

2016-2017 IMPACT REPORT



it's so easy... TO DO GOOD

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!



Lisa Allen
Co-President/CEO
Retail & Operations



Liz Gulick
Co-President/CEO
Programs & Marketing

2016-2017 Board of Directors

Ben Burnside, Chairman
James Wertheimer, Vice Chairman
Dan Talerico, Treasurer
Ludwig G. Kuttner, Secretary
Ron Robinette, Immediate Past-Chairman
Lorenzo Cotton, Member at Large
Humberto Astorga, Member
Vivian Egbert, Member
Cedar Kile, Member
Rita Stubbs, Member
Jim Zarling, Member

2016 - 2017



90[¢]

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

*Source: Annual Audit conducted
by Beach Fleischman CPAs®, 2017.*

THE GOOD YOU DID.

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.

500+

EMPLOYEES &
PAID PROGRAM
PARTICIPANTS

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

5

YOUTH
PROGRAMS

5

ADULT
PROGRAMS

+

ACADEMIC
SERVICES



10,169

SOUTHERN ARIZONANS SERVED
INCLUDING

1,406

YOUTH & YOUNG ADULTS
(AGES 12-24)

296

Employees served
by the Employee
Development Pgm

475,670

DONATIONS COLLECTED
WHICH EQUATES TO

OVER 28.3 MILLION
POUNDS OF STUFF
DIVERTED FROM
LOCAL LANDFILLS

\$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!



90¢

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

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 ensure financial solvency; the development and community impact of our programs and services, and growth to maintain self-sufficiency.

COMMUNITY INVESTMENT IN GOODWILL (REVENUE)

RETAIL NET SALES	\$26,296,684	93.0%
WORKFORCE DEVELOPMENT CONTRACTS & GRANTS	\$1,809,634	6.4%
OTHER PUBLIC SUPPORT	\$139,366	0.5%
OTHER INCOME	\$29,339	0.1%
TOTAL	\$28,275,023	

GOODWILL'S INVESTMENT IN THE COMMUNITY (EXPENSES)

WAGES/SALARIES/BENEFITS	\$13,933,346	49.3%
PROGRAM & SERVICES/BUSINESS OPERATIONS	\$12,174,356	43.1%
GENERAL & ADMINISTRATIVE	\$2,167,321	7.7%
TOTAL	\$28,275,023	



100
INDIVIDUALS TUTORED

ACADEMIC SERVICES

(520) 240-4118

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

70
YOUTH CO-ENROLLED
IN YOUTH PROGRAMS

28
YOUTH EARNED GEDS
Arizona GEDs contained 4 separate test sections. In January 2017, a 5th section was added to earn a GED

214

YOUTH SERVED



*Funded by Office of Juvenile Justice and
Delinquency Prevention, Arizona Rise Partnership,
and Goodwill Industries International.*

GOODGUIDES® MENTORING

(520) 623-5174 ext.1136

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.



YOUTH EMPLOYMENT

(520) 623-5174 ext.1135

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.

Employer-partner: Scripps Media



414
YOUTH EMPLOYED



*Employer-partner:
Ballistic Fabrication*





RABIAH

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.

Rabiah wanted to make his brother proud of his decisions.

He was **“WALKING THE WALK.”**

GOODFUTURES

(520) 623-5174 ext.1154

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.

At Biosphere II

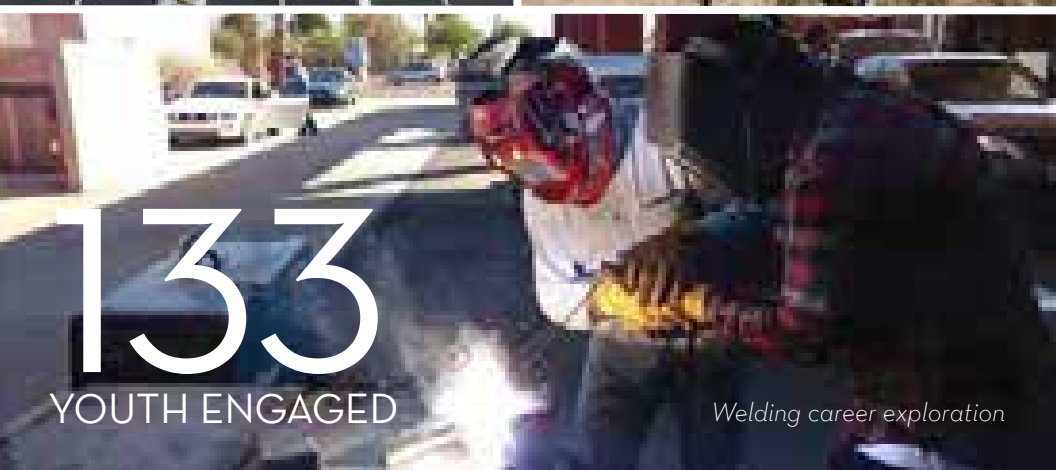


*Service learning at
Tucson Village Farm*



133
YOUTH ENGAGED

Welding career exploration





YOUTH RESTORATION PROJECT

(520) 483-8870

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.



