

## 2021 COMMUNITY IMPACT

**Goodwill**<sup>®</sup>  
Industries of the Inland Northwest

**4,391**

adults and youth helped by Goodwill programs.

**85**

cents of each dollar supported services for our community.

**600**



people employed with our Goodwill.

**496**



people received intensive employment services.

**1,189**



people helped through Goodwill's housing assistance programs.

**131**

people were trained in our digital skills classes



**1,404,959**

transactions at our 14 Goodwill stores.



**265,520**

items sold in our online stores.



**631,803**

donation visits to Goodwill.

We reinvested

**\$45,502,456**

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

## ENVIRONMENTAL IMPACT



**24.2 Million**

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



**3.4 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 2021 Workforce & Family Services annual Impact Report. This report reflects an ongoing commitment on our part to continuously improve Goodwill's programs and services each year throughout the Inland Northwest.

Staying true to continuous improvement, we took the opportunity to refresh our vision and mission statements last fall. Our goal is to foster a deeper understanding around Goodwill's purpose-driven mission and create richer connections with program participants, community partners, and valued team members. Only when there are meaningful connections with what we believe and what we do, can we summon the best of our charitable intentions.

Goodwill's new vision statement is simple, but powerful: **We believe in opportunities for all people.** Building upon a fresh vision statement, our new mission statement connects our passion for creating opportunities with lives changed. Earlier this year, the board adopted a new mission statement for Goodwill: **Together, we create opportunities that change lives and strengthen communities.**

We are asking for your feedback to help Goodwill change lives and strengthen communities. 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, Bridget Barrington

2021 proved to be a year of resilience, hope, and strategic improvements to the organization in a post pandemic world. We learned during the pandemic that we must be nimble and initiative-taking in all aspects of our business. 2021 was a strong reminder to all of us how important Goodwill is to the mission of serving those that need a hand up.

Goodwill is an inclusive organization that serves with passion, enthusiasm, and integrity. Team members have opportunities to serve community members that come to us for help every day. Our team members are stronger and better positioned to elevate individuals within our community that rely on our services.

We broke ground on our newest building project in Airway Heights which proves our ongoing Investment of creating opportunities to further advance the mission of Goodwill. Thanks to the continuous support of donors, customers, and Goodwill team members, we will continue to meet people in the circumstance they are in.

On behalf of the Goodwill Industries of the Inland Northwest Board of Directors, we congratulate all team members on your commitment and dedication. We are proud of each of you!



Bridget Barrington



### Toby works two jobs and volunteers in the community

He advocates to make his community more accessible for people who have disabilities

Scan this Q-R Code to read Toby's story or visit <https://bit.ly/3S5NoGV>.



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