

2023 IMPACT REPORT



A message from our CEO and President

We are pleased to present this 2023 Impact Report for Goodwill Industries of the Inland Northwest. This report reflects Goodwill's ongoing commitment to continuously improve our programs and services throughout the Inland Northwest each year.

We are guided by a powerful vision.
We believe in opportunities for all people.

This vision and our passion to see lives changed guide our mission:
Together, we create opportunities that change lives
and strengthen communities.

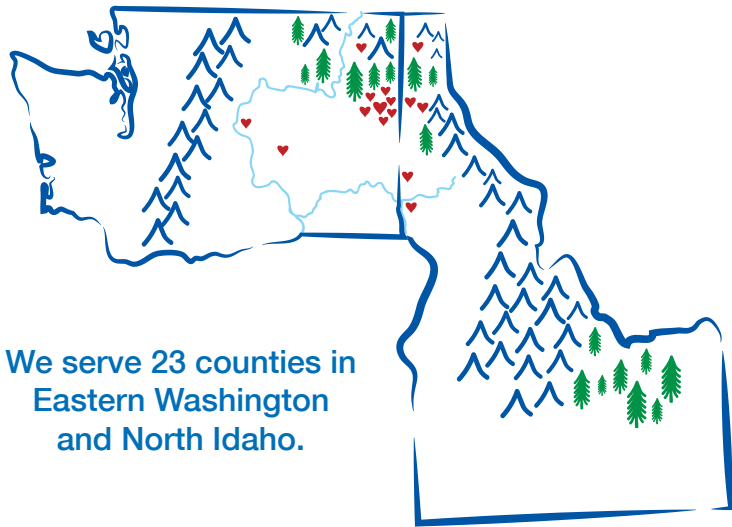


Together.... We cannot do this work alone.
Our community partners, our team members, our participants and their families, our donors and our shoppers are all part of the mission here at Goodwill Industries of the Inland Northwest.

Thank you for helping us help our neighbors with a hand up!

Clark Brekke

Our Service Area



We serve 23 counties in
Eastern Washington
and North Idaho.

Washington

Spokane WFS & Retail
130 E. Third Avenue
Spokane, WA 99202

Airway Heights Retail
12826 W. Sunset Hwy,
Spokane, WA 99001

NW Boulevard Retail
2282 N. Ash St.,
Spokane, WA 2282

South Hill Retail
2927 E. 27th Ave.,
Spokane, WA 99223

**Supportive Services for
Veteran Families**
505 E. Third Avenue,
Spokane, WA 99202

Spokane Valley Retail
13721 E. Sprague Ave.,
Spokane Valley, WA 99216

Moses Lake WFS & Retail
789 N. Central Drive
Moses Lake, WA 98837

East Wenatchee Retail
620 Grand Road,
Spokane, WA 98802

Colville WFS
153 S. Oak Street
Colville, WA 99114

Colville Retail
168 N. Main Street
Colville, WA 99114

Idaho

**Coeur d'Alene Retail
& WFS**
1212 N. 4th St.
Coeur d'Alene, ID 83814

**Post Falls WFS
& Retail**
4040 E. 16th Avenue
Post Falls, ID 83854

Lewiston WFS
307 19th Street, Suite A3
Lewiston, ID 83501

Lewiston Retail
3134 5th Street,
Lewiston, ID 83501

Moscow WFS & Retail
201 Warbonnet Drive
Moscow, ID 83843

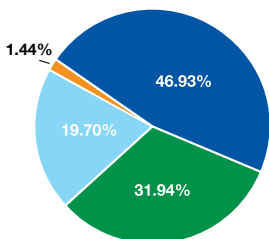
Ponderay WFS & Retail
204 Larkspur Street
Ponderay, ID 83852



Environmental Impact

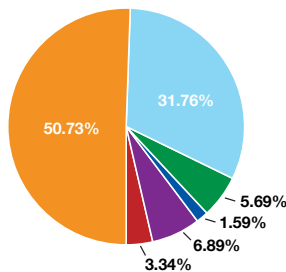
2023 Donations

| | |
|------------------|-----------------------|
| E-Cycle | 434,712 lbs |
| Unsold Donations | 5,952,836 lbs |
| Recycle & Resell | 9,649,980 lbs |
| Sold in Stores | 14,179,912 lbs |
| Total Lbs | 30,271,440 lbs |



Donations Sold In Stores

| | |
|------------------|-----------------------|
| Textiles | 7,193,288 lbs |
| Wares | 4,503,043 lbs |
| Electrical | 806,709 lbs |
| Books | 226,129 lbs |
| Shoes | 977,152 lbs |
| Furniture | 434,591 lbs |
| Total Lbs | 14,179,912 lbs |



Though our donation, salvage, and recycling programs, Goodwill kept **22,264,604** pounds of material out of the area landfills in 2023. That is 793 large dump trucks full of re-purposed items that didn't end up in our landfills.

2023 Financial Review



1,551,205

Transactions at our 15 Goodwill locations.



\$30,306,845

Total retail sales.



\$340,773.92

Round Up donations invested to support community needs.



629,530

Donation visits to Goodwill.



\$7,997,611

Total sales on our online store.

704,608

Customers rounding up.

45.44%

Percentage of customers rounding up.

298,984

Total items sold on our online store.

Breakdown of Participants Served in 2023

Total Served: 7,155
People Served: 6,055

Please note that the individual number is lower as some people were served in more than one program.

Employment Programs

- 567** Total people served
- 270** People served through DDA/DVR programs
- 297** People in FCS Employment program

Digital Skills & Trainings Programs

- 746** Total people served
- 703** People served in Digital Skills
- 43** People enrolled in Google Certification Participants

Housing Programs

- 2,156** Total people served
- 746** People served in FCS Housing
- 662** People served by HEN
- 635** Veterans helped by SSVF
- 111** Veterans served by Shallow Subsidy

Basic Services

- 790** Essential needs participants
- 524** Pre-enrollment SSVF participants
- 606** Pre-enrollment FCS participants
- 54** Other

Payee Services

- 1,149** Total people served

Other Programs

- 155** SOAR participants
- 25** MMI participants
- 78** CRC participants

Next Gen Zone (ages 16-24)

- 359** Total people served



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JOHN KIEHL

