When a life is changed with Goodwill's help, it sends ripples of positive change to family, friends, and the community.
Messages from Those Who Empower Change

President/Chief Executive Officer

We are pleased to present our 2016 Workforce & Family Services annual Impact Report. This report reflects our commitment to continuously improve service delivery of Goodwill programs throughout the Inland Northwest. Our Corporate Values Statement embeds this principal: We believe in our accountability to our constituents, each other, and ourselves. Our goal is to remain accountable to community stakeholders throughout every facet of service delivery, from point-of-entry to person-centered planning to independence. The input we gather from stakeholders is reported to our board of directors and is enveloped in the strategic development of programs and services throughout eastern Washington and northern Idaho. If you have input you would like to offer, please contact Goodwill Industries of the Inland Northwest.

Warm regards, Clark Brekke

2016 President of the Board of Directors

Work: It’s the secret ingredient. Chances are that if you’re reading this, you work. You most likely enjoy your work; it gives you purpose, identity, a connection to things. In 1902, our founder, Rev. Edgar J. Helms, a Methodist minister, described Goodwill Industries as an “industrial program as well as a social service enterprise … a provider of employment, training and rehabilitation for people of limited employability, and a source of temporary assistance for individuals whose resources were depleted.”

During 2016, Goodwill Industries of the Inland Northwest, your Goodwill, served over 6,600 people from your community. We provided services for veterans who are homeless, employment support for individuals struggling to find a job, mentoring for at-risk youth, and much more. Goodwill employed over 520 people, some with barriers that might otherwise prevent them from entering the workforce. We helped hundreds of others find the joy of work, some for the first time ever.

I encourage you to give to Goodwill, give donations of the excess stuff in your life and maybe give some of your time, too. Goodwill will put both to good work. After all, the world we live in is the one we help create.

Sincerely, Jeffrey Maichel

The 2016 board of directors

Jeffrey Maichel  
Board Chair

Michele Harris  
Vice President, Workforce & Family Services

Michael Church  
General Counsel

Rev. Homer Todd  
Senior Corporate Director, Human Resources

Bruce McEachran  
Director, Information Technology

Loretta Bombino  
Director, Marketing and Strategic Communications

Wade Rooks  
Senior Corporate Director, Human Resources

Heather Alexander  
Director, Marketing and Strategic Communications

Michael Church  
General Counsel

Linda Olen  
Director, Marketing and Strategic Communications

Lee Tate

The 2016 Impact Report was compiled and created by Michele Harris, Merrilee Downs, and Amy Meyer.

Cover: Chris, a member of Goodwill’s GoodGuides Youth Mentoring Program, is recognized for his leadership at Home Runs for Hope Night at Avista Stadium on August 30, 2016. Read more about GoodGuides and Chris’s story on page 13.
### The Communities We Serve

Goodwill Industries of the Inland Northwest serves communities in the following counties: Asotin; Benewah; Bonner; Boundary; Clearwater; Douglas; Ferry; Garfield; Idaho County; Latah; Lewis; Lincoln; Nez Perce; Pend Oreille; Shoshone; Spokane; Stevens; Whitman; and parts of Adams, Okanogan, Grant, and Franklin counties.

### How We Helped People Build Independence

#### Services provided:
- Case management and intensive support
- Basic assistance and support
- Intensive job placement assistance

#### Total Served:
- 6,662

#### By age:
- 0-15 years: 2%
- 16-24 years: 12%
- 25-34 years: 23%
- 35-44 years: 13%
- 45-54 years: 15%
- 55 years and over: 11%
- Unknown age: 25%

#### By ethnicity:
- White, including Hispanic: 67%
- African American: 3%
- Asian or Pacific Islander: 3%
- Other, including multiracial: 3%
- Native American: 23%
- Unknown or unreported: 3%

#### By gender:
- Female: 35%
- Male: 46%
- Unreported: 19%

#### Demographics of Those We Serve

#### Services Provided:
- Case management and intensive support: 5,131
- Basic assistance and support: 1,145
- Intensive job placement assistance: 386
- Total Served: 6,662
- Total Payroll Paid to Participants: $546,537
- Hours of Paid Training: 63,890
- Days of Paid Training: 6,747

#### The Communities We Serve

**Washington**

Spokane WFS
130 E. Third Avenue
Spokane, WA 99202
Phone: (509) 462-0513
TDD: (509) 344-0163
Fax: (509) 444-4371

Colville WFS
153 S. Oak
Colville, WA 99114
Phone: (509) 684-2925
Fax: (509) 684-8930

