

2017-2018

**IMPACT
REPORT**

TO OUR FRIENDS...

Since 1969, Goodwill® Industries of Southern Arizona has always been a place where individuals benefit from community giving, business partnerships, education and second chances. We are proud to report that FY2017-2018 has been another exciting and successful year, with Goodwill® mission programs serving over 9,100 individuals.

One of the biggest changes we've made to our mission services this year is to understand the life impact of the people we serve. For us, this means more than reporting a number; it means measuring a program's effectiveness on an individual's life by the progress of their career and education and ultimately, the achievement of their goals when receiving services from Goodwill®. In this Impact Report, you will read about five of these individuals - whose lives were changed for the better.

In July 2018, Goodwill® also adopted new Mission and Vision statements that we believe better describes our work in the community and the goals we strive for. Our organization also revised our Values to fully explain the ideals in which Goodwill® employees are expected to live by so that we may better serve our mission to the Southern Arizona community.

In September 2019, Goodwill® will be celebrating its 50-year Anniversary! We are very excited to mark this milestone and as we think on the past - how far we've come and how many people we've been able to serve - we are so proud!



We are also very humbled. Without the generosity of this community - whether it is a bag clothing, a monetary contribution, when you shop or volunteer - we could not provide these services and see these successes in our history. For this, we thank you! And for this, we consider you friends and family.

Lisa Allen, Co-President/CEO

Liz Gulick, Co-President/CEO

Mission

To provide jobs and training for people to gain skills to achieve independence

Vision

All people have the opportunity to reach their potential and contribute to our community

Values

- We value the people we employ and serve.
- We operate with integrity.
- We communicate openly and honestly.
- All activities are conducted with respect and compassion.
- We value diversity and inclusion.
- We are dedicated to continuous improvement.
- We believe work is transformational and can form the foundation of a person's life.
- Every employee is an ambassador for Goodwill®.
- We provide excellent management of community and environmental resources.
- We benefit the communities in which we operate.



2017-2018 Board of Directors

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ANISIA PAZ is on a mission. She is 17, and that mission is to make sure her new baby boy is going to be able have a good

Anisia

life, where he won't have to grow up as quickly as she did. To do this, she is working on getting her High School Diploma at Goodwill's Metro Youth Program on 4th Ave. By taking her courses with Grad Solutions, she is able to earn her High School Diploma at her own pace, with one-on-one tutoring and work at the same time.

At 13, Anisia was hanging out with older people on the streets. While she did some things she wasn't supposed to, she ultimately learned that it wasn't going to get her anywhere. "I believe I was meant to have a baby at a young age. God just wanted me to grow up fast and realize the world. I think everything is a lesson...Lesson learned."

Anisia first started with the Metro Program in February 2017 after she rotated out of 3 different high schools. She was introduced to Metro by an old friend and while it took a year to step through the doors, she's very glad she did. With Metro's help, she was able to find a job and connect with community resources that could help her through her pregnancy.

She wants to be a Chef or a Youth Probation Officer. While on different ends of the service spectrum, she thinks that maybe she could marry the two and find a way to help youth and feed them at the same time. She is also active in Youth Violence Prevention, and volunteers at different Metro events.

Her advice to other young adults: "The only way to get to where you want to be is to help yourself first...you need to learn how to change your ways in order to achieve the goals you want."



"I want to have my own house by 28. My own car. I'm not sure it's planned out that way, but I'm going to try to make it plan out that way!"

On being a Chef and/or Youth Probation Officer:
"All these kids have different problems. I've gone through a lot and it would be great to help someone else and try to guide them the right way before it's too late... although it's never too late to change."

how your donations DO GOOD

The Donation Cycle



504,519 Donors were welcomed at our doors



Thrift Stores



Shopgoodwill.com/
Tucson



GoodThreads
Boutique



Outlets (by the LB)
& Auction (Bulk)



Computers & other
materials recycled

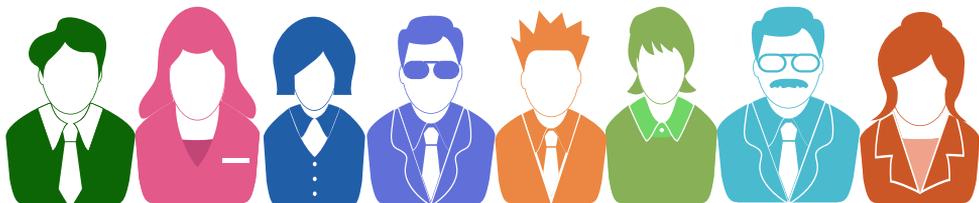


MISSION:
To provide jobs
and training for
people to gain
skills to achieve
independence

at a glance...

