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.
Inside This Report

Moving People Forward into Independence  4
The Communities We Serve  5
Environmental Impact  6
How We Help People Build Independence  7
Employment Services and Training  8-11
  Dean: Moving Forward into Work Success
  Career and Resource Center
  Community Employment Services
  Credentials to Careers
  Employment Planning
  Lola: Moving Forward in Confidence
  Google Digital Career Accelerator and Google IT Support Professional Certificate
  Next Generation Zone, Partner of Spokane
  Workforce Consortium
  Joshua: Moving Forward with Earning Power
  Transitional Jobs

Housing Supports  12
  Robert: Moving Forward into Hope

We would like to acknowledge:

Clark Brekke, President/CEO
Merrilee Downs
Vice President,
Chief Financial Officer
Doug Ross
Director,
Information Technology

Michele Harris
Vice President,
Workforce & Family Services

Kara Gallegos-Cheney
Interim Vice President,
Operations

Wade Rooks
Senior Corporate Director,
Human Resources

Heather Alexander
Senior Director, Marketing
and Strategic Communications

The 2018 board of directors:

Jeffrey Maichel
Board Chair

Alan Curryer
Treasurer

Loretta Bombino
Secretary

Michael Church
General Counsel

Bruce McCuehan
Linda Oien
Rev. Homer Todd
Chud Wendle

James Whanger
Bryce Wilkinson
Jessie Wuerst

Supportive Services for Veteran Families (SSVF)
Housing and Essential Needs (HEN)
Foundational Community Supports
Re-Entry Initiative

Financial Stability 14

Arthur: Moving Forward into Self-Reliance
Basic Food, Employment, and Training
Hope Works
Independent Living Services
Representative Payee Services

Participant Satisfaction Surveys 16-17
Employer Surveys 16
Team Member Surveys 17

Economic Impact 18-19

Grants Received for 2018 18
Grants Received for 2017-2019 19
Thank You to Our Donors 20
Who We Are and What We Stand For 20

Who We Are and What We Stand For 20

The Core of What We Do

President/Chief Executive Officer

We are pleased to present our 2018 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 principle: 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

2019 Chair of the Board of Directors

You may be like me: When you think of Goodwill, you think of a place to donate the items that no longer bring joy to your life. But think again: Goodwill sorts, processes, and sells donated items. Then in turn, Goodwill uses those funds to help people in our community who need a hand with finding or keeping a job. Or the people we serve could be veterans who need help finding a place to live. Or they may need a second chance to become independent and self-sustaining. Learning more about Goodwill and the services it provides to more than 4,000 individuals each year made me say, “I had no idea!” So, as you look through this year’s Impact Report, please take some time to read about the programs your donated goods support. Read about the individuals for whom these programs have made a difference. And think about how each of us — together — is making a difference in our community. I bet you’ll say at least once, “I had no idea!” On behalf of the Board of Directors for Goodwill Industries of the Inland Northwest, thank you for your interest and your support.

Sincerely, Jessie Wuerst

The 2018 Impact Report was compiled and created by Chris Adare and Amy Meyer. Special thanks to Heather Alexander, Michele Harris, Merrilee Downs, and Darlene Morrison.

2018 Impact Report
In Pursuit of a Vision

When Edgar J. Helms founded Goodwill Industries in 1902, he quickly discovered that simply giving away items would not change the lives of people in his community. Instead, Helms focused on programs and services that involved the people he served in the work of changing their own lives. He coined the Goodwill motto of “providing a hand up, not a hand out.” That model continues today in Goodwill organizations throughout the United States and internationally.

Goodwill Industries of the Inland Northwest has used this model successfully since we were founded in Spokane in 1939. We have many programs at Goodwill Industries of the Inland Northwest, all focusing on helping the people we serve to build independence. Our programs focus on three key focus areas: Employment and Training, Housing Supports, and Financial Stability. Many of our programs weave together to help our participants address different barriers to independence. Whatever the barrier or barriers, we are here to help people achieve their fullest potential.

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.

The Communities We Serve

Workforce & Family Services Locations

Goodwill Industries of the Inland Northwest serves communities in the following Washington and Idaho 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.

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 Street
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, Suite 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 83843
Phone: (208) 882-9977
Fax: (208) 882-4373
2018 Environmental Impact

Last year, we kept almost 24 million pounds out of local landfills.

That's jeans, two T-shirts, and a hoodie for every person in Washington and Idaho!

