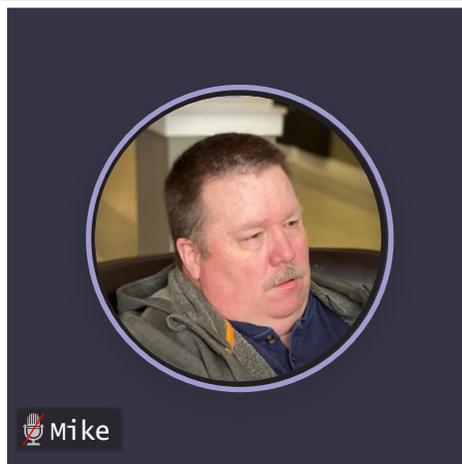
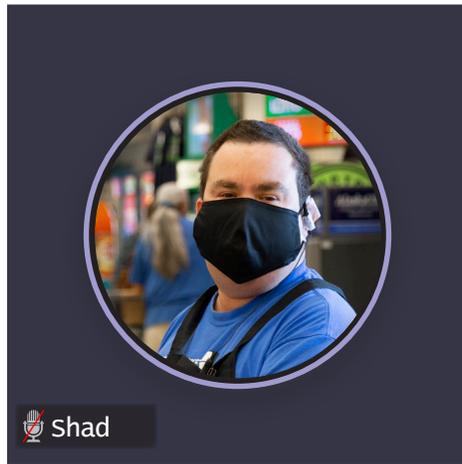
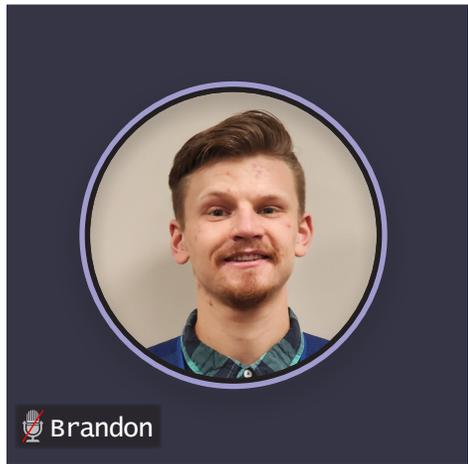
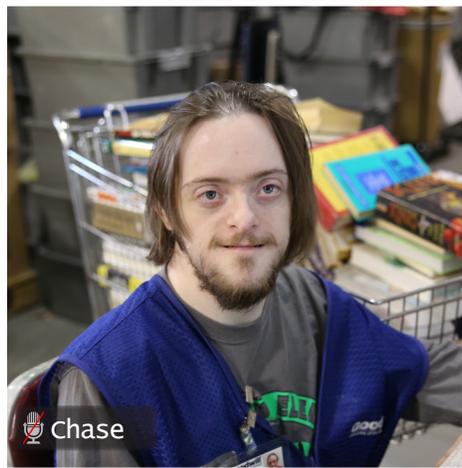


Impact 2020

How Goodwill helped.



A word from the President/CEO, Clark Brekke

We are pleased to present our 2020 Workforce & Family Services annual Impact Report. This report reflects our ongoing commitment to continuously improve Goodwill programs and services each year throughout the Inland Northwest. In the midst of COVID-19, our Corporate Values Statement embedded this principle: We believe in our accountability to our constituents, each other, and ourselves. Amidst the unforeseen, world-wide pandemic, our goal was to remain accountable to community stakeholders throughout every facet of service delivery, from point-of-entry to person-centered planning to independence. Locking arms during the shutdown, our team worked valiantly to provide *essential services* for people who were homeless or at risk of becoming homeless. Upon approval to reopen, our team worked tirelessly to welcome back program participants who were building life-changing job skills prior to the pandemic. We are asking for your feedback. The feedback you provide is reported to our board of directors and it informs the strategic development of our programs and services throughout eastern Washington and northern Idaho. If you have input that 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

