Annual Report and Outcomes
Good things from 2014
We would like to acknowledge

2014 Board of Directors
Officers:
Rev. Homer Todd, Board Chair
Jeffrey Maichel, Treasurer
Alan Curryer, Secretary
Directors:
Loretta Bombino
Michael Church, General Counsel
Bruce McCauchran
Linda Oien
Amy Talley
Lee Tate
Chud Wendle
James Whanger

Those who have come before us:

Left: “Mrs. Beverly, an early sorter here and retired teacher, working in the open air in back of the wood structure store on the lot at our corner, Third Avenue and Cowley [Street].”

Left: “Carl Caler [to right in photo], plant superintendent until his death 1954-1962.”

Left: An eight-foot aluminum sculpture by Spokane artist Robert Shepherd represented Goodwill at the Expo ’74 fair and sat near the Taiwan exhibit.

Above: “Sorting area about 1956 where people are standing is the current nurse’s headquarters, [now WFS and board room]. Note head of belt where material was brought up from downstairs.”

Senior team
Clark Brekke
President/CEO
Merrilee Downs
Chief Financial Officer
Jim Stailey
Senior Director of Operations
Wade Rooks
Senior Director of Human Resources
Michele Harris
Senior Director of Workforce & Family Services
Heather Alexander
Director of Marketing and Fund Development
Doug Ross
Information Technology Associate Director

The Annual Report and Outcomes was prepared and compiled by:

Merrilee Downs
Chief Financial Officer & Family Services
Michele Harris
Director of Workforce & Family Services
Amy Meyer
Print Shop Coordinator

Acknowledgements

2014 Board of Directors

Washington

Spokane WFS
130 E. Third Avenue
Spokane, WA 99202
Phone: 509-662-0513
TDD: 509-344-0163
Fax: 509-444-4371

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 Drive, Suite 101
Coeur d’Alene, ID 83814
Phone: 208-667-6463
Fax: 208-667-8246

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

Goodwill Industries of the Inland Northwest collaborates with EasterSeals Goodwill Northern Rocky Mountain to provide Working Solutions, which assists individuals referred by the Idaho Department of Health & Welfare.

Coeur d’Alene
1221 W. Ironwood Dr., Suite 100
Coeur d’Alene, ID 83814
Phone: 208-765-6529
Fax: 208-765-6724

Lewiston
102 11th Street
Lewiston, ID 83501
Phone: 208-746-1690
Fax: 208-746-7359
**Employer satisfaction:**
“[Goodwill staff] kept the lines of communication open and was very helpful in the hiring process.”

**Referral satisfaction:**
“[Goodwill staff] is very courteous and respectful.”
“Great to work with.”

**Team member satisfaction:**
“[Goodwill staff] was great to work with: professional, respectful, and great team ... for working with all parties to coordinate services.”

**Employers said they would hire a Goodwill participant again**

93%

92%

Goodwill staff as helpful and friendly

96%

Goodwill staff demonstrated respect, patience, and understanding toward participants

**From the President/Chief Executive Officer**

We are pleased to present our 2014 Workforce & Family Services Annual Report and Outcomes. This report reflects our commitment to continuously improve service delivery for the people we serve each day throughout the Inland Northwest. Our Corporate Values Statement includes the following promise: 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 ultimately used in strategic planning. This report was made possible with input from people throughout eastern Washington and northern Idaho. If you have additional input you would like to offer, please contact Goodwill.

Best, Clark Brekke

**From the Chief Financial Officer**

Goodwill Industries of the Inland Northwest is a dynamic organization that is financially strong and mission driven. I am pleased to report our financial outcomes for 2014 and the economic impact within the communities we serve. These financial outcomes have been audited by an independent accounting firm and are in full compliance with federal accounting standards and financial reporting guidelines. Goodwill’s financial stability has allowed this organization to serve over 6,000 individuals in 2014 and allowed for future growth in the programs and services offered. Contained within this report are some wonderful success stories from individuals Goodwill has served. These stories are what inspires me to be a part of this wonderful organization.

