We provide training, services and jobs for people with barriers to employment. As a community leader, Goodwill provides workforce development through innovative, quality programs designed to reduce poverty in our community. Goodwill is dedicated to the ideal of strengthening our families and community through the power of work!
Dear Goodwill Stakeholders,

Goodwill's legacy is in providing the programs and services that put people in the workforce, strengthen families and build stronger communities. Goodwill has been a trusted household name for more than a century, and while we're best known for our retail stores and great bargains, our mission has never been more relevant.

In 2013, Goodwill served more than 12,500 people across Southern Arizona. As more people reach their employment goals, that impact is sure to be felt for years to come. This is what drives us to do more and be more.

We're pleased to share some of these successes with you in this Annual Report. You'll read highlights of our work in the areas of mission impact and how we strengthen our services to the communities of Southern Arizona. You'll also read stories of remarkable people who excel in the world of work thanks to their determination and the assistance they received from Goodwill.

We invite you to learn more about how you help build stronger communities by donating, shopping and supporting Goodwill.

Sincerely,

Suzanne Lawder
President and CEO
Goodwill Industries of Southern Arizona.

2014 Board Of Directors
Ron Robinette - Chairman
Ben Burnside - Vice Chairman
Ludwig Kuttner - Secretary
Dan Talerico - Treasurer
James Wertheimer - Past Chairman
Lorenzo Cotton - Member at Large
Humberto Astorga - Member
Sylvia M. Lee, Ph.D. - Member
Jim Zarling - Member
THE COMMUNITY GAVE TO GOODWILL

Sales from Donated Goods............................................ $21,056,432
Workforce Development Service & Grants .............................................$1,383,660
Public Support............................................................................................................. $62,421
Contract Services......................................................................................... $38,128
Other Income....................................................................................... $111,228

TOTAL REVENUE  $22,651,869

GOODWILL GAVE BACK TO THE COMMUNITY

Program Services: Wages/Salaries/Benefits...$11,260,705
Other Program Service Expenses..................................$8,016,663
Management & General ........................................................$2,303,173
Investing to Meet Community Needs.........................$1,071,328

TOTAL EXPENSES  $22,651,869
Goodwill of Southern Arizona is putting your donations to work! Because of your generous donations and purchases, we are able to help thousands of people overcome their barriers to employment in Southern Arizona every year.

89¢ of every dollar does something good! Our annual audit conducted by Beach Fleischman CPA's® found that Goodwill puts 89¢ of every dollar back into programs and services.

Goodwill offers full time employment that comes with excellent benefits including paid time off, medical and dental insurance, the potential for raises and promotions, and more.

Over 500 Employees
In 2013 Goodwill kept 23,400,000 pounds of materials out of Southern Arizona landfills.

The GoodFutures Program is a training and service-learning program for Arizona's young adults who have been involved in the juvenile justice system. It teaches life-long job skills which helps them on the road to better futures. Last year, all GoodFutures participants found employment!

This year, Goodwill served 12,550 people with barriers to employment including those with disabilities.

The GoodFutures Program achieved 100% job placements for participants.
Donations
Goodwill is working:

Your donations to Goodwill Industries continue to provide services, training and jobs to people in Southern Arizona. Your gently used donations are offered for sale through our retail stores. Donations can be made at any store or at one of our conveniently located Attended Donation Centers.

Goodwill continues to expand in our community to meet your recycling needs. Please visit our website or call us at 520-623-5879, so we can direct you to the most convenient location.

Goodwill makes it easy to drop off your donations. Whether you live in Tucson, Benson, Sahuarita Nogales, Casa Grande, Sierra Vista, Marana, or Oro Valley, there is an Attended Donation Center near you. We are adding new locations all of the time, so visit www.GoodwillSouthernAz.org to find the most up-to-date list of locations.

We appreciate all of your donations. In order to protect them at our sites, please donate during business hours only. Thank you!

Community Involvement
Your opportunities to help reduce poverty in our community through the Power of Work:

DONATE MATERIAL GOODS
SHOP AT GOODWILL STORES
REFER SOMEONE YOU KNOW WHO CAN BENEFIT FROM OUR SERVICES
UTILIZE OUR BUSINESS AND INDUSTRIAL SERVICES
MAKE A CASH CONTRIBUTION
VOLUNTEER
MAKE A BEQUEST
DONATE A VEHICLE

CORPORATE PARTNERSHIPS
(Cash, Inventory, Volunteers, Expertise)
EMPLOY YOUTH
DELL RECONNECT
Dell Reconnect is a residential computer recycling program that offers you an easy, convenient and responsible way to recycle your used computer equipment. You can drop off any brand of used equipment to any Goodwill donation center in Southern Arizona. What’s more, you will be helping protect the environment and benefitting your community at the same time.

