



# 2018

# ANNUAL REPORT

**Goodwill**   
Northwest North Carolina 

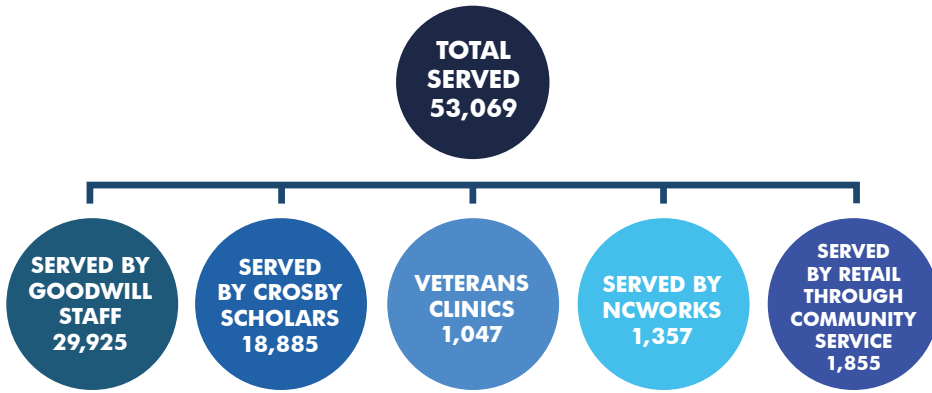
# OUR MISSION

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

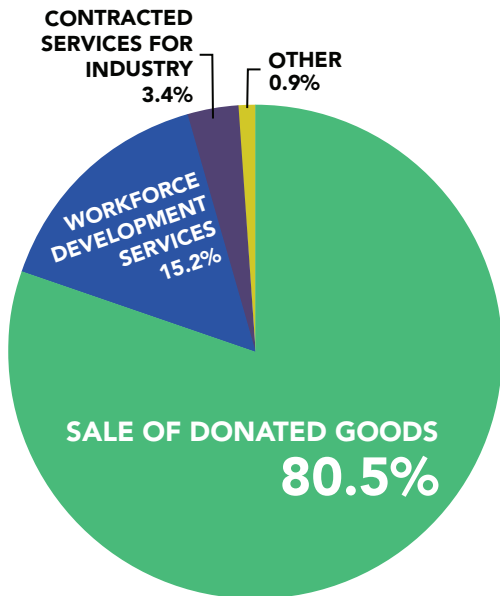


# ENVIRONMENTAL IMPACT

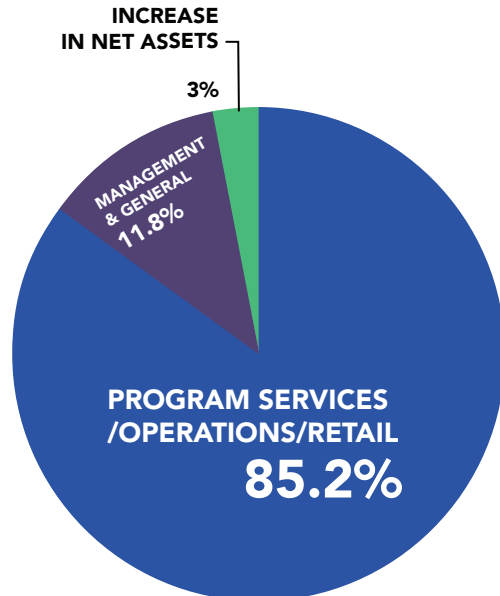
In 2018, Goodwill Industries of Northwest North Carolina responsibly recycled 42 million pounds of unwanted goods and diverted 2.6 million pounds of electronic waste from our landfills. Goodwill actively seeks ways to reuse, repurpose and recycle materials to minimize our carbon footprint and provide 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.