Sincerely,
Merrilee Downs

**From the Senior Director of Workforce & Family Services**

The Annual Report and Outcomes highlights our Workforce & Family Services program results, the satisfaction of our stakeholders, and shares stories of those we served. Our caring and dedicated staff provided quality programs and services to over 6,000 individuals in 2014. We are especially proud of receiving a three year accreditation, the maximum, from CARF International.

CARF surveyors stated that, “Goodwill personnel treat the participants with a high level of respect. The participants express that the helpful attitude is prevalent from leadership to direct service personnel. This belief in the participants’ abilities to overcome whatever barriers they may have creates a culture within the organization that transfers to the participants who in turn treat each other with respect and encouragement.”

Goodwill is accredited in four programs: Comprehensive Vocational Evaluation, Employment Planning, Community Employment Services, and Services Coordination. Goodwill has been accredited since 1974.

We hope you enjoy our outcome report and read the amazing stories of the individuals that have participated in our services. Thank you for your support!

Michele Harris

From the President/Chief Executive Officer

From the Chief Financial Officer

From the Senior Director of Workforce & Family Services

Clark Brekke

Merrilee Downs

Michele Harris

Lester D. Locke, left, accepts “Inland Empire Goodwill Worker of 1962” at Goodwill’s Annual Press Review Luncheon on May 4, 1962. Also shown: Robert Burdick and reporter.
Total number of people served in 2014: 6,340

We also provided:

- 6,340 people served in 2014
- 310 people received basic assistance and support
- 5,771 people received case management and intensive support
- 259 people received intensive job placement assistance

<table>
<thead>
<tr>
<th>Persons served, by age</th>
<th>Persons served, by ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>14% 65 years and older</td>
<td>72% White</td>
</tr>
<tr>
<td>23% 45 to 54 years old</td>
<td>1% African American</td>
</tr>
<tr>
<td>20% 35 to 44 years old</td>
<td>3% Native American</td>
</tr>
<tr>
<td>21% 25 to 34 years old</td>
<td>Less than 1% Asian/Pacific Islander</td>
</tr>
<tr>
<td>11% 16 to 24 years old</td>
<td>3% Other</td>
</tr>
<tr>
<td>2% Birth to 15 years old</td>
<td>20% Unknown or unreported</td>
</tr>
<tr>
<td>9% Unknown</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Persons served, by gender</th>
<th>Persons served, by gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>50% Male</td>
<td>50% Male</td>
</tr>
<tr>
<td>43% Female</td>
<td>43% Female</td>
</tr>
<tr>
<td>7% Unknown</td>
<td>7% Unknown</td>
</tr>
</tbody>
</table>

Goodwill’s Third Avenue store in Spokane, the site of Goodwill’s current administrative offices. In 1959, Goodwill Industries of the Inland Empire, now Goodwill Industries of the Inland Northwest, celebrated 20 years of providing employment opportunities for individuals who had barriers to employment. During those 20 years, Goodwill supported a payroll of $195,000 to those individuals.

56,932 Hours of paid on-the-job training
5,629 Days of paid on-the-job training
$540,118 Total paid on-the-job training to unemployed men and women in 2014

What we did and who we served
I felt welcomed, accepted, and valued.

The services I received met the needs identified.

I felt listened to and understood.

I was included in the development of my goals.

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

Goodwill staff had the skills to help me reach my goals.

I would refer others to Goodwill for services.
Kimberly Beville
Kimberly Beville came to Goodwill eager to reintegrate into the job market. She had many concerns. She did not think employers would consider her because of her background. She was providing care and support to her father and boyfriend. Despite her struggles, Kimberly remained persistent and diligently pushed through the program.

Since there are few jobs available in Grangeville, where Kimberly is from, she had to apply for work outside the area, too. For months, Kimberly proved her consistency and motivation, attending workshops every Thursday and appointments twice a month; she demonstrated dedication to her program and to her success. In April, her hard work paid off. A White Bird restaurant offered her a job as a server. Two weeks later, Ace Hardware and a local video store, both in Grangeville, offered her jobs that paid more than minimum wage. Three days later, she was offered a fourth position. She emailed her caseworker, “Life is great. My life just gets better and better.”

