



2020 ANNUAL REPORT

Transforming lives and communities through the power of education and employment.





“I didn’t have any certifications or a career when I started the healthcare program. Now I’m on my way to do something good for myself, my family and our community.”

Natacha
2020 Healthcare Program Graduate



“Now that I’ve gone through this program, I see myself through the eyes of resilience and the deafening sounds of triumph. The wings of self-confidence have lifted me above the bitter bite of doubt within myself.

It’s very important not to forget where you came from, my dad taught me that. I’m always hoping to remember what started this adventure and this journey – and it was Goodwill. Goodwill took my hand and helped me to get where I’m hoping to get.”

Christopher
2020 Security & Protective Services Program Graduate

2020 SUMMARY OF FINANCIAL DATA

REVENUE

Contributions / Donated Goods	\$9,484,505
Retail / Donated Good	\$30,201,763
Service Contracts	\$11,638,538
Per Pupil Funding	\$7,549,159
Grants	\$72,712
Contributions / Fundraising	\$2,879,746
Net Investment Income	\$710,264
Other	\$11,194

Total Revenue and Support **\$62,547,881**

EXPENSES

Retail/Donated Goods	\$45,525,920
Service Contracts	\$9,588,989
Development & Fundraising	\$1,007,578
Workforce Development	\$2,144,096
Education Program	\$6,115,475
Management & General	\$3,216,115

Total Expenses **\$67,598,173**

Change in Net Assets **(\$5,050,292)**

2020 WORKFORCE DEVELOPMENT STATISTICS

Persons Served

Career Training Programs and Services	214
Goodwill Associate Learning and Development	653
Basic Support Services	522
Goodwill Excel Center Adult Public Charter School Enrollments	674
Goodwill of Greater Washington COVID-19 Response	925

Total Persons Served 2,988

Job Placements 67

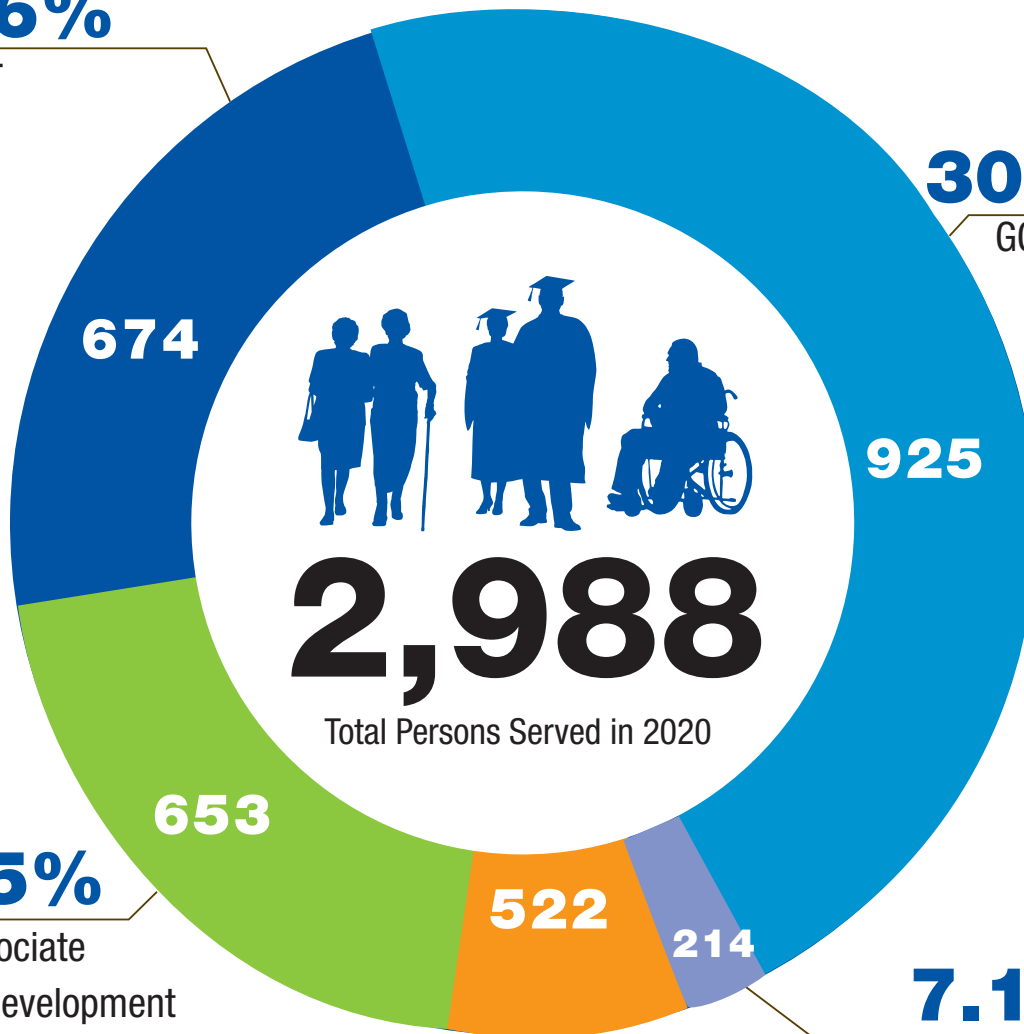
Average Starting Hourly Wage \$15.76

22.56%

Excel Center Enrollment

30.96%

GGW COVID-19 Response



2,988

Total Persons Served in 2020

21.85%

Goodwill Associate Learning & Development

17.47%

Basic Support Services

7.16%

Career Training Programs and Services

210 GGW Team Members had their healthcare premiums paid while on furlough. No team member lost health care coverage while on furlough.

2020 FACTS

WORKFORCE DEVELOPMENT SERVICES



- Number of associates who received workforce development and coaching services in 2020:

RISE Coaching Services - Contracts	167
RISE Coaching Services - Retail	424

- Team members receiving extended healthcare benefits during COVID furloughs: 210

- Number of graduates from each training program:

Hospitality Training	28
Security Training	41
Healthcare	9
Career Navigation	13

- Virtual Career Center:

Workshops	64
Total Enrolled	389

CONTRACTS



- The contracts division employed 212 people.
- Number of contract sites – 9 federal, 4 BKB and the total square footage cleaned by custodial team – 3M square feet

- 79.46% of all labor hours at contract sites were performed by persons with disabilities
- The average hourly wage with benefits for all contracts employees as of 12/31/20 was \$19.19/hour with benefits.

RETAIL AND DONATED GOODS



- Goodwill of Greater Washington operated 20 retail stores.
- Goodwill's retail stores and donation centers employed 636 people at the end of 2020.
- 1,240,014 purchases were made at Goodwill of Greater Washington retail stores.

- Goodwill of Greater Washington received 738,196 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 25,836,860 pounds of material out of area landfills.



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