



2018-2019

# IMPACT REPORT



# TO SOUTHERN ARIZONA

AND ALL OF OUR GENEROUS SUPPORTERS

This year Goodwill Industries of Southern Arizona turned 50 years old! As a nonprofit organization, we are both proud and humbled by this milestone. We know our team has worked hard to sustain and grow over the years but we also know our success is tied directly to the generosity of our community. Over these past 5 decades, through consistent support from our donors, volunteers and shoppers, we have grown into one of the largest social service providers in the region.

We've built up from one single store downtown, to over 40 locations spanning across Southern Arizona. We operate thrift stores, outlets, a boutique, donation centers, youth centers, job connection centers and more. As our footprint has grown, so too has the impact of our local programs and services. From helping a handful of individuals back in 1969, to providing support services to more than 50,000 adults in the last five years, and last year our expanding youth programming worked directly with over 1,000 local youth.

We cannot thank Southern Arizona enough. It is your monetary donations, bags of clothes and shopping trips that help sustain every one of our 500 jobs and support each one of our 6 youth and 6 adult programs. Our mission as a nonprofit organization is to provide jobs and training for people to gain skills and achieve independence. The goal is to not only change the life of the person we work with but the lives of their family members and those future generations to come.



Lisa Allen, Co-President/CEO

Liz Gulick, Co-President/CEO

## Mission

To provide jobs and training for people to gain skills to achieve independence.

## Vision

All people have the opportunity to reach their potential and contribute to our community

## Values

- We value the people we employ and serve.
- We operate with integrity.
- We communicate openly and honestly.
- All activities are conducted with respect and compassion.
- We value diversity and inclusion.
- We are dedicated to continuous improvement.
- We believe work is transformational and can form the foundation of a person's life.
- Every employee is an ambassador for Goodwill®.
- We provide excellent management of community and environmental resources.
- We benefit the communities in which we operate.



## 2018-2019 BOARD OF DIRECTORS

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# JENNIFER

Workforce Innovation Opportunity Act Recipient

Jennifer first came to our OneStop office in January 2015. She was interested in the Practical Nursing (PN) program through Pima Community College and was also accepted into the Health Professions Opportunity Grant (HPOG) through Pima Community College.

With assistance from Goodwill Jennifer was able to attain all her needed paperwork and certifications. At that point, she was accepted into the PN Program at Pima Community College and was assigned a start date of February 2016. She actually got to start in September of 2015. At that time she was getting assistance from WIOA and HPOG.

She was on her way! She completed her PN Certificate, without any issues, in October 2016. She did have to appeal with the Arizona State Board of Nursing, was vetted and received her PN License in December 2016.

Jennifer wanted to give full attention to her pre requisites for the Registered Nursing Program (RN) so she could complete in one semester. So, she did not apply for LPN jobs until summer of 2017, once her pre requisites were completed. She was hired as a PN in October 2017. At that time WIOA closed out her file as completed successfully! According to WIOA rules a participant needs to work for a year in the field of their training to take advantage of the career pathways we offer.

Jennifer came back in December 2018 to apply for help with the Registered Nurse Program. At that time she had successfully completed the 1st semester of the RN Program. She had advanced placement in the RN Program since she already had her PN License, meaning she would be able to complete her RN Program in 1 year rather than 2. Jennifer is now completing the final semester of the RN Program. We are in the process of getting her exam and licensing fees paid.

As quickly as she was able to get a job as a PN, Jennifer should have no problem getting a RN job once she obtains her license.

Well done Jennifer, well done!



# DONATE

YOUR DONATIONS  
BENEFIT YOUR COMMUNITY

**512,245**  
DONATIONS

**IN ORDER TO HONOR YOUR GENEROSITY**

WE TURN YOUR KINDNESS INTO LIFE CHANGING  
WORK.....

