



**Amadu Dainky**  
2021 Goodwill Energy & Construction  
Training Program Graduate

# 2021 ANNUAL REPORT

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





“I wanted to be a role model for my daughter...I wanted to prove to myself and to others that you should never give up on getting ahead in life, trying to improve yourself... With my resume, strong interview skills and a career fair under my belt, I’m excited to go out and seize more opportunities – building a better life for me and family. Goodwill gave us all the foundation, support and encouragement – but WE have to do the work ourselves to succeed.”

### Amadu Dainky

2021 Energy & Construction Career Training Program Graduate



“N.O.W. means - No Opportunity Wasted. That’s right we did not waste, not one opportunity... We are ready to start our new beginning... This Goodwill Hospitality program allowed us to have an internship and view the innerworkings of some major hotels in our community. With new certifications, leadership skills, and a brand-new resume we proudly walk across the virtual stage of success. The impact that the instructors made on our lives is priceless.”

### Charade Jackson

2021 Goodwill Hospitality Graduate

# 2021 SUMMARY OF FINANCIAL DATA

*Per 2021 audited financial statement*

## REVENUE

Retail/Donated Goods Sales	\$46,166,117
Service Contracts	\$11,971,779
Contributions/Donated Goods	\$11,096,324
Per Pupil Funding	\$8,282,622
Contributions/Fundraising	\$2,225,530
Government Grant - PPP Loan*	\$1,995,000
Net Investment Income	\$899,290
Grants and Contracts	\$102,640
Other	\$21,169

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**Total Revenue and Support** **\$82,760,471**

## EXPENSES

Retail/Donated Goods	\$53,380,340
Service Contracts	\$9,603,776
Education Program	\$6,796,501
Workforce Development	\$1,935,683
Development & Fundraising	\$1,011,383
Management & General	\$4,044,82

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**Total Expenses** **\$76,772,504**

**Change in Net Assets** **\$5,987,967**

95% of every dollar spent goes to mission programs & services

\* Goodwill applied for and received forgiveness of the loan granted under the Payment Protection Program (“PPP”) in September 2021.

# 2021 WORKFORCE DEVELOPMENT STATISTICS

## Persons Served

Goodwill Excel Center Adult Public Charter School Enrollments	708
Goodwill Associate Learning and Development	689
Basic Support Services	614
Career Training Programs and Services	163

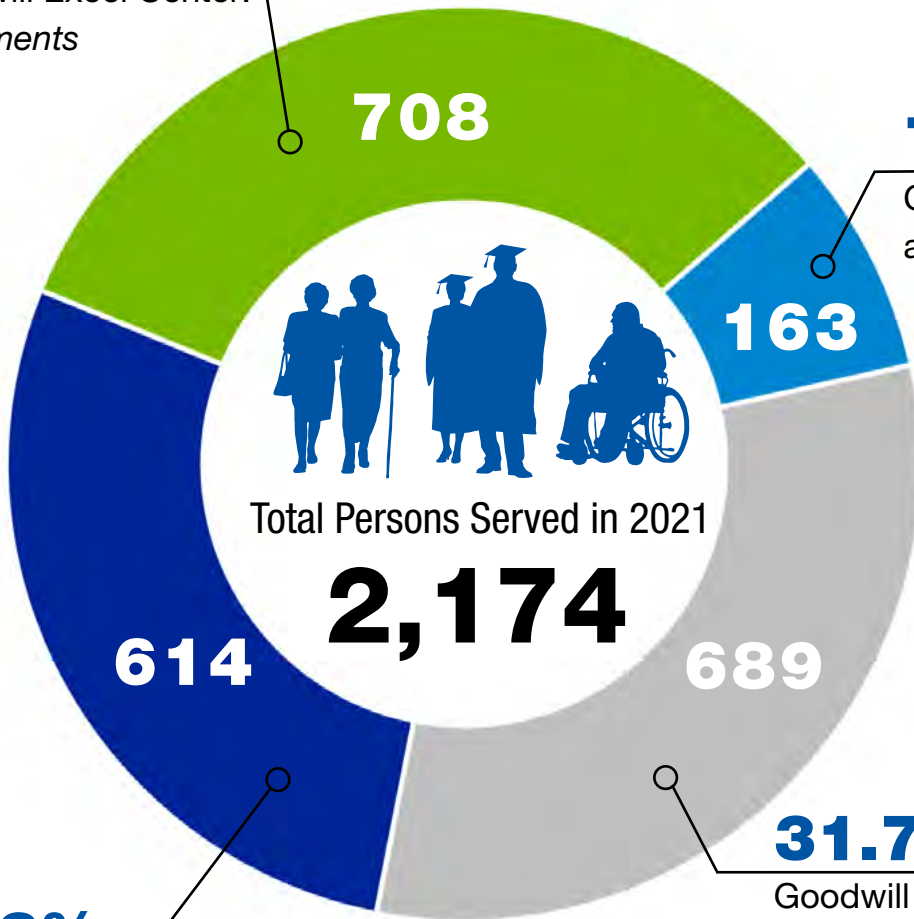
**Total Persons Served** **2,174**

**Job Placements** **90**

**Average Starting Hourly Wage** **\$17.45**

**32.6%**

Goodwill Excel Center: Enrollments



**7.5%**

Career Training Programs and Services

**31.7%**

Goodwill Associate Learning & Development

**28.2%**

Basic Support Services

# 2021 FACTS

## WORKFORCE DEVELOPMENT SERVICES



- Number of associates who received workforce development and coaching services in 2021:

RISE Coaching Services - Contracts	174
RISE Coaching Services - Retail	515

- Number of graduates from each training program:

Hospitality	9
Security	41
Healthcare	10
Energy	27

## CONTRACTS



- The contracts division employed 197 people.
- Number of contract sites – 9 federal, 4 Best Kept Buildings
- Total square footage cleaned by custodial team – 3 million square feet

- 78.92% 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 12/31/21 was \$20.28/hour.

## RETAIL AND DONATED GOODS



- Goodwill of Greater Washington operated 21 retail stores.
- Goodwill's retail stores and donation centers employed 694 people at the end of 2021.
- 1,861,235 purchases were made at Goodwill of Greater Washington retail stores. 79,647 purchases were made online.

- Goodwill of Greater Washington received 922,806 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 36,912,000 pounds of material out of area landfills.

 **Reconnect**

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