What happens to 29.5 million pounds of donated goods?

Goodwill’s positive impact reaches farther than our community. Goodwill is good for the planet. The Goodwill model has always been to reduce, reuse, and recycle. By collecting and selling donated goods, Goodwill extends the life of millions of items. Not only does this promote the health of communities by creating jobs and funding programs, it contributes to the health of the environment, keeping millions of pounds out of the landfill.

But what happens to items that don’t sell in the stores? The creation of the Goodwill Outlet, where clothing is sold by the pound, has helped Goodwill sell more donations, even ones that don’t sell in the retail stores. If they do not sell there, they are sold as salvage to various after-market recyclers, who find uses for textile waste, old copper wires, and even single shoes. Many covered electronics are recycled separately, which recovers valuable resources and keeps toxic materials out of our landfills. The rest, about 19 percent, is disposed of. This includes items such as soiled mattresses, broken furniture, etc. Goodwill is constantly searching for more ways to shrink that amount.

Goodwill’s goal: Zero waste. Zero waste is at least 90 percent diversion from landfills, incinerators, or the environment. It’s a firm commitment to reducing the amount of materials discarded as part of a continuous improvement system to zero. Goodwill continuously works towards zero waste by searching for additional recycling opportunities.

How We Help People Build Independence

Services provided:
- Case management and intensive support 3,253
- Basic assistance and support 476
- Intensive job placement assistance 412

Total Served:
- 4,141

Total Payroll Paid to Participants $438,374

Hours of Paid Training 48,023

Days of Paid Training 10,672

Demographics of Those We Serve

By age

- 0-15 years 2%
- 16-24 years 6%
- 25-34 years 17%
- 35-44 years 19%
- 45-54 years 20%
- 55 years and over 24%
- Unknown age 12%

By race

- African American 3%
- Asian 5%
- Caucasian 31%
- Unknown or unreported 35%

By gender

- Female 28%
- Male 52%
- Other 1%
- Unreported 20%
Employment Services and Training

Dean: Moving Forward into Work Success

Dean has had a hard time with his disabilities all his life. He has never felt quite accepted by others and didn’t think he could work. When Dean came to Goodwill, he started in a community based assessment. In a community based assessment, a participant works in various stations in the retail production area, so we can learn about that participant’s skills and abilities. Just having the experience of successfully completing tasks and being part of a working team gave Dean a lot of confidence.

The next step was to enroll him into employment placement. The employment placement program helps people develop resumes, get ready for interviews, and look for jobs they could do well at. While Dean was working with the placement program, he also volunteered at Goodwill. He wanted to learn about different types of jobs. He worked with retail to learn about the point of sale system and what it was like to be a cashier. He decided cashiering wasn’t the job for him. Dean really enjoys computers, so he was offered an internship with Goodwill’s Marketing and Corporate Communications Department. His love for graphic design, games, and computers grew. He gained knowledge on the computer system, and sorting and tagging of materials. His confidence soared again.

After his internship, Dean worked with a placement specialist for career planning, and this time he knew exactly what he wanted. Dean wanted to work for an arcade. A few months later, Northern Quest Resort & Casino announced it was opening KidsQuest, a childcare and arcade center at the casino. Dean and his employment specialist attended the KidsQuest job fair. Dean was offered a job on the spot.

KidsQuest opened in June 2018. Dean is doing very well and absolutely loves his job. Dean said he wouldn’t have the chance of employment with KidsQuest without the confidence and education he learned from Goodwill’s services. Dean said, “Without Goodwill, my life would be boring, I wouldn’t have work and happiness.”

Community Employment Services

Community employment services help people 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.

Total Served in Community Employment Services: 309

Program participant said: "Goodwill’s assessment program is very helpful to so many ... The program has given back my self-confidence and eagerness to pursue employment."

Credentials to Careers

Goodwill’s Credentials to Careers program assists individuals entering or re-entering postsecondary educational facilities for job training. Participants complete the Credentials to Careers class and receive individual support navigating their credentialing and career options.

Total Number Served Through Credentials to Careers: 18

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.

Total Served in Employment Planning: 271

Program participant said: "Great program. Changed my life and found me a job. I am truly grateful.”

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 are available to assist with any needs or questions that arise.

