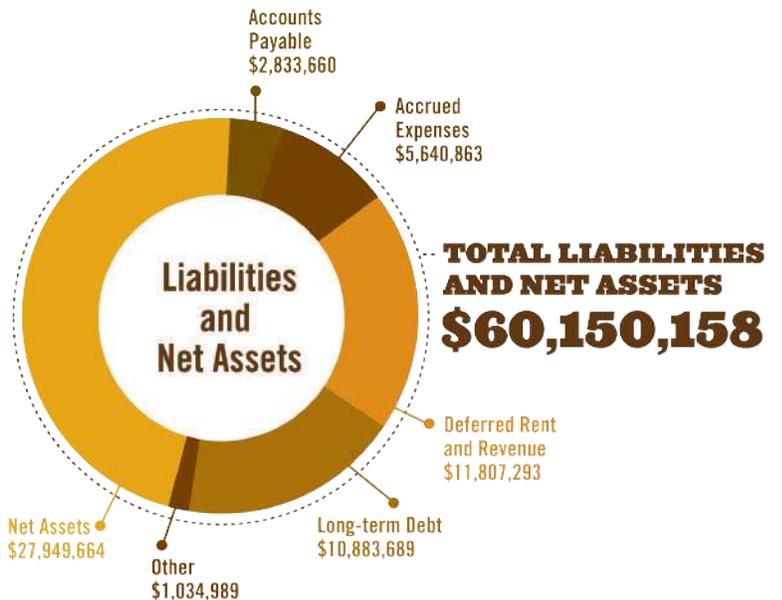


TOTAL SUPPORT AND REVENUE
\$104,755,800

TOTAL AMOUNT GIVEN BACK TO THE COMMUNITY
\$104,755,800



TOTAL ASSETS
\$60,150,158



TOTAL LIABILITIES AND NET ASSETS
\$60,150,158

PEOPLE SERVED THROUGH WORKFORCE DEVELOPMENT

COUNTY PERCENTAGE OF SERVED

Maricopa	84%
Yuma	14%
Yavapai	1%
Other Counties	1%

CITY PERCENTAGE OF SERVED

Phoenix	46%
Yuma	14%
Mesa	10%
Glendale	7%
Chandler	3%
Peoria	3%
Avondale	2%
Scottsdale	2%
Tempe	2%
Sun City	2%
Other Cities	9%

CAREER SERVICES

NUMBER OF PEOPLE SERVED

Career Centers	30,384
Job Fairs	14,134

TRAINING SERVICES

NUMBER OF PEOPLE SERVED

Computer and Customer Service Training	380
Rehabilitation Services	271
Senior Services	210
Youth Services	155

TOTAL PEOPLE SERVED

41,922

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."

SHINING ★ STARS

Allan



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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A & K Electric

Susan Aavang

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BlueCross BlueShield

of Arizona

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The Boulders Resort

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CBIZ MHM, LLC

Century Link

Chasse Building Team

Chester & Shein, P.C.

Childsplay Theatre for Everyone

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Copperstate Glass & Mirror

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Steve Core

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Velocity Retail Group
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Joseph Walters
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Darlene Westerberg
Westworld Paintball
Adventures, Inc.
WhiteGlove Health
Willis
Willmeng Construction
Zoolikins

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Leathers Milligan & Associates, LLC

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THOMAS FREEZE,
ESI Ergonomic Solutions, LLC

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Goodwill of Central Arizona

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Chief Financial Officer

Valerie Brown
Senior Executive Administrator

Neal Goodrich
Chief Information Officer

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Courtney Nelson
Vice President of Marketing and Communications

