

GOODWILL OF CENTRAL & NORTHERN ARIZONA

ANNUAL REPORT

2019



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www.goodwillaz.org

Ending Poverty **THROUGH THE
POWER OF WORK**

**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 up one step close 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 career development, training, and education resources to Arizonans in our community, all at no cost to them. We are committed to providing career services to help the unemployed and underemployed prepare for and secure higher-paying jobs.

Goodwill in Our Community



PEOPLE
SERVED
35,348



DONATION
EVENTS HOSTED
1,400



VETERANS
SERVED
1,462



POUNDS OF
MATERIAL DIVERTED
3,100,000



TRAINING
COURSES TAKEN
3,777



DONATED BACK INTO
LOCAL COMMUNITY
\$225,000



2019 ACHIEVEMENTS

183,590

SERVICES PROVIDED

2019 FINANCIAL OVERVIEW

SUPPORT & REVENUES

| | |
|-----------------------------------|----------------------|
| DONATED GOODS PROGRAMS | 187,455,977 |
| MISSION SERVICES | 764,632 |
| CONTRIBUTIONS AND GRANTS | 2,837,260 |
| OTHER INCOME | 442,174 |
| TOTAL SUPPORT AND REVENUES | \$191,500,043 |

GOODWILL GAVE BACK TO THE COMMUNITY

PROGRAM SERVICES

| | |
|----------------------|-------------|
| THRIFT OPERATIONS | 163,176,995 |
| MISSION SERVICES | 6,452,468 |
| BROKERAGE OPERATIONS | 198,740 |

SUPPORT SERVICES

| | |
|--|----------------------|
| MANAGEMENT AND GENERAL | 20,433,834 |
| FUNDRAISING | 634,886 |
| TOTAL GIVEN BACK TO THE COMMUNITY | \$190,896,923 |

CONSOLIDATED STATEMENT of FINANCIAL POSITION

ASSETS

| | |
|------------------------------------|---------------------|
| CASH AND RECEIVABLES | 11,267,667 |
| PREPAIDS | 1,632,792 |
| INVENTORY | 9,688,320 |
| INVESTMENTS | 28,210,261 |
| LAND, BUILDINGS AND EQUIPMENT, NET | 26,807,067 |
| OTHER ASSETS, NET | 3,149,699 |
| TOTAL ASSETS | \$80,755,806 |

LIABILITIES & NET ASSETS

| | |
|---|---------------------|
| ACCOUNTS PAYABLE | 4,071,928 |
| ACCRUED EXPENSES | 6,461,571 |
| DEFERRED RENT AND REVENUE | 24,554,529 |
| FINANCING AND CAPITAL LEASE OBLIGATIONS | 14,232,345 |
| NET ASSETS | 31,435,432 |
| TOTAL LIABILITIES & NET ASSETS | \$80,755,806 |

Your Goodwill is...



DENISE



**EMPOWERING
INDIVIDUALS**

Denise built a career with a major retailer for 30 years, with 17 of those years spent in human resources, and the rest in other various positions. Suddenly, her manager role in HR was eliminated.

She loved her company but was faced with accepting an adjusted role or taking a severance package. After discussing this tough decision with her husband and children, Denise decided to start over and branch out into a different career path.

She accepted the severance pay and went on to enjoy quality time with her grandchildren before getting back to mapping out the next steps in her career. One day, while browsing social media, she noticed an announcement for no-cost computer skills training at Goodwill. Intrigued, she visited a local store in Mesa and learned more about our career services. “The team there was just so helpful, and they got me started” Denise said. At a Goodwill Career Center, she attended computer basics 101 through 103, passed the required exam, and graduated through Northstar, a digital literacy skills certification program. Denise is now more confident in her ability to navigate social media and Mac operating systems.

Currently, she is job searching, and is open to remaining in HR or expanding her interests in a completely new direction. With the help of Goodwill and the computer training courses, Denise is excited about restarting her career and building a better future for herself and her family.

“Now, I have all of this extra knowledge, I’m really blessed and thankful.”



SHELLY



Years ago, Shelly's life looked a lot different than it does today. She was living in California, working full-time as an admissions and records technician for a local community college earning a livable wage. After a few years, Shelly got married, and moved

with her husband to Arizona. She decided to take some time off from working and help her daughter with childcare. Some more years passed, and by the time she was ready to return to the workforce, her occupational skills were greatly diminished. "I was feeling very hopeless, and around that time, I also got divorced," said Shelly. Facing dual hardships, Shelly knew it

was time to refresh her computer skills in hopes of landing more secure and stable employment. But, this endeavor was not easy. She had little time and financial means to afford computer classes. One day, Shelly visited her local Goodwill. During previous visits, the cashier would ask if she would like to round up her change and donate the difference to support Goodwill's mission services. Shelly usually said no, but this time she asked for more information about the services and learned more. On her way out, she noticed a Goodwill Career Center. When she later returned to the career center, her outlook on life suddenly shifted from despair to possibility. Shelly enrolled in Computer Basics 101 through 103 and was able to conquer her anxiety about using Microsoft Excel. She updated her resume, attended a local job fair hosted by Goodwill, and connected with many employers. Today, she works with homeless veterans to help them secure stable housing and prevent others from becoming homeless. With a new perspective on life and the opportunity to help others in the same situation she used to be in, Shelly has strengthened her family and set an example for them to follow. Her story is one of accomplishment, perseverance, and appreciation.

"I wouldn't have gotten this job without Goodwill."



MARTIN



Before Martin became involved with Goodwill, his life carried unbearable hardships that forever changed the course of his life. Growing up, Martin's family environment was overtaken with drugs, alcohol, and mental and

physical abuse. This lifestyle developed into an unending cycle where drugs, cheating and stealing continued to get him in to trouble with the law. He did bad things because that's all he knew. One day, Martin was picked up for a warrant and woke up in an isolation cell, withdrawing from

multiple substances. It was that moment that the brokenness and pain he carried with him became too much. As a last resort, he prayed for relief from his lifestyle and a sudden change came over him.

While he was in the detention facility, Martin joined the Fresh Start Re-Entry Program in partnership with Goodwill. He worked closely with a specialized team to learn behavioral skills and how to support himself outside of prison. After he was released, Martin was referred to a Goodwill Career Center. Martin worked with a career navigator to learn about different community resources and gain confidence in his job search. He now has two jobs, a new car, and just welcomed a baby boy with his fiancé.

With a new sense of dignity and hope, Martin started to really enjoy his new life. He says he is able to take care of himself and his family physically, spiritually, and emotionally. He earned the life he had so longed for and is now living it to the fullest.

"My future is hopeful and free. Thank you, Goodwill."