

OUR MISSION

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

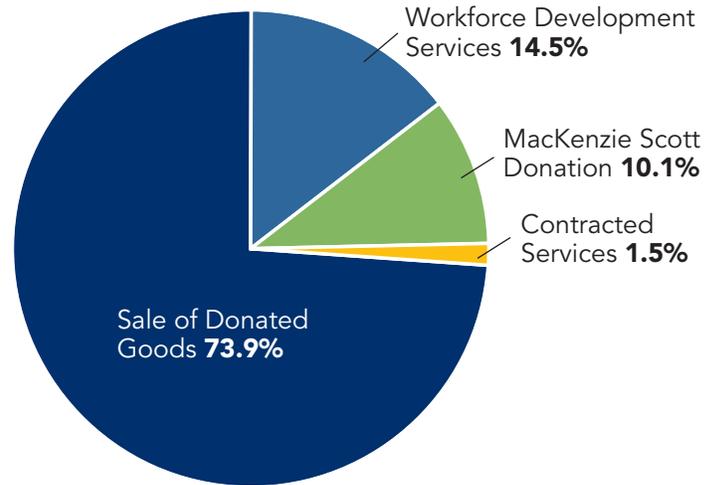
OUR IMPACT



ENVIRONMENTAL IMPACT

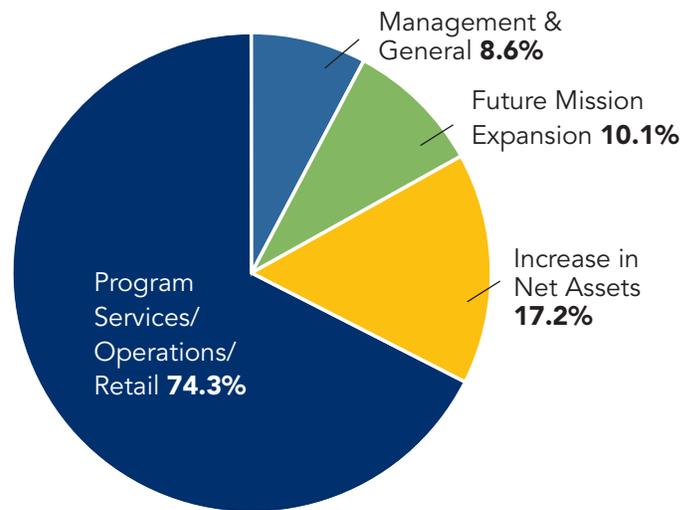
In 2021, Goodwill Industries of Northwest North Carolina recycled 49 million pounds of unwanted goods through its donated goods operations. Goodwill actively seeks ways to reuse and recycle materials to minimize our carbon footprint and provide a helpful service to the community. As part of Goodwill's commitment to sustainability, we have built nine LEED-Certified (Leadership in Energy and Environmental Design) facilities including eight retail stores and a 47,000 square foot operations center in Winston-Salem.

THE COMMUNITY INVESTMENT



Sale of Donated Goods	\$73,343,487	73.9%
Workforce Development Services	14,410,451	14.5%
MacKenzie Scott Donation	10,000,000	10.1%
Contracted Services for Industry	1,452,840	1.5%
Total	\$99,206,778	100.0%

RETURNS TO THE COMMUNITY



Program Services/Operations	\$63,695,876	74.3%
Management & General	8,494,243	8.6%
Future Mission Expansion	10,000,000	10.1%
Increase in Net Assets	17,016,659	17.2%
Total	\$99,206,778	100.0%

CARF ACCREDITATION

Goodwill maintains an accreditation from CARF International which promotes and endorses quality services. Accreditation signals Goodwill's commitment to continually improving services, encouraging feedback, and serving the community through internationally recognized standards. To view a complete list of Goodwill's accreditations and licenses, visit www.goodwillnwc.org.

NCWORKS

Goodwill acts as the service provider for the Workforce Innovation and Opportunity Act (WIOA), providing funded employment and educational services for youth and adults in 14 counties. Goodwill also serves as the operator of NCWorks Career Centers in three counties.

CROSBY SCHOLARS

Goodwill and Crosby Scholars have a unique partnership in which Crosby Scholars operates as an independent affiliate of Goodwill Industries. This college access program is free to students in grades 6 through 12 and helps prepare them academically, financially, and personally for successful college admission. The organization that started 30 years ago in Forsyth County has now expanded to Rowan and Iredell Counties, serving more than 24,000 students annually. To learn more, visit www.crosbyscholars.org.

SIGNIFICANT MISSION ACHIEVEMENTS

- The Access Center Adult High School program, which offers adults the unique opportunity to earn their high school diploma and a skills credential in a high demand industry free of charge, was expanded to Iredell and Burke counties in partnership with Mitchell Community College and Western Piedmont Community College.
- Refurbished, outfitted, and donated 70 laptops through the Goodwill Tech Outfitters program which provides equipment and support to underserved individuals to help bridge the digital divide.
- NCWorks staff continued to support individuals during the height of the pandemic by assisting with unemployment benefits to maintain stability financial and household stability.
- Received Golden Leaf grant funding for supportive services in several rural counties for individuals taking continuing education classes and training. Twenty-seven people received childcare services through this grant.
- In youth programs, served more than 100 foster youth through case management, virtual services, and assessments.
- In the skills training area, expanded professional truck driving training to meet increases in industry demand, offered ed2go online training programs in partnership with community colleges and awarded 50 scholarships.
- Through our Veterans Services program, participated in the USAA grant, using funding to provide supportive services for veterans and military families.
- Assisted 3,512 people find jobs in 2021, with an average starting wage of \$13.41 per hour, up from an average starting wage of \$13.20 in 2020.

Estimated economic impact from individuals placed into jobs in 2021: \$84 million



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