As our world reopens following the devastating Covid-19 pandemic, we emerge stronger, more resilient and increasingly aware of the things in our lives that we may have taken for granted. We all took for granted that Goodwill is always there. But for many months in 2020, our stores, donation centers and most offices were closed, and most of our employees were home with their families. Many of our services were temporarily suspended because of the COVID shutdown. But thankfully, we were still able to serve some of our community's most vulnerable people through remote and socially distanced services in our downtown Spokane office. Our Goodwill team members came together and put their great abilities and passion for service into keeping the organization afloat. The key to Goodwill's success is adaptability. Our team members quickly, efficiently and with great leadership shifted work and service activities to meet the continuing needs of donors, customers, and individuals who rely on Goodwill while protecting everyone's health and safety. Our Goodwill is a leader in the communities we serve, and our team members and leaders worked in an unprecedented 2020 to ensure we will be here to serve for many, many years to come. On behalf of the Board of Directors, we congratulate all team members on your resilience and dedication. We are proud of each of you!



Jessie Wuerst

About the Cover:

We are so proud of our participant award winners of 2019. We took a moment during 2020 to celebrate them. You can read their stories on our website at the links below. You can also read about Steven and Mike, two of the 369 people that we helped get into permanent housing in 2020. Read about Shad, an essential worker, and Athena, who found hope when she came to Goodwill.



Athena: Page 6
<https://bit.ly/3i9ZQVE>



Brandon: Page 7
https://youtu.be/r_FqHaFYGaQ



Edwin: Page 7
<https://bit.ly/3kCAL83>



Michael: Page 7
<https://bit.ly/3zk1Wwo>



Chase: Page 7
<https://bit.ly/3hs7fsv>



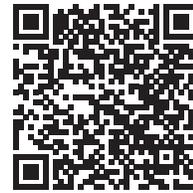
Steven: Page 8
<https://bit.ly/2UXHoae>



Mike: Page 8
<https://bit.ly/3ww3B5A>



Johanna: Page 9
<https://bit.ly/3iyDE7f>



Shad: Page 9
<https://bit.ly/3EYc51i>



DiscoverGoodwill
<https://bit.ly/3idTtkd>

How we help people build independence

Case Management and Intensive Support	1,519
Basic Assistance and Support	2,080
Intensive Job Placement Assistance	612
Total Services	4,211

612 
*people received
intensive employment
services*

1,359 
*people helped through
Goodwill's housing
assistance programs*

 **225**
*people were
trained in our
digital skills classes*

*In 2020,
we served*
810 
veterans.