Moses Lake WFS
789 N. Central Drive
Moses Lake, WA 98837
Phone: (509) 765-9196
Fax: (509) 765-9164

East Wenatchee WFS
620 Grant Road #A
East Wenatchee, WA 98802
Phone: (509) 884-3694

**Idaho**

Coeur d’Alene WFS
1221 W. Ironwood Dr., Ste. 100
Coeur d’Alene, ID 83814
Phone: (208) 667-6463
Fax: (208) 667-8246

Post Falls WFS
4040 E. 16th Avenue
Post Falls, ID 83854
Phone: (208) 773-6196
Fax: (208) 773-6829

Lewiston WFS
307 19th Street, Suite A3
Lewiston, ID 83501
Phone: (208) 743-8285
Fax: (208) 746-7726

Ponderay WFS
204 Larkspur Street
Ponderay, ID 83852
Phone: (208) 265-1984
Fax: (208) 265-1983

Moscow WFS
201 Warbonnet Drive
Moscow, ID 83843
Phone: (208) 882-9977
Fax: (208) 882-4373

**How We Helped People Build Independence**

Services provided:
- Case management and intensive support
- Basic assistance and support
- Intensive job placement assistance

Total Served: 6,662

-$546,537
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- Female: 35%
- Male: 46%
- Unreported: 19%
Participant Satisfaction Surveys

We asked our participants about the service they received at Goodwill. This is what they said:

**Participants said:**
“\[Goodwill has\] been outstanding ... providing services to me. They have all been very professional, caring, and understanding. Kudos.”

**Participants also said:**
“The staff at Goodwill are absolutely the most honest and welcoming ... I would recommend them first to anyone.”

“\[Goodwill has\] been outstanding ... providing services to me. They have all been very professional, caring, and understanding. Kudos.”

“I love my job and I am grateful for it.”

“I felt listened to and understood.”

“I was included in the development of my goals.”

“The services I received met the needs I identified.”

“Staff has gone above and beyond my expectations. Thank you.”

“Thank you for all the support in helping me get a place to live.”

“The program ... has been a wonderful thing in getting my life on track.”

“Staff at Goodwill has literally saved my life over and over again.”

“\[Goodwill has\] been outstanding ... providing services to me. They have all been very professional, caring, and understanding. Kudos.”

“I would refer others to Goodwill for services.”

“I would refer others to Goodwill for services.”

“I love my job and I am grateful for it.”

“I felt welcomed, accepted, and valued.”
Referral Source

Satisfaction Surveys

We asked our referral sources about their interactions with Goodwill. This is what they said:

- **The information received was easy to understand and use.**
  - Strongly agree: 39%
  - Agree: 55%
  - Agree and disagree equally: 0%
  - Disagree: 6%

- **The information I received from the provider reports helped me plan.**
  - Strongly agree: 39%
  - Agree: 52%
  - Agree and disagree equally: 3%
  - Disagree: 0%

- **The provider was responsive to me and/or the participant during the evaluation process.**
  - Strongly agree: 39%
  - Agree: 48%
  - Agree and disagree equally: 6%
  - Disagree: 0%

Referral sources said:
- “Keep up the good work! You are an amazing company to work with.”
- “Everyone is helpful, from the front desk to all staff.”
- “We value this partnership so much!”

Employer

Satisfaction Surveys

We asked employers who hired Goodwill participants about their experiences. This is what they said:

- **100%**
  - Said that Goodwill recommended a person who could perform the job.

- **100%**
  - Said they would consider hiring a Goodwill referral in the future.

- **100%**
  - Said that Goodwill staff was responsive to concerns.

Employers said:
- “Your referral was a great asset to our team. We would love to have more applicants from you.”
- “Our new employee is truly one of the most considerate, hard-working people I have ever had the pleasure to work for me.”
- “Nice to work with [referral]. Very dedicated.”
- “Our new employee is awesome, a seamless transition to our team.”
Employment Planning

Employment Planning services assist people seeking employment. People can learn about opportunities in the community and make informed decisions about where they want to work. People who participate in these services can choose employment outcomes and career development opportunities that are individualized based on preferences, strengths, abilities, and needs.

Development and Growth

Adrian came to Goodwill for an assessment in March of 2016. Until that time, he didn’t have anything in the way of employment history due to a criminal background and severe anxiety.

When he started his assessment, Adrian was fairly quiet and kept to himself. However, he soon volunteered to work in the donor services center at the downtown Spokane Goodwill. This required him to push past his anxiety to interact with donors and coworkers. It was there that Adrian excelled.

