Dearest Friends,

This year has felt like our southern Arizona economy began to improve after the Great Recession. At Goodwill® Industries of Southern Arizona, we have been focused on providing great service. Our impact - and really, YOUR impact - has helped thousands in our communities. We thank you for your continued generosity and support.

Thanks to generous donations from our shoppers and donors like YOU, we were are able to support over 500 people with full-time employment and access to benefits, retirement and paid time off. With many of our employees facing significant barriers to employment, these are critical benefits that help create stability both personally and professionally. Goodwill® also has two full-time Employee Development staff that provide specific assistance to help employees gain skills and address life challenges. This has a life-changing impact, not only for our employees, but for their families as well.

Developing our employees helps us provide great customer service to our shoppers and donors, allowing us to maximize the value of YOUR donation and purchases which enables us to grow and improve our mission services. YOUR support has allowed us to focus on improving our adult and youth programs. Last year, Goodwill® served over 10,700 individuals! Our seven Job Connection Centers had over 25,500 visits where the program provided free, one-on-one assistance to individuals looking for a job. But sometimes getting the job is the easy part, so a new workshop was added called “Workplace Success” with tips on how to keep the job! In our five youth programs, we were able to serve more than 660 youth - more than we ever have before! - with mentoring, case management, career exploration and work experience.

These are just a few of our successes over the last year. And these couldn’t be possible without YOUR help. If you would like to learn more about Goodwill® Industries of Southern Arizona, please call us at 520-623-5174 or visit our website at www.GoodwillSouthernAZ.org.

Sincerely,

Lisa Allen
Co-President/CEO
Retail and Operations

Liz Gulick
Co-President/CEO
Programs and Marketing

2014-2015 Board of Directors

Ben Burnside, Chairman
James Wertheimer, Vice Chairman
Dan Talerico, Treasurer
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Ron Robinette, Immediate Past-Chairman
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Humberto Astorga, Member
Vivian Egbert, Member
Jim Zarling, Member
YOUR MISSION:
We provide training, services & jobs for people with barriers to employment.

YOUR VISION:
We are a mission-driven, self-sufficient organization characterized by collaboration and outreach.

BY THE NUMBERS
July 1, 2014 thru June 30, 2015

<table>
<thead>
<tr>
<th>OUR COMMUNITY’S INVESTMENT WITH GOODWILL®</th>
<th>GOODWILL’S INVESTMENT IN OUR COMMUNITY</th>
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</thead>
<tbody>
<tr>
<td>90% Sales from Donated Goods $24,959,680</td>
<td>51% Program Services: Wages/Salaries/ Benefits $14,115,950</td>
</tr>
<tr>
<td>5.7% Workforce Development Service &amp; Grants $1,571,914</td>
<td>41% Program Services: Other Program Service Expenses $11,407,106</td>
</tr>
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<td>3.93% Investment from Reserves, $1,090,527</td>
<td>8% Management &amp; General $2,218,689</td>
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<tr>
<td>0.3% Public Support $83,877</td>
<td>0.13% Other Income $35,747</td>
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<tr>
<td><strong>Total:</strong> $27,741,745</td>
<td><strong>Total:</strong> $27,741,745</td>
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DID YOU KNOW?
90¢ of every dollar Goodwill® spends goes towards our programs, services & jobs!*

100% reinvested back into the southern Arizona community

*Source: Annual Audit conducted by Beach Fleishman CPAs®, 2015.
We strive to become an “EMPLOYER OF CHOICE” in southern Arizona by providing a positive & rewarding work experience. Full-time employees have access to benefits, paid time-off & our Employee Development Program where we can help individuals & families face challenges as well as reach their educational & career goals.

YOUR REGION
Goodwill® of Southern Arizona’s region extends from Casa Grande, Oro Valley, Tucson, Benson, Sierra Vista and to the international border in Nogales.

Goodwill®’s 500+ employees work in a variety of areas: Retail, Donation Centers, Warehouse & Salvage, online sales, Transportation, Programs & Services, & our administrative offices.

YOUR BUSINESS MODEL
Our donation collections are able to fund the majority of our operations. We not only create jobs in the local economy, we are able to self-fund our mission and customize our programs to address the most relevant challenges in our community.

YOUR IMPACT

Over 25 million pounds were kept out of Southern Arizona’s landfills in 2014-2015. Donating your clothing, housewares, old computers & cars to Goodwill keeps material out of the trash, and gives them a second life (or third, or more!).

Goodwill’s partnership with DELLReconnect responsibly diverted over 310,000 lbs of e-waste from the landfill.
EMPLOYABILITY SKILLS TRAINING & CASE MANAGEMENT

In partnership with Pima County’s One-Stop Career Centers, Goodwill® helps provide a wide range of workforce development programs & services to adults in our community.

