When a life is changed with Goodwill's help, it sends ripples of positive change to family, friends and the community.
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The 2015 Impact Report was created and compiled by Michele Harris, Merrilee Downs, and Amy Meyer.
CARF: The Rehabilitation Accreditation Commission, an international organization, has accredited the programs submitted for evaluation since 1974.
How We Helped People Build Independence

Services provided:
- Intensive job placement assistance 274
- Basic assistance and support 675
- Case management and intensive support 5,314

Total Served: 6,263

827
Total job placements from all programs

$549,880
Total payroll paid to participants

58,065
Hours of paid training

7,258
Days of paid training

Messages from Those Who Empower Change

President/Chief Executive Officer

We are pleased to present our 2015 Workforce & Family Services Annual Report and Outcomes. This report reflects our commitment to continuously improve service delivery for the people we serve throughout the Inland Northwest. Our Corporate Values Statement embeds this principal: 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 is enveloped in the strategic development of programs and services throughout eastern Washington and northern Idaho. If you have input you would like to offer, please contact Goodwill.

Best, Clark Brekke

2015 Impact Report
In 1939, two men stood on the steps of a small church in Rockford, Washington, and determined that our community needed Goodwill to help address employment barriers and economic need. Today, we still work to offer a hand up to men and women facing unemployment, poverty, and other barriers to independence.

I've had the honor of serving Goodwill as a board member for many years. I am proud of the work and achievements Goodwill experienced in 2015. We served 6,263 men, women, and youth. I am very proud of the service Goodwill has offered to our veterans who are homeless over the past few years. In 2015 alone, Goodwill helped 239 veteran families find permanent housing.

Like a pebble dropped in a pond, when one life is changed by Goodwill, it sends ripples into the community, positively impacting family members, friends, co-workers, and even complete strangers.

Now THAT is quite an impact. For those of you who have shopped at Goodwill and donated your items to us, thank you for supporting our mission and helping us change lives in the Inland Northwest.

Sincerely,
Reverend Homer Todd
Board Chair, 2015
Participant and Employer Satisfaction Surveys

We asked our participants about the service they received at Goodwill. This is what they said:

Participants said:
“"I'm happy that this program is available to me to help solve problems."”
“Thank you for all your help and understanding of my disabilities.”
“The job coaches were very friendly and all the employees were as well.”
“They were friendly, helpful, welcoming, good listeners, very accepting and caring as well.”
“I really appreciated the opportunity. It made me feel good about myself and I felt I can reach my goals.”
“Goodwill served my needs in a prompt and professional manner.”
We asked employers who hired Goodwill participants about their experiences. This is what they said:

- **100%** Said that Goodwill recommended a person who could perform the job.
- **100%** Said they would consider hiring a Goodwill referral in the future.
- **100%** Said that Goodwill staff was responsive.

**An employer said:** “[Goodwill staff] had very good communication with us during the whole process of training [the participant]”
Referral Source and Team Member Satisfaction Surveys

We asked our referral sources about their interactions with Goodwill. This is what they said:

- **The information received was easy to understand and use.**
  - 62% 29% <1% 0% 0%

- **The information I received from the provider reports helped me plan.**
  - 56% 38% 6% 0% 0%

- **The provider was responsive to me and/or the participant during the evaluation process.**
  - 63% 44% 3% 0% 0%

We asked team members about their experiences with Goodwill. This is what they said:

- **100%**
  - Said that Goodwill staff demonstrated respect, patience, and understanding toward the participant and team members.

- **100%**
  - Said the service plan review allowed the participant to provide input to the best of his or her ability.

- **100%**
  - Said the input from the participant and their chosen team were included in the development of his or her plan.
The service was provided in a timely manner.

A referral source said:
“[The Goodwill staff member] has been great. She calls if she needs more information or if she sees any issues come up. She's very helpful.”

Team members said:
“You people do a great job.”

“Very happy with Goodwill's supported employment program.”