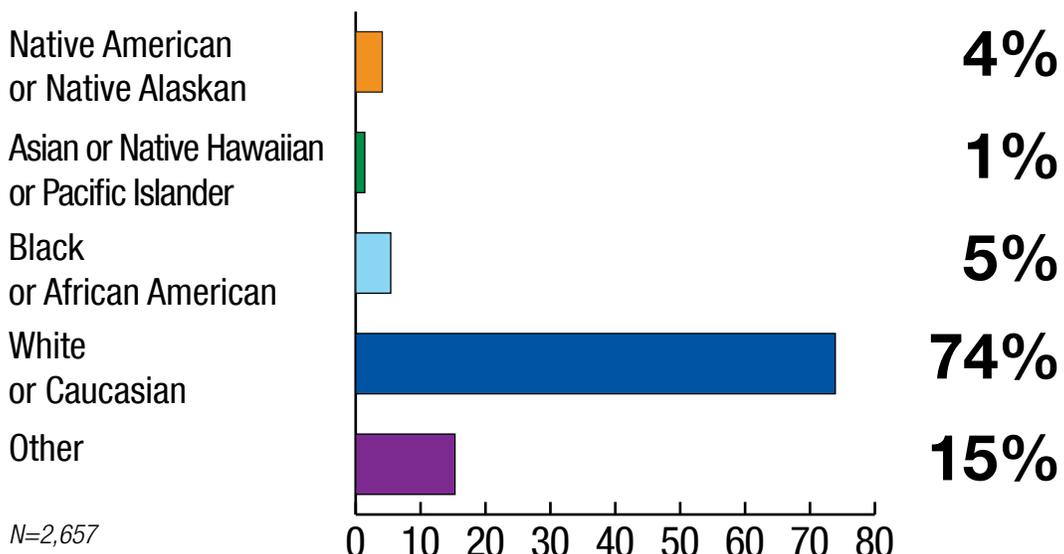
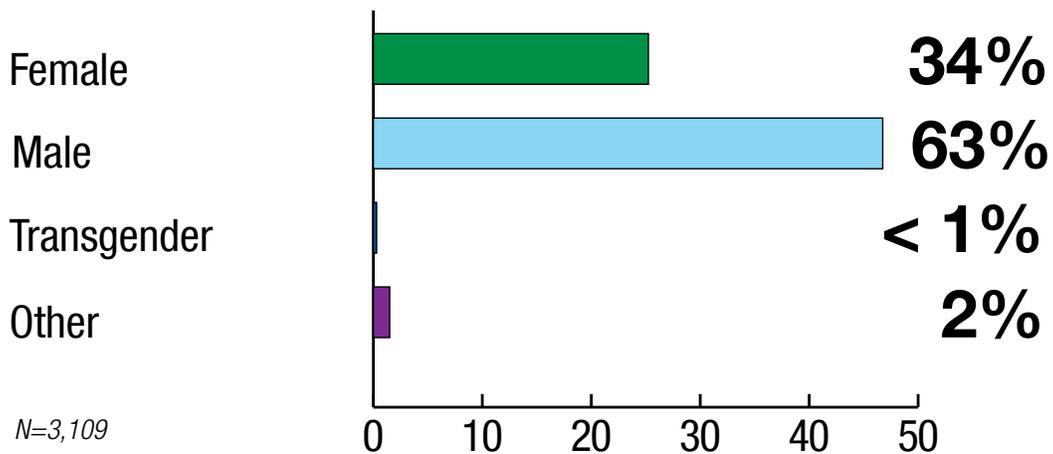
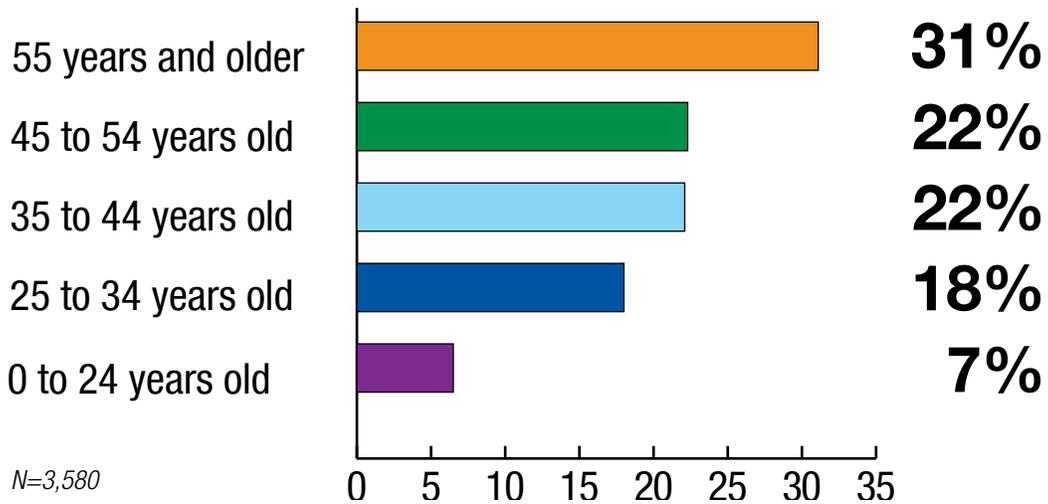
*We
helped*
86 
*qualifying veterans
recover access
to SSI/SSDI benefits.*

1,160
*people got help through
our representative
payee programs*

96% *of our clients reported feeling welcome, accepted, and valued.
of our clients reported feeling listened to and understood.*

95% *of participants said they helped define their goals.
said that staff had the skills to help them reach those goals.
said they would recommend Goodwill for services.*

Demographics of those we served



Program Highlights

Providing Essential Services in 2020

In March 2020, we all discovered how quickly life could change—almost overnight. Business and programs were running as usual for Goodwill on March 1. But that began to change within a few days. Goodwill’s senior staff started meeting virtually with leaders at other Goodwill agencies around the country that were already experiencing impacts from COVID. Our leadership team spent countless hours working on plans to keep our

team members, participants, and customers safe and healthy.