**1.5 MILLION IN PAYROLL & BENEFITS EVERY  
SINGLE MONTH!**

**OVER 30 MILLION POUNDS DIVERTED FROM  
LOCAL LANDFILLS!**

**50,000 LOCAL INDIVIDUALS SERVED IN THE  
LAST 5 YEARS!**

# BECAUSE OF YOU...

WE CAN OFFER  
SOUTHERN ARIZONA

**6** ADULT PROGRAMS + **6** YOUTH PROGRAMS

IN 2018/2019

**GOODWILL® INDUSTRIES OF  
SOUTHERN ARIZONA**

**SERVED 8,581  
INDIVIDUALS**

INCLUDING

1,178 YOUTH & YOUNG ADULTS SERVED



EVERY EMPLOYEE IS OFFERED  
FULL BENEFITS, HEALTH, DENTAL,  
403B RETIREMENT MATCHING,  
TUITION REIMBURSEMENT & MORE



**817** HOURS OF  
ACADEMIC  
COACHING

**500+** FULL-TIME JOB  
OPPORTUNITIES



**78** INDIVIDUALS  
ENROLLED IN GED  
SERVICES WITH **42**  
OF THEM ATTAINING A GED.



**102** YOUTH WERE  
MENTORED IN OUR  
GOODGUIDES PROGRAM





## FIDELIS LOPEZ

GOODWILL ADULT RE-ENTRY PARTICIPANT

Goodwill's Adult Re-entry Program first met Fidelis at an informational session in May of 2019. Fidelis was staying at a federal halfway house and had only been out of prison for about a month. As he describes it, in his lifetime, at the age of 52, he has been behind bars much longer than he's lived outside of incarceration. Fidelis had his sights set high and wanted to attend Gap Kitchen, a local culinary program that is an intense, 10-week, 40 hours per week certification class; the course includes life skills and financial literacy training, in addition to top-level culinary training by a highly acclaimed former Tucson Iron Chef champion John Hohn. There is no cost to the program but the intensity of the training does not permit much opportunity for someone to work while attending.

Fidelis rode three busses each way, for two and a half months. Our Adult Re-Entry team was able to provide Fidelis with bus passes, a stipend throughout the course of the training and emotional support when there were struggles. Staff works to support individuals by building self-reliance skills and by connecting them to additional resources in the community. For example, our Adult Re-Entry team worked to ensure Fidelis had transportation and the ability to obtain bus passes once the program's support ended. Fidelis was initially unable to acquire a low-income bus pass (which reduces the cost of a trip by half) as he did not receive state benefits and did not have documentation proving he was of low-income. Goodwill was able to connect with a local partner agency who helped obtain his approval for a low-income bus pass.

Fidelis saved up enough of his stipend funds and was able to find stable housing for himself. It is an incredible accomplishment, he is now living in his own home for the first time in many, many years.



# YOU GIVE WE GIVE BACK

Goodwill® actively looks for ways to support our local community. The revenue we generate cycles directly back into Southern Arizona's economy. That is not just through our payroll and programs but through our support and partnership with local events and organizations.

Some of those partners include, **Pima Community College, Prom-O-Rama, Cyclovia, Tucson Values Teachers, Tucson Association of Realtors - Fort Lowell Shootout, Mrs. Green's World, Local Libraries and Literacy Programs, Tucson Clean & Beautiful, ComicCon, The 2nd Chance Job Fair, Making Strides Against Breast Cancer, Tucson Heartwalk and we Co-Chair the Disability, Rehabilitation, Employment, Awareness, Month or D.R.E.A.M. Job Fair Committee.** That is just a small segment of the organizations and causes we support.



OVER **\$2,500** RAISED FOR LOCAL FUNDRAISER WALKS WITH ALMOST **200** EMPLOYEES PARTICIPATING.



MAKING STRIDES AGAINST BREAST CANCER

**\$15,606** INVESTED INTO LOCAL EDUCATION THROUGH OUR TUITION REIMBURSEMENT PROGRAM.



GOODWILL® SUPPORTED THE PIMA COMMUNITY COLLEGE FASHIONARTE SHOW WITH UPCYCLED CLOTHING AND SPONSORSHIP FUNDING.



IN 2018/19 WE OFFICIALLY ADOPTED JAMES THOMAS PARK

# INVEST LOCAL

When you shop or donate with Goodwill, you are investing in the future of your community. Your donations and shopping dollars stay local. Every single month we invest over 2.2 million dollars into our local employment or programs and services. See our 18/19 financial details below.