“Great team for my son to work with!”
Comprehensive Vocational Evaluation and Employment Planning

“Without Goodwill my life would be in bad shape.”

Ryan was unable to consistently get out of bed and could not keep a job before he came to Goodwill. Severe depression and anxiety prevented him from working.

Ryan was referred to Goodwill for vocational evaluation at the Moscow Retail Facility and was slated to work a set schedule in the production area. He missed many days due to mental health issues, but as Ryan became more comfortable with his coworkers, his attendance improved.

At first, Ryan was very shy and did not speak much to anyone, but after two weeks, Ryan started socializing with his coworkers and began sharing stories and having fun. Ryan’s job performance, attendance, and mental health improved significantly. Ryan was so positive and efficient that he became a valuable team member who was frequently sought to work in wares or textiles.

After Ryan’s evaluation services ended, Goodwill helped him find a job where he felt he could be himself and was at low risk of having his anxiety and depression rise again. Confident in his abilities, Ryan got a job at the University of Idaho in their dining hall as a dishwasher and continues to be a valuable team member there today. Furthermore, Ryan has decided to continue his education. He has found his passion and is focused on completing his education to pursue his dream of network administration.

Now Ryan is focused on completing his education.
“Goodwill helps people with jobs and training, but they also go the extra mile to help with other parts of your life. That’s what makes Goodwill special. They feel like my family.” -Jessica

Merle was referred to Goodwill in July 2013. He was unemployed at the time but had a strong work history and wanted to get back to work. Goodwill helped Merle build a strong resume, practice his interviews, and search for jobs. After a summer working the concession stand for Spokane County Pools, Merle was hired by Papa Murphy’s. Merle works five mornings a week at Papa Murphy’s, preparing mini pizzas, salads, dessert pizzas, and cheesy bread. His work helps the business be more efficient when they are prepping orders throughout the day.

Merle’s coworkers say they love having him as part of the Papa Murphy’s team. Merle says his favorite part of his job is payday.

Jessica felt like her life wasn’t going anywhere. Struggling with anxiety and depression, she was unable to work. She sought help and was referred to Goodwill’s Transitional Jobs Program, where she received on-the-job training and attended weekly classes that helped her with life and job skills.

Now working full time for GWI Solutions, Jessica earns a livable wage processing computers and electronics for e-recycling.

“Thanks to Goodwill, I have my life back. I’m getting out of debt. I have a good job. But most importantly, I have a strong relationship with my son. Goodwill helps people with jobs and training, but they also go the extra mile to help with other parts of your life. That’s what makes Goodwill special. They feel like my family.”

Total placed in intensive job placement services: 274
Jeffrey Gumm, Army Specialist 4, combat engineer, is a six year veteran of the United States Army, a husband to wife Tracy, and a father to two young boys, Roman and Julian.

When Jeffrey became a civilian, he found himself fighting a battle he had never anticipated: He lost his job. Soon there wasn’t enough income to pay the bills and the rent, and the young family was living in their car.

Volunteers of America quickly referred the Gumm family to Goodwill’s Supportive Services for Veteran Families (SSVF) Program. After SSVF helped them with emergency housing, they helped the family search for a home. Jeffrey and Tracy are now proud renters of a beautiful two-bedroom home.

Jeffrey is employed full time and is in the Army Reserves. “Thanks to Goodwill, a huge weight was lifted off my chest. We can now relax together as a family in our own home and feel safe,” he said.
Congresswoman Cathy McMorris Rodgers honored participants with a special visit on December 23, 2015 at the Goodwill SSVF Program Christmas Party for veterans and their families. McMorris Rodgers spent time conversing with each of the veterans and families who were present, giving them the opportunity to tell their stories and share the struggles that still exist among the veteran population in our region.

Several families shared with the congresswoman that they were able to retain or regain custody of their children because of the housing assistance and resources received from the SSVF program. The congresswoman was a key ally for Goodwill in 2013, when Goodwill sought funding for the SSVF program. A parent herself, McMorris Rodgers engaged with children and families and shared her military spouse experience.

