90¢ of every dollar Goodwill spends goes towards our programs, services & jobs!

Source: Annual Audit conducted by Beach Fleischman CPAs©, 2014.

Over 24 million pounds were kept out of Southern Arizona's landfills in 2013-2014. Donating your clothing, housewares, old computers & cars to Goodwill keeps material out of the trash, and are given a second life (or third, or more!)

Goodwill is partnered with DELLReconnect who responsibly recycles computer equipment to reduce technological waste.
## 2014 Annual Report: Financials

### July 1, 2013 - June 30, 2014

**THE COMMUNITY GAVE TO GOODWILL**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales from Donated Goods</td>
<td>$23,621,727.00</td>
<td>(92.05%)</td>
</tr>
<tr>
<td>Workforce Development Service &amp; Grants</td>
<td>$1,862,133.00</td>
<td>(7.26%)</td>
</tr>
<tr>
<td>Public Support</td>
<td>$78,680.00</td>
<td>(0.31%)</td>
</tr>
<tr>
<td>Contract Services</td>
<td>$24,427.00</td>
<td>(0.19%)</td>
</tr>
<tr>
<td>Other Income</td>
<td>$73,814.00</td>
<td>(0.78%)</td>
</tr>
</tbody>
</table>

**TOTAL REVENUE:** $25,660,781.00

### GOODWILL GAVE BACK TO THE COMMUNITY

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wages/Salaries/Benefits</td>
<td>$12,861,427.00</td>
<td>(50%)</td>
</tr>
<tr>
<td>Other Program Service Expense</td>
<td>$9,502,483.00</td>
<td>(37%)</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$2,499,586.00</td>
<td>(10%)</td>
</tr>
<tr>
<td>Investing to Meet Community Needs</td>
<td>$797,285.00</td>
<td>(3%)</td>
</tr>
</tbody>
</table>

**TOTAL EXPENSES:** $25,660,781.00

100% of our finances are REINVESTED back into the Southern Arizona community.

**OUR MISSION:**
We provide training, services & jobs for people with barriers to employment.

**OUR VISION:**
We are a mission-driven, self-sufficient organization characterized by collaboration and outreach.
DO GOOD.
Donate Stuff. Create Jobs.
Learn more on our new website!
www.GoodwillSouthernAZ.org

Liz Gulick
Interim President/CEO
Every day, thousands of men and women face barriers that make it difficult for them to find work and earn a paycheck to support their families. Sometimes it’s lack of training or education, limited job skills, or a disability. **Thanks to the support of donors and shoppers like you**, we are able to help our neighbors overcome those barriers.

Goodwill gives people the tools they need to find a job which allows them to support themselves and their families. In 2014, Goodwill served over 10,000 people across Southern Arizona. With the addition of our 7th Job Connection Center located inside our new Kolb store and the launch of our new METRO Youth Program serving youth who were in the juvenile justice system, we are able to reach out to more people to assist them with their goals, connect them to the community, provide career pathways, and give a sense of purpose for the future.

We’re pleased to share some of these successes with you in this Annual Report. With support from you, our donors, shoppers, employees, Board of Directors and community partners, we can continue to improve Southern Arizona’s communities for the better. We cannot thank you enough for your steadfast generosity and backing of our mission to put people to work. As we focus our sights on what lies ahead, we are excited about our opportunities for a successful, sustainable future.

We invite you to learn more about how you help build stronger communities by visiting us at our donation centers and stores. If you would like to learn more about our programs, please call us at **(520) 623-5174**.

Sincerely,

Liz Gulick
Interim President and CEO
BUILDING COMMUNITIES
...through the POWER OF WORK.

GOODWILL OF SOUTHERN ARIZONA employs over 500 employees in our Retail Stores & Outlets, GoodThreads Boutiques, Auction, Attended Donation Centers (ADCs), Warehouse & Salvage, E-Commerce Dept., Transportation, Programs & Services, & Administrative offices. Our region encompasses Casa Grande to Nogales, the Tucson area to Sierra Vista.

Goodwill has a sustainable business model in that our donation collections and retail sales are able to fund the majority of our operations. We not only create jobs in the local economy, we are able to self-fund it as well.

