

# 2019 BY THE NUMBERS

**4,950**

adults and youth helped by Goodwill programs

**85**

cents of each dollar supported Goodwill services

**633**

people employed with our Goodwill



**761**

people received intensive employment services



**938**

people helped through Goodwill's housing assistance programs



**478**

people learned digital skills through Google digital instruction



**1,399,164**

transactions at our 14 Goodwill stores.



**183,012**

people shopped in our online stores.



**677,959**

donation visits to Goodwill.

We reinvested

**\$37,347,924**

back into eastern Washington and north Idaho communities through wages, leases, contracts, and financial assistance.

## ENVIRONMENTAL IMPACT



**26.3 Million**

estimated pounds of material kept out of area landfills through resale and recycling.



**7.8 Billion**

estimated gallons of water saved, assuming at least 50 percent cotton content in sold and recycled textiles. Did you know that producing just one pound of cotton uses 1,320 gallons of water?

## A word from the President/CEO, Clark Brekke

We are pleased to present our 2019 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 encased 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. Thank you for helping us help others with a hand up!



Clark Brekke

## From the Chair of the Board of Directors, Jessie Wuerst

Goodwill. The word itself holds promise, assurance and stability. Goodwill of the Inland Northwest embodies all of those qualities, and more. Doing “good” in our communities means unlocking promise in people by teaching skills and offering job training. It means assurance for people who need a job that there are opportunities in our region. It means stability for those who are in housing crisis or are homeless through housing and essential needs assistance. Supporting those services is the “will” of people like you who made nearly 700,000 donations, resulting in 1.4 million transactions at Goodwill stores throughout Eastern Washington and Northern Idaho. Goodwill. It’s people helping people be the best we can be. On behalf of the Board of Directors, thank you for your interest and for your continued support.



Jessie Wuerst

## 2018 Independence Award Winner leads, inspires



Kristal works hard and inspires other people to keep going.

Kristal was looking for a job where she could be paid for work she enjoyed. In 2013, she chose working at Goodwill.

“I am still here because I like the people. They are all nice and respectful,” she said.

In 2018, Kristal received an Independence Award from Goodwill. She shows tenacity and a drive to succeed in all that she does. Kristal is quick at her tasks and able to most things on her own. Our job coach staff have a hard time keeping up with her because she is so quick to complete her work.

Over the years, Kristal has become a leader and mentor to participants in our Moses Lake facility. One job coach said, “Kristal is definitely a leader. She has never allowed her disability to define her or limit her. She isn’t the type of woman to say, ‘I can’t do it.’ She inspires other people to push themselves and keep going.”

In Kristal, we have seen the Goodwill goal of independence lived out with joy and determination. That inspires us.

Kristal said, “My life motto is ‘working’ because I like to work. I don’t care what it is. I’ll just try it, and if I can’t do it, I won’t give up for anything.”