

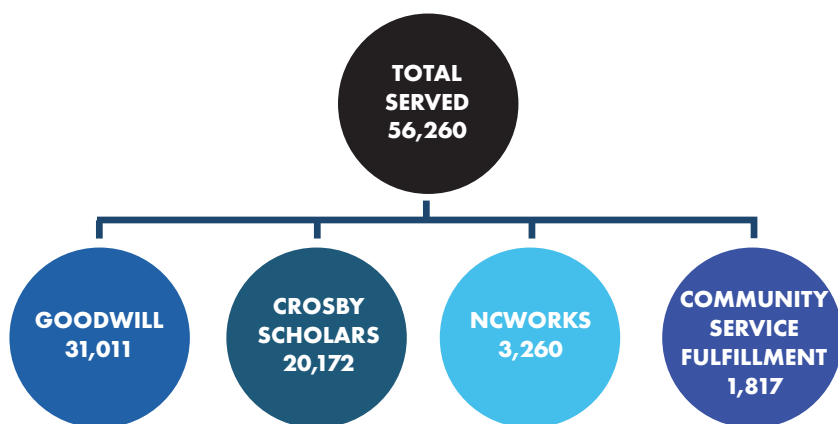
OUR MISSION

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

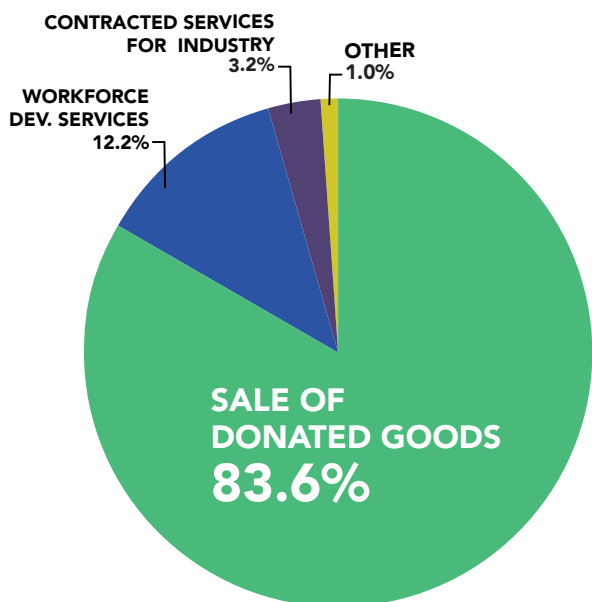


ENVIRONMENTAL IMPACT

In 2019, Goodwill Industries of Northwest North Carolina responsibly recycled 44 million pounds of unwanted goods and diverted 2.7 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 built nine LEED-certified (Leadership in Energy and Environmental Design) 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.

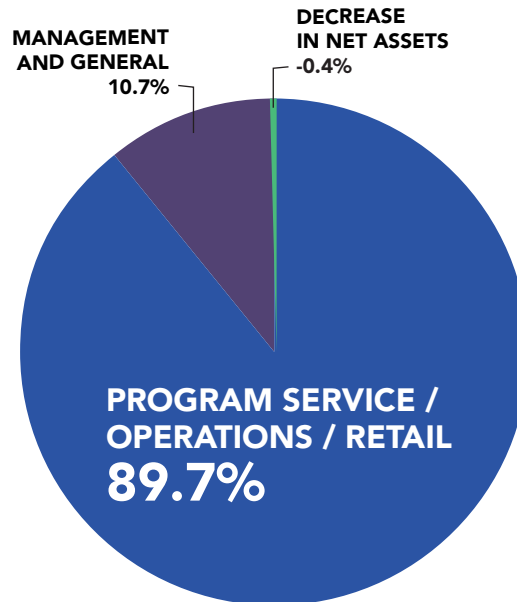


THE COMMUNITY INVESTMENT



Sale of Donated Goods	\$60,438,210	83.6%
Workforce Development Services	\$8,816,022	12.2%
Contracted Services for Industry	\$2,311,459	3.2%
Other	\$708,288	1.0%
Total	\$72,273,979	100%

RETURNS TO THE COMMUNITY



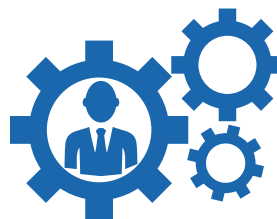
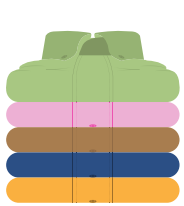
Program Service/Operations/Retail	\$64,837,287	89.7%
Management and General	\$7,704,192	10.7%
Decrease in Net Assets	-\$267,500	-0.4%
Total	\$72,273,979	100%

■ SIGNIFICANT MISSION ACHIEVEMENTS

- Expanded Access Center Adult High School to Asheville with full launch in 2020.
- Entered into partnership with Indeed to enhance employment training and job opportunities for participants.
- Restructured workforce development service model to increase impact and streamline outreach in communities served.
- Piloted program to re-engage working participants to support career advancement.
- Increased NCWorks participation by 400 percent since becoming the service provider for the Workforce Investment and Opportunity Act in July, 2018.
- Provided "Jumpstart on the Go" program to rural communities throughout northwest North Carolina.
- Received national certification as a Veteran Ready Organization.
- Provided over \$112,900 in participant scholarships in high-growth occupational fields for our territory including Construction, Food Service, Healthcare, Hospitality, Logistics and Manufacturing.
- Provided 859 community outings/events for Community Integration participants as well as volunteer opportunities such as packing 2,000 NARCAN® survival kits.
- Developed Re-entry Councils to support Alexander, Burke, Caldwell, Catawba and Davidson Counties. Hosted community awareness re-entry simulations in Buncombe and Davidson Counties, attended by 150 people.
- Major growth areas for 2019 included: Veterans Services, Project Re-entry, and Access Center Adult High School.
- Staff concentrated on improving processes for continued quality improvement for programming and services.

Estimated economic impact from individuals placed into jobs in 2019: **\$98 million**

■ 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 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 27 years ago in Forsyth County has now expanded to Rowan and Iredell Counties, serving 20,172 students in 2019.