

## **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

\$62,547,881

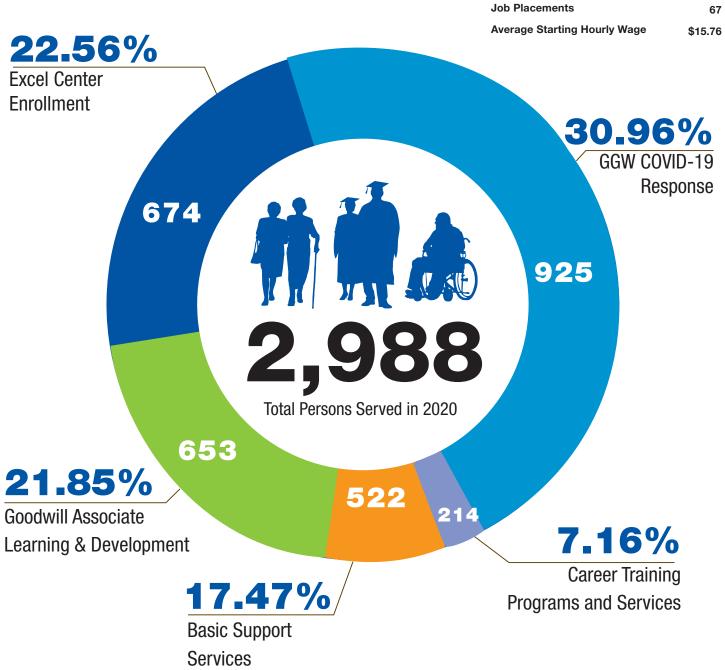
### **EXPENSES**

**Total Revenue and Support** 

Change in Net Assets	(\$5,050,292)
Total Expenses	\$67,598,173
Management & General	\$3,216,115
Education Program	\$6,115,475
Workforce Development	\$2,144,096
Development & Fundraising	\$1,007,578
Service Contracts	\$9,588,989
Retail/Donated Goods	\$45,525,920

## 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 925 COVID-19 Response **Total Persons Served** 2,988



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 6-7
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.

Recannect

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