2020 ANNUAL REPORT
Transforming lives and communities through the power of education and employment.

Goodwill
Greater Washington
Transforming Lives and Communities
<table>
<thead>
<tr>
<th>Summary of Financial Data</th>
<th></th>
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</thead>
</table>

**Revenue**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions / Donated Goods</td>
<td>$9,484,505</td>
</tr>
<tr>
<td>Retail / Donated Good</td>
<td>$30,201,763</td>
</tr>
<tr>
<td>Service Contracts</td>
<td>$11,638,538</td>
</tr>
<tr>
<td>Per Pupil Funding</td>
<td>$7,549,159</td>
</tr>
<tr>
<td>Grants</td>
<td>$72,712</td>
</tr>
<tr>
<td>Contributions / Fundraising</td>
<td>$2,879,746</td>
</tr>
<tr>
<td>Net Investment Income</td>
<td>$710,264</td>
</tr>
<tr>
<td>Other</td>
<td>$11,194</td>
</tr>
</tbody>
</table>

**Total Revenue and Support**

| Total Revenue and Support | $62,547,881 |

**Expenses**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail/Donated Goods</td>
<td>$45,525,920</td>
</tr>
<tr>
<td>Service Contracts</td>
<td>$9,588,989</td>
</tr>
<tr>
<td>Development &amp; Fundraising</td>
<td>$1,007,578</td>
</tr>
<tr>
<td>Workforce Development</td>
<td>$2,144,096</td>
</tr>
<tr>
<td>Education Program</td>
<td>$6,115,475</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$3,216,115</td>
</tr>
</tbody>
</table>

**Total Expenses**

| Total Expenses                  | $67,598,173  |

**Change in Net Assets**

| Change in Net Assets            | ($5,050,292) |

For additional detailed information, please visit dcgoodwill.org/financial-reports

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*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.*

**Christopher**
2020 Security & Protective Services Program Graduate

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*C OVER PHOTO: Description needed.*
2020 WORKFORCE DEVELOPMENT STATISTICS

**Total Persons Served in 2020**: 2,988

- **Excel Center Enrollment**: 22.56%
- **Goodwill Associate Learning & Development**: 21.85%
- **Basic Support Services**: 17.47%
- **Career Training Programs and Services**: 7.16%
- **GGW COVID-19 Response**: 30.96%

**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

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.