March 27, Washington and Idaho governors announced stay-at-home orders for both states. We closed all our stores and donation centers, most of Goodwill’s programs, and the administration offices. Most of our team members were furloughed.

Workforce & Family Services (WFS) programs that help people with essential services, such as housing and payee

services, remained open. More than half our WFS team members continued working. But they changed how they served people to protect everyone’s health and safety. Most meetings took place on the phone or on Zoom or Teams calls. Any face-to-face meetings were socially distanced, and everyone wore masks or safety shields. Our team members worked hard to adjust and to help both our program participants and fellow team members who were temporarily unemployed.

On May 1, our Idaho stores re-opened at limited capacity. On May 30, our Washington stores re-opened at limited capacity. By May, 74 percent of our WFS team members were back to work. Our WFS team continued to serve people virtually in both Idaho and Washington.

Face-to-face WFS services took more time to reopen. WFS staff needed time to plan and make changes that would protect the safety and goals of each participant. For example, job coaching, which requires a lot of close one-on-one help, had to develop ways to job coach while socially distanced. WFS team members spent weeks working with other service providers, community partners, participants, guardians, state, and county agencies.

In August, we began bringing back the last group of furloughed WFS team members. All our WFS team members who had been furloughed were back to work in October.

Upper left: Job coaches adapted the way they coached, wearing masks and social distancing. Jamie and Janae work in our Moses Lake facility in this photo.

Lower left: SSVF Outreach teams continued seeking out veterans who were homeless in our region, working to get them housed or into shelters or emergency housing to protect their health. Kim and Gary are approaching an area where a camp is reported to have some veterans.



Program Highlights

Athena: A Fresh Start

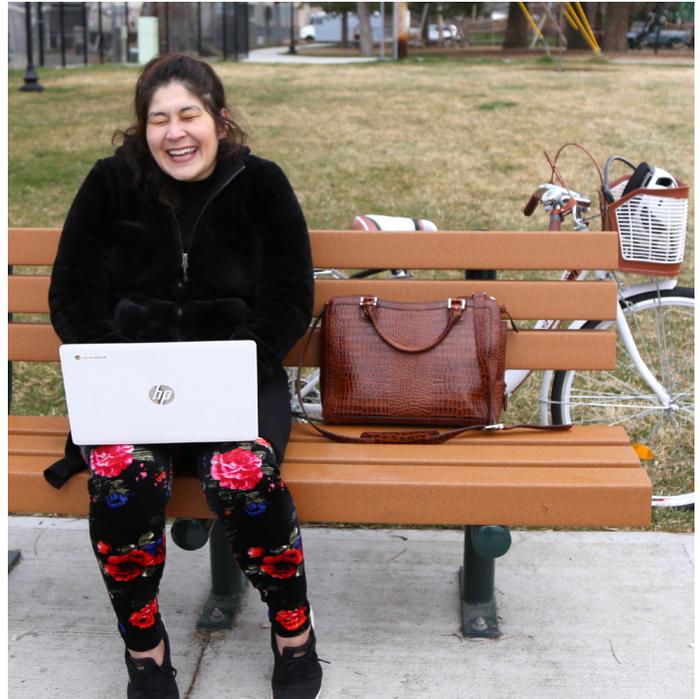
Athena hit rock bottom. A mental health breakdown put her in the hospital, and when she was released, she was homeless. She had no one to count on except herself, but she didn't think of herself as a dependable person. She had been struggling with homelessness for almost four years and was in a toxic relationship.

Athena found help and support when she came to Goodwill. Goodwill gave her bus passes and classes to help her find a job and build employment skills. Goodwill's Housing and Essential Needs (HEN) Program helped Athena with the money she needed to resolve legal issues and restore her nursing license. With her license restored, Athena was able to get back to full-time work in the career she loves.

Athena needed help getting to her night shift, so HEN came to her aid by getting her a bicycle. "I can now get back and forth to work safely and not have to walk during the night alone," she said.

HEN also provided Athena with a laptop, which she is using to further her education. She is working toward a degree in nursing so that she can become a registered nurse. Athena said that Goodwill has given her the support that she needed.