Goodwill supports employees & participants in:

21 Retail sites (including Retail stores, Outlets, and GoodThreads Boutiques)

3 Adult Workforce Development Programs:
   - Ready-to-Earn Customer Service Training
   - Supported Employment
   - Job Connections Centers

18 Attended Donation Centers

5 Youth Programs:
   - GoodFutures Youth Program
   - Summer/After-School Youth Employment
   - Youth Mentoring Program
   - Youth Restoration Project
   - METRO Youth Program
As an employer, we strive to create a work experience that is productive, positive, & rewarding. Through our Benefits & Employee Development Program, we encourage & assist our employees with challenges they face & with their educational & career aspirations. In 2013-2014, Goodwill employed over 500 individuals.

314 employees received assistance to overcome personal challenges and/or career services through the Employee Development Program.

Employee Development Program
Shirlean, Store Lead at Flowing Wells Store

With the help of Goodwill’s Employee Development Program’s GED classes, Shirlean was able to earn her GED. She’s explored going to college through our partnership with Pima Community College & she received a quarterly grant to pay for her first college class. She will be attending classes at PCC in the Spring 2015 to become a Vet Technician. Shirlean hopes to inspire others at any age, to work towards their goals & to know that all barriers can be overcome.
Supported Employment
Roxy, Supported Employment Participant & Nadia, Job Coach
Roxy has worked with Goodwill’s Supported Employment program since 1996. Her steady progression in skills has led up to Roxy’s work at a Goodwill Retail Store. For the past three years, through the help of her Job Coach, Nadia, she continues to hone her retail skills & is now mentoring & helping to train other participants in the program.

26 adults with developmental disabilities were placed in Goodwill stores to provide a community-integrated work environment.
Our Job Connection Centers had over 24,000 visits who sought help with job search skills including help in creating resumes & cover letters, online application assistance & interviews. 1,099 confirmed job placements!

Job Connection Centers
Debi, Benson Chamber of Commerce Office Manager & Job Connections Client
After suffering a medical setback in 2000, Debi had to work hard to get her body healthy & prepare to get back into the workforce. Debi worked with the Career Development Specialist at the Sierra Vista Job Connection Center to update her resume & realize the talent & experience that would be valued by potential employers. Her past has taught her that no matter what the universe throws your way, YOU make the choices to succeed & YOU can overcome your barriers.
Ready-to-Earn Training Program

Galen, RTE Student & Ellen, RTE Instructor

With the encouragement of her mother who also worked in the Call Center industry, the birth of her daughter and the desire for a job where she could progress, Galen enrolled in Ready-to-Earn, a 5-week Call Center & Customer Training Program. One year later, she is still working at Chamberlin, her first placement after completing the program.

35 students completed the Call Center/ Customer Service Training. Average wage earned at job placement was $10.48/hr.
“Thank you for giving me the amazing mentor who is always there to help me. Goodwill is the best thing that has happened to me.” ~ Susma

104 youth were enrolled in the GoodGuides Youth Mentoring Program. Become a Mentor today!

GoodGuides Youth Mentoring Program
Susma, GoodGuides Youth & Karreen, Mentor
Susma & Karreen were matched two years ago and they’ve had a great impact on each other’s lives. They’ve gone swimming, scrapbooking, attended a UofA baseball game and St. Patrick’s Day Parade, and have performed community service projects at other non-profit organizations. Susma also held a job at one of the Goodwill retail stores.
“Goodwill has given me one of the greatest opportunities I’ve received so far in my life. I was given an internship and [they] placed me where [they] thought I’d do best: in the corporate office at Tres Amigos. I really enjoyed it… and it actually led me to a full-time position with the company and I’m the new Wholesale Manager for Tres Amigos.”
After a few run-ins with the law, Ben made a conscious decision to turn his life around by working with the METRO Youth Program, participating in service projects & taking advantage of resources (food, case management, educational assistance, etc). Ben is earning his GED and JTED certification to become a Firefighter. With his recent successes, he is a role model for his peers.

“I want to be a firefighter, not because it’s a good job but because I want to be a hero. And I wouldn’t have had that perspective in life without METRO.” ~Ben

26 youth members were enrolled in METRO the first year. Since April 2014, Youth contributed to 74 hours of volunteer & restorative justice hours with various community organizations.
Youth Restoration Project

Juan, Youth Restoration Associate

Juan began working full-time with the Youth Restoration Project in March 2014. He has since re-enrolled in school to earn his diploma. Youth are resurrecting some of the generously donated furniture by rebuilding, repurposing and restoring them to become “new-to-you.” Restoration pieces sold in our stores help fund the program.

