When a life is changed with Goodwill's help, it sends ripples of positive change to family, friends, and the community.
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We would like to acknowledge:

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Bruce McEachran
Linda Oien
Rev. Homer Todd
Chud Wendle

James Whanger
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Jessie Wuerst

2017 Impact Report
Spotlight on Those Who Empower Change

President/Chief Executive Officer

We are pleased to present our 2017 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

2017 Chair of the Board of Directors

In March at our Goodwill Awards event, I had the honor of presenting an Independence Award to David, a veteran who found himself and his young family homeless despite his efforts to work hard and secure housing. David brought his daughter Chloe up on stage, and we were all moved to tears when she pulled out a letter and thanked Goodwill and our staff who helped her dad and made sure that she and her brother felt safe again. I was amazed by her courage to stand in front of 500 strangers and share her heart! As I thought about the tens of thousands of people we have served over the decades, I realized that they have all shown great courage to overcome barriers of many kinds. During 2017, Goodwill Industries of the Inland Northwest, your Goodwill, served over 4,241 people from your community. We employed over 550 people, some with barriers that might otherwise prevent them from entering the workforce. 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

For more about David and his daughter, Chloe, read on to page 12.

The 2017 Impact Report was compiled and created by Michele Harris, Merrilee Downs, and Amy Meyer. Special thanks to Heather Alexander, Sarah Lewis, and Halie Lasley.
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.

**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  
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789 N. Central Drive  
Moses Lake, WA 98837  
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Coeur d’Alene WFS  
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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 3,318
- Basic assistance and support 663
- Intensive job placement assistance 260

**Total Served:** 4,241

- $594,123 Total Payroll Paid to Participants
- 63,008 Hours of Paid Training
- 15,752 Days of Paid Training

**Demographics of Those We Serve**

By age:
- 0-15 years: 3%
- 16-24 years: 15%
- 25-34 years: 12%
- 35-44 years: 13%
- 45-54 years: 16%
- 55 years and over: 17%
- Unknown age: 23%

By race:
- White, including Hispanic: 52%
- African American: 4%
- Native American: 3%
- Asian or Pacific Islander: 1%
- Other, including multi-racial: 38%
- Unknown or unreported: 3%

By gender:
- Female: 29%
- Male: 49%
- Unreported: 23%
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."
"I felt listened to and understood."
"I was included in the development of my goals."
"The services I received met the needs I identified."

Participants said:

"Thank you Goodwill staff for being such a helpful stepping stone, while I was looking for full-time employment. If Goodwill's Workforce program wasn't around when I went unemployed with out warning, I don't know what I could have done to protect my future for my son and I. Thanks again Goodwill."

"I was homeless; now I have a house, a good job and two cars. Thank you for all your help."

"I just love what Goodwill has done for me and I want to thank everyone there. Thank you."
Goodwill staff had the skills to help me reach my goal(s).

I have met or am closer to meeting my goals as a result of the service I received.

I would refer others to Goodwill for services.

"Even after I leave I would refer people to Goodwill, because I had a very good experience."

"I like working here and the people!"

"My whole experience has been exceptional. Thank you for all that the staff has helped me with. I'm forever grateful."

"Thanks for the amazing service."

"I like having a payee. It helps me a lot. Thank you for all your time."
Referral Agency 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.
- The provider was responsive during the evaluation process.
- The provider was professional and helpful.
- The service was provided in a timely manner.
- Information I received from the provider reports helped me plan.

Referral agency feedback: “Very thorough written reports, emails, and phone contacts were very good and timely.”
Team Member Satisfaction Surveys

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

- **Goodwill staff demonstrated respect, patience, and understanding toward the participant and team members.**

- **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.**

  **Team member feedback:** “Your company has done a very good job.”
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.

Building Opportunities to Achieve

Total served in Employment Planning: 290

Employer Satisfaction 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. 95%
- Goodwill staff was responsive to concerns brought to their attention. 94%
- I would consider hiring a Goodwill referral in the future. 100%
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.