THE GOOD YOU DID

9,120 Southern Arizonans served through Goodwill's Mission Services including **1,348** youth & young adults (ages 12-24)



Over **30 Million** pounds of stuff diverted from local landfills because you shopped and/or donated with Goodwill!

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ADULT PROGRAMS

6

YOUTH PROGRAMS

You help us maintain & operate these programs. We were also able to introduce our Academic Services Program in 2017 & the Adult Re-Entry Program in October 2018.



57 individuals earned their GEDs & **52** more enrolled to get GED/HS Diploma services. **\$21,809** paid in tuition reimbursements to employees



1.8 Million shopping transactions of affordably priced donated & new goods



60 Employer-partners that host youth participants to give them real-world, paid work experience.



491 full-time Goodwill® employees with benefits, paid time off, retirement plan, & education incentives

Since 1999, JILL SCHMELZLE has been a valuable team member as a participant of Goodwill's Group Supported Employment (GSE) program. She was employed in the Business Center where she helped local manufacturers with packaging projects. In 2010, she helped build Goodwill's online book sales program by helping with

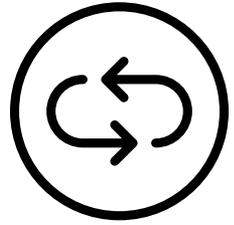
Jill

inventory scanning and shipping. Jill won the Participant of the Year award in December 2008. Jill also became the Safety Representative for the department, receiving her first aid/CPR card. When the E-Books program closed in 2014, she transferred to the New Goods Dept. where she helped price, organize and ship new product to the stores. She has become a great role model for her coworkers, showing them that despite physical challenges, they can be independent. Over the years, Jill became a self-advocate and leader in the GSE program, sharing her ideas about what she wanted to learn and how to improve ways to do the job. In December 2018, Jill celebrated her retirement after 19 years with Goodwill®. Congratulations Jill!



the other good stuff YOU HELP US DO

We believe people should get a second chance. **42** inmates were served in the Pima County Minimum Security jail. Goodwill® continues to serve formerly incarcerated individuals or those who have been involved in the juvenile justice system. Goodwill® is an active member in the Mayor's Second Chance Coalition. The new Adult Re-Entry Program will help us continue to serve this population for the next three years.



9,967 hours were volunteered by community members.

Service	# of people	Completed Hours
Court-Ordered		
Community Service	101	3057.19
Volunteers	36	3042.85
Interns	22	3867.43



Over **169,500 Lbs** of computer equipment recycled through Dell ReConnect

Almost **\$6,000** store vouchers to fellow Non-profit agencies to support their clients/participants with clothing & necessities.



4,629 individuals were offered no-cost job search & career planning services at our Job Connection Centers



Goodwill® donated **over \$10,000** worth of books to the Literacy Connects, libraries & other literacy programs.



We support Linkages with free office space (\$14,500 annual rent value) on Grant Rd, Tucson.

Financial & Marketing services provided to the D.R.E.A.M. Job Fair Coalition

by the numbers...

DOLLARS AT WORK

Goodwill's 5-Year Strategic Plan determined the goals and objectives of the organization to ensure financial solvency; the development and community impact of our programs and services, and growth to maintain self-sufficiency. To continue to be as nimble as ever, Goodwill® started a 3-Year Strategic Plan in July 2018.