"I feel like Goodwill has helped me get my life back," said Athena. "I now have a relationship with my 11-year-old daughter, and I am mending my relationships and building trust with my family. I am working full time doing what I love. Goodwill has given me a fresh start and a



new outlook on life. I feel Goodwill has been an angel in some of my lowest times in life."

"Without Goodwill I honestly do not know where I would be today. I am so grateful for this opportunity. I see light now in my life instead of confusion and darkness like I did before, walking aimlessly down the streets of Spokane."

Financial Stability is Essential

Goodwill's Representative Payee Program manages the finances of over 1,000 people, paying bills and helping people put money into savings.

When life as we know it came to a screeching pause in March 2020, Goodwill quickly changed how they served payee clients. Prior to COVID, Goodwill offered in-person payee services out of five offices with 10 employees. For two months, starting at the end of March, this team shrunk to two employees, and services were offered remotely through the main office in Spokane. This was an uncomfortable change for many clients. It took time for

them to get used to the change.

The two employees managed over 1,000 clients with the help of Goodwill administrative staff. The phone rang off the hook, and the days flew by.

Vice President/CFO Merrilee Downs and Chief Mission and Workforce Advancement Officer Michele Harris both stepped in to help. Harris said, "While we did move to a remote delivery option and temporarily reduced staff, we were still available by phone. We were on the phone constantly with payees."

Most clients wanted assurance that their bills would be paid and that spending money would be sent to

them. When the mail was slow, they would call to verify that money was on the way.

Program staff began returning in May and other offices slowly re-opened. Some changes still remain. Staff see clients by appointment when necessary and have continued to work with limited contact by mail and the payment card system.

Goodwill Industries of the Inland Northwest is proud of the Representative Payee Program and the financial stability and education it gives to those who need it. Through the challenges of 2020, this team worked hard every day to give help, reassurance, and stability to our clients.

Program Highlights

Celebrating Independence



Brandon

Brandon came to Goodwill for a work assessment. He worked at Goodwill, and our job coaches learned about his skills and goals. The work assessment helps understand the skills people have so they know what types of job to look for. Brandon came home from the assessment one day and told his mom, "I don't want to just be in the program. I want to work at Goodwill."

Brandon was quiet and shy but proved to be a quick learner. His managers and program staff saw that he was a flexible, independent, and focused employee who got along well with all his co-workers. Brandon said the work assessment was helpful to him because it helped him see he was a good worker, and he started to see hope for independence.

After the assessment, Brandon got

help finding a job at a local retailer through Goodwill's employment placement program. He graduated from the program in 2016.

Brandon enjoyed his time working at Goodwill so much that he came back and applied when a job opened at the downtown Spokane store.

Brandon's mom said "Goodwill isn't one of those programs that just gives you something. They help you learn and grow and help you find something you are good at that you can excel at."

Over the last several years, Brandon has grown more independent, and has moved out on his own with roommates. He transferred to another Goodwill store that was closer to his new apartment.

He is enjoying living his own life. This is something he and his family didn't know if he would ever be able to have.

"I'm glad I can give back as an employee," Brandon said.



Edwin

Edwin doesn't allow barriers to get in the way of communicating. He frequently engages with staff to see if anything is needed or to just have a chat. His patience is phenomenal when it comes to understanding through the language barrier. Edwin's independence shows when he is working. He doesn't need his boss or someone to hover over him. He shines when he has something to say or wants to share his experiences.



Michael

Michael has been a Goodwill employee for several years. He is a valued member of our Ponderay team. Every day Michael is smiling and happy to do any task assigned to him. Michael is not limited by barriers. He does his best to complete any task, even cleaning. Michael never gives up or has any notion of "I can't." It is always a good day when we see Michael's smiling face. He has a great attitude and is a pleasure to work with.



Chase

Chase has worked with Goodwill in Moses Lake for several years. He completes every task and objective he is given, and he is always ready and willing to work on anything that comes his way. Over the years, Chase has become more independent and confident, and today he needs little to no supervision and follows instructions very well. Chase is very independent. He is a pleasure to work with and enjoys being part of the team in Moses Lake.

Program Highlights

Steven: Finding Home, Health, Hope

After Steven's wife passed away, his health declined. Eventually, his health was so poor that he lost his job.