COMMUNITY INVESTMENT IN GOODWILL (REVENUE)		
RETAIL NET SALES	\$29,337,387	93.3%
WORKFORCE DEVELOPMENT CONTRACTS & GRANTS	\$1,812,433	5.8%
OTHER PUBLIC SUPPORT	\$193,352	0.6%
OTHER INCOME	\$97,182	0.3%
<b>TOTAL</b>	<b>\$31,440,354</b>	<b>100%</b>



GOODWILL INVESTMENT IN THE COMMUNITY (EXPENSES)		
WAGES, SALARY, BENEFITS	\$14,801,279	47.1%
PROGRAMS & SERVICES/BUSINESS OPERATIONS	\$12,327,132	39.2%
GENERAL & ADMINISTRATIVE	\$193,352	10%
REINVESTMENT INTO ORGANIZATION	\$1,158,910	3.7%
<b>TOTAL</b>	<b>\$31,440,354</b>	<b>100%</b>

the development and community impact of our programs and services, and growth to maintain self-sufficiency. To continue to be as nimble as ever, Goodwill® started a 3-Year Strategic Plan in July 2018.

## SELF FUNDED PROGRAMS & SERVICES

- Academic Services\*
- Employee Development Program
- GoodGuides® Youth Mentoring Program\*



## GOODWILL® OF SOUTHERN ARIZONA Adult Mission Programs

- Over **12,000** visits to our 5 **FREE** Job Connection Centers.
- We supported **88** individuals in our intensive Adult ReEntry Program, with **53%** placed in employment.
- Over **800** confirmed local job placements.
- More than **7,000** adults received services from Goodwill including job training, career development, supported employment, skills workshops and more.
- 312** Goodwill employees received 1 on 1 career planning and support.

[WWW.GOODWILLSOUTHERNAZ.ORG/PROGRAMS](http://WWW.GOODWILLSOUTHERNAZ.ORG/PROGRAMS)

### **ADULT RE-ENTRY PROGRAM (520) 628-1883**

Provides skills development, career exploration and/or work experience for adults 25+ recently released from incarceration or under legal supervision. Participants receive case management and stabilization services to support successful re-entry into the workforce. Fully funded by the U.S. Dept. of Labor. Located at 3725 E Ft. Lowell Rd., Tucson.

### **CAREER LADDERS**

**Arizona@Work Kino (520) 724-6678**

Goodwill® helps local employers develop training programs that will lead to promotions and wage increases for their employees. Fully funded through a City of Tucson grant.

### **CASE MANAGEMENT & WORKSHOPS**

**Arizona@Work Kino (520) 724-7700**

Serving unemployed, under-employed and employed adults through pre-vocational education, training, career assessment, planning, job search, and workshops. Fully funded by Pima County and WIOA funds.

### **EMPLOYEE DEVELOPMENT (520) 623-5174**

Individualized and comprehensive career development services for Goodwill® employees. Services include financial coaching, GED & career education, skills building, tuition reimbursement, crisis support and referral to community resources.

### **GROUP SUPPORTED EMPLOYMENT (520) 623-5174 Ext. 7015 and Ext. 7025**

Developmentally disabled adults receive job coaching, case management, and individualized services to help move toward competitive employment. Funded by the AZ Dept. of Economic Security, Div. of Developmental Disabilities.

### **JOB CONNECTION CENTERS (520) 623-5174 Ext. 7015**

Five resource centers open to the public. Staff provide career exploration and guidance as well as job search services including resume writing, interviewing skills, application assistance and basic computer skills. All services are provided on individual need and preference at no cost.



# GOODWILL® OF SOUTHERN ARIZONA Youth Mission Programs

-Over **3,000** visits to our METRO/REC Youth Resource Center.

-Over **100** youth were placed into employment with one our 60 local employer partners.

- **130+** youth served in our GoodFutures Program for adjudicated young adults.

-More than **150** youth received FREE Academic support including GED testing, High School Diploma help, tutoring, and skills development.



## **ACADEMIC SERVICES (520) 240-4118**

We provide FREE in-house tutoring and academic support to all Goodwill® employees and program participants. Participants can earn their GED or an online High School Diploma. Walk-ins ages 16-24 welcome at the Metro Youth Program, 300 N. 4th Ave.

## **GOODFUTURES (520) 623-5174 Ext. 7037**

A job training and service-learning program for young adults ages 18-24. GoodFutures provides real world work experience, service learning, and skill development in conjunction with case management.

## **GOODGUIDES (520) 623-5174 Ext. 7022**

This program provides structured and supportive relationships with trusted adult mentors to empower youth ages 12-17 to make positive choices.

## **METRO/REC YOUTH PROGRAM (520) 382-1425 or (520) 382-1426**

Re-engagement services for Opportunity Youth ages 16-24 through career exploration, education, and training. Youth participate in community engagement projects and mentoring programs. Partially funded by United Way of Southern Arizona. Located at 300 N. 4th Ave. Tucson.