Adrian worked closely with store staff and customers on a daily basis and came to his work assessment with a positive attitude each day. Adrian worked hard in his assigned tasks and sought new ways to improve, such as learning material handling duties so he could be more helpful at the donation door. Work supervisors frequently had good things to say about the tasks that Adrian was completing.

After his assessment with Goodwill ended, Adrian returned to the Department of Vocational Rehabilitation with a stellar report.

Adrian later applied with Goodwill’s transportation department and was hired to work as a donor services associate. Adrian’s supervisor is so happy with his performance that he has said that he wishes he could clone him.

Total served in Employment Planning: 281

Supportive Services for Veteran Families

Supportive Services for Veteran Families (SSVF) is a housing stability program serving veterans who are homeless or at risk of becoming homeless. Goodwill partners with Volunteers of America and Transitions to provide these intensive services to veterans and their families.

Stability and Support

When Woody came to Supportive Services for Veteran Families (SSVF), he was living on the streets with his wife and a stepbrother. Law enforcement would arrest him frequently on court-issued warrants or for alleged domestic abuse and homeless crimes.

While in the SSVF program, Woody shared that he suffered from a traumatic brain injury from a shot to his head almost 25 years ago. He still had the bullet fragments in his head.

With SSVF’s help, Woody developed a calendar system. He keeps a calendar on his wall to check daily and a parallel calendar in his pocket to write down appointments while he’s away from home. When he returns home, he transfers his appointments to the calendar on his wall. He has done this with great success. Due to his brain injury, Woody should have been drawing Social Security for the last 25 years. SSVF assisted him with his Social Security claim, and he was ultimately awarded over $24,000 in back pay and a monthly award of over $700.

This was huge for Woody. He had no income for 25 years and was hustling money off the streets, which had led to legal trouble.

SSVF helped Woody find his own home, but he decided that since he couldn’t stop getting into trouble in Spokane, he would move back to his tribe’s reservation in Montana, right outside Glacier National Park. His family put him to work as a horse trainer, which is something that Woody is good at and loves to do. He has a positive social support structure and a steady income stream.

"Without Goodwill, I would be in jail. You guys are the best!" he said.

Who did we serve?

Veterans: 515
Significant Others: 104
Children: 115
Total Veteran Family Members Served: 734

Total families assisted into housing: 252
Total veterans assisted with increased income: 109
100% of landlords said they would recommend our programs to other landlords.

Total rental assistance provided: $502,817
Total security deposit assistance provided: $154,381
Community Employment Services

Community employment services help people to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach, the program provides person-directed services and support to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Stability and Support

When AJ first started services with Goodwill, he had just finished his junior year of high school. AJ had a difficult time communicating with friends, teachers, and others with whom he was unfamiliar. Because of his difficult upbringing, AJ learned to keep his guard up in many social situations.

Goodwill provided AJ work experience, which allowed him to work on his communication and socializing skills. Job coaches provided AJ with stability and offered support where he needed it. The team at Goodwill started to see results. Idaho Division of Vocational Rehabilitation provided Goodwill with long-term authorizations to continue to help AJ grow. In the month of April, AJ transitioned from work at the Goodwill store to work in the community.

Since his time at Goodwill, AJ has grown into a confident young adult. He communicates well with people he doesn’t know, and he has a good friend base at school. AJ has built friendships at the Goodwill store with job coaches and with other Goodwill associates. Even though AJ has competitive employment in the community, he often stops by the Goodwill store to say hello. Goodwill has continued to provide support for him at his new place of employment, but since AJ has shown his strengths, there has been little need for help.

AJ continues to do outstanding work at his new job. He is an upbeat and friendly person who is ready to help with anything.

Total served in job placement services: 281

GoodGuides Youth Mentoring

GoodGuides is a mentoring program for at-risk 12- to 17-year-old youth. Volunteer mentors and youth meet weekly to build positive relationships in a small group setting. GoodGuides focuses on enriching life skills and preparing teens for success after high school.

Chris is recognized for his leadership at Home Runs for Hope Night at Avista Stadium on August 30, 2016.

Number of mentors: 43
Total mentoring hours: 1,736
Career awareness hours: 868

Number of mentees enrolled in the program during 2016: 94
Other Programs and Services
Available in 2016

Career and Resource Center
Goodwill's Career and Resource Center is equipped with 14 computers, available for employment-related use or access to community resources. Knowledgeable staff is available to assist with any needs or questions that arise.

Total served in the Career and Resource Center: 549

Total served in the Spokane Public Library: 391

Housing and Essential Needs (HEN)
The Housing and Essential Needs Program provides housing assistance and essential housing needs to individuals who have been referred to the program by the Department of Social and Health Services (DSHS).