His trailer was also in poor condition. The trailer park sold, and Steven had to improve the condition of the trailer or move it elsewhere. He was unable to do either, so he lost his housing.

He stayed with different friends, camped out, or slept in his car. Total, Steven was homeless for three years, living out of his car for over a year and a half.

"My life was hopeless," Steven said. "I didn't know what I was going to do."

Just when things seemed that they could not get any worse, Steven's car broke down in a grocery store parking lot, right next to a Goodwill donation service center. That grocery store had a flier for Goodwill's Supportive Services for Veteran Families (SSVF).

Steven asked the Goodwill donation service attendant about the SSVF flier,

and the attendant encouraged Steven to call the number provided. He did.

The next day, an SSVF case manager came to Steven and signed him up for help. Steven said Goodwill was a Godsend. "Without Goodwill, my life would be hopeless. I feel like I have direction now."

Goodwill's SSVF program paid to have Steven's car fixed. They provided him with emergency housing until he was accepted in a temporary housing program. Steven now lives in a beautiful 55-and-older apartment complex.

After Steven received his permanent housing, Goodwill helped him with household items like a bed, dishes, and bedding.

SSVF helped Steven complete a voucher process that helped him become financially independent.

Steven said that because of help from Goodwill's SSVF program, he does not have to worry about his basic daily needs anymore. "I am so much more comfortable now that I



have a place," he said.

Now Steven says that he can think about ways to give back to the community. He wants to find a part-time job to supplement his income, and he would like to volunteer at Newby-ginnings or other community outreach programs.

"I don't know what I would have done without you guys," Steven said. "I didn't know what Goodwill did for people until now. It is amazing! My case manager went out of her way to meet my needs and help me meet my goals. You have been such a blessing!

Mike: Gaining Housing and Skills

In 2008, Mike lost his job and home. After a few months at Union Gospel Mission, Mike moved into a home for homeless veterans. Mike lived there until Healthcare for Homeless Veterans helped him get his own apartment. Mike lived semi-independently with support for rent and food for several years.

In 2015, his dad got sick, and Mike moved in to help him. But in 2017, Mike's dad died. The loss shook his world. "I really struggled when dad died, and it was hard to focus on anything," Mike said.

His family helped him until they could not financially provide for him anymore.

Once again without a home, Mike



moved back into Union Gospel Mission and called Health Care for Homeless Veterans. Mike was referred to Goodwill's Supportive Services for Veteran Families (SSVF) program. Within weeks, SSVF helped Mike move into transitional housing for veterans. In June, SSVF helped

Mike get his own apartment.

Mike wanted to get a job. With help from Goodwill's Career and Resource Center, he looked online for jobs. He enrolled in Goodwill's Work Readiness Program. This class teaches people how to write resumes and cover letters, search for jobs, and complete online job applications. Mike also took advantage of Goodwill's Digital Skills Classes to build job skills that would open more employment opportunities with his disability.

Mike was hired at his apartment complex in early 2020. He hopes to become a peer counselor or mentor in the future. Mike believes he can pass on what he has learned to help other veterans who are without a home.

Program Highlights

Johanna: Everyone sees her growth

When Johanna returned to work in September 2020, she and her job coach agreed it was time for her to work more independently. Johanna has been with Goodwill for four years and knows the work like the back of her hand. She was able to assume responsibility for choosing what work took priority. She was also able to move from task to task, asking other Goodwill team members for help when she was unsure about a task.

Her job coach was there to offer any support, but Johanna integrated herself into the work environment. Johanna is very proud that she is a part of the team. The team is proud of Johanna for taking risks, asserting her

independence, and doing a great job.

Johanna's parents recently sent a letter to Goodwill. They wrote that Johanna's employment at Goodwill has been life-changing for their family: "Having a job and earning a paycheck is something Johanna is very proud of," Mary and Stephan said. "We know, however, that her job at Goodwill has had benefits far exceeding a paycheck. She has developed and grown in many ways, including communication, organization, and persistence ... We are so proud of Johanna and how much she has grown in and through her work, and we are equally grateful to Goodwill Industries for the opportunities it has given her."