“I learn something new each day...I’m excited to come to work every day.” ~ Juan

The program keeps 4,000 pounds out of the landfill each month!
youth were served in the GoodFutures Program. The program worked with each youth individually to plan out their career paths, provided GED support & real-world work experience & the opportunity to earn industry-recognized accreditation towards their careers of choice.

**GoodFutures Youth Program**

**Tiana, GoodFutures Participant**

Tiana aspires to do many things - she wants to work with animals, is completing her cosmetology license & is working as a tax preparer for H&R Block. While in GoodFutures, she earned her GED, learned job skills, & participated in service learning projects in the community. She was placed at Tucson’s Therapeutic Ranch for Animals & Kids (TRAK) & she will continue to volunteer there.
Your Donations are put to work!

Goodwill of Southern Arizona exists exclusively to provide programs, training & services to those with barriers to employment. In other words, we exist to give a “hand up” (not a hand out) to those looking to build careers & futures for themselves. We offer second chances and the opportunity to reach an individual’s highest potential by obtaining meaningful employment.

Donations to Goodwill of Southern Arizona are tax-deductible to the extent allowed by law.

How can you help?

Every donor is important to us, and it is our responsibility to ensure your contribution has the greatest impact. With your donation and support, you literally CREATE JOBS!

Donate your gently used items at our Attended Donation Centers

When you are downsizing your home or cleaning out the clutter, bring your gently used clothing, housewares, old computer equipment, and other items to a conveniently-located Goodwill Donation Center.

Visit www.goodwillsouthernaz.org/Donate for the Donation Center near you! We appreciate all of your donations. In order to protect them at our sites, please donate during business hours only. Thank you!

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 for up to $200 when filing single or $400 when filing a joint account. You can make a cash donation online at www.goodwillsouthernaz.org/Donate

Or mail a check payable to: Goodwill of Southern Arizona, 1940 E. Silverlake, Ste. 405, Tucson, AZ 85713.

Gift Annuity or In Kind
If you would like to make a gift of real or other property, or make a designation of fixed regular donations (of cash or securities), please call (520) 623-5174, Ext. 1119.

Volunteer your Time
Being part of the Goodwill Team is about helping other people. Volunteers* work in our retail stores, our programs and our administrative offices. Please visit www.goodwillsouthernaz.org/Volunteer to apply.

*Participants that have been convicted of crimes in the past 10 years related to theft, violence, or crimes of a sexual nature may be ineligible to complete volunteer/internship services with Goodwill.

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. 1157 and we can help with bins, a truck, and promotions.
SHOP GOODWILL!

Gently used items and new goods are for sale at our Goodwill Retail Stores and GoodThreads Boutiques. Proceeds from these retail locations support our mission.

Stop in and enjoy 50% off Color of the Week & daily discounts, & sales!

Find the store nearest you at www.goodwillsouthernaz.org/Shop

RETAIL STORES

New & gently used items priced affordably! Our Retail Stores also carry furniture & bikes repaired, refurbished & repurposed by our Youth Restoration Project!

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

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

4140 W Ina Rd.
Ph. 520-744-7988

1680 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

8321 E Broadway Blvd.
Ph. 520-296-5288

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

Benson
205 S. Prickly Pear*
Ph. 520-586-9667

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

*Stores with a Job Connection Center

GOOD for You.

OUTLETS & AUCTION

Purchase items by the pound!

Outlet - 1830 E Irvington Rd.
Ph. 520-382-1560

Nogales Outlet & Auction
490 N Grand Ave.
Ph. 520-358-4416
SHOP ONLINE!
Unique, collectibles and other treasures can also be found at www.shopgoodwill.com.

Scan the QR code to be taken to our ShopGoodwill.com storefront & see what other GOODies you can find!

GOODTHREADS BOUTIQUES
New & donated stylish, brand name clothing & accessories, vintage-inspired & kitschy items!

7366 N Oracle Rd., Ste. 190
Ph. 520-495-7999

2530 E. 6th St.
Ph. 520-628-1927

GOODWILL GIFT CARDS
Goodwill gift cards can be purchased at any Goodwill of Southern Arizona store for any amount. Gift cards do not expire!

Note: Goodwill of Southern Arizona gift cards are only valid in Southern Arizona stores.