More Than Just a Job

When Dylan came to Goodwill for job development, he was quick to share that he really wanted to work at Yoke’s Fresh Market. With assistance from his employment specialist, Dylan applied to Yoke’s. They practiced interviewing so Dylan would be more confident when the time came. When the day came for the interview, Dylan and his Goodwill employment specialist went together. The interview went well. When the general manager asked Dylan what he liked to do best, Dylan replied that he liked to make people smile. He did so well that the general manager asked for a second on-the-spot interview. Yoke’s hired Dylan as a courtesy clerk in the deli one day a week. He stays on task and always volunteers to help when he sees a need. He has a strong work ethic and has not missed a day of work since October 2016. Dylan is taking a public speaking class at Spokane Community College. He has a savings account, and he buys things that he enjoys. He is now also working part time as a housekeeper at Brookdale Park Place. He likes the independence and ownership of his money and is thankful for Goodwill’s support.

Home, Security, Family

For decades, Marjorie battled through mental health barriers that sometimes left her homeless, sometimes living in unimaginable conditions, and often unemployed. In 38 years, Marjorie had not held a job longer than six months, but she found help for her mental health barriers, and then came to Goodwill. Marjorie has been working for Goodwill in Coeur d’Alene and Post Falls, Idaho, for over 10 years. Marjorie said, “Goodwill has been a stable work environment for me. Now I am just a part of a bigger family.” Post Falls Facility Manager Sara Corniel said that Marjorie is fun to work with. “She’s a team player and excellent worker.” Her stable years of income from Goodwill qualified Marjorie for a home loan. She said a house with a piano was only in her wildest dreams before Goodwill. “It is a miracle,” Marjorie said. “Because of Goodwill, I own a house, I have a license, a car, and I have a checkbook that I balance to the penny... Goodwill saved me,” Marjorie said. “Without Goodwill, I’d have no way to keep a job and if I couldn’t keep a job, I wouldn’t function.”

Total served in Community Employment Services: 320
Of those 320, total placed in jobs in the community: 127
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.

Stability and Support

David’s world turned upside down when he suddenly became a single father to his two young children. David’s landlord then told the family they could no longer live in their apartment. They had 30 days to move out. David knew 30 days wouldn’t be enough time to save up the deposit and first and last months’ rent for a new apartment. He looked for help with these costs but was continually turned away. David had a full-time job and was not yet homeless, so he didn’t meet the need requirement of most assistance programs. Time was ticking. David worried his children would be taken away from him if he became homeless. David used his days off to search for housing and assistance. With only two weeks left in their apartment, David found Goodwill’s Supportive Services for Veteran Families (SSVF) program. When it was time to move out, SSVF provided an emergency hotel stay. With an apartment finally approved, SSVF helped move the family’s belongings from a storage unit and provided a move-in kit, equipped with essential household items and beds for David and each of his children. David said, “It is unimaginable what could have happened [without Goodwill’s assistance].”

Photo: Chloe stands with her father David and reads her thank you letter to the crowd at the 2018 Annual Awards Night.

We helped 278 families into housing in 2017.

514 Veterans
196 Significant Others
104 Children

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

Total Number Served through Supportive Services for Veteran Families 814
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.

Light at the End of the Tunnel

By Corinne

In the darkness, there is a light
In your weakness, there is a might
In your mind, there is a fear
But in your eye, there is no tear
Ironic you call it, as it may seem
But is that what your heart truly believes
A higher power, you doubt it in your mind
Was there really a man who gave his own life?
Color to color and skin to skin
When a man fights, it comes from within
The battle is painful; this God understands
That’s why He sent His son, portraying a lamb
But you say, God, how can He exist
In such a world as terrible as this?

What you don’t understand is that it wasn’t His plan

Bringing us to Jesus who came as a man
In the midst of all our selfishness and greed
God sent His son to help us believe, to die, and to bleed
And if we believe in Him who gave His life
Our sins will be forgiven, for it was He who paid the price
The Father’s love, with compassion and mercy
Gave His only son for a people unworthy
A shining star, we now know the way
Our eyes can be opened, no longer afraid
But some of us are fighting, our hearts dark and cold
If only we would listen to the truths that have been told
A fire is burning not too far from home
A fire that’s melting the hardest of stone
A smile replaces a tear of sadness

Dreams Realized

Corinne began writing poetry as an escape at the tender age of 13. She dreamed of getting her poetry published one day and providing hope to other individuals struggling with mental illness.

