

2023 ANNUAL REPORT

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

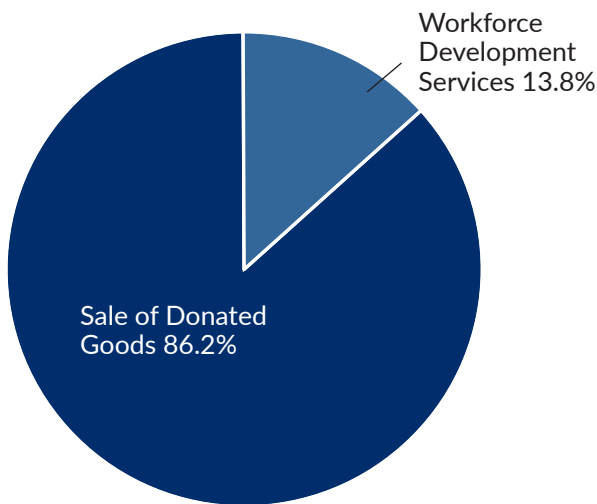


www.goodwillnwc.org
info@goodwillnwc.org
@goodwillnwc



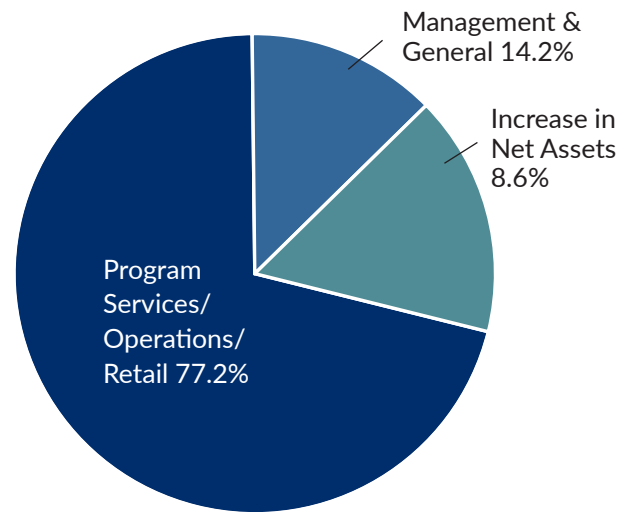
2701 University Parkway
Winston-Salem, NC 27105
336-724-3621

THE COMMUNITY INVESTMENT



Sale of Donated Goods	\$ 80,408,463	86.2%
Workforce Development Services	12,917,565	13.8%
Total	\$93,326,028	100.0%

RETURNS TO THE COMMUNITY



Program Services/Operations/Retail	\$ 72,086,719	77.2%
Management & General	13,247,385	14.2%
Increase in Net Assets	7,991,924	8.6%
Total	\$ 93,326,028	100.0%

OUR IMPACT

Together with affiliate organization Crosby Scholars and partner organization NCWorks, Goodwill provided training, education, and employment services to 49,506 people in 2023.



Goodwill/NCWorks

34,845

Persons Served



Crosby Scholars

14,661

Persons Served



Mission Achievements

28,896

Job Obtainments/Support • Sustainability
Training/Education Completions

Total Persons Served in 2023: 49,506

Estimated economic impact from individuals placed into jobs in 2023: \$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 almost 15,000 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.

ENVIRONMENTAL IMPACT

In 2023, Goodwill Industries of Northwest NC recycled 50 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.

KEY MISSION ACHIEVEMENTS

- Goodwill's first Community Conversation in Forsyth County brought together community leaders, persons with lived experience, and legislators to bring awareness to issues impeding upward mobility, including homelessness, transportation, childcare, and the effects of the benefits cliff.
- Team members processed 87 participants through the GLOW program in 2023, funded by a grant from the Golden Leaf Foundation. The grant assisted with daycare funding, tuition, and supportive services. Since 2020, over 180 people were credentialed, with over \$72,000 for childcare and \$160,000 in supportive services.
- NCWorks NextGen participant Jeffrey Harris won the Governor's Award of Distinction for Outstanding Young Adult in Workforce Development.
- Wilkes County participant Kyle Johnson received the Goodwill Industries International Carol and Tommy Moore Veteran of the Year Award.
- Community-based services were started in Henderson County, serving participants at Hope Coalition, Safelight, Henderson County Main Library, Fletcher Library, and Hendersonville Rescue Mission.
- The Court Navigation Program, a partnership with Buncombe County, piloted with over 2,500 people served to reduce court appointment failures.
- Goodwill expanded to be the NCWorks service provider in 17 counties.



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.