## **YOUTH EMPLOYMENT PROGRAM (520) 623-5174 Ext. 7021**

### **Arizona@Work Youth Center (520) 724-9649**

Youth ages 16-24 gain paid work experience with local employers and includes career assessment, employability skills training, and GED assistance. Funded by Arizona@Work Pima County and WIOA funds.

## **YOUTH RESTORATION PROJECT (520) 623-5174 Ext. 7033**

This employment-based program gives young adults ages 18-24 the opportunity to learn employment skills, basic carpentry and bike repair skills while receiving assistance toward an educational or professional path.

[WWW.GOODWILLSOUTHERNAZ.ORG/PROGRAMS](http://WWW.GOODWILLSOUTHERNAZ.ORG/PROGRAMS)





# Bruce Munroe and Marilyn Dunbar

Systems Administrator and Widow of our founder Dale Dunbar

We recently had the honor of sitting down with our founder's widow Marilyn Dunbar and Bruce Munroe from our IT department. Bruce grew up in central Tucson and was close friends with the Dunbar's boys. He spent time with the family and even got to visit the original Goodwill store downtown and play on, in his words "a mountain of clothing in the back." Bruce expressed "I don't think Marilyn knows this but Dale was very much a father figure for me. He was such a gentle, gentle man. I would say, he influenced my idea of what being a good parent is probably more than anything. He could always relate to people without talking down to them, some people have to try at that but for him, it just came naturally. He saw value in people and that is an ideal that has persisted through 50 years. Some people may be overlooked as part of our working culture, he just felt that natively and was able to help them."

Since our founding, Goodwill® of Southern Arizona has grown from that one downtown store, to over 40 locations including stores, donation centers, job centers, youth centers and we have workforce development staff in offices across Southern Arizona. In 1969, we served around 30 people a year. Now that number is closer to 9,000 with more than 50,000 adults served in the last five years and over 1,000 youth served each year. We also employ around 500 people full time. That is a lot of change for an organization and more importantly, that is a lot of lives changed in the community. As a kid playing in the toy aisle at Goodwill, Bruce had no idea that many years later he would grow up to work for that same company and have the chance to see the impact of Dale's vision.

"Dale was very enthusiastic about Goodwill. He believed firmly in people having a chance to learn a skill that they could use, not to stay at Goodwill forever, that wasn't the idea but that they can learn a skill and move onto something else. It would give them a chance to improve their quality of life and make change in the community." Marilyn Dunbar.



**DALE DUNBAR**



**DUNBAR FAMILY**



**MARILYN  
DUNBAR**

**BRUCE  
MUNROE**





**300 N 4TH AVE  
4TH AVE STORE &  
METRO/REC YOUTH CENTER**

**40+ ATTENDED DONATION CENTERS.** Making a difference in someone's life has never been easier. Swing by any of our conveniently located Goodwill® Donation Centers with clothing, housewares, or any other items of value. [WWW.GOODWILLSOUTHERNAZ.ORG/DONATE](http://WWW.GOODWILLSOUTHERNAZ.ORG/DONATE)

**ELECTRONICS RECYCLING.** Safely and responsibly dispose of your e-waste. Through our partnership with DELL® ReConnect, old computer equipment is recycled to help reduce the amount of electronic waste from our landfills. Donate at any donation center.

**DONATE A VEHICLE.** Put your old ride back to work! We accept cars, motorcycles, RVs, boats, trailers and more – it's free and we can even pick up vehicles that don't run. Call us with a title in hand and we can help you with this tax deductible donation. **Call (520) 623-5879**

**MAKE A MONETARY CONTRIBUTION.** Your donation is eligible for the State of Arizona charitable tax credit. You may claim a dollar-for-dollar tax credit up to \$400 when filing single or \$800 when filing a jointly. Use QCO Code: 20333 to take the tax credit on your income tax returns. Make a cash donation online at [WWW.GOODWILLSOUTHERNAZ.ORG/DONATE](http://WWW.GOODWILLSOUTHERNAZ.ORG/DONATE)

If you would like to make a gift of real estate or other property, or make a designation of fixed regular donations (of cash or securities) please call **(520) 623-5174, Ext. 7013.**



## GIFT YOUR TIME

**VOLUNTEER.** Help support your community and become a part of the Goodwill® Team. Volunteers work in our mission programs (tutoring, mentoring, and administrative tasks) and our administrative offices (Accounting, HR, Marketing and Operations). Please learn more and apply at: [WWW.GOODWILLSOUTHERNAZ.ORG/GET-INVOLVED](http://WWW.GOODWILLSOUTHERNAZ.ORG/GET-INVOLVED)

**INTERNSHIPS.** Do you want real-world experience and/or course credit? Goodwill® offers internship opportunities in our mission services and other departments. Marketing, Finance, IT, Admin and more.