At this point, Kimberly no longer qualified for the Working Solutions program so she re-entered as a post-employment participant at Goodwill. We helped her with supportive services that were crucial in her success. She loves working for Ace Hardware and hopes to grow with the company. She feels more productive than ever and says her children are proud of her. She said, “Without the program, I would most likely be unemployed.”

Earl Weeks
When Earl Weeks came to Goodwill’s Working Solutions office in Lewiston, he was facing some serious life transitions and uncertainty after his release from prison. Time and patient interaction developed Earl’s visible frustration into confidence. Goodwill discovered what Earl needed and provided services: computer training, résumé building, professional clothes, help with organization, and help with transportation.

“Who is going to hire a guy who’s served time?” Earl asked one day, finally articulating something that he felt was a barrier to employment. Earl’s Case Manager reassured Earl by giving him the names of several businesses that do not automatically disqualify a job applicant with a record. Earl had four job interviews, but he returned to the office reporting that the interviews were horrible. Two days after Earl went to an interview workshop, he returned, reporting that it went so well that the company he interviewed with wanted to hire him on the spot. While that job did not come to fruition, Earl’s persistence in the job market paid off. He now works full time for a construction company, earning well above minimum wage. His boss called Goodwill to report what a great employee Earl is for their company.

Earl feels like he has grown as a person since his first day of coming to Working Solutions, and we agree!

Kim Sheldon
Kim Sheldon
Kim came into our program in October of 2013.

During her time in Beyond Jobs, Kim updated her résumé and made a one page, easy-to-read résumé. Aces hired her soon after. This job was one that she really needed and wanted. Kim came into our office beaming with pride. Advancing in her career, Kim’s success is in her strength of character and attitude. Beyond her six-month employment retention mark, Kim continues to show growth both in her employment and personal life. Kim never faltered in her attitude. Despite the stresses and barriers she had, she pushed forward.

Beyond Jobs not only places women in jobs, but also gives them the tools and skills they need to build family-sustaining careers. They are assisted with job readiness and individual case management, focusing on family financial security.

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Supportive Services for Veteran Families

Total served:

- 331
- 260
- 171
- 117

found housing with our assistance

Those who maintained stable housing with our assistance

increased their income with our assistance

Dale

Dale, a Veteran of the United States Marine Corps, has struggled after his service to reintegrate back into the civilian world. When Dale came to Goodwill, he was staying at Union Gospel Mission (UGM) and had recently found employment as a gas station attendant. While he enjoyed his new job, he was only getting between 20 to 25 hours per week at minimum wage and couldn’t afford to move into his own place.

When Dale worked the night shift, he would not get back to the shelter until 2 a.m., which conflicted with the normal “sleeping hours” at UGM. Dale had to be out of the shelter by 8 a.m.

Dale stressed that he didn’t mean to sound like he was complaining or ungrateful for having a roof over his head at night, but he felt exhausted most days and wished he had a nice, quiet place to himself. Dale took the initiative to find housing and found a newly-built, low income tax credit property unit on Sprague Avenue.

Dale saved money to submit an application for tenancy and was approved quickly by property management. The unit was perfect for Dale’s needs since it was both close to downtown and within walking distance of work.

Dale’s income fell within 30 percent area median income range for Spokane, his rent was affordable on his income. His only barrier at this point was coming up with a deposit and obtaining a bed. Not one to complain, Dale insisted that sleeping on his couch was fine. The Supportive Services for Veteran Families (SSVF) program paid Dale’s deposit and bought him a bed.

Dale loves his new apartment and now gets enough sleep to be rested for work. He has expressed gratitude for the assistance and his new stability.

Art and Carol Masters

Art and Carol Masters were living in California where Art, a Marine Veteran, successfully worked in the welding industry while taking care of Carol, whose disabilities prevented her from working. When Art lost his welding job, they lost their home and moved to Spokane to live with Carol’s son. Unfortunately, their family was evicted in May 2014, and they were all forced to live in a tent while moving from campsite to campsite. The SSVF Program addressed a variety of needs the Masters had. SSVF empowered the Masters to fix the mechanical problems with their vehicle and secure permanent housing. A coordinated effort between SSVF and the Transitional Jobs Program facilitated work training for Art. Now he is honing his building maintenance skills and earning income to sustain their housing.