COMMUNITY INVESTMENT IN GOODWILL (REVENUE)

RETAIL NET SALES	\$26,775,010	92.6%
WORKFORCE DEVELOPMENT CONTRACTS & GRANTS	\$1,752,750	6.1%
OTHER PUBLIC SUPPORT	\$153,285	0.5%
OTHER INCOME	\$218,470	0.8%
TOTAL	\$28,899,515	

GOODWILL'S INVESTMENT IN THE COMMUNITY (EXPENSES)

WAGES/SALARIES/BENEFITS	\$13,794,892	47.7%
PROGRAM & SERVICES/BUSINESS OPERATIONS	\$11,359,251	39.3%
GENERAL & ADMINISTRATIVE	\$2,836,169	9.8%
REINVESTMENT INTO ORGANIZATION	\$909,203	3.1%
TOTAL	\$28,899,515	

Unlike many other non-profit organizations, Goodwill® is able to self-fund our mission through thrift store sales. In addition to employee salaries, the mission programs that are currently fully- or partially-funded by Goodwill® retail sales are:

- Academic Services
- Employee Development Program
- GoodGuides® Youth Mentoring Program
- GoodFutures Youth Program
- Job Connection Centers
- Metro/REC Youth Program
- Youth Restoration Project

these are your dollars at work

Kaiden

KAIDEN WOLFLEY began his journey with Goodwill after being encouraged by his mom to attend a job fair where he approached a Goodwill staff member who said, "You should hit up the GoodFutures program." He did and in October 2015, just a little over 60 days sober and coming off an arrest for doing drugs as a minor, he took the first steps to better his life.

The GoodFutures program helped him with job readiness skills, taking part in service learning projects to give back to the community, but most importantly, helped him find the confidence to pursue a career path that would allow him to work with his hands. "I like fixing things, when I know how to do it."

Kaiden enrolled with Pima Community College's 2-year Aviation Tech program to become a mechanic, fixing airplanes and helicopters. With consistent, positive support from GoodFutures staff throughout the years, he completed his Certificate in Advanced Aviation Technology & General Mechanics in August 2018 and is being actively recruited by employers. "It's very exciting...To be put into that position fixing airplanes, it's something else!" he said. He is also celebrating 3 years of sobriety.

"I could fail or succeed...I have those options. And with the support I have from my family and GoodFutures...it gives me a positive perspective... As long as I'm off drugs and doing what I'm doing right now, I believe I have a high possibility of completing a successful life."

"My thought process when I was young was to do drugs and die. I'm allowing my original self to come alive - the 12-year-old me when I was like a goody-two-shoe, getting good grades..I feel like that thought process came back inside me where I want to compete things and do good stuff..."



GOODWILL® OF SOUTHERN ARIZONA

Mission Programs

ADULT RE-ENTRY PROGRAM (520) 628-1883

Provides skills development, career exploration and/or work experience for adults 25+ recently released from incarceration or under legal supervision. Participants receive case management and stabilization services to support successful re-entry into the workforce. Fully funded by the U.S. Dept. of Labor. Located at 3725 E Ft. Lowell Rd., Tucson.

CAREER LADDERS

Arizona@Work Kino (520) 724-6678

Goodwill® helps local employers develop training programs that will lead to promotions and wage increases for their employees. Fully funded through a City of Tucson grant.

CASE MANAGEMENT & WORKSHOPS

Arizona@Work Kino (520) 724-7700

Serving unemployed, under-employed and employed adults through pre-vocational education, training, career assessment, planning, job search, and workshops. Fully funded by Pima County and WIOA funds.

EMPLOYEE DEVELOPMENT (520) 623-5174

Individualized and comprehensive career development services for Goodwill® employees. Services include financial coaching, GED & career education, skills building, tuition reimbursement, crisis support and referral to community resources.

GROUP SUPPORTED EMPLOYMENT

(520) 623-5174 Ext. 7015 and Ext. 7025

Developmentally disabled adults receive job coaching, case management, and individualized services to help move toward competitive employment. Funded by the AZ Dept. of Economic Security, Div. of Developmental Disabilities.

JOB CONNECTION CENTERS (520) 623-5174 Ext. 7015

Five resource centers open to the public. Staff provide career exploration and guidance as well as job search services including resume writing, interviewing skills, application assistance and basic computer skills. All services are provided on individual need and preference at no cost.



ACADEMIC SERVICES (520) 240-4118

We provide FREE in-house tutoring and academic support to all Goodwill® employees and program participants. Participants can earn their GED or an online High School Diploma. Walk-ins ages 16-24 welcome at the Metro Youth Program, 300 N. 4th Ave.

GOODFUTURES (520) 623-5174 Ext. 7037

A job training and service-learning program for young adults ages 18-24. GoodFutures provides real world work experience, service learning, and skill development in conjunction with case management.