Shad: An Essential Worker

Shad came to Goodwill because he needed help finding a job. Employers were hesitant to hire Shad because of his disability.

Goodwill helped Shad get a food handler's permit, build a résumé, and seek work. Shad used Goodwill staff to practice interviewing before landing a job at the Cheney Safeway in November 2015.

Shad works 16 hours a week as a courtesy clerk, bagging groceries and helping customers and other employees throughout the store.

Stacey Young, front end manager, has worked with Shad for more than five years and watched him grow. "Shad started working here just before I did. He is shy, but over the years, he has opened up more," Stacey said. "He now talks about himself more and says, 'Have a nice day!' to every customer."

Shad has confidence, a friendly manner, and always has a smile. Stacey said, "He is wonderful. He is really attentive to customers and

cashiers. When he opens up, he just loves talking to people."

More than just a helpful and friendly face, Shad is a hard worker. Stacey appreciates his work ethic. "He is meticulous about getting things done and he follows through."

Shad's job has given him a true sense of independence. He rides the bus to and from work. He likes to use his money to buy video games, go to concerts, and attend family reunions in South Dakota. On his days off, he has taken part in Special Olympics.

When Governor Jay Inslee called for a stay-at-home order for the state of Washington in March 2020, Shad's family was concerned for his health. Shad was a frontline worker in an essential industry at Safeway. But his family worried that he might be infected with the COVID virus. So, Shad agreed to isolate at home. It didn't take long for Shad to miss his job. He eagerly returned to Safeway after just a couple weeks, ready to work.

"We missed him while he was



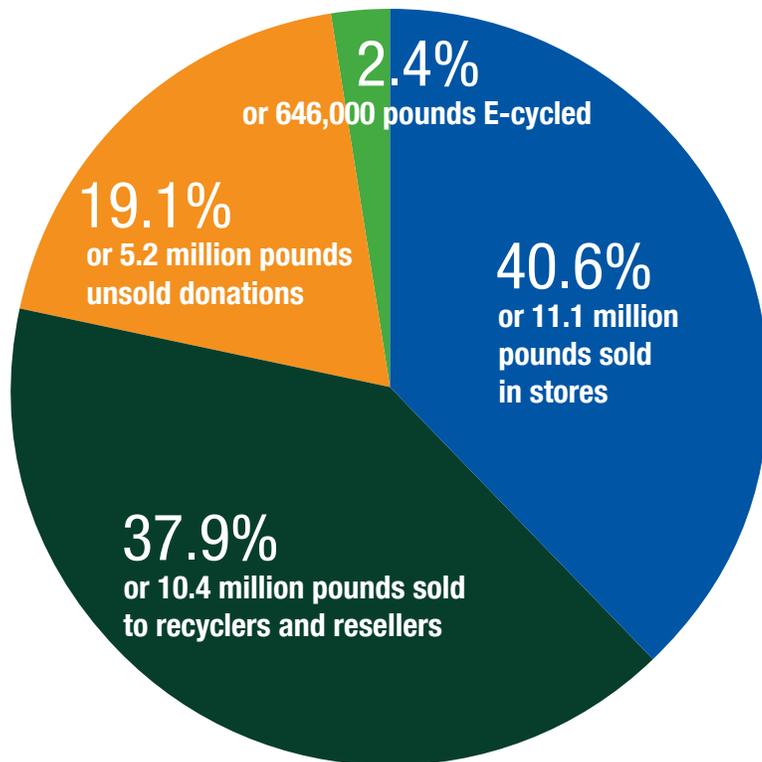
gone," said Stacey. "He is part of the team, and he is such a good person to be around."

Shad's coworkers enjoy having him on their team. Now that he has returned, he is all smiles. He makes conversation and is very obviously thrilled to be back.

2020 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 22.2 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.

2020 Financial Donations

Mackenzie Scott donation comes as end-of-year surprise

In mid-November, President/CEO Clark Brekke learned about an anonymous donor who was interested in making a substantial gift to Goodwill.

The executive team and board were excited. How much might the gift be? \$10,000? \$25,000? What if it was \$50,000?

More communication followed with a request that the donor and the donation amount be kept private for a while. Only when the donation was deposited did we learn of the size of the gift —\$10 million dollars!