Total Number Served Through the Career and Resource Center: 355

Program participant said: "Met and exceeded my expectations. Job coaches were phenomenal in helping me feel comfortable in the workforce again. Have not worked in two years, made the transition back into working environment."
Employment Services and Training

Google Digital Career Accelerator and Google IT Support Professional Certificate

These two programs equip community members with both basic computer digital literacy and skills to launch a career as an entry-level IT support professional. Staff assist in preparing individuals for the changing workforce in two-hour workshops of basic computer use skills and Microsoft Word as well as a nine-month IT Support Professional Certificate online course.

Total Number Served Through Google Digital Career Accelerator and Google IT Support Professional Certificate: 1,196

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 Number Served Through Next Generation Zone: 493

Of Those 493 Served, Those Employed by the End of Their Time in the Program: 109

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.

Joshua: Moving Forward with Earning Power

Joshua was having a difficult time finding employment and his counselor at DSHS suggested that he enroll in individual supported employment services. Joshua chose Goodwill as his supporting agency and worked with staff to practice his interview skills, learn hygiene etiquette, and apply for jobs in the community that interested him. Joshua, with the help of his Goodwill staff, was hired as a part-time concession worker for Spokane County Parks and Recreation in 2017.

Goodwill staff worked side by side with Joshua during the summer to teach and support him as he learned all of the concession stand tasks. At the end of the season, Joshua was asked to return to work during the next summer. During the summer 2018, Joshua worked for the second year for Spokane County. His supervisors promoted him to a part-time, fill-in cashier, and Joshua was very successful in this position. He was so successful that he was once again was asked to return the for the 2019 summer season.

Using money that he saved from working, Joshua has planned a trip to Oregon to visit his grandparents. He is also excited to have purchased a PlayStation 4 and Xbox One with his earnings.

"It has been a weight lifted off of my shoulders, and I can finally have confidence in finding a job again."

Program participant said: “I love coming to Goodwill, and I like the job coaches. I like working out front with the customers.”

Program participant said: “I really am so thankful for all the help and support Goodwill services has given me! I’m very thankful that I got help with perfecting my resume!”

Transitional Jobs

Transitional Jobs offers short term on-the-job training supplemented with life skills, case management, and support services. This Goodwill-funded program also helps program participants find and retain employment in the community.

Total Number Served Through Transitional Jobs: 11

Program participant said: "Transitional Jobs Program was outstanding! Thank you and still working full-time."

Lola: Moving Forward in Confidence

Before coming to Goodwill, Lola had very low self-esteem and confidence. She was previously let go from her last two jobs. Her previous service providers would not work with her anymore because they claimed she was incapable of doing the work properly and unable to be placed in any job.

Lola discovered the wonderful programs Goodwill offers and was paired with a job coach in January. By the middle of March, Lola was working at Guardian Angel Homes as a meal assistant. Lola’s job coach assisted her with orientation and initial training for her new position and continues to meet with her only a half hour per week.

Lola now has confidence in herself and is doing great. She said that she loves having a job. Guardian Angels loves Lola so much that they have requested for Goodwill to find them another meal assistant to cover Lola’s days off.

Her job coach is very proud of Lola’s accomplishments. She said, “She has come a long way since we first met.”

Program participant said: "The staff I worked with were very helpful and respectful. It was a pleasure working here."

Program participant said: "I’m so happy to be on my way to reach self-sufficiency. Thank you."
Housing Supports

Robert: Moving Forward into Hope

Robert, United States Marine Corp. veteran, had struggled with substance abuse for several years. He experienced times of homelessness and incarceration but wanted to rebuild his life.

In 2018, Robert was ready for change. While working on his recovery with Pioneer Human Services, Robert connected with our Supportive Services for Veteran Families program. He and his case manager created a service plan that included housing and comprehensive case management to help him be successful.

His plan included becoming housed, improving his family relationships, maintaining his sobriety, attending all drug court appointments, working with his veterans services officer, attending mental health treatment, and increasing his physical health through nutrition and daily workouts at the gym.

Now Robert is housed and working part time. He decided to use his GI Bill to earn a bachelor’s degree. He would like to become a counselor or social worker so that he can help other veterans, like himself, and give back.

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 to provide these intensive services to veterans and their families.

Veterans Assisted With Increased Income: 66
Total Rental Assistance Provided: $612,839
Total Security Deposit Assistance Provided: $197,327

We helped 204 families into housing in 2018.