Total served through Supportive Services for Veteran Families:

- Veterans: 491
- Significant others: 94
- Children: 126

Total: 711
Eric is a bright and engaging young fellow who has lived in Lewiston, Idaho for most of his 27 years. For the past several years, Goodwill’s case management services have helped Eric connect with the community resources he needs to reach his employment and living goals.

Eric lived with his mother and stepfather in Lewiston and lived independently for a time with his fiancée. He was placed in a certified family home in 2012 with the goal of transitioning back into independent living. Eric is employed and receives both community- and center-based developmental therapy services.

Eric has made significant progress on all of his goals and his level of independence. In May 2015, Eric was able to move into his own apartment. He is now living independently with hourly residential habilitation services to help him transition into further independence. Eric is looking forward to living independently and eventually obtaining employment in the community.

Eric is employed and lives in his own apartment.
“Goodwill ... helped me achieve something better for my family.”

Alex came to Goodwill’s Working Solutions program unsure of how it could help him get his life back on track. He had been incarcerated, and, coming back into the world, he saw only closed doors.

Goodwill helped Alex develop a plan for reaching his goals, worked with his probation officer, and helped Alex overcome his barriers to employment, like getting his driver’s license, car insurance, and even getting appropriate work shoes and clothes.

Through perseverance, Alex landed a good paying job at the Clearwater Casino doing something he has loved since childhood—cooking. His dream is to one day earn the job of sous chef.

“I can’t believe where I am today. Goodwill gave me great support and helped me achieve something better for my family,” said Alex.

People placed into positions working at or above the equivalent of minimum wage at 30 hours per week: 723

Placement rate: 25%

Retained employment for:
- 30 days: 96%
- 90 days: 91%
- 180 days: 87%

Total served through Working Solutions: 2,865
“GoodGuides is for people who want to make a change.”

Cole was struggling when he connected to Goodwill’s GoodGuides mentoring program in the eighth grade.

He didn’t make friends easily, he was failing his classes, and he didn’t like school. “I knew I wasn’t going to be able to do everything I wanted without doing well in school, but I didn’t really care,” said Cole.

Cole and his mentor, Bruce, hit it off early in the year. “Bruce and I have pretty similar interests,” Cole said. “He treats me like a real person, not a counselor.”

GoodGuides and Bruce helped Cole see how far he could go if he was responsible. “The amount of effort you give [to school, your job, and relationships] is the amount you get back,” said Cole.

The program also helped Cole learn how to develop friendships. As a student at West Valley High School, Cole has become the guy that befriends people who are alone. He is doing well in school and is researching his dream of teaching music.

Bruce says he is proud of Cole for the awesome decisions he is making. “Cole has everything he needs to succeed,” said Bruce. “He just needs the encouragement.”

“GoodGuides is for people who want to make a change in their life,” said Cole. “I might have ended up in the same place eventually without GoodGuides, but it would have been much harder to get here.”

Number of mentors: 42
Average mentoring hours per month: 420
Career awareness hours (December 2015): 140
Number of mentees enrolled in the program during 2015: 94
Representative Payee Services

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

**Total served:** 1,262

Career and Resource Center

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

**The Career and Resource Center served:** 355

**Spokane Public Library served:** 320

Partner of Spokane Workforce Consortium — Next Generation Zone

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

**Total participants that Goodwill served:** 79

*In partnership with the Spokane Area Workforce Development Council, WorkSource is an equal opportunity partnership of organizations that provide employment and training services. Auxiliary aids and services are available upon request to persons with disabilities. Washington Relay Service 711.*
President/CEO Clark Brekke congratulates Congresswoman Cathy McMorris Rodgers after she was honored with the Goodwill® Industries International Policymaker Award. The congresswoman was honored for her commitment to advancing Goodwill’s mission of helping people build careers and gain employment.

