2015-2016
YOUR IMPACT

It is with the support of the southern Arizona community that Goodwill® Industries is able to serve our mission. Our impact is YOUR impact. THANK YOU.
TO OUR FRIENDS:

Thanks to YOU -- our loyal donors and shoppers, our dedicated employer-partners, partner agencies, hardworking program participants and the community-at-large -- Goodwill® Industries of Southern Arizona continues to make strides in empowering our community through education and employment.

In the 2015-2016 program year, YOUR support allowed Goodwill® to serve more than 12,000 southern Arizonans with job placements, skills training, GED tutoring, youth mentoring, professional development and much, much, more. Who knew, that a donation of a t-shirt or a pair of jeans could do so much! It’s THAT easy to do good!

As you review the 2015-2016 Impact Report, you’ll learn about the successes and growth of individuals, the effectiveness of our programs and how the generosity of our southern Arizona community changes lives.

With your support, Goodwill® is committed to creating lasting, positive change in our community. It is an honor to have the vocation of creating jobs and offering the opportunity for families to thrive through the power of work.

THANK YOU.

ALONE WE CAN DO SO LITTLE; together WE CAN DO SO MUCH
- HELEN KELLER
12,116
SOUTHERN ARIZONANS SERVED.

MISSION:
TO PROVIDE SERVICES, TRAINING AND JOBS TO PEOPLE WITH BARRIERS TO EMPLOYMENT.

VISION:
WE ARE A MISSION-DRIVEN, SELF-SUFFICIENT ORGANIZATION CHARACTERIZED BY COLLABORATION AND OUTREACH.

2015 - 2016

SUMMARY

701 YOUTH SERVED (AGES 12-24) in 5 Youth Programs including Academic Services

2,300 JOB PLACEMENTS*

11,415 ADULTS SERVED in 5 Adult Programs including 433 employees served by the Employee Development Program

500+ EMPLOYEES & PAID PROGRAM PARTICIPANTS

Employees receive health insurance, paid time off, sick leave, retirement plan, tuition reimbursement, GED incentive, life insurance and more.

90 cents of every dollar that Goodwill® spends goes towards jobs, training & services.

Source: Annual Audit conducted by Beach Fleischman CPAs®, 2016.

452,403 DONATIONS COLLECTED WHICH EQUATES TO OVER 27 MILLION POUNDS OF STUFF

$7,085 VALUE IN VOUCHERS

Goodwill® provides shopping vouchers to other non-profit organizations so participants can purchase interview clothing or other essentials.

$25.8M RETAIL SALES
Includes our brick and mortar stores and online sales

1,732,314 sales transactions

1,732,314 sales transactions

2 stores renovated or relocated

1 brand new store opened

4 new Attended Donation Centers opened.
Goodwill’s 5 Youth Programs (ages 12-24) and Academic Services are designed to offer career guidance and exploration, paid employment opportunities, job skills, GED tutoring and educational support, mentoring and case management. Program staff cultivate self-confidence, empowerment, a sense of accountability, and become a trusted support system to advise youth through life’s challenges.

### Youth Programs

**TRUST.**
GoodFutures youth are introduced to trust, respect and team-building at the University of Arizona Ropes Course.

**MENTORSHIP.**
Youth (ages 12-17) are matched one-on-one with adult mentors for 1 year and/or receive in-school mentoring at select Tucson schools. Youth participants (ages 18-24) receive mentoring from local professionals from a variety of industries to explore career options.

**SKILLS & EMPLOYMENT.**
Through partnerships with local employers, opportunities in Goodwill® retail stores and the Youth Restoration Project, youth are able to earn a wage while receiving coaching and skills training, like basic carpentry.

**EDUCATION & EMPOWERMENT.**
Goodwill® offers GED tutoring to youth participants and also encourages the return to the classroom whether it’s going back to high school, an apprenticeship or other vocational training or higher education.

### GOODWILL YOUTH PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Youth Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona@Work Youth Case Management &amp; Youth Employment</td>
<td>354</td>
</tr>
<tr>
<td>GoodGuides® Youth Mentoring</td>
<td>135</td>
</tr>
<tr>
<td>100% funded by Office of Juvenile Justice and Delinquency Prevention &amp; the Arizona Rise Partnership</td>
<td></td>
</tr>
<tr>
<td>GoodFutures</td>
<td>71</td>
</tr>
<tr>
<td>100% funded by the U.S. Dept. of Labor</td>
<td></td>
</tr>
<tr>
<td>METRO Youth Program</td>
<td>113</td>
</tr>
<tr>
<td>Youth Restoration Project</td>
<td>6</td>
</tr>
<tr>
<td>Academic Services</td>
<td>22</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>701</strong></td>
</tr>
</tbody>
</table>
“WHY CAN’T I JUST HAVE A CHANCE?”