In 2015, Corinne gained the courage to put her dream into action. She reached out to a publishing company in New York and sent them a manuscript with a third of her writing from the past 20 years. She was surprised and thrilled when they approved her manuscript for publishing, but the publishing company required that she pay a significant portion of her publishing cost.

Corinne was already struggling to pay her bills at that time and adding publishing expenses made it even harder to make ends meet. Determined not to let her finances keep her from following her dreams, Corinne reached out to Goodwill’s Representative Payee Services.

Program staff helped Corinne manage her limited finances so that she could pay rent and her bills while also making payments to her publisher and putting money in savings.

It’s been over a year since Corinne published her first book, and she will soon be releasing a second book of her original works. She hopes that her poetry will continue to therapeutically help both herself and her readers.

Corinne gives her sincere thanks to her team at Goodwill, saying, “Without the payee team at Goodwill, I could not have accomplished this.”
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 55

Goodwill Changed My Life

A hard worker and once a star athlete, Jason found himself injured and unable to work. An ankle injury ended his career in construction. The street was his next housing option. When Jason was referred to the Housing and Essential Needs (HEN) program by DSHS, he was hesitant to ask another place for help. “I had no idea what all Goodwill did,” Jason said. Through the HEN program, Jason got his own apartment. HEN referred him to Credentials to Careers, which helped him get to work on his GED. Funding from the Basic Food, Employment, and Training program (BFET) helped Jason fix the brakes on his vehicle, which helped him get to school. Jason’s case manager told him about a job fair, where he was hired by Kodiak Security Services. The next day, his family and case manager sat in the stands and rang the cow bell at Jason’s GED graduation ceremony. Jason is now studying graphic design and business at Spokane Falls Community College. He wants to pass his life lessons on to his kids. “No matter what happens, it’s never too late. When you fall down, you can get back up and do the right thing,” Jason said.

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 443

Percentage of Program Participants Housed in under 90 Days 84%

Total Number Receiving Housing and Essential Needs 746
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 Number Served through the Career and Resource Center  374

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  7

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.

Total Number of Mentees Served through GoodGuides  86

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  12
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  405

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.

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. This program started in September 2017 at Goodwill.

Total Number Served through Re-Entry Initiative since Start of Program (September 2017)  8

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  7
On May 19, 2017, Rear Adm. Kevin Kovacich toured several locations, including Goodwill Industries of the Inland Northwest.

While at Goodwill, Rear Adm. Kovacich attended a round table scheduled by Volunteers of America. Other attendees included representatives from the Spokane Neighborhood Action Program (SNAP), Volunteers of America, Health Care for Homeless Veterans, Mann-Grandstaff VA Medical Center, the City of Spokane, the Spokane County Regional Veterans Services Center, and the Spokane Housing Authority.

During the round table, each agency discussed their respective programs and how the Veterans Leadership Sub-Committee of the Spokane Continuum of Care works together to house veterans. The group briefly discussed what they were doing to end veteran homelessness with a 0.7 percent housing vacancy rate in Spokane.

Rear Adm. Kevin "Komrade" Kovacich is Director, Plans and Policy, J5 at United States Cyber Command at Fort Meade, Maryland. He visited Spokane as the Grand Marshal of the Spokane Lilac Festival Armed Forces Torchlight Parade.

On February 23, 2017, Goodwill Supportive Services for Veteran Families (SSVF) staff held a landlord forum at Honor Point Military & Aerospace Museum. Among the speakers was City of Spokane Mayor David Condon. He discussed the next key steps to ending veteran homelessness. Excluding the staff, there were 52 people who attended the event that evening. As a result of the forum, a family of five was housed with a new-to-SSVF landlord; a new landlord agreed to rent to SSVF, pending vacancies; a new landlord with multiple multi-unit tax credit properties agreed to call SSVF when his rental remodeling project was complete; and a landlord with a 12-unit project under development proposed to offer it exclusively to SSVF participants.