President/CEO Clark Brekke, right, poses with Leticia Mederos after she accepted Goodwill® Industries International National Policymaker Award on behalf of U.S. Senator Patty Murray. Mederos is the labor policy director on the Senate HELP Committee under Senator Murray.

We advocate for public policies that provide job training programs, employment placement services, and other community-based programs for people having a hard time finding employment.
# 2015 Economic Impact

## Community investment in Goodwill

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale of donated goods</td>
<td>$22,792,801</td>
</tr>
<tr>
<td>Grants and fees for vocational and family services</td>
<td>$5,138,050</td>
</tr>
<tr>
<td>Printing and Food Services</td>
<td>$152,185</td>
</tr>
<tr>
<td>Community support of Goodwill programs and projects</td>
<td>$301,041</td>
</tr>
<tr>
<td>For a total of:</td>
<td>$28,384,077</td>
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</tbody>
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## From Goodwill to our community

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages, payroll taxes and benefits paid to Goodwill workforce</td>
<td>$16,929,385</td>
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<tr>
<td>Supplies and services</td>
<td>$2,605,327</td>
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<tr>
<td>Occupancy and equipment</td>
<td>$1,955,688</td>
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<tr>
<td>Shipment of donated goods, transportation and waste disposal</td>
<td>$1,926,785</td>
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<tr>
<td>Telecommunications, information technology, and promotion</td>
<td>$764,428</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>$1,917,825</td>
</tr>
<tr>
<td>Program expansion fund and debt retirement</td>
<td>$2,284,639</td>
</tr>
<tr>
<td>For a total of:</td>
<td>$28,384,077</td>
</tr>
</tbody>
</table>

## Grants Received

<table>
<thead>
<tr>
<th>Organization</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asotin County Community Services</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Bank of America</td>
<td>$5,000</td>
</tr>
<tr>
<td>Carl Hansen Foundation</td>
<td>$2,000</td>
</tr>
<tr>
<td>Division of Disability Determination</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Easter Seals Goodwill Northern</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Rocky Mountain - subcontract for Working Solutions</td>
<td>$350,000</td>
</tr>
<tr>
<td>Goodwill Industries International - subcontract for GoodGuides Youth Mentoring Program</td>
<td>$350,000</td>
</tr>
<tr>
<td>Grant County Developmental Disabilities</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Independent Living</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Moving Forward Program</td>
<td>$70,000</td>
</tr>
<tr>
<td>Spokane County Developmental Disabilities ISE and Bridge</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Supportive Services for Veteran Families Priority 1</td>
<td>$2,962,562</td>
</tr>
<tr>
<td>Supportive Services for Veteran Families Priority 2</td>
<td>$1,342,613</td>
</tr>
<tr>
<td>Washington Division of Vocational Rehabilitation</td>
<td>Fee for service</td>
</tr>
<tr>
<td>Workforce Investment Act Youth Program</td>
<td>$99,713</td>
</tr>
</tbody>
</table>
Thank You to Our Donors

Under $100
Anonymous donors

Between $100 - $499
Andre-Romberg Insurance
Anonymous donor
Baker Construction Company
Bruce McEachran
Business Paths, Linda Oien
Chud Wendle
DeCoria, Maichel & Teague
Mark Lidbeck
Quinn Group
Rockwood Retirement Communities
Stamper Rubens P.S.
Lee Tate
Homer and Phyllis Todd
U.S. Bank

Between $500- $4,999
American Express
Carl M. Hansen Foundation
Corkery & Jones Benefits, Inc.
Inland Northwest Community
Foundation
Lloyd P. Madison, RMC SUN (Ret.)

Round Up
Give Goodwill donations were made by our customers from October 17 to December 12 in each of our 13 stores. The gifts funded emergency housing, transportation assistance, household items, bedding, towels, and cleaning supplies for participants in the Supportive Services for Veteran Families Program.

Total donated: $40,463.30

$5,000 and more
Empire Health

Who We Are and What We Stand for

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.

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

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.