After such a difficult year, the investment in our mission in the Inland Northwest came as a shock and a blessing. Tears of joy and amazement

flowed when the announcement was made to board and team members about the \$10 million unrestricted gift from Mackenzie Scott.

We began to envision what this could mean for people in our region who need help from Goodwill's programs. We immediately set up a gift planning task force to research and plan for the best way to invest and use the gift to support Goodwill's services to meet the needs in our communities for many years to come.

The gift planning task force, made up of Goodwill board and senior team members, met throughout the late winter and spring to plan best practices for management of Mackenzie Scott's gift and any gifts from future donors.

The committee worked with the accounting firm Clifton Allen Larsen (CLA) to seek proposals from wealth management firms. The gift planning task force held virtual interviews with four firms in late May. Washington Trust Bank was selected to manage the long-term investment of the Mackenzie Scott funds.

The gift planning task force, led by members of Goodwill's board of directors, will work with Washington Trust to define the investment strategy and spending policy for the gift. Goodwill will use interest earned off the gift to fund programs and serve needs of our community that align with Goodwill's mission for years to come.

Thank you to our 2020 donors:

Amazon Smiles Donations	\$463 U	Monte Boison	\$200 U
Anonymous Donation	\$80 U	National Charity Car Service Car Sales.....	\$4,077 U
Bank of America	\$25,000 R	Numerica.....	\$100 R
Benevity Fund	\$26 U	Office of the Secretary of State	\$42 U
Bob Woodruff Foundation	\$2,500 R	Oldrich Cjeka	\$250 R
Carol Adams	\$250 R	Rotary Community Service	\$2,000 R
Comcast.....	\$15,500 R	Round Up Donations.....	\$245,862 R
Costco.....	\$10,000 R	Schwab Charitable Trust, Anonymous	\$3,500 U
David Brown	\$100 R	Spokane Elks.....	\$2,000 R
Ed Walker.....	\$1,000 U	Umpqua Bank.....	\$3,000 R
Eugene Fischer Trust.....	\$3,927 U	US Bank Wealth Management.....	\$507 U
Henry Treede Fund, Innovia	\$7,741 U	VFW Post 51	\$150 R
Google.....	\$2,965 R	VintageCatalogs.com	\$60 U
Grand Canyon University	\$400 R	Walker Construction.....	\$250 U
Innovia Foundation.....	\$7,700 U	Washington State Secretary	\$57 U
James Gay	\$100 U	Wells Fargo	\$7,750 U
Julie Brown	\$100 R	Wells Fargo	\$10,000 R
Lloyd P. Madison Trust, Innovia	\$1,000 U	Woodrow Foundation.....	\$11,781 U
MacKenzie Scott Charitable Gift	\$10,000,000 U		

R = Restricted: Can only be used for designated purpose.

U = Unrestricted: Can be used for any purpose.

In 2020:

4,211

adults and youth helped by Goodwill programs

85

cents of each dollar supported services for our community

660

people employed with our Goodwill



218,918



items sold in our online stores.



1,117,345

transactions at our 14 Goodwill stores.



572,119

donation visits to Goodwill.

We reinvested

\$46,109,006

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

Service Locations

Washington

Spokane WFS

(Spokane County)
130 E. Third Avenue
Spokane, WA 99202
Phone: (509) 462-0513

Moses Lake WFS

(Grant County)
789 N. Central Drive
Moses Lake, WA 98837
Phone: (509) 765-1769

Colville

(Stevens County)
153 S. Oak Street
Colville, WA 99114
Phone: (509) 684-2925

Idaho

Post Falls WFS

(Kootenai County)
4040 E. 16th Avenue
Post Falls, ID 83854
Phone: (208) 773-6196

Lewiston WFS

(Nez Perce County)
307 19th Street, Suite A3
Lewiston, ID 83501
Phone: (208) 743-8285

Moscow WFS

(Latah County)
201 Warbonnet Drive
Moscow, ID 83843
Phone: (208) 882-9977

Ponderay WFS

(Bonner County)
204 Larkspur Street
Ponderay, ID 83852
Phone: (208) 265-1984

Our Mission

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

Our Vision

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