Veterans: 479
Significant Others: 96
Children: 104
Other Household Members: 40
Total Number Served Through Supportive Services for Veteran Families: 719

Program participant said: “Having to change my career with over 30 years experience to another career area with no education or experience made life very difficult. If it wasn’t for the HEN Program available to me to ... pay the rent while giving me time to find a good job, I would have been on the streets. I now am able to pay my rent and am doing a job I really enjoy. Thank you so much!”

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 Receiving Housing and Utilities Assistance: 377
Percentage of Program Participants Housed in Under 90 Days: 65%

Total Number Receiving Housing and Essential Needs: 746

Program participant said: “This program helped me get my kids back and re-enter society as a productive part of the community. Great program and staff.”

Foundational Community Supports

The Foundational Community Supports program provides support to people who want to find housing or employment. Individuals must qualify for Medicaid to be eligible to receive services. These services include on-the-job coaching, help filling out job applications, support in finding a place to live, and more.

Total Number Served Through Foundational Community Supports From Start of Program (October 2018) Through End of Year: 26

Re-Entry Initiative (REI)

The Re-Entry Initiative program at Goodwill uses housing and employment supports to help adults successfully transition from prison to a productive life in the community.

Total Number Served Through Re-Entry Initiative: 68

Program participant said: “This program helped me get my kids back and re-enter society as a productive part of the community. Great program and staff.”
Financial Stability

Arthur: Moving Forward into Self-Reliance
At 68 years old, Arthur had been homeless for over 18 years. When first starting with Hope Works on June 18, 2018, he was receiving $422 in Social Security retirement benefits every month. Arthur worked with a Hope Works crew, cleaning up different areas downtown. After cleaning, he returned with Hope Works staff to Goodwill, where different resources were explored. The first, most obvious necessity was housing. Goodwill staff worked on getting him into housing with SNAP. To qualify, he needed a Social Security card, so Arthur and his Hope Works case manager went to the Social Security Office and asked for a replacement card. While at the Social Security Office, Arthur and the case manager spoke with a Social Security staff member about supplemental income. He qualified for these benefits and was able to increase his income to $770 per month. After working with SNAP, Arthur and his case manager learned that he was eligible for permanent supportive housing and was referred to the Donna Hansen house through Catholic Charities. Additionally, the Spokane Housing Authority qualified him for a housing voucher. As a result of all these things coming together, Arthur moved into his new apartment on September 7, 2018. Now he has a roof over his head and a stable source of income.

Basic Food, Employment, and Training
The Basic Food, Employment, and Training program provides training and education with a goal of assisting Basic Food (SNAP) clients to attain a living wage career by encouraging financial independence from public assistance through skill acquisition, personal responsibility, and gainful employment.
Total Number Served Through Basic Food, Employment, and Training: 107

Program participant said, "I had a wonderful experience in the lab and I learned a lot from the ... classes. Also appreciated the amount of time available to prepare résumés and develop better job search skills."

Hope Works
Hope Works provides volunteer work experience opportunities to individuals who are panhandling. Individuals who choose to volunteer will receive a sack lunch, a volunteer stipend, and information about employment services, treatment, emergency shelters, and housing. Hope Works Spokane is a collaboration between the City of Spokane, the Downtown Spokane Partnership, Goodwill, and Catholic Charities of Spokane. Services are available in Spokane.
Total Number Served Through Hope Works: 127

Independent Living Services
Goodwill staff assesses the needs of individuals receiving Independent Living Services and develops a personalized plan to guide growth to independent living, such as mastering household tasks, taking care of basic living expenses, and using public transportation.
Total Number Served Through Independent Living Services: 11

Program participant said, "Goodwill has been great on helping me set goals, housing me, and helping with hygiene needs."

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 the Representative Payee Program: 1,294

Program participant said, "[My case worker] is very helpful and understanding. She also makes sure I am working and participating in my goals, instead of just doing it for me. So I more than feel included, plus her input is helpful and I couldn’t have made it this far alone."

Program participant said, "I am very grateful for the services and resources provided by Goodwill Industries. My case worker ... is awesome. Thank you!"

Program participant said, "This program and others have been imperative in my meeting of my goals. Housing was pinnacle in allowing me to focus on my other goals. Thank you."
Participant Satisfaction Surveys

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

- I felt welcomed, accepted, and valued: 77% agree, 25% strongly agree, 1% disagree.
- I felt listened to and understood: 75% agree, 21% strongly agree, 1% disagree.
- I was included in the development of my goals: 75% agree, 22% strongly agree, 2% disagree.
- The services I received met the needs I identified: 72% agree, 21% strongly agree, 3% disagree.
- Goodwill staff helped me reach my goal(s): 74% agree, 22% strongly agree, 3% disagree.
- I have met or am closer to meeting my goals as a result of the service I received: 67% agree, 25% strongly agree, 5% disagree.
- I would refer others to Goodwill for services: 81% agree, 15% strongly agree, 2% disagree.