1,350 Adults were provided Employability Skills, Basic Computer, Career Exploration Training & Case Management

DENISE was hired as a part-time Trainer in 2012 where she interestingly enough considered not applying for the position because she felt she was unqualified despite having years of developing curriculum and teaching. Ironically, her feeling of being unqualified is the type of response her clients often share BEFORE they sign up for the workshops at the One-Stop. “When a person doesn’t know and understand the skills and the value that their skills have to an employer (especially their transferable skills) they immediately disqualify themselves, like I almost did, from possibilities of positions that could be a perfect fit for them and the company...I was made to realize that some skills can be taught as long as the qualifications specified in the job description are supported with the core transferable skills an employer is seeking and you know how to market those skills. What an epiphany!”

We have testimonial after testimonial that substantiates how much these classes empower, change mindsets and bring fresh hope in these times that can be challenging and difficult to navigate for anyone.

“When I think that I get to be instrumental in helping others to see & realize what value they bring to the workforce...it is such a privilege to be a part of it from week to week.”

DENISE, One-Stop Trainer
CAREER LADDERS

Through city & county grants, Goodwill works with local employers to develop training programs that will lead to significant promotions & wage increases for their employees along with increased productivity for their organization.

IOTA ENGINEERING a manufacturer of electrical systems in Tucson, began training classes in November 2015 and will continue in March 2016. Iota saw this program through Pima One-Stop as an opportunity for their employees to improve skill levels and increase their knowledge of the products. Skills learned are almost immediately applied on the workflow and have contributed to better communication between departments.

87 employed adults received extra training provided through this program at their place of employment.
JOB CONNECTION CENTERS are resource centers located in Goodwill stores (4 in Tucson, & one in Casa Grande, Benson, & Sierra Vista) for job-seekers to receive employment assistance with access to computers & workshops.

Over 25,500 visits to our Job Connection Centers

1,436 reported job placements

ROWAN, Jobseeker

A fateful trip to a Goodwill store to find a blouse for a job interview led ROWAN to the Job Connection Center on 22nd and Kolb one day. With just $4 plus change in her pocket, she needed to find employment fast. Nancy, the Career Development Specialist, greeted her with a smile and a list of resources - workshops, job fairs, resume advice - and connected her to an organization that could help her acquire interview outfits. At one point, Rowan had interviews scheduled and realized the possibility of being able to CHOOSE her job rather than accepting on a position just to pay the bills. Rowan continues to attend the JCC to complete her Certified Nursing Assistant certifications online and has a different attitude than her first visit. “This beautiful, caring, and compassionate woman literally helped me change my life, from being miserable, broke and desperate, into someone who has a lot to offer this world, and is confident in her ability to succeed no matter what she endeavors,” said Rowan.
GROUP SUPPORTED EMPLOYMENT

provides job coaching & case management to adults with developmental disabilities in a community employment setting within Goodwill’s stores & production teams. Job Coaches work closely with support agencies & service providers to create an individualized plan to develop job skills & work habits.

34 adult participants were placed in integrated work settings - in 8 Goodwill stores & in our New Goods Dept.

“One of my participants told me that when he comes to work, it’s his happy place. It makes me feel good that I can do that for him.” - Tisha

TISHA has been employed with Goodwill for almost 6 years, the last 3 as a Job Coach at Goodwill’s Midvale store. Having worked at a horse ranch that served the disabled population, she was very familiar with the opportunities and challenges of our participants which made it a natural fit for all. Tisha’s smile & laughter is infectious. Coworkers look forward to her daily motivational quotes.
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"I believe that infinite good can be done in the world with the aid of education..." - Faye McCorry

Faye began her career with Goodwill in 2011 as a Store Associate, after the all-night diner where she was working closed down. After nine months, she transferred to Goodwill’s E-Books division to list and sell books online, where she was recognized for being a hard worker and a quick learner. Faye was swiftly promoted to supervisor and after one year, was promoted to Assistant Manager for E-Commerce, overseeing the entire online sales operations. Through the Employee Development Program, she completed a Career Action Plan where she identified her passion for sociology, and learned that furthering her education was a possibility. Faye was twice awarded Goodwill’s Quarterly Education Grant, and consistently took advantage of the 50% Tuition Reimbursement Program. She earned an AAS in Sociology from Pima Community College, and will be enrolled in Arizona State University’s Sociology program in Fall 2016 to work towards her Bachelor’s degree.

Goodwill employees are supported whether their future is with Goodwill or somewhere else. Employees have an opportunity to focus on & gain traction with occupational goals that really fit individual values & interests.

FAYE, Assistant Manager, E-Commerce Dept.

Employees received assistance to overcome personal challenges and/or career services through the Employee Development Program.
YOUTH RESTORATION PROJECT

Youth participants in this program are paid full-time to learn basic carpentry & bike repair as well as receive additional support to get their GED, enroll in school and/or explore career paths. Youth rebuild, repurpose, restore & upcycle generously donated furniture to become “new-to-you.”

LaVALLE’s story is one of determination and triumph. Growing up, he was placed in four foster homes and attended four different high schools. Knowing he needed to surround himself with good people who could support him during challenging times, he came to Goodwill through the Metro Youth Program. He was hired as a Youth Restoration Project Associate shortly after. At the Youth Restoration Project he learned how to use tools and machinery to refurbish and restore furniture as well as tap into his own creativity to create unique pieces. During his tenure with YRP, he received the encouragement and consistency he was missing at home and was able to graduate from high school with honors. He is currently enrolled with Goodwill’s GoodFutures program where he will be on the path to become a welder.

