Amadu Dainky
2021 Goodwill Energy & Construction
Training Program Graduate

2021 ANNUAL REPORT
Transforming lives and communities through the power of education and employment.

Goodwill
Greater Washington
Transforming Lives and Communities
“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

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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

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

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**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

**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.

For additional detailed information, please visit [dcgoodwill.org/financial-reports-gw](http://dcgoodwill.org/financial-reports-gw)
2021 WORKFORCE DEVELOPMENT STATISTICS

Total Persons Served in 2021: 2,174

- 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

Persons Served:
- Total Persons Served: 2,174
- Job Placements: 90
- Average Starting Hourly Wage: $17.45

32.6% Goodwill Excel Center: Enrollments
28.2% Basic Support Services
7.5% Career Training Programs and Services
31.7% Goodwill Associate Learning & Development
### 2021 FACTS

**WORKFORCE DEVELOPMENT SERVICES**

- Number of associates who received workforce development and coaching services in 2021:
  
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>RISE Coaching Services - Contracts</td>
<td>174</td>
</tr>
<tr>
<td>RISE Coaching Services - Retail</td>
<td>515</td>
</tr>
</tbody>
</table>

- Number of graduates from each training program:
  
<table>
<thead>
<tr>
<th>Training Program</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitality</td>
<td>9</td>
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<tr>
<td>Security</td>
<td>41</td>
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<tr>
<td>Healthcare</td>
<td>10</td>
</tr>
<tr>
<td>Energy</td>
<td>27</td>
</tr>
</tbody>
</table>

**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 $20.26/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.