



2019 ANNUAL REPORT

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

Goodwill 
Greater Washington goodwill
Transforming Lives and Communities



"I want to thank every teacher, career coach and administrator for being a part of our journey. I also want to thank all my classmates for being the most supportive and mood-lifting friends. Without you guys, I couldn't have made it."

Antina
2019 Goodwill Healthcare Training Program Graduate



Today marks a day that we've all worked so hard to see. For 13 weeks, we have studied, stressed and strived to make it to this day, and it is finally here. Our hard work and perseverance paid off. Due to the dedication of the Goodwill team, we know that our future is now forever changed for the better."

"I am so lucky I was chosen to be a part of this program. The work that you all do is changing lives and I'm blessed that my life is one of them."

Arksha
2019 Goodwill Healthcare Training Program Graduate

2019 SUMMARY OF FINANCIAL DATA

REVENUE

Contributions / Donated Goods	\$12,232,592
Retail / Donated Good	\$43,850,737
Service Contracts	\$11,332,317
Per Pupil Funding	\$7,369,072
Grants	\$268,832
Contributions / Fundraising	\$1,941,722
Net Investment Income	\$1,184,379
Other	\$161,407

Total Revenue and Support **\$78,341,058**

EXPENSES

Retail/Donated Goods	\$50,953,075
Service Contracts	\$9,196,073
Development & Fundraising	\$1,054,275
Workforce Development	\$2,672,222
Education Program	\$6,169,650
Management & General	\$3,792,166

Total Expenses **\$73,837,461**

Change in Net Assets **\$4,503,597**

2019 WORKFORCE DEVELOPMENT STATISTICS

Persons Served

Career Training Programs and Services	315
Goodwill Associate Learning and Development	1,086
Basic Support Services	1,415
Goodwill Excel Center Adult Public Charter School Enrollments	369

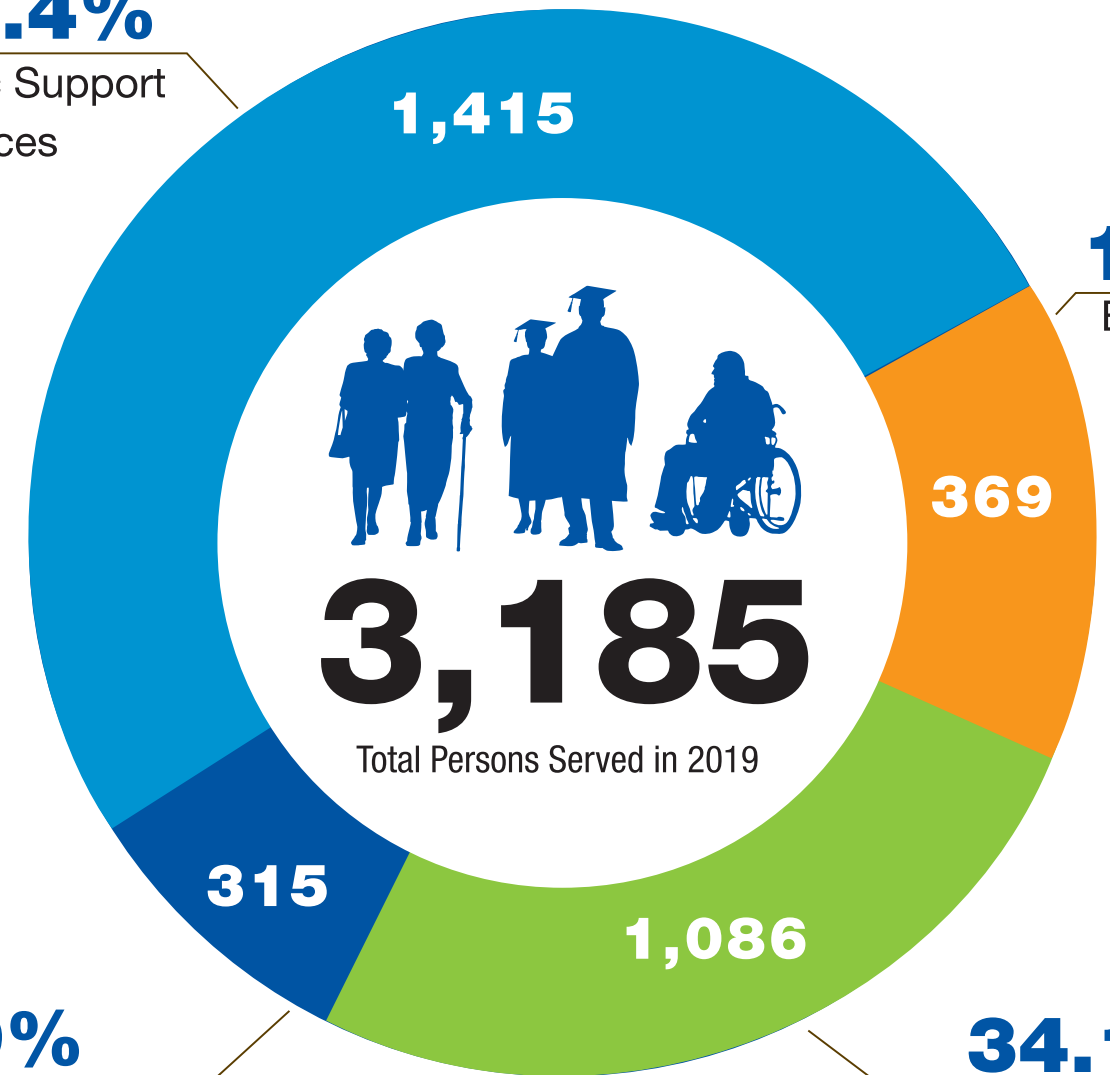
Total Persons Served **3,185**

Job Placements **148**

Average Starting Hourly Wage **\$15.66**

44.4%

Basic Support Services



11.6%

Excel Center Enrollment

9.9%

Career Training Programs and Services

34.1%

Goodwill Associate Learning and Development

2019 FACTS

WORKFORCE DEVELOPMENT SERVICES



- Number of associates who received workforce development and coaching services in 2019:

RISE Coaching Services - Contracts	144
RISE Coaching Services - Retail	529

- Number of graduates from each training program:

Hospitality Training	41
Security Training	120
Healthcare	29
Goodwill Excel Center graduates	117

CONTRACTS



- The contracts division employed 208 people.
- Goodwill of Greater Washington provided a variety of services in 2019 including custodial, grounds maintenance or glassware cleaning and sterilization.
- 79.18% 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 12/31/19 was \$19.03/hour.

RETAIL AND DONATED GOODS



- Goodwill of Greater Washington operated 20 retail stores.
- Goodwill's retail stores and donation centers employed 715 people at the end of 2019.
- 2,032,766 purchases were made at Goodwill of Greater Washington retail stores.
- Goodwill of Greater Washington received 1,167,467 confirmed donations of household goods.
- Donations to Goodwill of Greater Washington kept more than 46,698,680 pounds of material out of area landfills.



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