Meanwhile, the Goodwill SSVF SSI, SSDI, Outreach, Access and Recovery (SOAR) Program was able to assist Carol with her SSI/SSDI application. Carol’s application was approved in two weeks, which increased their income security and housing stability. Art and Carol are now housed and able to focus on their well-being. They are no longer sleeping in a tent but in a comfortable warm bed. They are both very grateful for all the assistance that SSVF provided them.

"I cannot express how much the SSVF program has helped my family ... I am so blessed. I wish there was a way I could pay back something to this program. [A thousand thanks] and heartfelt emotions could maybe come close, so to all of you who are involved with helping Vets and families like mine in such dire straights." - Anonymous

Supportive Services for Veteran Families (SSVF) is a housing stability and homeless prevention program for Veterans and their families.
Services Coordination

Scott

Scott came to Goodwill in 2012, wanting to experience independence and employment. But for most of his life, Scott had been told he was not capable of much. He had very little say in his life. Soon after becoming a participant in Goodwill’s Service Coordination and Plan Development programs, he was encouraged to make decisions alongside his team. He felt empowered for the first time to do things for himself.

Scott has found his voice. He has learned to be assertive, stand up for himself, and share his opinion. Goodwill worked with Scott to help him communicate his desires and participate in his life plan. He worked on budgeting and soon was able to manage his own finances and pay his own bills, rather than relying on an external payee program. Scott’s guardian assists with budget oversight, but Scott does the bulk of his budgeting independently.

Scott’s next step was to find his own place to live rather than living in a group home. He hunted for a place to live and soon found a nice rental, took care of all the paperwork, and moved in. He has looked into home financing with the plan of eventually purchasing his own home. In fact, he’s got his eye on the very home he would love to own someday and is just waiting for it to come up for sale.

Within a few months, Scott studied for his driver’s test (mostly on his own), purchased a car, and auto insurance.

Scott is a gifted artist, and his artwork can be seen throughout the community on signs and posters. He has volunteered to create for various businesses.

Scott truly desires to be part of the community. He volunteers frequently in various capacities at church, at the bowling alley, at the annual community festival, and at other events. By seeking out volunteer opportunities, Scott has had more opportunity to exert his independence.

Ultimately, Scott’s goal is self-guardianship. He has made great strides in this direction. He has accomplished a lot in the last two years with Goodwill and is planning great things for his future. Nervous but excited, Scott will soon graduate from Goodwill’s Service Coordination program.

Comprehensive Vocational Evaluation and Employment Planning

Emma

Emma came to Goodwill with an anxiety disorder through Idaho State Vocational Rehabilitation and became a participant at the Coeur d’Alene Goodwill store in 2011. Even on days that were hard for her, she made sure those around her were doing okay. Emma would move crates of books for others, staple bags, and help out any way she could.

Emma worked sorting, bagging, and scanning books. The only task that seemed too hard for Emma was taking a bag of toys to the retail sales floor. The thought of it would fill Emma with anxiety.

One of the job coaches gained Emma’s trust. Together, they would look out the window of the double doors in production onto the sales floor. After Emma deemed it was okay and if there were not too many people in the store, both Emma and the job coach would enter the store and rush the bag of toys to the shelf. This was difficult for Emma. Some days she just couldn’t do it.

Over the next two years, Emma has slowly built up her ability to be on the sales floor. At first, Emma went alone if the job coach remained by the windows of the double doors. After that, Emma put albums and CDs on a shelf that was a little farther from the doors.

Now Emma takes out six crates of books and places them in the proper areas. She volunteers to de-tag books, which keeps her on the sales floor for 20 minutes at a time. “I like de-tagging books,” Emma said. “Some days it is still hard, but I like doing it.” Emma makes the effort and works hard pushing through the daily barrier. The barrier is still there, but Emma fights it and comes out on top.

Comprehensive vocational evaluations and employment planning is a process that helps an individual learn to choose a viable vocational option and develop employment goals and objectives.