METRO YOUTH & THE VILLAGE

300 N. 4th AVE. TUCSON | (520) 382-1425

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.



614

YOUTH ENGAGED

Community resource fairs

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.



EMPLOYEE ASSISTANCE	296 Employees served
Career Action Plans & Follow-ups	411
Food	102
Intensive services (rent, utilities, debt, transportation)	80
Tax Assistance	72
GED Plans, tutoring & other assistance	26
Tuition Reimbursement = \$15,860.59	20
Crisis Support	9

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.

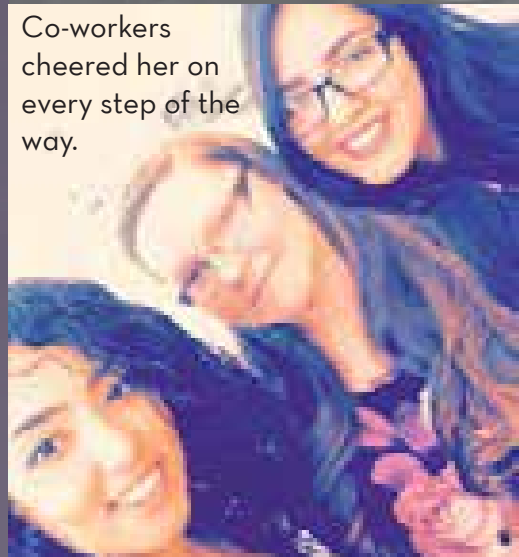
Nancey's substance abuse was a result of very dark experiences when she was younger. Add that to a partner who also abused drugs, no high school diploma & raising young children, she didn't see very many options. While in recovery, she got a job as a store associate at Goodwill & one year later she earned 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.



5,211

UNDUPLICATED
INDIVIDUALS WHO
VISITED THE JCCs

>18,000

TIMES

and >1,200
JOB PLACEMENTS
(self-reported)



JOB CONNECTION CENTERS

GoodwillSouthernAZ.org/Job-Connection-Centers

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.





2,201

EMPLOYER CONTACTS

Perfect on
INDUSTRIAL FINISHING

CAREER LADDERS

(520) 724-6678

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.

ARIZONA@WORK CASE MANAGEMENT

Kino Location (520) 724-7700 & Pima County Detention Center (520) 724-7650

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.



OTHER COMMUNITY SUPPORT

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





*it's so easy...
to do good*
DONATE

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.

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.

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

FIND US AT WWW.GOODWILLSOUTHERNAZ.ORG/SHOP

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!

Irrington Outlet
1830 E Irrington Rd.
Tucson, AZ
Ph. 520-382-1560

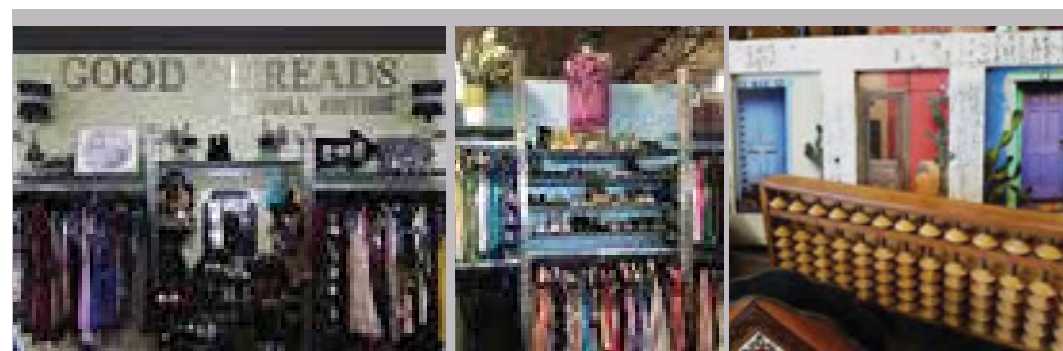
Nogales Outlet & Auction
490 N Grand Ave.
Nogales, AZ
Ph. 520-358-4416

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.

Generously donated goods and new items are affordably priced and are for sale at 16 Thrift Stores, 1 Boutique, 2 Outlets, an Auction and the Car Sales Lot (1770 S. Cherrybell Stravenue, Tucson).



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!