# THE COMMUNITY INVESTMENT



# RETURNS TO THE COMMUNITY



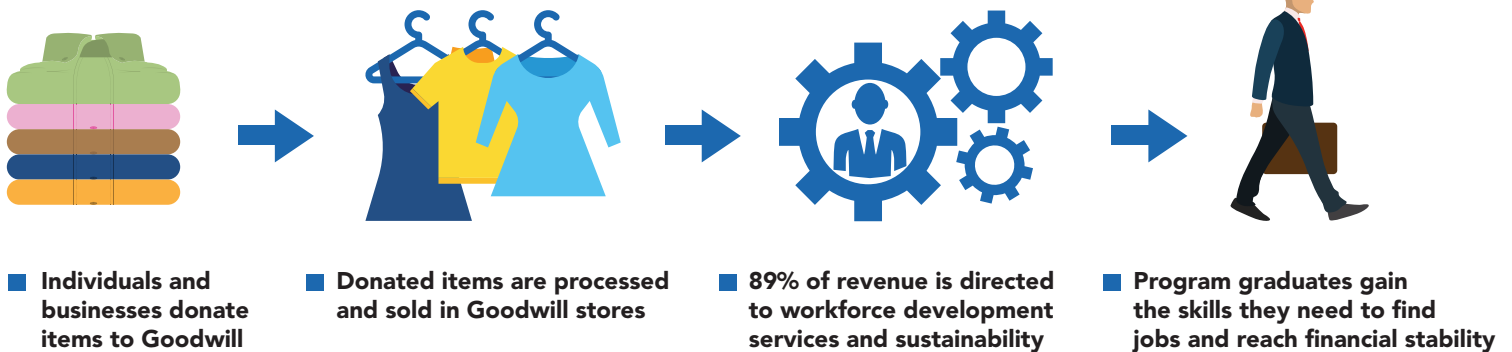
Sale of Donated Goods	\$55,387,381	80.5%
Workforce Development Services	\$10,420,866	15.2%
Contracted Services for Industry	\$2,350,095	3.4%
Other	\$607,848	0.9%
<b>Total</b>	<b>\$68,766,190</b>	<b>100%</b>

Program Services/Operations/Retail	\$58,582,841	85.2%
Management & General	\$8,110,741	11.8%
Increase in Net Assets	\$2,072,608	3.0%
<b>Total</b>	<b>\$68,766,190</b>	<b>100%</b>

## ■ SIGNIFICANT MISSION ACHIEVEMENTS

- Became the direct service provider for the Workforce Innovation and Opportunity Act (WIOA) for youth and adults in seven counties and the operator of the **NCWorks Career Centers** in Forsyth, Surry and Rockingham counties. Finished first 6 months of the contract at a **350% service increase** over the entire prior year served.
- **Increased living wage** obtainment for participants to an average of \$11.37/hour.
- **Expanded youth services into Transylvania County**, bringing the out-of-school youth programming total to nine counties regionally.
- **Goodwill on the Go**, a virtual platform for Goodwill services, extended participants' ability to access information, resources and services throughout the entire territory.
- Goodwill's **Veterans Services served over 800 veterans**, connecting them and their households to training, job placement and retention services, and other needed supports.
- In partnership with 12 community colleges, Goodwill's Skills Training services **provided 6,230 individuals training** to gain skills to get a job or progress within a high-demand field; started our first state-certified pre-apprenticeship initiative for CNAs.
- Project Re-entry, in partnership with Piedmont Triad Regional Council Criminal Justice Department, added Recidivism Reduction services in four counties, **servicing 442 individuals**.
- Goodwill's Ability Services added Hospitality Pipeline, which **provided paid internships** to lead to employment for our participants with intellectual and developmental disabilities.
- The Access Center Adult High School, offered in partnership with Forsyth Technical Community College, had **22 individuals complete** their high school diplomas, the most in program history. This resulted in a **56% increase** in individuals served.
- **Estimated economic impact from individuals placed in 2018 - \$89.63 Million**

## ■ YOUR DONATIONS AT WORK



## ■ 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](http://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 18,885 students in 2018.