GOODGUIDES (520) 623-5174 Ext. 7022

This program provides structured and supportive relationships with trusted adult mentors to empower youth ages 12-17 to make positive choices.

METRO/REC YOUTH PROGRAM (520) 382-1425 or (520) 382-1426

Re-engagement services for Opportunity Youth ages 16-24 through career exploration, education, and training. Youth participate in community engagement projects and mentoring programs. Partially funded by United Way of Southern Arizona. Located at 300 N. 4th Ave. Tucson.

YOUTH EMPLOYMENT PROGRAM (520) 623-5174 Ext. 7021

Arizona@Work Youth Center (520) 724-9649

Youth ages 16-24 gain paid work experience with local employers and includes career assessment, employability skills training, and GED assistance. Funded by Arizona@Work Pima County and WIOA funds.

YOUTH RESTORATION PROJECT (520) 623-5174 Ext. 7033

This employment-based program gives young adults ages 18-24 the opportunity to learn employment skills, basic carpentry and bike repair skills while receiving assistance toward an educational or professional path.

LEARN MORE ABOUT GOODWILL'S MISSION AT

WWW.GOODWILLSOUTHERNAZ.ORG/PROGRAMS-AND-SERVICES

Mel

MEL CHAMBERS retired from Goodwill® of Southern Arizona in December 2018 after 28 years of service to the organization and the community. In his tenure, Mel held positions in various departments including Retail, Facilities and Maintenance, Corporate Compliance and Safety. Mel has seen it all - from when Goodwill® was close to bankruptcy in the early 1990s to the rapid and successful growth in the late 2000s. He has seen Goodwill® grow from four stores to now 20 store locations, as well as the expansion of our mission programs.

As the “go-to” guy, always willing to learn new things and help where he can - Mel was responsible for implementing the Kaizen efficiency and safety model in Goodwill’s stores, donation centers and other departments.

In 2016, Mel won Goodwill’s Lifetime Achievement Award, being recognized for his constancy, passion and dedication to Goodwill® and our mission, even when he had to cut down his hours to 3 days per week due to health issues. While ready for this new chapter in his life, he will most certainly always be welcome through our doors.