Artwork by Scott

Total served:

percent of participants received a viable vocational option as a result of services

94%
91%
Tommy

Tommy is an employee at the Moscow Goodwill store. He is employed through our community supported employment program and works one-on-one with a job coach. Despite only working at the store for four months, Tommy has shown immense improvement both in the workplace and at home. When Tommy first started working at Goodwill, he was very nervous coming to work but has blossomed as a person and an employee. Jessica Webb, the assistant manager, said, “Tommy brings excitement to the workplace. Also, when he learns something new, he retains the information very well.”

Not only has Tommy succeeded in the store, but his mother, Shannie, has also noticed extreme changes at home after starting to work at the store. She said, “Tommy has been trying to learn organizational skills with his own books and movies for several years to no avail. He would throw things wherever he felt without putting them in any specific order. However, since starting to work at Goodwill he has picked up those skills very, very quickly. I will often peek in on him and ask what he is doing and he will state, ‘I’m organizing my books like I do at work.’ Tommy uses his new skills at home every day.”

Tommy often says he loves his job and takes great pride in his accomplishments. He always works hard to receive a good paycheck. Tommy has a great affinity for action figures, comics, and costumes. He loves to show off what he purchases with his hard-earned paychecks.

Community Employment Services are services and programs with a focus to help someone become employed and retain employment.

Jacob and Isaac

Jacob and his brother Isaac had plenty of reason to be proud on March 19, 2014. Typically described as quiet, shy, and rather private, Jacob and Isaac had planned a party along with the other GoodGuides mentees of West Valley High School. It all started with brainstorming three major aspects of the party: theme, activity, and food. Jacob and Isaac had little interest in activity or food, but without a doubt they agreed that the theme should be “Video Game Arcade.” Every student loved the idea and cast their vote.

When the day finally arrived, the students strode into the Millwood Community Center with dim lights, glow sticks, and booming dub-step arcade music. Jacob and Isaac bashfully masked their excitement. Their pride was rising, overflowing from their beaming faces when the other students chased each other around the gym playing a life-size version of Pacman. The students, decked out in glow necklaces and bracelets, sped around the gym dodging the appointed Pacman. Jacob and Isaac could not have been more animated. This party was their dream.

The brothers struggle socially due to the barriers of their disabilities. Normally disengaged, Jacob and Isaac found a niche. They felt like part of the group. For Jacob and Isaac, this party was more than a party; it was an achievement that filled them with pride.

GoodGuides/MAPS youth mentoring

Volunteer Emily Tate displays her military coins to GoodGuides mentees on a visit in June.

<table>
<thead>
<tr>
<th>Community Employment Services</th>
<th>GoodGuides and MAPS youth mentoring</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total served:</strong> 259</td>
<td><strong>Jacob and Isaac</strong></td>
</tr>
<tr>
<td><strong>56%</strong> of participants became employed within 60 days</td>
<td>Jacob and Isaac had plenty of reason to be proud on March 19, 2014. Typically described as quiet, shy, and rather private, Jacob and Isaac had planned a party along with the other GoodGuides mentees of West Valley High School. It all started with brainstorming three major aspects of the party: theme, activity, and food. Jacob and Isaac had little interest in activity or food, but without a doubt they agreed that the theme should be “Video Game Arcade.” Every student loved the idea and cast their vote. When the day finally arrived, the students strode into the Millwood Community Center with dim lights, glow sticks, and booming dub-step arcade music. Jacob and Isaac bashfully masked their excitement. Their pride was rising, overflowing from their beaming faces when the other students chased each other around the gym playing a life-size version of Pacman. The students, decked out in glow necklaces and bracelets, sped around the gym dodging the appointed Pacman. Jacob and Isaac could not have been more animated. This party was their dream. The brothers struggle socially due to the barriers of their disabilities. Normally disengaged, Jacob and Isaac found a niche. They felt like part of the group. For Jacob and Isaac, this party was more than a party; it was an achievement that filled them with pride.</td>
</tr>
<tr>
<td><strong>71%</strong> Percentage that started job search assistance within 15 days of a referral</td>
<td></td>
</tr>
<tr>
<td><strong>88%</strong> Percentage of participants retained their job 90 days after placement</td>
<td></td>
</tr>
<tr>
<td><strong>33</strong> GoodGuides total youth served</td>
<td></td>
</tr>
<tr>
<td><strong>79</strong> MAPS total youth served</td>
<td></td>
</tr>
<tr>
<td><strong>1,046</strong> After-school sessions</td>
<td></td>
</tr>
<tr>
<td><strong>1,112</strong> Youth mentee contact hours</td>
<td></td>
</tr>
<tr>
<td><strong>1,112</strong> Adult mentor contact hours</td>
<td></td>
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</tbody>
</table>
## Representative Payee Services