To learn how to fill your units quickly and other benefits of renting to veterans and their families, please call (509) 321-3348 or email HousingVeterans@giin.org.
2017 Environmental Impact

Last year, we kept over 22 million pounds out of local landfills.
That's a pair of jeans and a hoodie for every person in Washington and Idaho!

What happens to 27.3 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 thrown away. 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. Of all donations received, 10 percent or less are buried or burned. Goodwill continuously works towards zero waste by searching for additional recycling opportunities. 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.
Economic Impact

Community Investment in Goodwill

<table>
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<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Sale of Donated Goods</td>
<td>$25,355,826</td>
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<tr>
<td>Grants and Fees for Vocational and Family Services</td>
<td>$6,819,693</td>
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<td>Food Services and Printing</td>
<td>$148,061</td>
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<td>Community Support of Goodwill Programs and Projects</td>
<td>$261,898</td>
</tr>
<tr>
<td>For a total of:</td>
<td><strong>$32,585,478</strong></td>
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From Goodwill to our Community

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Wages, Payroll Taxes, and Benefits Paid to Goodwill's Workforce</td>
<td>$19,322,970</td>
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<tr>
<td>Supplies and Services</td>
<td>$4,833,129</td>
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<td>Occupancy and Equipment</td>
<td>$2,397,745</td>
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<td>Shipment of Donated Goods, Transportation and Waste Disposal</td>
<td>$2,359,263</td>
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<td>Telecommunications, Information Technology, and Promotion</td>
<td>$601,223</td>
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<td>Other Operating Expenses</td>
<td>$2,203,526</td>
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<td>Program expansion fund and debt retirement</td>
<td>$867,622</td>
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<td>For a total of:</td>
<td><strong>$32,585,478</strong></td>
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Grants Received

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<th>Organization</th>
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<tr>
<td>Asotin County Community Services</td>
<td>Fee for service</td>
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<tr>
<td>Basic Food Employment &amp; Training</td>
<td>$56,059</td>
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<td>BECU – Credentials to Careers</td>
<td>$5,000</td>
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<tr>
<td>City of Spokane – Two-Year Subcontract for Housing and Essential Needs Program</td>
<td>$1,682,223</td>
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<tr>
<td>Hope Works Project</td>
<td>$37,000</td>
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<tr>
<td>Hope Works – M. Crouse</td>
<td>$515</td>
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<tr>
<td>Goodwill Industries International Subcontract for GoodGuides Youth Mentoring Program</td>
<td>$196,500</td>
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<tr>
<td>Grant County Integrated Services – Individual Supported Employment and Group Supported Employment</td>
<td>Fee for service</td>
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<tr>
<td>Henry Treede Trust Support for Spokane Programs</td>
<td>$7,857.19</td>
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<td>Idaho Division of Vocational Rehabilitation</td>
<td>Fee for Service</td>
</tr>
<tr>
<td>Multiple Sclerosis Society</td>
<td>Fee for service</td>
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<tr>
<td>Metropolitan Development Council – Balance of State Program for Supportive Services for Veteran Families</td>
<td>$401,284.37</td>
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<td>Spokane County Developmental Disabilities – Individual Supported Employment, Bridge, and School to Work</td>
<td>Fee for service</td>
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<td>Spokane County – Two-Year Subcontract for Re-Entry Initiative Program</td>
<td>$318,081</td>
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<td>Supportive Services for Veteran Families Priority 1</td>
<td>$740,640.40</td>
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<td>Supportive Services for Veteran Families Priority 2</td>
<td>$1,356,039</td>
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<tr>
<td>Umpqua Bank – GoodGuides Program</td>
<td>$5,000</td>
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<tr>
<td>Union Pacific – Credentials to Careers</td>
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<td>Washington Division of Vocational Rehabilitation</td>
<td>Fee for service</td>
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<tr>
<td>Workforce Innovation and Opportunity Act – Youth Program</td>
<td>$149,181</td>
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</table>
Round Up
Give Goodwill donations were made by our customers from July 1 to August 12 and September 30 to December 9 in each of our 14 facilities. The gifts funded assistance for veterans who were homeless as well as education and career development services for youth.

Total donated: $98,300.76

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 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.

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

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 Rehabilitation Accreditation Commission, 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.