Do you realize just how much GOOD simple acts like donating a bag of clothing or shopping at one of our thrift stores does for our community? In Fiscal Year 2016-2017, your donations and patronage helped Goodwill® serve more than 10,000 southern Arizonans including an all-time high of 1,400 youth, with job placements, skills training, GED tutoring, mentoring, professional development and more.

With the support of community members like you and our great partner agencies, Goodwill® Industries of Southern Arizona will continue to carry out our mission to help individuals and families thrive through education and employment, and our Southern Arizona community prosper.

This Impact Report will give you a glimpse of just a few of the lives changed due to your generosity and the effectiveness of our mission programs.

Finally, we could not have accomplished our goals this year without the passion and commitment of our Board of Directors, staff and volunteers. We truly appreciate their dedication to Goodwill® and those we serve.

THANK YOU!
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.

2016 - 2017

$26.2M
RETAIL SALES
Includes our brick and mortar stores and online sales

equals
93%
REVENUE

WHAT DOES THIS # MEAN? Goodwill® funds much of its mission services itself with the assistance of some grants and contracts. If/when grant funding goes away, Goodwill® can maintain mission continuity. When you shop, you do good! THANK YOU!

500+
EMPLOYEES & PAID PROGRAM PARTICIPANTS
Employees receive health insurance, paid time off, sick leave, retirement plan, tuition reimbursement, GED incentive, life insurance and more.

500+
YOUTH PROGRAMS

5
ADULT PROGRAMS

5
ACADEMIC SERVICES

10,169
SOUTHERN ARIZONANS SERVED INCLUDING

1,406
YOUTH & YOUNG ADULTS (AGES 12-24)

296
Employees served by the Employee Development Pgm

90¢
of every dollar that Goodwill® spends goes towards jobs, training & services.
Source: Annual Audit conducted by Beach Fleischman CPAs®, 2017.

475,670
DONATIONS COLLECTED WHICH EQUATES TO
OVER 28.3 MILLION POUNDS OF STUFF DIVERTED FROM LOCAL LANDFILLS

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WHAT DOES THIS MEAN?
It means Goodwill® Industries of Southern Arizona’s #1 priority is in our mission! We try very hard to keep our administrative costs low so we can invest more in our jobs, training & services.

FINANCIAL SUMMARY:
July 1, 2016 through June 30, 2017

Goodwill® works within a 5-Year Strategic plan which determines the goals and objectives of the organization to ensures financial solvency; the development and community impact of our programs and services, and growth to maintain self-sufficiency.

<table>
<thead>
<tr>
<th>COMMUNITY INVESTMENT IN GOODWILL (REVENUE)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RETAIL NET SALES</td>
<td>$26,296,684</td>
</tr>
<tr>
<td>WORKFORCE DEVELOPMENT CONTRACTS &amp; GRANTS</td>
<td>$1,809,634</td>
</tr>
<tr>
<td>OTHER PUBLIC SUPPORT</td>
<td>$139,366</td>
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<tr>
<td>OTHER INCOME</td>
<td>$29,339</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$28,275,023</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>GOODWILL’S INVESTMENT IN THE COMMUNITY (EXPENSES)</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>WAGES/SALARIES/BENEFITS</td>
<td>$13,933,346</td>
</tr>
<tr>
<td>PROGRAM &amp; SERVICES/BUSINESS OPERATIONS</td>
<td>$12,174,356</td>
</tr>
<tr>
<td>GENERAL &amp; ADMINISTRATIVE</td>
<td>$2,167,321</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$28,275,023</strong></td>
</tr>
</tbody>
</table>
Goodwill® offers Academic Services at the METRO Youth Program (300 N. 4th Ave) on a walk-in or appointment basis. The program’s goals is to deliver academic coaching that provides young adults with the skills & confidence needed to:

- stay in school & graduate on time;
- return to school;
- obtain their GED; and/or
- increase literacy & numeracy scores in order to enter post-secondary or industry-recognized certificate training.