Sometimes it’s hard to believe it hasn’t even been a year since I first walked into the Metro Youth Center in downtown Tucson. I wasn’t aware that Goodwill had youth programs at all, let alone any that would genuinely change the course of my life. It’s only been short of a year since I was homeless, wandering between one place and the next. It’s a vicious cycle that seems unbreakable. You need the stability of a home in order to be reliable enough to work. On the other hand, you need to work to have a home, and to have the income to support yourself.

I always seemed to be asking myself, “Why can’t I just have a chance?” I didn’t have anyone to rely on and the only certainty I had in life was that tomorrow would be the same. That’s when a gentleman at Metro handed me a flyer for a program called GoodFutures. It seemed to be a lot like many of the other youth programs I’ve been a part of, but I was desperate for anything so I called and signed up. Immediately I realized that Goodwill is different.

The goal-oriented atmosphere and the helpful people I’ve met have skyrocketed me further into my life and career than I ever thought I’d get. In no more than 10 months I have my own apartment, I’ve earned my GED, I’m registered for college classes and they’re even helping me find a career that’s right for me. Within the first few months with GoodFutures I became an intern with E.W. Scripps where I had the opportunity to be a part of local radio and television. Within 6 months I began working for Goodwill’s Youth Restoration Project, where I developed the valuable life skills I needed to be independent.

Looking back, I’m so proud of everything I’ve accomplished over the last year. None of that would’ve been possible if I never would’ve received that flyer from Metro.
Goodwill’s Adult Programs help clients (ages 18+) with employment search assistance through access to technology, employment workshops, job fairs, case management, and ultimately, the opportunities to earn more for themselves and their families. We at Goodwill® believe in the POWER OF WORK and that a job is transformational. When individuals have the opportunity to earn a wage through skills development, hard work and support, communities are strengthened and the cycle of poverty can end.

POTENTIAL.
It’s not just a matter of teaching what job seekers need to do to find a job, but to help job seekers realize the potential of becoming employed.

ADULT PROGRAMS

Goodwill’s Adult Programs help clients (ages 18+) with employment search assistance through access to technology, employment workshops, job fairs, case management, and ultimately, the opportunities to earn more for themselves and their families. We at Goodwill® believe in the POWER OF WORK and that a job is transformational. When individuals have the opportunity to earn a wage through skills development, hard work and support, communities are strengthened and the cycle of poverty can end.

EMPLOYMENT SEARCH.
Goodwill’s Job Connection Centers hosted 23,880 visits to their sites for job search services. Over 2,300 clients* reported job placements.

*Number is self-reported. Clients are not required to report on their job placements.

READINESS.
Job seekers attend monthly workshops and receive one-on-one advice to cover topics such as: resume-building, interviewing, online job search and applications, as well as “workplace success.” We also provide training for other service providers.

SKILLS TRAINING.
Goodwill’s Career Ladders program assist local employers to develop training programs that will lead to promotions and wage increases for their existing employees.

GOODWILL ADULT PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Adults &amp; Employers Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Connection Centers</td>
<td>6,839</td>
</tr>
<tr>
<td>Arizona@Work Workshops, Case Management &amp; Employer Outreach</td>
<td>4,002</td>
</tr>
<tr>
<td>Career Ladders Supported by Tucson City Grant</td>
<td>110</td>
</tr>
<tr>
<td>Group Supported Employment</td>
<td>31</td>
</tr>
<tr>
<td>CARF-Accredited, Fee sponsored by AZ-DES, DDD</td>
<td>433</td>
</tr>
<tr>
<td>Employee Development Program</td>
<td>640</td>
</tr>
<tr>
<td>TOTAL</td>
<td>11,415</td>
</tr>
</tbody>
</table>
EMPLOYEE DEVELOPMENT

Employees are our mission too. Goodwill's Employee Development Program (EDP) is designed to assist Goodwill® employees to advance their careers whether it is within the organization and/or to pursue career advancement opportunities outside of Goodwill® Industries. EDP also assists many of our employees with crisis support, eviction prevention, utilities, food, GED achievement and the list goes on.

TALENT DEVELOPMENT.

Through Goodwill’s internal training programs, we help staff gain leadership skills to prepare for management positions in our organization.

GOODWILL® HELPS EMPLOYEES GET THROUGH LIFE’S UNEXPECTED OBSTACLES AS WELL AS ENCOURAGE ACHIEVEMENT IN CAREER AND EDUCATIONAL GOALS.

