



# 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              |
| <b>TOTAL SUPPORT AND REVENUES</b> | <b>\$177,477,622</b> |

## 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              |
| <b>TOTAL GIVEN BACK TO THE COMMUNITY</b> | <b>\$179,453,390</b> |

## 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           |
| <b>TOTAL ASSETS</b>                | <b>\$67,774,296</b> |

### 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           |
| <b>NET ASSETS</b>                         | <b>29,379,687</b>   |
| <b>TOTAL LIABILITIES &amp; NET ASSETS</b> | <b>\$67,774,296</b> |

# 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***

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