Arizona GEDs contained 4 separate test sections. In January 2017, a 5th section was added to earn a GED.
Goodwill’s GoodGuides® Youth Mentoring program is designed to support youth (ages 12-17) to make positive choices by linking him/her with a qualified, trained adult mentor, service learning projects and career exploration. We believe relationships and influence is strengthened with time, therefore our adult mentors commit to spend 4-6 hours every month for 12 months. The program also operates in-school, group mentoring with several Tucson Unified School District Middle Schools.
Through Youth Employment and Arizona@Work Youth Case Management services, youth ages 16-24 receive career assessments and development, employability skills training, GED assistance & 160 hours of paid work experience with local employer-partners in the Summer and Fall (after-school). Goodwill® provides the hourly wage, worker’s compensation insurance, background check, clothing & transportation needs as well as staff coaching as needed. Funded by Pima County Contracts.
enrolled in the GoodFutures program when his mother, Laila, concerned about his drug recovery, education & managing the grief of the recent loss of her other son from a car accident, sought options that would help Rabiah stay on a positive path. In partnership with Changemaker High School and GoodFutures, staff was able to provide additional supports to help him with his personal life, opportunities to explore various career fields, as well as gain hands-on work experience.

Rabiah loves sports & he was placed with Maracana Indoor Sports Arena as an assistant instructor to provide soccer and basketball leagues/classes to kids on the weekends. He loved it & they loved him! Maracana offered him full-time employment after high school graduation.

In May 2017, Rabiah earned his high school diploma and was selected as the “Change-Maker of the Year” by staff and faculty at Changemaker High School. He was asked to speak at the graduation where he delivered a message of hope and positivity.

Rabiah has maintained his sobriety and is currently employed in Vail, Colorado. Rabiah has made us all very proud.
With funding from the U.S. Dept. of Labor through October 2018, GoodFutures is tasked with helping reduce recidivism by providing youth and young adults (ages 14-24) who were involved the Juvenile Justice system with training & services needed to obtain & maintain employment in a high-demand industry. Young adults receive career planning, case management, stay-in-school services or GED tutoring, employability training, certification training, mentoring and follow-alongs. Goodwill’s GoodFutures program partnered with Tucson Youth Development and Pima Prevention Partnership to outreach youth ages 12-17.
The Youth Restoration Project provides full-time, paid employment to young adults ages 18-24 who need intensive one-on-one assistance toward an educational or career path. While learning employment skills, youth also learn basic carpentry where they build, upcycle or refurbish furniture to sell in Goodwill® stores, as well as bike repair. Youth Restoration Project staff also sell their furniture & educate the public about the program at the SAHBA Home Shows. 100% funded through Goodwill® retail revenue.
The METRO Youth Program seeks to improve the long-term employment prospects of disconnected youth through re-engagement services, i.e. community services & supports, career planning, job placement assistance, & educational support through Academic Services. The program has become a hub for walk-in services for homeless youth. Partially funded by the City of Tucson.

THE AFRICAN-AMERICAN YOUTH VILLAGE is a partnership with Mount Calvary Missionary Baptist Church & funded by the Community Foundation of Southern Arizona to reconnect youth with the community & improve educational outcomes while incorporating heritage & cultural awareness activities.

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GOODWILL EMPLOYEE DEVELOPMENT

Employees are our mission too. Goodwill’s Employee Development Program (EDP) provides employees with individualized, one-on-one career development services leading to career advancement within and/or outside of Goodwill®, including tuition reimbursement. The EDP program connects employees with community resources & also provides direct assistance with bus passes, food, utility cut-offs, eviction prevention, crisis support, budgeting & free tax self-filing assistance.