<table>
<thead>
<tr>
<th>EMPLOYEE ASSISTANCE</th>
<th>433 Employees Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Action Plans &amp; Follow-ups</td>
<td>428</td>
</tr>
<tr>
<td>Career &amp; Education Workshops</td>
<td>376</td>
</tr>
<tr>
<td>Tax Assistance</td>
<td>67</td>
</tr>
<tr>
<td>GED Plans, tutoring &amp; other assistance</td>
<td>66</td>
</tr>
<tr>
<td>Budget Plans</td>
<td>51</td>
</tr>
<tr>
<td>Food</td>
<td>38</td>
</tr>
<tr>
<td>Crisis Support</td>
<td>24</td>
</tr>
<tr>
<td>Tuition Reimbursement = $16,423.21</td>
<td>16</td>
</tr>
<tr>
<td>Utilities Assistance</td>
<td>22</td>
</tr>
<tr>
<td>Eviction Prevention</td>
<td>7</td>
</tr>
</tbody>
</table>

A Family

NEEDS TO WORK AS A TEAM, SUPPORTING EACH OTHER’S INDIVIDUAL AIMS & ASPIRATIONS

- BUZZ ALDRIN
Goodwill’s mission extends beyond its programs, stores and attended donation centers. Goodwill® Industries of Southern Arizona is an independent, donor-supported organization who is dedicated to strengthening OUR community by investing in other important causes and services. Here are just some of the other ways we supported OUR community:

<table>
<thead>
<tr>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVER $18,000 IN BOOK DONATIONS TO READING SEED</td>
</tr>
<tr>
<td>OVER $7,000 COMMUNITY VOUCHERS TO FELLOW NON-PROFIT AGENCIES</td>
</tr>
<tr>
<td>$28,366 TO P.E.E.R.S. PROGRAM</td>
</tr>
<tr>
<td>OVER 4,200 HOURS IN COURT-ORDERED ADULT COMMUNITY SERVICE</td>
</tr>
<tr>
<td>APPROX. 175 HOURS IN COURT-ORDERED YOUTH COMMUNITY SERVICE</td>
</tr>
<tr>
<td>OVER $2,000 IN-KIND DONATIONS TO CAUSES &amp; EVENTS IN SOUTHERN ARIZONA</td>
</tr>
</tbody>
</table>
Goodwill® Industries of Southern Arizona works within a 5-Year Strategic plan which determines 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.

### COMMUNITY INVESTMENT IN GOODWILL (REVENUE)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Net Sales</td>
<td>$25,849,874</td>
<td>92.4%</td>
</tr>
<tr>
<td>Workforce Development Contracts &amp; Grants</td>
<td>$1,726,465</td>
<td>6.2%</td>
</tr>
<tr>
<td>Investments &amp; Reserves</td>
<td>$151,701</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other Income</td>
<td>$131,051</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other Public Support</td>
<td>$100,961</td>
<td>0.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$27,960,052</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### GOODWILL'S INVESTMENT IN THE COMMUNITY (EXPENSES)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages/Salaries/Benefits</td>
<td>$13,712,754</td>
<td>49.1%</td>
</tr>
<tr>
<td>Program &amp; Services/Business Operations</td>
<td>$11,836,148</td>
<td>42.3%</td>
</tr>
<tr>
<td>General &amp; Administrative</td>
<td>$2,411,150</td>
<td>8.6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$27,960,052</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Annual Audit conducted by Beach Fleischman CPAs®, 2016.
Further YOUR impact when you donate, shop and volunteer with Goodwill® Industries of Southern Arizona.

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 an Attended Donation Center near you! We have 40 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 $400 when filing single or $800 when filing a jointly. 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 learn more and apply at www.goodwillsouthernaz.org/get-involved.

*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®.

ELECTRONIC RECYCLING
Through our partnership with DELL® ReConnect, old computer equipment is recycled to help reduce the amount of electronic waste from our landfills. It is an easy, convenient and responsible way to recycle out-of-date computer workstations!
Learn more at www.GoodwillSouthernAZ.org/Computers

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 donation bins, a truck, and promotions.
SHOP GOODWILL

It’s so easy to do good just by shopping at Goodwill® Retail locations and at GoodThreads Boutique. Proceeds from these retail locations support our mission. Generously donated goods and new items are affordably priced and are for sale at 16 Retail Stores, 1 Boutique, 1 Clearance Center (Benson), 2 Outlets, an Auction and the Car Sales Lot (1770 S. Cherrybell Stravenue, Tucson).

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

Find a store near you at WWW.GOODWILLSOUTHERNAZ.ORG/SHOP

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

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

RETAIL STORES
New and 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

2990 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. 520-306-1389

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

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

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

*Stores with Job Connection Centers

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

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

SHOP ONLINE!
Unique items, collectibles and other treasures can also be found at WWW.SHOPGOODWILL.COM. Scan the QR code to be taken to Goodwill® of Southern Arizona’s storefront and see what other GOODies you can find!