Kim Ryder
Vice President, Real Estate and Commercial Services

Richmond J. Vincent, Jr.
Vice President of Workforce Development

Petra Schaumburg-Fitch
Director of Community Development

RETAIL LOCATIONS



REDESIGN BY GOODWILL

2115 N. Scottsdale Rd.
Scottsdale, AZ 85257
480-425-8062

8679 W. Ludlow Dr.
Peoria, AZ 85381
623-776-9045

APACHE JUNCTION

10603 E. Apache Trail
Mesa, AZ 85120
480-354-5920

CHANDLER

930 N. Alma School Rd.
Chandler, AZ 85224
480-792-6924

1095 S. Arizona Ave.
Chandler, AZ 85286
480-812-4667

FOUNTAIN HILLS

13757 E. Palisades Blvd.
Fountain Hills, AZ 85268
480-816-5002

GILBERT

868 N. Gilbert Rd.
Gilbert, AZ 85234
480-545-3405

1500 W. Warner Rd.
Gilbert, AZ 85233
480-633-0692

GLENDALE

6161 W. Bell Rd.
Glendale, AZ 85308
602-866-6302

GOODYEAR

211 N. Litchfield Rd.
Goodyear, AZ 85338
623-932-1990

LITCHFIELD PARK

5116 N. Dysart Rd.
Litchfield Park, AZ 85340
623-536-3016

MESA

6120 E. Main St.
Mesa, AZ 85205
480-981-0621

2070 S. Power Rd.
Mesa, AZ 85206
480-325-2575

1046 S. Country Club Dr.
Mesa, AZ 85210
480-844-0906

2039 W. Guadalupe Rd.
Mesa, AZ 85202
480-777-3440

3655 E. Southern Ave.
Mesa, AZ 85206
480-218-9770

5263 S. Power Rd.
Mesa, AZ 85212
480-279-0624

106 E. McKellips Rd.
Mesa, AZ 85201
480-835-8900

4412 E. University Dr.
Mesa, AZ 85205
480-832-0012

PEORIA

20713 N. 83rd Ave.
Peoria, AZ 85382
623-825-1247

8515 NW Grand Ave.
Peoria, AZ 85345
623-487-0830

6750 W. Peoria Ave.
Peoria, AZ 85345
623-486-5012

PHOENIX

12001 N. Cave Creek Rd.
Phoenix, AZ 85020
602-331-9527

3202 E. Greenway Rd.
Phoenix, AZ 85032
602-482-0182

1726 W. Camelback Rd.
Phoenix, AZ 85015
602-864-0810

8921 N. 7th St.
Phoenix, AZ 85020
602-944-1214

3130 E. Thomas Rd.
Phoenix, AZ 85016
602-535-4271

710 E. Union Hills Dr.
Phoenix, AZ 85024
623-780-3026

15633 S. 32nd St.
Phoenix, AZ 85048
480-704-0645

1806 W. Bell Rd.
Phoenix, AZ 85023
602-564-2829

4005 N. 16th St.
Phoenix, AZ 85016
602-279-5870

4220 W. Bethany Home Rd.
Phoenix, AZ 85019
602-973-8530

3343 W. Greenway Rd.
Phoenix, AZ 85053
602-942-1432

1565 W. Happy Valley Rd.
Phoenix, AZ 85085
623-516-8146

3901 E. Thunderbird Rd.
Phoenix, AZ 85032
602-569-9004

1980 W. Baseline Rd., Ste. 120
Phoenix, AZ 85041
602-276-0488

3514 W. Peoria Ave.
Phoenix, AZ 85029
602-942-3830

2929 N. 75th Ave.
Phoenix, AZ 85033
623-846-4900

12010 N. 32nd St.
Phoenix, AZ 85028
602-493-4705

CLEARANCE OUTLET (ROC)

515 N. 51st Ave.
Phoenix, AZ 85043
602-513-8410

PRESCOTT

319 N. Lee Blvd.
Prescott, AZ 86301
928-708-0286

1375 Iron Springs Rd.
Prescott, AZ 86305
928-443-7349

SCOTTSDALE

8959 E. Indian Bend Rd.
Scottsdale, AZ 85250
480-745-3710

14202 N. Scottsdale Rd.
Scottsdale, AZ 85254
480-483-5087

SURPRISE

14063 W. Grand Ave.
Surprise, AZ 85374
623-474-3550

TEMPE

1546 E. Southern Ave.
Tempe, AZ 85282
480-659-7443

805 E. Guadalupe Rd.
Tempe, AZ 85283
480-456-8715

575 N. Warner Rd.
Tempe, AZ 85284
480-893-7575

1290 N. Scottsdale Rd.
Tempe, AZ 85281
480-968-6366

YUMA

1091 S. 4th Ave.
Yuma, AZ 85364
928-329-0173

501 Catalina Dr.
Yuma, AZ 85364
928-344-2976



CAREER CENTERS

APACHE TRAIL

10603 E. Apache Trail
Mesa, AZ 85120
480-380-7597

WEST CENTRAL PHOENIX

1726 W. Camelback Rd.
Phoenix, AZ 85015
602-535-4484

CENTRAL PHOENIX

4005 N. 16th St.
Phoenix, AZ 85016
602-535-4212

CHANDLER

930 N. Alma School Rd.
Chandler, AZ 85224
602-535-4440

GOODYEAR

211 N. Litchfield Rd.
Goodyear, AZ 85338
602-535-4416

HOPE VI MATTHEW HENSON COMMUNITY

1150 S. 7th Ave.
Phoenix, AZ 85007
602-534-2043

McKELLIPS

106 E. McKellips Rd.
Mesa, AZ 85201
602-535-4466

METRO

3514 W. Peoria Ave.
Phoenix, AZ 85029
602-535-4422

PAVILIONS at TALKING STICK

8959 E. Indian Bend Rd.
Scottsdale, AZ 85250
602-535-4470

PEORIA

6750 W. Peoria Ave.
Peoria, AZ 85345
602-535-4400

SOUTH MOUNTAIN

1980 W. Baseline Rd.
Phoenix, AZ 85041
602-535-4477

SOUTHWEST PHOENIX

515 N. 51st Ave.
Phoenix, AZ 85043
602-513-8420

TEMPE

805 E. Guadalupe Rd.
Tempe, AZ 85283
602-535-4460

THOMAS EAST

3130 E. Thomas Rd.
Phoenix, AZ 85016
602-535-4271

YUMA

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

DONATION CENTERS



40TH ST. & CAMELBACK

3912 E. Camelback Rd.
Phoenix, AZ 85018
602-840-3238

CAREFREE HIGHWAY & 48TH ST.

4815 E. Carefree Hwy., Suite A-114
Phoenix, AZ 85086
480-595-9260

ARIZONA AVE. & OCOTILLO RD.

4100 S. Arizona Ave., Ste. 2
Chandler, AZ 85248
480-895-5818

90TH ST. & VIA LINDA

8912 E. Via Linda, Ste. 120
Scottsdale, AZ 85258
480-661-1282

FRANK LLOYD WRIGHT & THOMPSON PEAK

14858 N. Frank Lloyd Wright
Blvd., Ste. 163
Scottsdale, AZ 85260
480-551-4902

83RD AVE. & UNION HILLS

8251 W. Union Hills Dr., Ste. 135
Glendale, AZ 85308
623-572-2610

CHANDLER HEIGHTS & GILBERT RD.

4880 S. Gilbert Rd., Ste. 2
Chandler, AZ 85249
480-883-8495

QUEEN CREEK & ALMA SCHOOL

2820 S. Alma School Rd., Ste. 16
Chandler, AZ 85286
480-899-3532

HUNT HIGHWAY & GARY RD.

561 E. Hunt Hwy., Ste. 105
Queen Creek, AZ 85143
480-987-8219

**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.



Goodwill

of Central Arizona

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