**Employees attend Career & Financial Education (CAFE) workshops to learn about career progression & money management.**

<table>
<thead>
<tr>
<th>EMPLOYEE ASSISTANCE</th>
<th>296 Employees served</th>
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<tbody>
<tr>
<td>Career Action Plans &amp; Follow-ups</td>
<td>411</td>
</tr>
<tr>
<td>Food</td>
<td>102</td>
</tr>
<tr>
<td>Intensive services (rent, utilities, debt, transportation)</td>
<td>80</td>
</tr>
<tr>
<td>Tax Assistance</td>
<td>72</td>
</tr>
<tr>
<td>GED Plans, tutoring &amp; other assistance</td>
<td>26</td>
</tr>
<tr>
<td>Tuition Reimbursement = $15,860.59</td>
<td>20</td>
</tr>
<tr>
<td>Crisis Support</td>
<td>9</td>
</tr>
</tbody>
</table>
NANCEY is a Job Coach at Goodwill's Midvale Store. She currently works with adult participants with developmental disabilities. The fact that she serves in our mission services isn’t the story...it’s what she’s done in the past 5 years to get where she is today.

Nancey’s substance abuse was a result of very dark experiences when she was younger. Add that to a partner who also abused drugs, no high school diploma & raising young children, she didn’t see very many options. While in recovery, she got a job as a store associate at Goodwill & one year later she earned her GED by doing in-house tutoring with Goodwill’s Employee Development program. It was, however, through her 19-month Child Protective Services case & her rehabilitation that got her interested in helping those struggling like she did.

Two weeks after getting her GED, she enrolled at Pima Community College in a fast-track program to get her Behavior Health Services Certificate. With the support of family and co-workers, she celebrated receiving her certificate in June 2016. She hopes to continue to a career to help families dealing with substance abuse and mental health challenges.

“If anyone says that they don’t have the time to go to school & work... I DID IT.”

Co-workers cheered her on every step of the way.
Community members are able to get walk-in, job search assistance & referrals to community resources at NO COST at Goodwill’s Job Connection Centers. Each center is staffed with Career Development Specialists who offer assistance in resume writing & interviewing, basic computer skills, internet job search, & online applications. Job Connection Centers also host employer job fairs & free tax assistance. Fully funded by Goodwill® retail revenue.
GROUP SUPPORTED EMPLOYMENT
(520) 623-5174 ext. 1140

Adults with developmental disabilities receive job coaching & skills training to prepare for competitive employment. Individuals determine & work towards their goals within an integrative setting with supportive store & program staff. Fee sponsored by the Arizona Dept. of Economic Security, Division of Developmental Disabilities.
Goodwill® staff member works with local employers to develop training programs that will lead to significant promotions & wage increases for their current employees. Fully funded through a City of Tucson grant and housed at Pima County Arizona@Work Kino location.

Serving unemployed, under-employed & employed adults through pre-vocational education, training, career assessment, planning, job search, & workshops. Goodwill® staff also work with pre-release individuals at the County Detention Center to help ex-offenders return to the workforce. Fully funded by WIOA.
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:

**Over 136,000 Lbs of Computer Equipment Recycled Through Dell Reconnect**

**Almost $13,000 Community Vouchers to Fellow Non-Profit Agencies**

**Active Member in Mayor Rothschild’s Second Chance Coalition & the D.R.E.A.M. Job Fair Coalition**

**134 People Completed 2,665 Hours of Court-Ordered Community Service**

**84 Volunteers & Interns Completed Over 8,000 Hours of Service**

**Over $3,000 In-Kind Donations to Causes & Events in Southern Arizona**

**Thousands of Book Donations to Reading Seed**
MAKE AN IMPACT. DONATE.
Further YOUR impact when you donate, shop and volunteer with Goodwill® Industries of Southern Arizona.

40+ 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.

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](http://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](http://WWW.GOODWILLSOUTHERNAZ.ORG/GET-INVOLVED).

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](http://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.
DONATIONS TO DOLLARS.
It’s so easy to do good just by shopping at Goodwill® Thrift Stores, the GoodThreads Boutique and online! Retail revenue helps support our mission, providing supplemental funds for our programs and sustains over 500 local Southern Arizona jobs!

THRIFT STORES
Our stores carry clothing, housewares, books and more! They also carry carry repaired, refurbished and repurposed furniture and bikes by our Youth Restoration Project!

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

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. 520-396-1389
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
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

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.

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!