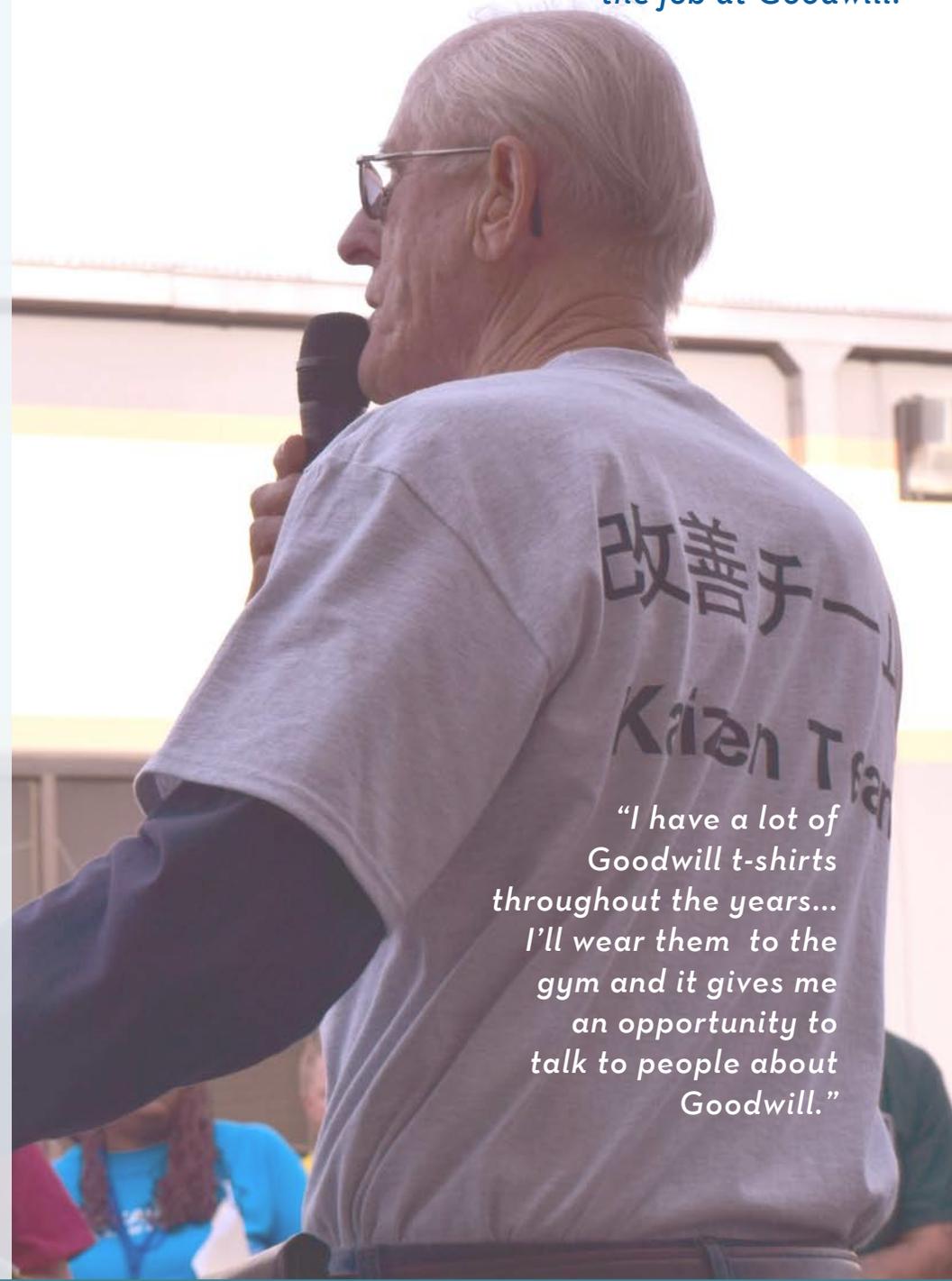


While ready for this new chapter in his life, he will most certainly always be welcome through our doors.

Thank you for your service Mel!

“I can’t describe how much pride I have for having worked here. Seeing the programs develop & seeing how many people we serve makes me really proud.”

“I enjoyed working for Goodwill...I’m going to miss the people...that’s why I’ve been here for as long as I had. I never even considered getting another job after I got the job at Goodwill.”



“I have a lot of Goodwill t-shirts throughout the years... I’ll wear them to the gym and it gives me an opportunity to talk to people about Goodwill.”



make an impact
DONATE.

40+ ATTENDED DONATION CENTERS. When you are downsizing your home or cleaning out the clutter, bring your gently-used clothing, housewares, and other items to a conveniently-located Goodwill® Donation Center. Find a Donation Center near you at WWW.GOODWILLSOUTHERNAZ.ORG/DONATE

ELECTRONICS RECYCLING. Through our partnership with DELL® ReConnect, old computer equipment is recycled to help reduce the amount of electronic waste from our landfills. Donate at any donation center.

DONATE A VEHICLE. Donate your unwanted car, motorcycle, RV or boat to Goodwill® - it's free and we can even pick up vehicles that don't run. Call us with a title in hand and we can help you with this tax deductible donation. Call (520) 623-5879.

MAKE A MONETARY CONTRIBUTION. Your donation is eligible for the State of Arizona charitable tax credit. You may claim a dollar-for-dollar tax credit up to \$400 when filing single or \$800 when filing a jointly. Use QCO Code: 20333 to take the tax credit on your income tax returns. Make a cash donation online at WWW.GOODWILLSOUTHERNAZ.ORG/DONATE

If you would like to make a gift of real estate or other property, or make a designation of fixed regular donations (of cash or securities) please call (520) 623-5174, Ext. 7013.



OFFER YOUR TIME

VOLUNTEER YOUR TIME. Being part of the Goodwill® Team is about helping other people. Volunteers work in our mission programs (tutoring, mentoring, and administrative tasks) and our administrative offices (Accounting, HR, and Operations). Please learn more and apply at WWW.GOODWILLSOUTHERNAZ.ORG/GET-INVOLVED.

INTERSHIPS. If you want real-world experience and/or course credit, Goodwill® offers internship opportunities in our mission services and other departments.

ORGANIZE A DONATION DRIVE. If your neighborhood, club, or organization would like to plan a Donation Drive for Goodwill®, please call (520) 623-5174 ext. 7039 and we can help with donation bins, a truck, and promotions.



