



2020 ANNUAL REPORT

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

Goodwill 
Greater Washington 
Transforming Lives and Communities



"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

22.56%

Excel Center
Enrollment

674

21.85%

Goodwill Associate
Learning & Development

653

17.47%

Basic Support
Services

522

214

30.96%

GGW COVID-19
Response

925

2,988

Total Persons Served in 2020

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**

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.

 **Reconnect**

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