Employer Surveys

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

- Goodwill recommended a person who could perform the job: 80% strongly agree.
- Goodwill staff was responsive to concerns brought to their attention: 80% strongly agree.
- I would consider hiring a Goodwill referral in the future: 87% strongly agree.

**Employer said:** “The purpose and goal of the Goodwill employment program is something I can strongly support and recommend.”

Team Member Surveys

We asked participant team members about their interactions with Goodwill. This is what they said:

- Goodwill staff provided information and goal planning sufficient to establish a successful service plan: 83% strongly agree.
- Goodwill staff demonstrated respect, patience, and understanding toward the participant and team members: 83% strongly agree.
- Review and discussion related to the participant’s service plan included the input of all those having interest in the goals and services of the participant: 83% strongly agree.
Economic Impact

Community Investment in Goodwill

Sale of Donated Goods $27,852,564
Grants and Fees for Vocational and Family Services $6,447,627
Food Services and Printing $150,341
Community Support of Goodwill Programs and Projects $313,505
For a total of: $34,764,037

From Goodwill to our Community

Wages, Payroll Taxes, and Benefits Paid to Goodwill’s Workforce $20,932,938
Supplies and Services $5,048,630
Occupancy and Equipment $3,154,117
Shipement of Donated Goods, Transportation and Waste Disposal $1,587,421
Telecommunications, Information Technology, and Promotion $860,605
Other Operating Expenses $2,021,503
Program expansion fund and debt retirement $1,158,823
For a total of: $34,764,037

Grants Received for 2018

Asotin County Community Services Fee for Service
Basic Food Employment & Training $112,119
Career Connect Washington $45,001
Grant County Integrated Services Fee for Service
Individual Supported Employment and Group Supported Employment
Idaho Commission for the Blind Fee for Service
Idaho Division of Vocational Rehabilitation Fee for Service
Multiple Sclerosis Society Fee for Service
Spokane County Developmental Disabilities Fee for Service
Individual Supported Employment, Bridge, and School to Work
Washington Division of Vocational Rehabilitation Fee for Service
Workforce Innovation and Opportunity Act Youth Program $197,304

Grants Received for 2017-2019

City of Spokane Two-Year Subcontract for Housing and Essential Needs Program $1,752,223
Hope Works Project $91,998
Goodwill Industries International Subcontract for GoodGuides Youth Mentoring Program $196,500
Metropolitan Development Council Balance of State Program for Supportive Services for Veteran Families $401,081
Spokane County Two-Year Subcontract for Re-Entry Initiative Program $468,081
Supportive Services for Veteran Families Priority 1 $740,640.40
Supportive Services for Veteran Families Priority 2 $1,356,039
Thank You to Our Donors

**Donations Under $500**
- Andre Romberg
- businessPATHS
- deCoria, Maichel, & Teague
- Jeff Maichel
- Bruce McEachran
- Betty Mulkey

**Between $500 and $4,999**
- Alliant Insurance Services
- Baker Construction
- BECU
- Enterprise Fleet
- Fairwood Village

**$5,000 and More**
- Eugene G. Fischer Endowment Trust
- Inland Northwest Community Foundation - Treede Trust
- Goodwill Industries International/Google
- Umpqua Bank Charitable Foundation

**Round Up**

Customers donated to the Give Goodwill campaign between April 1, 2018 and the end of the year in each of our 14 facilities. The gifts provide funding for services and items that contribute to independence but are outside the usual parameters for program services.

Total donated: $264,707.15

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.

**Mission**
Goodwill Industries of the Inland Northwest helps people build independence within the communities we serve.

**Values**
We treat all people with dignity and respect.
We put people first and believe in the potential of individuals to make positive changes in their lives.
Stewardship: We honor our heritage by being socially, financially, professionally, and environmentally responsible.
We pursue and celebrate diversity.
We place a high priority on safety in all we do.

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 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.
We continually strive to meet the highest ethical standards.

**CARF**
The Commission on Accreditation of Rehabilitation Facilities International, an international organization, has accredited Goodwill programs submitted for evaluation since 1974.

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