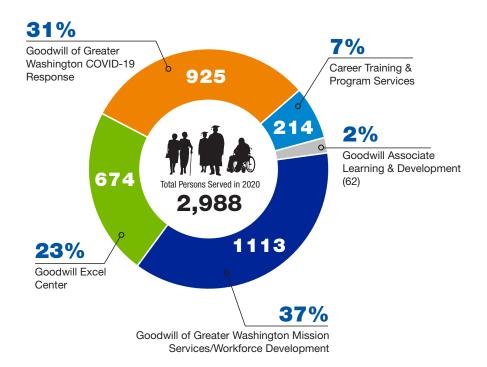
Total Impact

OF PERSONS REACHED/SERVED



То	tal Persons Served	2,988
•	COVID Response/ Furloughed Associate Support	925
	Goodwill Excel Center People Served	674
	Basic Support Services - Workforce Basic Services - Organization Intensive Total	1113 - 522 - 591
	Goodwill Associate Learning & Development	62
	Career Training Programs and Services	214

Demographics

WORKFORCE DEVELOPMENT



RACE 73% African American, 11% White, 7% Hispanic, 7% Other, 2% Asian

71% Female, 29% Male

DISABILITY

30% Workforce Development students have a documented disability

RETENTION & PLACEMENT

100% of the people we served were either unemployed or under employed

96% Employer Satisfaction

85% retention (6 months)

75% placement

Avg. hourly wage \$15.76

304 credentials earned

"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 Goodwill Security and Protective Services graduate





Service to the Community TRANSPORT & COMMUNITY SUPPORT



LYFT RIDES

1,400 Lyft codes that have helped more than **120** Goodwill students, graduates and associates



CAPITAL AREA FOOD BANK DELIVERIES

Partnered with Capital Area Food Bank to help deliver **9,075** life sustaining meals across the region



GROCERY GIFT CARDS WITH SAFEWAY

Partnered with Safeway to provide **\$3,500** worth of gift cards to help associates get access to healthy foods

"In the marathon of self-development, opportunities for workforce re-entry such as these are mile markers. They can measure your growth. They can tell you where you have been and give you a renewed sense of starting, having a place to begin from toward a new destination."





Other Milestones



Graduated **91** people from our workforce training programs and placed **67** into employment at an average hourly salary of **\$15.76**.



Supported **536** furloughed retail associates through coaching and community support services.



Enrolled **375** District residents at the Goodwill Excel Center to earn their high school diplomas, with **75** graduates in the 2020 academic year.



Our Virtual Career Center served **389** people through **64** online workshops.



Provided meaningful employment opportunities to **674** Retail & Contract associates hired in 2020.