LaVALLE, Future Welder

full-time youth jobs were supported through the Youth Restoration Project. It is a self-funded program supported by the sale of Restoration furniture in our stores.
The goal of GoodFutures is to reduce recidivism by providing young adult ex-offenders with an individualized career plan that leads to self-sufficiency. The program provides real world work experience, paid job placements with local employers, GED assistance, service learning projects, & skills development.

Before enrolling with GoodFutures, AMOR was struggling to find a job. With the guidance and support of Goodwill staff, Amor was able to earn her GED, a Caregiver’s certificate and Certified Nursing Assistant license. Amor was hired at St. Luke’s Home as a Caregiver shortly after. She now has a steady income to support herself and her son and she looks forward to going back to school to become an Ultrasound Technician.
Metro Youth Program

Metro is a walk-in resource center where young adults who were in the juvenile justice system are able to get GED tutoring, gain access to computers & training workshops, engage in service learning projects & participate in social events with peers, while receiving support services to reach their career goals.

Mercedes, Metro youth & new mother

Monique, Metro youth & mother-to-be

Mercedes just became a new mother and Monique is 5 months along. Both 18-year olds met when they were receiving GED tutoring and found that not only are they able to relate to each other because they are young mothers, but that they also recognize that education is the path to being able to support themselves and their young families. Looking back, Mercedes realizes that she could have made better choices and to appreciates the support her father provides her. Monique said she is motivated to finish her GED because of the incentive program Metro provides. Both aspire to be in the medical field in the future. Mercedes wants to become a Pediatric Nurse and Monique wants to become a Therapist.
Through a contract with Pima County One-Stop, Goodwill’s Youth Employment serves out-of-school youth who are able to earn 160 hours of paid work experience with local employers.

**BALLISTIC FABRICATION**, has been an employer-partner of Goodwill’s Youth Employment program for the past 5 years and has hosted approx. 25 youths to gain paid work experience. Youth learn employability skills like punctuality, appropriate dress for work and how to communicate with management while they are at Ballistic.

**CARLOS** started working with Ballistic through a referral from the Pima One-Stop. While studying for his GED, Carlos is also being paid for his work experience. Carlos is interested in cars and is also planning to enroll at Pima Community College in the culinary arts program.

"Don’t be afraid to take a chance. Always be willing to learn. And be willing to do better than you did before." - Carlos
GOODGUIDES
YOUTH MENTORING
Youth ages 12-17 are matched with adult mentors in individual and/or group settings. Mentors become a sounding board for life challenges & can also assist youth exploring career interests.

PISTOR MIDDLE SCHOOL is a partner-school with Goodwill's GoodGuides Program that offers mentoring services for students 6th through 8th grade during a free period. Youth participants learn skills from teachers and volunteer mentors, exploring topics like bullying, respect, kindness and teamwork. Participants at the school

96 youth
54 mentors
who commit to 1-yr participation

Pistor Middle School created an anti-bullying poster campaign that was posted throughout the school's hallways and also helped plant a garden to help with school beautification.

"I had an amazing semester...I liked researching jobs. I want to be a doctor to help people be healthy." - Hailley, 6th grade

"When I was in the 7th grade, I think I was a really bad kid. I wasn't nice...I'm nice now." - Corrin, 8th grade

THANK YOU!
YOUR IMPACT
DO YOU WANT TO FURTHER YOUR IMPACT?

Goodwill of Southern Arizona’s mission is to provide programs, training & services to those with barriers to employment. And it is our responsibility to our donors and supporters to not only run efficiently but to maximize the value of the donations that are given to us so we can do more good for the community.

Simply 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 have 41 locations in southern Arizona! We appreciate all of your donations. In order to protect them at our sites, please donate during business hours only.

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 $200 when filing single or $400 when filing a joint account. You can 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. 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.

*Volunteers that have been convicted of crimes in the past 5 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 & new goods are for sale at our Goodwill Retail Stores & GoodThreads Boutique. Proceeds from these retail locations support our mission. Stop in & enjoy 50% off the Color of the Week, daily discounts, & save even more at our sales!

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

RETAIL STORES
New & gently used items priced affordably! Our Retail Stores 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
10240 E Golf Links Rd.
Ph. 520-618-0087
7201 E 22nd St.*
Ph. 520-545-9261
4140 W Ina Rd.
Ph. 520-744-5880
---to relocate in 2016---
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
4420 E Golf Links Rd.
Ph. 520-618-0087

Benson
205 S. Prickly Pear*
Ph. 520-596-9667
Sierra Vista
2105 E Fry Blvd.*
Ph. 520-895-5986

OUTLETS & AUCTION
Purchase items by the pound!
Irvington Outlet
1830 E Irvington Rd.
Tucson, AZ
Ph. 520-382-1560
Nogales Outlet & Auction
490 N Grand Ave.
Nogales, AZ
Ph. 520-358-4416

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

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.

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 and see what other GOODies you can find!