Total participants receiving housing and utilities assistance: 478

Total participants receiving housing and essential needs: 559

Percentage of program participants housed in under 90 days: 94%

Next Generation Zone, Partner of Spokane Workforce Consortium
Next Generation Zone is the area's only youth career and employment center that combines training, education, and various support services in one place to set youth on a clear career path. Next Generation Zone is located in Spokane.

Total participants that Goodwill served: 310

In partnership with the Spokane Area Workforce Development Council, WorkSource is an equal opportunity partnership of organizations that provide employment and training services. Auxiliary aids and services are available upon request to persons with disabilities. Washington Relay Service 711.

Other Programs and Services
Available in 2016

Representative Payee Services
Our Representative Payee Services Program provides assistance with budgeting fixed income to meet basic needs while also helping plan for future goals.

Total served through Representative Payee Services: 1,277

Service Coordination
Service Coordination staff works with outside agencies to help participants obtain the services they need, including health care, education, residential services, social involvement, job training, and crisis intervention.

Total number served through Service Coordination: 356

Working Solutions
In partnership with Idaho’s Department of Health and Welfare and Easter Seals-Goodwill Northern Rocky Mountain, Goodwill Industries of the Inland Northwest provided job training and placement services for participants in Idaho’s Working Solutions (WS) project in regions I and II. Participants transitioned from public assistance to self-sufficiency with the help of both Goodwill organizations.

People placed into positions working at or above the equivalent of minimum wage at 30 hours per week: 454

Percentages of program participants who retained employment for:

- 30 days: 95%
- 90 days: 88%
- 180 days: 82%

Total served through Working Solutions: 1,752
Advocating for Change That Builds Independence

We advocate for public policies that provide job training programs, employment placement services, and other community-based programs for people having a hard time finding employment.

Noelle had been homeschooled in rural Cheney. She wanted to work with her hands, but she had no high school diploma. She was shy and unsure of herself.

Next Generation Zone placed her in a work-based learning experience with Habitat for Humanity-Spokane. Noelle worked with other volunteers in Deer Park four days a week for 10 hours a day. She learned how to build a house from foundation to finish.

Noelle returned to try the Youth Build Program, which is under WIOA and a partner of Next Generation Zone. She tested for the Residential Construction Academy.

Every morning, she would work on her GED at Next Generation Zone with other members of her YouthBuild cohort. Every afternoon, she would learn construction skills, obtain certification in OSHA 10, first aid, CPR, and she would work on job sites. As she was also enrolled in AmeriCorps, she was earning hours toward an education award.

Since the classroom was frightening to Noelle, she studied independently in various staff offices at Next Generation Zone. When GED test time came, Noelle scored above the passing grade for all four GED tests. Her score for the Residential Construction Academy test was the highest score the instructor had seen and her credential was awarded to her by the National Association of Homebuilders in Basic Principles of Construction. Noelle also received the Microsoft Digital Literacy credential, and a silver-level National Career Readiness Certificate while enrolled at Next Generation Zone.

Noelle is now pursuing a degree in horticulture at Spokane Community College (SCC). She worked with the college and career navigator at Next Generation Zone to help her with financial aid, class registration, and campus tours. Next Generation Zone helped Noelle familiarize herself with people and facilities at SCC, her first classroom experience.

The Workforce Innovation and Opportunity Act (WIOA) has bipartisan support. It funded Noelle’s work with Next Generation Zone.

On March 25, 2016, Goodwill staff met at the East Central Community Center to facilitate the Community Action Poverty Simulation. We invited other social service agencies to attend alongside some of our employees to discover what it could be like to live in poverty for one month. Everyone came away with a better understanding of economic barriers.

Donna West is missing school as a nine year old so she can babysit while the family works to make ends meet. The authorities removed her from her home for a time as a result of neglect.

Jimmy Langley is not going quietly. He was given the role of a teen trying to help his family survive through desperate means.