"It's been fun to see [Metro] grow...It's reliable and youth know that and so they're gone for 2 years and they show up one day and say, 'Oh I needed something and I remembered I could come here.'"

Tara

TARA CARMODY started her career with Goodwill® after a stint of overseas teaching jobs. Originally from the midwest, she randomly chose Tucson and looked for jobs in the non-profit sector because of her passion for working with at-risk youth. She started as a Case Manager on Day 1 of our Metro Youth Program in April 2014, helping Opportunity Youth (ages 16-24) access community resources, get their GED and provide emotional wellness support. "I was new to Tucson, just 2 months, started the job and immediately felt connected to the community," she said.

After 5 years, she has seen her career progress from being a Case Manager to Academic Coach, and now the Academic Services and Volunteer Coordinator. She's spearheaded the mission to help youth, adult clients and Goodwill® employees obtain their GED and other credentials as well as finding tutors to help individuals succeed on their tests. While encouraging others to work on their education, she too realized she wanted more training and wanted to explore other aspects of the social service field.

"Goodwill was very accommodating of my work schedule, school schedule, and tuition reimbursement." She felt there was open and honest discussion about where she wanted to grow professionally. She enrolled in school to get her Master's in Counseling two years ago and will be starting her last semester in January 2019 with an internship at a K-8 school. "I've had a lot of work with teenagers and young adults...I want to work with youth before they are at such a critical stage and give them more preventative tools and more support when they're younger, hopefully make some impact to help youth stay in school or be that supportive person."

When asked about what she would say to someone who is on the fence about professional development opportunities:

"At first I wasn't sure if I could work AND go to school...We can come up with a million excuses why we shouldn't or can't do something, but if you just take that first little step, it'll get you going and get you excited."

Goodwill's largest Southern Arizona store grand opened on Valencia Rd. in August 2018



make an impact SHOP

DONATIONS TO DOLLARS. Retail revenue helps support our mission, providing funds for our programs and sustains about 500 local Southern Arizona jobs! Our stores carry clothing, housewares, books and more! They also carry repaired, refurbished and repurposed furniture and bikes by our Youth Restoration Project!

TUCSON

2907 N 1st Ave.*
Ph. 520-882-5152

3925 N Flowing Wells Rd.
Ph. 520-887-2033

2990 W Ina Rd.
Ph. 520-744-7988

1703 W Valencia Rd.*
Ph. 520-547-3464

300 N 4th Ave.
Ph. 520-623-2799

8963 E Tanque Verde Rd.
Ph. 520-396-1389

3725 E Fort Lowell Rd.
Ph. 520-628-1882

4995 E Speedway Blvd.
Ph. 520-795-2855

4082 E 22nd St.
Ph. 520-790-0907

10240 E Golf Links Rd.
Ph. 520-618-0067

7201 E 22nd St.*
Ph. 520-545-9261

8358 E Broadway Blvd.
Ph. 520-382-6565

CASA GRANDE

1325 E Florence Blvd.*
Ph. 520-582-1002

ORO VALLEY

10540 N La Canada Dr.
Ph. 520-547-3350

GREEN VALLEY - SAHUARITA

718 W Calle Arroyo Sur
Ph. 520-618-0198

SIERRA VISTA

2105 E Fry Blvd.*
Ph. 520-895-5986

OUTLETS & AUCTION

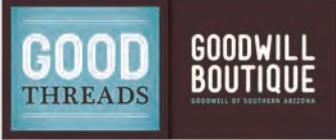
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Irvington Outlet
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Ph. 520-382-1560

Nogales Outlet & Auction
490 N Grand Ave.
Nogales, AZ
Ph. 520-358-4416

FIND US AT WWW.GOODWILLSOUTHERNAZ.ORG/SHOP

Stop in and enjoy 50% off the Color of the Week, daily discounts and save even more at our sales!



GOODTHREADS BOUTIQUE

7366 N. Oracle Rd. | Ph. 520-495-7999

New and donated stylish, brand name clothing and accessories, vintage-inspired and kitschy items!

SHOP GOODWILL ONLINE!

Unique items, artwork, collectibles and other treasures can also be found at

WWW.SHOPGOODWILL.COM/TUCSON or scan the QR code to be taken to Goodwill® of Southern Arizona's storefront and see what other GOODies you can find!



THANK YOU
SOUTHERN ARIZONA!