2017 ANNUAL REPORT

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

Goodwill
Greater Washington
Transforming Lives and Communities

"I'm a country girl from North Carolina who made some bad decisions in my life years ago. I moved here to the Metropolitan area thinking that I could start fresh. I witnessed firsthand the high-quality training and support Goodwill had given [my daughter] to help her succeed in her professional life. This gave me a clear vision and the motivation I needed to change my own life and reach my full potential. From a woman who was running out of options to one who had job offers from four prominent security companies in the area, I'm well on my way to reaching my full potential in Washington D.C.'s booming security industry!"

Glenette Linebarger
2017 Security Training
Program Graduate

2017 SUMMARY OF FINANCIAL DATA

REVENUE

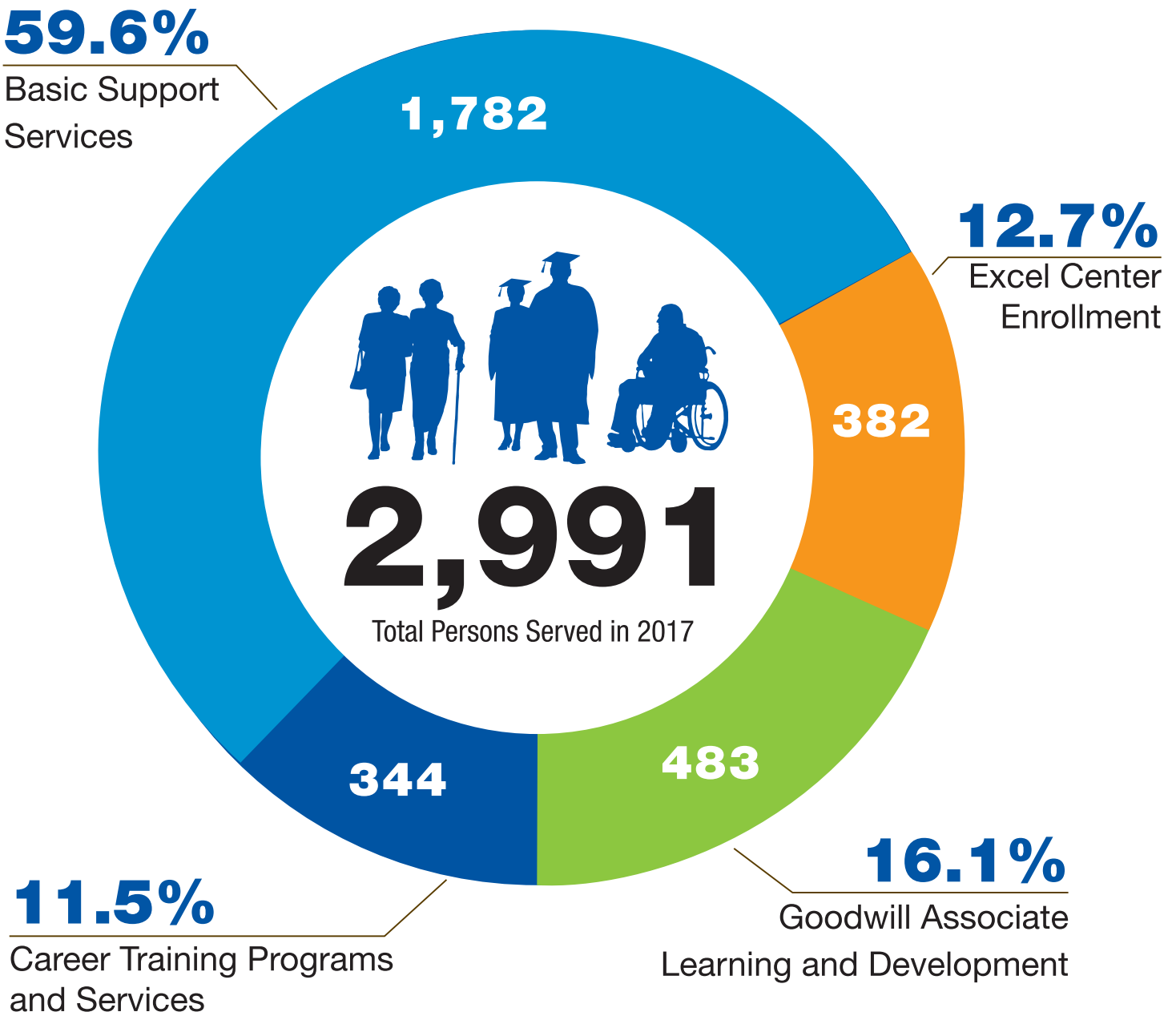
Retail/Donated Goods	$ 43,828,925
Service Contracts	$ 10,105,058
Grants and Contracts	$ 106,647
Contributions/Fundraising	$ 2,394,222
Excel Center Per Pupil Funding	$ 6,356,652
Net Investment Income (loss)	$ 869,132
Other	$ 14,750
Total Revenue and Support	**$ 63,675,386**

EXPENSES

Retail/Donated Goods	$ 41,641,612
Service Contracts	$ 8,654,064
Development & Fundraising	$ 795,998
Workforce Development	$ 2,734,878
Excel Center Education Program	$ 4,401,685
Management & General	$ 3,282,270
Total Expenses	**$ 61,510,507**
Change in Net Assets	**$ `2,164,879**

2017 WORKFORCE DEVELOPMENT STATISTICS

Persons Served	
Career Training Programs and Services	344
Goodwill Associate Learning and Development	483
Basic Support Services	1,782
Goodwill Excel Center Adult Public Charter School Enrollments	382
Total Persons Served	**2,991**
Job Placements	**155**
Average Starting Hourly Wage	**$14.37**



2017 FACTS

WORKFORCE DEVELOPMENT SERVICES

- Number of associates who received workforce development and coaching services in 2017:

Rise Coaching Services - Contracts	144
Rise Coaching Services - Retail	274

- Number of graduates from each training program:

Hospitality	76
Security Training	106
Energy Utilities Skills Training (EUST)	21
PEPCO CAST Prep	23

CONTRACTS

- The contracts division employed 193 people.
- Goodwill of Greater Washington provided a variety of services in 2017 including custodial, grounds maintenance or glassware cleaning at 85 different buildings.
- 79.99% of all labor hours at contract sites were performed by persons with disabilities
- The average hourly wage w/benefits for all contracts employees in 2017 was $17.33/hour.

RETAIL AND DONATED GOODS

- Goodwill of Greater Washington operated 19 retail stores.
- Goodwill's retail stores and donation centers employed 663 people at the end of 2017.
- 1,715,944 purchases were made at Goodwill of Greater Washington retail stores.
- Goodwill of Greater Washington received 933,540 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 37,341,600 pounds of material out of area landfills.

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