Clark Brekke was a 19-year-old single mother who spent much of his time seeking needed services.
**2016 Economic Impact**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale of donated goods</td>
<td>$24,075,116</td>
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<tr>
<td>Grants and fees for vocational and family services</td>
<td>$6,667,882</td>
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<tr>
<td>Printing and food services</td>
<td>$150,318</td>
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<tr>
<td>Community support of Goodwill programs and projects</td>
<td>$259,272</td>
</tr>
<tr>
<td>For a total of:</td>
<td>$31,152,588</td>
</tr>
</tbody>
</table>

**From Goodwill to our community**

- **Wages, payroll taxes and benefits paid to Goodwill workforce** $18,206,365
- **Supplies and services** $4,951,582
- **Occupancy and equipment** $2,149,510
- **Shipment of donated goods, transportation and waste disposal** $1,388,071
- **Telecommunications, information technology, and promotion** $647,310
- **Other operating expenses** $1,915,750
- **Program expansion fund and debt retirement** $1,894,000
- **For a total of:** $31,152,588

**Grants Received**

<table>
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<th>Amount</th>
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<tr>
<td>Asotin County Community Services</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Basic Food Employment &amp; Training</td>
<td>$70,254</td>
</tr>
<tr>
<td>BC &amp; KMP — Veterans Emergency Fund</td>
<td>$475</td>
</tr>
<tr>
<td>City of Spokane — Subcontract for Housing and Essential Needs Program</td>
<td>$1,734,516</td>
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<td>Easter Seals-Goodwill Northern Rocky Mountain Subcontract for Working Solutions</td>
<td>Fee for service</td>
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<td>Goodwill Industries International Subcontract for GoodGuides Youth Mentoring Program</td>
<td>$350,000</td>
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<td>Grant County Developmental Disabilities</td>
<td>Fee for service</td>
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<td>Henry Trede — Support for Spokane Programs</td>
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<td>Idaho Division of Vocational Rehabilitation</td>
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<td>Independent Living — Fee for service</td>
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<td>Metropolitan Development Council Veterans — Balance of State Program</td>
<td>$534,455</td>
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<td>Pride Foundation — Veterans</td>
<td>$5,000</td>
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<td>Rotary — Veterans</td>
<td>$1,200</td>
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<td>Spokane County Developmental Disabilities</td>
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<tr>
<td>— ISE, Bridge, and School to Work</td>
<td></td>
</tr>
<tr>
<td>Spokane Jeepers Club — Veterans</td>
<td>$100</td>
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<tr>
<td>Supportive Services for Veteran Families Priority 2</td>
<td>$1,342,613</td>
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<tr>
<td>Washington Division of Vocational Rehabilitation</td>
<td>Fee for service</td>
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<td>Workforce Innovation and Opportunity Act</td>
<td>$139,748</td>
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<td>Youth Program</td>
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**In 2016, WorkSource recognized Goodwill for hiring veterans. Front row (L-R): Wade Rooks, Hannah Schaep, Charlie Campbell, Michele Harris; back row: Chuck Brown, Jim Stailey, Rebecca Mejia, Ed Osborne, Shannon Williams.**

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Thank You to Our Donors

Under $100
Anonymous donors

Between $100- $499
Andre-Romberg Insurance
Baker Construction Company
Bruce McEachran
Business Paths, Linda Oien
Chud Wendle
DeCoria, Maichel & Teague
Quinn Group
Rockwood Retirement Communities
Lee Tate
Homer and Phyllis Todd
Washington Trust Bank
Wolfe Architectural Group

Between $500- $4,999
KREM/TEGNA Foundation Fund
Lloyd P. Madison, RMC USN (Ret.)
moloney + o’neill Alliant Insurance
Umpqua Bank for Brianne Duncan

$5,000 and more
American Express
Fischer Endowment Trust
Redecker Trust

Round Up
Give Goodwill donations were made by our customers from May 27 to July 9 and October 22 to December 10 in each of our 13 stores. The gifts funded emergency housing, transportation assistance, household items, bedding, towels, and cleaning supplies for participants in the Supportive Services for Veteran Families Program as well as education and career development services for youth.

Total donated: $67,049.61

Who We Are and What We Stand For

Vision
We at Goodwill Industries of the Inland Northwest will be satisfied only when every person we serve has the opportunity to achieve his or her fullest potential as an individual, enriching our communities.

Values
- We treat all people with dignity and respect.
- We continually strive to meet the highest ethical standards.
- Stewardship: We honor our heritage by being socially, financially, professionally, and environmentally responsible.
- We put people first and believe in the potential of individuals to make positive changes in their lives.
- We provide programs that are high quality, effective, and relevant to the changing needs of the communities we serve.
- We believe in our accountability to our constituents, each other, and ourselves.
- We pursue and celebrate diversity.
- We place a high priority on safety in all we do.
- We embrace innovation, continuous improvement, creativity, collaboration, and change.
- We continually seek to exceed the expectations of all of our stakeholders: donors, customers, participants, volunteers, employees, and community partners.

CARF: The Rehabilitation Accreditation Commission, an international organization, has accredited the programs submitted for evaluation since 1974.

Goodwill Industries of the Inland Northwest is a 501(c)3 nonprofit organization.