Technology recycling has never been easier.

Donations can be made at any store, Attended Donation Center, or arrangements can be made for home pickup by calling 520-623-5879. For all other contributions call the Goodwill Corporate Offices at 520-623-5174.

Financial Donations can be made online by visiting www.GoodwillSouthernAz.org and clicking on the “Donate” button at the top of the screen.

PROCEEDS FROM DONATIONS REMAIN IN SOUTHERN ARIZONA AND ARE TAX-DEDUCTIBLE TO THE EXTENT ALLOWED BY LAW.
Retail/Auction/Outlets
Goodwill is working in Southern Arizona recycling donated items through its retail stores. Proceeds from these retail locations support our mission of providing services, training and jobs to people in Southern Arizona.

**Goodwill Retail Stores**
Hours of Operations: Mon-Sat 8am-9pm, Sun 9am-7pm (Unless otherwise noted)

- 2907 North 1st Avenue
  520-882-5152
- 300 North 4th Avenue
  Mon-Sat 8am-9pm, Sun 10am-7pm
  520-623-2799
- 4140 West Ina Road
  520-744-7988
- 4995 East Speedway Boulevard
  520-795-2855
- 8963 East Tanque Verde Road
  520-396-1389
- 7139 East 22nd Street
  520-290-2322
- 1680 West Valencia Road
  520-547-3464
- 3925 North Flowing Wells Road
  520-887-2033
- 4082 East 22nd Street
  520-790-0907
- 1830 East Irvington Road
  (outlet only) Mon-Sun 8am-6:30pm
  520-382-1560
- 10540 North La Cañada Drive
  Oro Valley 520-547-3350
- 8321 East Broadway
  (bookstore) Mon-Sat 7am-7pm
  520-296-5288
- 3725 E Ft Lowell
  520-628-1882
- 10240 E. Golf Links Road
  520-618-0067
- 2105 East Fry Boulevard
  Sierra Vista 520-895-5986
- 1325 East Florence Boulevard
  Casa Grande 520-582-1002
- 205 South Prickly Pear Road
  Mon-Sat 9am-8pm
  Sun 10am-7pm Benson
  520-586-8839
- Coming in 2014 to
  Sahuarita/Green Valley

**Specialty Stores**
Mon-Sat 10am-7pm
Sun 10am-6pm
- Good Threads Boutique
  7366 N Oracle, Ste 190
  520-495-7999
- Good Threads Boutique
  2530 E 6th Street
  520-628-1927

**Nogales Outlet & Auction**
Tue, Wed, Fri, Sat, Sun 8am-5pm
- 490 North Grand Avenue
  Nogales, AZ 85621
  520-623-0411

Your support of the Goodwill stores and auctions is greatly appreciated. All proceeds through the sale of goods support Goodwill’s programs.
Workforce Development

Goodwill of Southern Arizona is working to provide job training for underemployed and unemployed individuals. Goodwill believes that a job opens the door to full participation in society. The following services are offered through Goodwill's Workforce Development Division.

JOB CONNECTION CENTERS

State of the art facilities provide job search assistance including: career planning, resume development, assistance in conducting an internet job search, interview skills training and referral to appropriate job openings. All services at the centers are free of charge and no appointment is necessary. Hours of Operations, unless otherwise noted: Mon. - Fri. 9am - 12pm & 1 - 4pm. (Closed 12 - 1pm for lunch.)

Midvale Plaza Job Connection Center
1680 West Valencia Road
Tucson, Arizona 85746
520-547-5647

1st Avenue Job Connection Center
2907 North 1st Avenue
Tucson, Arizona 85705
520-206-0333

Ft Lowell/Dodge Job Connection Center
3725 E Ft Lowell
Tucson, AZ 85716
520-628-1883

Benson Job Connection Center
205 South Prickly Pear Road
Benson, Arizona 85602
Benson Center - open daily 10am - 6pm
520-586-8839

Sierra Vista Job Connection Center
2105 East Fry Boulevard
Sierra Vista, Arizona 85635
520-895-5993

Casa Grande Job Connection Center
1325 E. Florence Blvd.
Casa Grande, Arizona 85122
520-582-1002

18,000 Total Visits

Goodwill of Southern Arizona’s Job Connection Centers are FREE community based resources funded solely by the donations/sales from our retail stores.
Contracts/Industrial

Goodwill is working to meet your needs in support services offered to the business community. Our Morse Job Opportunity Center has been providing solutions for business and industry since 1977.