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

<table>
<thead>
<tr>
<th>Rep. Payee Services</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,335</td>
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</tbody>
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## Career and Resource Center

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

<table>
<thead>
<tr>
<th>Career Resource Center</th>
<th>Served</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>310</td>
</tr>
</tbody>
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## Partner of Spokane Workforce Consortium — Next Generation Zone

The Next Generation Zone is the area’s only youth career and employment center, which combines training, education, and various support services in one place to set youth on a clear career path.

<table>
<thead>
<tr>
<th>Next Generation Zone</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>112</td>
</tr>
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</table>

## Grants received

<table>
<thead>
<tr>
<th>Grant</th>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Asotin County Community Services</td>
<td>Fee for service</td>
<td>$5,000</td>
</tr>
<tr>
<td>Bank of America</td>
<td>Fee for service</td>
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</tr>
<tr>
<td>Carl Hansen Foundation</td>
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<td>$350,000</td>
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<tr>
<td>Division of Disability Determination</td>
<td>Fee for service</td>
<td>$50,000</td>
</tr>
<tr>
<td>Easter Seals Goodwill Northern Rocky Mountain - subcontract for Working Solutions</td>
<td>Fee for service</td>
<td>$2,962,562</td>
</tr>
<tr>
<td>Goodwill Industries International - subcontract for GoodGuides Youth Mentoring Program</td>
<td>Fee for service</td>
<td>$1,342,613</td>
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<tr>
<td>Grant County Developmental Disabilities Independent Living</td>
<td>Fee for service</td>
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<tr>
<td>Moving Forward Program</td>
<td>Fee for service</td>
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<tr>
<td>Spokane County Developmental Disabilities ISE and Bridge</td>
<td>Fee for service</td>
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<tr>
<td>Supportive Services for Veteran Families Priority 1</td>
<td>Fee for service</td>
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<td>Fee for service</td>
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<tr>
<td>Washington Division of Vocational Rehabilitation Workforce Investment Act Youth Program</td>
<td>Fee for service</td>
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<td>$2,000</td>
</tr>
</tbody>
</table>

## 2014 Economic Impact

### Community investment in Goodwill

- Sale of donated goods: $20,915,505
- Grant and fees for vocational family services: $4,624,192
- Printing and Food Services: $173,048
- Community support of Goodwill programs and projects: $303,428

For a total of: $26,016,173

### From Goodwill to our community

- Wages, payroll taxes and benefits paid to Goodwill workforce: $15,943,440
- Supplies and services: $2,848,354
- Occupancy and equipment: $1,823,067
- Shipment of donated goods, transportation and waste disposal: $1,114,604
- Telecommunications, information technology and promotion: $620,278
- Other operating expenses: $1,770,900
- Program expansion fund and debt retirement: $1,895,530

For a total of: $26,016,173

## Economic impact figures and Grants received
Thank you to the following donors

Under $100
Anonymous donors
Blackbaud
Darcey F. Snow

Between $101-$500
Andre-Romberg Insurance
Anonymous donor
Richard Atwood
Avista Corporation
Baker Construction Company
Business Paths, Linda Oien
Chapter AZ of PEO

DeCoria, Maichel & Teague
Diane Galley
Microsoft Matching Gifts Program
National Charity Services Inc.
Mooney + O’Neill
Quinn Group
Rockwood Retirement Communities
Rotary Community Service
Stamper Rubens P.S.
Lee Tate
Homer and Phyllis Todd
U.S. Bank
Washington State Mentors
Washington Trust Bank

Between $501-$5,000
American Express
Goodrich Corporation
Lloyd P. Madison, RMC SUN (Ret.)

Over $5,000
Edyyn H. Jones Testamentary Trust for Lucille Jones
Eugene G. Fischer Endowment Trust
Henry Treede Designated Fund

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

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.