**ORGANIZE A DONATION DRIVE.** If your neighborhood, club, or organization would like to plan a Donation Drive for Goodwill®, please call **(520) 623-5174 ext. 7039** and we can help with donation bins, a truck, and promotions.



**2019 HEART WALK**



**ATHIANA**  
GoodFutures Youth Graduate

When Athiana Lerma came to Goodwill in 2014 she needed someone to help her find some traction and a plan for the future. She started with GoodFutures as a high school dropout with limited options. She lacked confidence in herself and felt the system owed her. The Goodwill staff, helped Athiana begin looking at her situation differently. She just needed a little guidance and perspective. “Eric, Cassie, and Jason were just so fun and open and I felt like I didn’t need to hide anything from them, and I could be honest about what I needed and what I was struggling with here which helped them to help me to succeed.”

By working with GoodFutures, Athiana started to understand that getting the things she wanted in life was going to take hard work and persistence. She started to learn to set goals and budget her expenses so she could plan down the road. With a growing confidence and work ethic, Athiana went back to school and was able to attain her high school diploma and she did not stop there. Athiana continued her education and became certified as a caregiver. She is still working fulltime as a caregiver and is now in a position to give back and help others in a community that once helped her.

“Things have always been pretty bad at home, up until I joined GoodFutures. GoodFutures actually gave me the independence to live on my own and get myself out of that situation and I’ve been living on my own ever since.” Athiana now has a place to call home, a steady fulltime job, a few cuddly cats and a solid relationship. She has stable income, a stable home life and she is happy. Her future is looking good.

It is always rewarding to see a young person turn their life around and even more so when they devote themselves to helping others in the community. When asked, Cassie Valenzuela GoodFutures Mentor and Service Learning Coordinator said “We are incredibly proud of her. She continues to be in contact with us, she works and lives on her own, owns several cats, and has been in a long-term relationship. So I would say she has been very successful!”

Athiana is just one of the many thousands of youth in Southern Arizona that have received services from Goodwill’s six local youth programs. Learn more about Goodwill’s impact on the community at [GoodwillSouthernAZ.org/50years](http://GoodwillSouthernAZ.org/50years)



**SHOP**



**GOOD THREADS BOUTIQUE**

**7366 N. Oracle Rd. | Ph. 520-495-7999**

New and donated designer name brand clothing.  
Sustainable shopping never looked so good!

Your shopping dollars make a difference. Retail revenue helps support our mission, providing funds for our programs and sustaining hundreds of jobs here in Southern Arizona! Our stores carry clothing, housewares, books and more! They also carry repaired, refurbished and repurposed furniture and bikes by our Youth Restoration Project!

**TUCSON**  
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Ph. 520-795-2855

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Ph. 520-618-0198

3925 N Flowing Wells Rd.  
Ph. 520-887-2033

4082 E 22nd St.  
Ph. 520-790-0907

**SIERRA VISTA**  
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Ph. 520-895-5986

2990 W Ina Rd.  
Ph. 520-744-7988

10240 E Golf Links Rd.  
Ph. 520-618-0067

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Pay by the pound!

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Nogales, AZ  
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3725 E Fort Lowell Rd.  
Ph. 520-628-1882

**ORO VALLEY**  
10540 N La Canada Dr.  
Ph. 520-547-3350



**SHOP GOODWILL ONLINE!**

Visit [WWW.SHOPGOODWILL.COM/TUCSON](http://WWW.SHOPGOODWILL.COM/TUCSON) or scan the QR code to be taken to Goodwill® of Southern Arizona's online storefront, happy thrifting.....



**GOODWILL® INDUSTRIES OF SOUTHERN ARIZONA DISCOUNT PROGRAMS**



YOUNG FAMILIES WITH CHILDREN ARE OUR MOST PRICE SENSITIVE CUSTOMERS

SO IN 2018, WE LOWERED THE PRICE ON ALL CHILDREN'S CLOTHING TO 99 CENTS!

