

2022 ANNUAL REPORT

Our Mission: We create opportunities for people to enhance their lives through training, workforce development services, and collaboration with other community organizations.

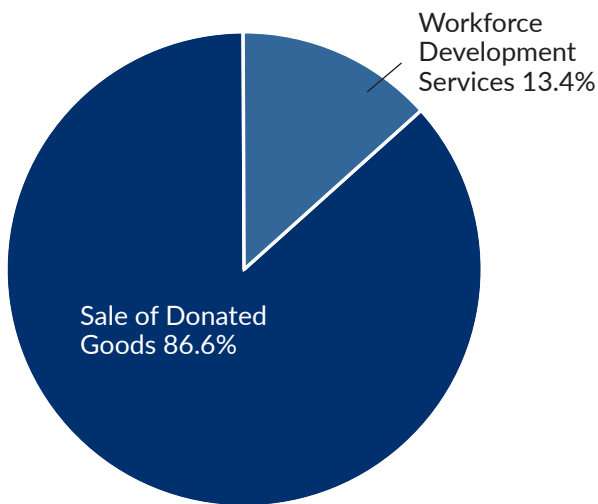


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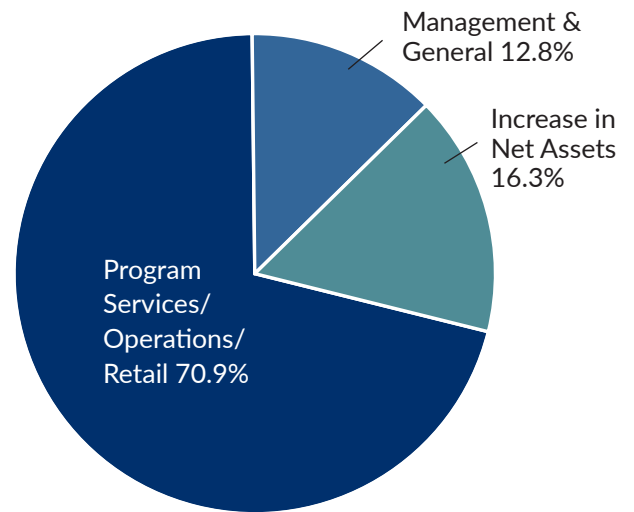
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THE COMMUNITY INVESTMENT



| | | |
|--------------------------------|---------------------|---------------|
| Sale of Donated Goods | \$75,486,848 | 86.6% |
| Workforce Development Services | 11,711,755 | 13.4% |
| Total | \$87,198,603 | 100.0% |

RETURNS TO THE COMMUNITY



| | | |
|------------------------------------|---------------------|---------------|
| Program Services/Operations/Retail | \$61,855,455 | 70.9% |
| Management & General | 11,164,206 | 12.8% |
| Increase in Net Assets | 14,178,942 | 16.3% |
| Total | \$87,198,603 | 100.0% |

OUR IMPACT

Together with affiliate organization Crosby Scholars and partner organization NCWorks, Goodwill provided training, education, and employment services to 59,269 people in 2022.



Goodwill/NCWorks
26,404
Persons Served



Crosby Scholars
32,865
Persons Served



Mission Achievements
18,744
Job Obtainments/Support • Sustainability
Training/Education Completions

Total Persons Served in 2022: 59,269

Estimated economic impact from individuals placed into jobs in 2022: \$57 million

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 32,000 students annually. To learn more, visit www.crosbyscholars.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.

KEY MISSION ACHIEVEMENTS

- Expanded community partnerships relating to childcare, substance abuse, housing, and juvenile justice involvement to support access and opportunity for upward mobility.
- Redesigned workforce development staffing structure to provide flexibility and alignment with community needs.
- Developed training for workforce development team members to equip them with advanced tools and skills to serve our communities, including a focus on Career Navigator training which provides customized support and guidance for people seeking help with employment and skill-building.

ENVIRONMENTAL IMPACT

In 2022, Goodwill Industries of Northwest NC recycled 49.5 million pounds of unwanted items 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.

In partnership with



Distributed **233 computers** to program participants and team members for educational and vocational support through the PCs for People initiative.

Provided **793 Lyft rides** to program participants and team members for transportation to job training courses, job interviews, and up to three weeks of travel to and from a new job.



CARF ACCREDITATION - Goodwill maintains an accreditation from CARF International (www.carf.org) 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.