Goodwill's Morse Job Opportunity Center provides production solutions that have allowed many local companies to increase efficiency and reduce production costs. The center can provide the quality, value, and dependability your company needs.

**ASSEMBLY**
- Light Assembly • Sorting • Quality Control • Fulfillment

**PACKAGING**
- Shrink Wrap • Skin Pack • Packaging/Repackaging • Box Assembly/Folding

**MAIL SERVICES**
- Bulk Mail • Sorting • Labeling • Zip Code Sort

**E-BOOKS**
- Book Scanning • Book Sorting

**REDUCE PAYROLL & LABOR COSTS**
Jobs are based on a “fixed unit price” regardless of volume. Goodwill is responsible for payroll, payroll taxes, benefits, and workmen’s compensation.

**INCREASE QUALITY WHILE REDUCING PRODUCTION PROBLEMS**
Goodwill will meet your deadlines with 100% quality control while following your exact specifications.

**SAVE TIME & RE-WORK COSTS**
Workers being trained for industry perform quality workmanship at the Goodwill Center.

**WHAT CAN GOODWILL INDUSTRIES PROVIDE YOUR COMPANY?**
- A consistent workforce
- Exceptional quality control checkpoints – 100% inspections at critical points of the job!
- On the floor supervision of your job from start to finish

[Image of a person working with books] Over 1 Million Books Scanned & Sorted
Workforce Development

READY-TO-EARN COMPUTER/CUSTOMER SERVICE TRAINING
Goodwill Industries provides Ready-to-Earn Computer/Customer Service training for low-income, unemployed and underemployed individuals. The training program provides 100 hours of classroom training plus unlimited computer lab practice. The program provides the basic computer service, keyboarding, Windows, customer service, and telephone etiquette skills needed for successful employment in Tucson’s computerized customer service industry.

PIMA COUNTY ONE-STOP CAREER CENTERS
In partnership with the Pima County One-Stop Career Centers and the Pima County Workforce Investment Board, Goodwill Industries provides services for adults and dislocated workers through Goodwill staff members stationed at the One-Stop Career Centers.

SUMMER AND AFTER SCHOOL YOUTH WORK PROGRAM
Goodwill is working with area employers to provide youth the opportunity to gain valuable paid work experience. Working with personnel at the Pima County One-Stop to match youth, Goodwill personnel meet with employers to place youth in the workplace. The program focuses on real-life job skills and the youth are supported by an employment specialist.

GOODWILL YOUTH MENTORING PROGRAM
The program matches youth ages 12-17 with a trained volunteer mentor. It is designed to divert youth from the juvenile justice system and support them in making positive choices, contributing to their community, and exploring healthy career choices.

GOODFUTURES
A training and service-learning program for Pima County’s young adults, ages 18-21, who have been involved with the juvenile justice system and have never been convicted as an adult. GoodFutures provides case management, strategic support, service-learning projects and work experience placements for all participants.
CENTER BASED EMPLOYMENT
Provides long-term and on-going support and employment in a controlled and protected work environment. Services are provided in the Morse Job Opportunity Center for adults with severe disabilities.

GROUP SUPPORTED EMPLOYMENT
Provides training and work experience to develop work-related attitudes, skills, behaviors, and habits for adults with severe disabilities.

Business Involvement

Goodwill Industries provides employment, training and support services to unemployed and underemployed individuals while reducing poverty in our community and providing employers with a trained workforce. Assistance can be provided in any of the following ways:

UTILIZE GOODWILL FOR YOUR HIRING NEEDS
By hiring through Goodwill, businesses can help increase the opportunities available for people who need a hand up, not a hand out.

BUSINESS & INDUSTRIAL SERVICES
Use Goodwill on a contract basis for any assembly, packaging, collating or mailing/shipping needs you may have.

PARTNERING WITH GOODWILL FOR SPECIAL PROJECTS
Businesses can assist with donation drives, work projects, training and job placement opportunities.

CASH & IN-KIND DONATIONS
Businesses can support Goodwill through the donation of cash, services or merchandise such as materials, fixtures or inventory. Businesses can also help Goodwill by donating a site for an Attended Donation Center to be placed on their property.

To learn more about how your company can help, or to arrange a tour of the Goodwill facilities, contact Goodwill at 520-623-5174.