

**OUR MISSION**

Goodwill Industries of Northwest North Carolina creates opportunities for people to enhance their lives through training, workforce development services, and collaboration with other community organizations.

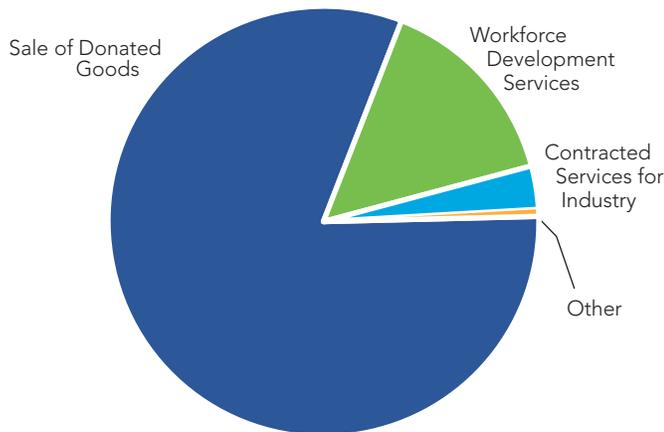
**OUR VISION**

We will be satisfied only when every person in northwest North Carolina has the opportunity to participate fully in all aspects of a productive life.

**THE YEAR IN NUMBERS**

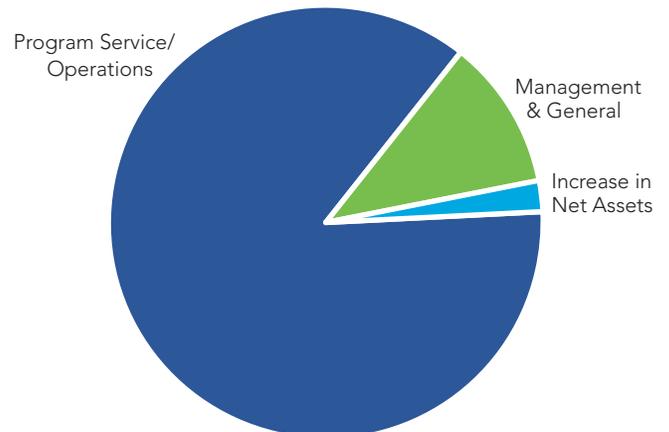
In 2017, 1.3 million donors gave 43 million pounds of donated items, which were diverted from landfills and sold in 46 retail stores and 3 outlet centers, converting the goods into funding for services that served 49,080 people (32,895 in workforce development services and 16,185 in Crosby Scholars Community Partnership affiliates) and helped 5,228 people find jobs, where they will earn a projected \$100 million in the first year of employment.

**THE COMMUNITY INVESTMENT**



Sale of Donated Goods	\$56,626,799	81.3%
Workforce Development Services	\$10,394,333	14.9%
Contracted Services for Industry	\$2,265,935	3.3%
Other	\$365,866	0.5%
<b>Total</b>	<b>\$69,652,933</b>	<b>100.0%</b>

**RETURNS TO THE COMMUNITY**



Program Service/Operations	\$60,232,328	86.5%
Management & General	\$7,821,750	11.2%
Increase in Net Assets	\$1,598,855	2.3%
<b>Total</b>	<b>\$69,652,933</b>	<b>100.0%</b>

**ENVIRONMENTAL IMPACT**

In 2017, Goodwill Industries of Northwest North Carolina responsibly recycled 43 million pounds of unwanted goods and diverted 2.6 million pounds of electronic waste from our landfills. Goodwill actively seeks ways to reuse, repurpose and recycle materials to minimize our carbon footprint and provide a service to our community. In addition, Goodwill has constructed nine LEED (Leadership in Energy and Environmental Design) certified facilities including retail stores in Boone, Elkin, Hendersonville, Mocksville, Walkertown, Weaverville, West Jefferson, and Winston-Salem and a 47,000 square foot regional operations center in Winston-Salem.



## MISSION HIGHLIGHTS

Workforce development programs and services made great strides to meet the needs of the communities Goodwill serves. Following are some of the initiatives made possible through the sale of donated goods in Goodwill stores:

- Goodwill's [Veterans Services Program](#) was awarded the Operation: GoodJobs 3.0 grant, a national partnership between Goodwill and the Walmart Foundation. The goal of OGJ 3.0 is to help improve the lives of 5,000 veterans and military family members in the U.S. through job training, connecting veterans and their households to certifications and credentials, placement and job retention services, and holistic support services for veterans and employers.
- Goodwill's [Skills Training Programs](#), offered in partnership with 11 community colleges, continued to expand to meet labor market demands by adding skilled trades classes in Basic Construction, Drywall, HVAC and Production Technician.
- [Project Re-entry](#) launched the Project Family Program in partnership with Piedmont Triad Regional Council to provide support and services for families of incarcerated individuals with a focus on protecting the best interests of children involved.
- [Youth Services](#) received an expanded WIOA (Workforce Innovation and Opportunity Act) contract to serve youths' education and employment needs in seven counties in central and northwest North Carolina.
- [Ability Services](#), Goodwill's program for persons with disabilities, launched the Budgeting and Entitlements Management Initiative to equip participants with the tools needed to create a budget and better manage their personal finances.
- Goodwill's [Career Connections Centers](#), which offer free career counseling and job search resources, launched a new service approach adding individual coaching, program planning and long-term support for job seekers who are ready to pursue more extensive efforts toward their career success.
- The [Access Center Adult High School](#), offered in partnership with Forsyth Technical Community College, added College staff to enhance programming by doing initial assessments and intake onsite at Goodwill.
- The [Prosperity Center](#), a United Way collaborative with Goodwill and Financial Pathways of the Piedmont, served a record number of people in 2017, with 79 percent of those placed into jobs earning at least a living wage and/or receiving benefits.

## YOUR DONATIONS AT WORK



Individuals and businesses donate items to Goodwill



Donated items are processed and sold in Goodwill stores



89% of revenue is directed to workforce development services and sustainability



Program graduates gain the skills they need to find jobs and reach financial stability

## CARF ACCREDITATION

Goodwill's programs are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF is an independent, not-for-profit agency promoting quality, value, and optimal outcomes of services through a consultative process that centers on enhancing the lives of the persons receiving services. Our CARF accreditation ensures that: our programs and services actively involve consumers in selecting, planning, and using services; our programs and services have met consumer-focused, state-of-the-art national standards of performance; and our organization is focused on assisting each consumer in achieving his or her chosen goals and outcomes. For a full list of Goodwill's accreditations and licenses, visit [www.goodwillnwc.org](http://www.goodwillnwc.org).

## CROSBY SCHOLARS COMMUNITY PARTNERSHIP

The Crosby Scholars Community Partnership is an affiliate organization of Goodwill Industries of Northwest North Carolina. The two organizations have shared goals in that Crosby Scholars helps remove barriers to college and Goodwill helps remove barriers to employment – lack of education has become the primary barrier to employment. The successful organization that started 25 years ago in Forsyth County has now expanded to Rowan and Iredell Counties, serving 16,185 students in 2017.